



# JohnHoward

SOCIETY OF THE LOWER MAINLAND OF B.C.

ANNUAL REPORT  
2009-2010



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*PAMELA SMITH-GANDER - PRESIDENT*

It is with great pleasure that The Board of Directors is able to report that the John Howard Society of the Lower Mainland of British Columbia ("JHSLMBC") has completed another successful year. The JHSLMBC has maintained our healthy financial position through prudent fiscal management and the successful pursuit of new funding resources. Our strongest area of service remains in the area of Community Living and the Federal Corrections system.

Our continued expansion in the Community Services area allows us to achieve a higher profile in the community at large, which allows the general public the opportunity to appreciate the excellent work that this organization does.

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

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

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

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

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

In this era of fiscal and social conservatism, the JHSLMBC strives to maintain the spirit of those pioneers who have worked so hard over the years to bring positive and effective changes to the criminal justice system. The challenges we face today are small compared to the enormous ones faces by those brave individuals whose legacy we have enjoyed for many years. In the words of Margaret Mead, **"Never doubt that a small group of thoughtful, committed, citizens can change the world. Indeed, it is the only thing that ever has."**

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

**TIM VERESH – EXECUTIVE DIRECTOR**

Changing Lives and Improving Communities sums up the outcomes of our consumers, volunteers and staff this fiscal year. The Society continued the tradition of assisting members of our communities with a variety of experiences, personal challenges and desires to improve their living conditions.

What is unique about this year has been the consistent unsolicited appreciation for our services. Specifically, the quality of staff, service, person centered service delivery model and the environment our services are delivered in truly make a difference. I frequently receive complimentary feedback from individuals who have utilized our assistance or who has known someone who benefited from the work of the Society.

The Society invested in our teams through increased training. Derek Peterson, Director of the Institute on Adolescent and Community Resilience, provided our Annual General Meeting keynote address and training. His message kick-started the need for services to fit the requirements of our clients and considering the life of the client once services are removed. Building resiliency through personal anchors and supports throughout a person's life is now embedded in our programs. Staff also received training from the Justice Institute of BC on Conflict Resolution, Sexual Offender Risk Management, Fetal Spectrum Disorder and Working in Difficult Situations. The Crisis and Trauma Resource Institute provided training in Critical Incident Group Debriefing and Responding to Personal Trauma. We took initial steps to implement a client database system, addressing sustainability within our community residential facilities and establishing a plan to support our communities continued need for our services.

**Highlights**

- Bridging clients between the Correctional Service of Canada and Community Living BC. 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.
- Developed a strategy to implement Project Helping Hand to train individuals with multiple barriers to employment.
- Participated in the development of the BCYHHA Modernized Funding Framework Report to promote sustainability in Community Residential Facilities.
- JHSLM provided 73 units of housing per day.
- Choices and Consequences provided a record number of presentations.
- Purchased Client Administrative Management System for online case management.

**The Year Ahead**

- Implement Project Helping hand to assist clients build their skills to gain employment.
- Develop a Marketing Strategy for the Agency.
- Implement the Client Administrative Management System in all programs.
- Renew our accreditation with the Council on Accreditation of Residential Facilities (CARF).
- Contribute to strengthening the operations of the John Howard Society of British Columbia and the John Howard Society of Canada.
- Develop a plan to provide additional housing units to members of our community in need of supportive housing.
- Manage the social and financial implications of a depressed economy while minimizing a reduction in services in service delivery.

## *TONY KENNEDY- RESIDENCE MANAGER*

### DESCRIPTION OF SERVICES

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

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

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

### ADMISSION CRITERIA

Referrals are received from the Vancouver Parole Officer of the Correctional Service of Canada with potential applicants 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.

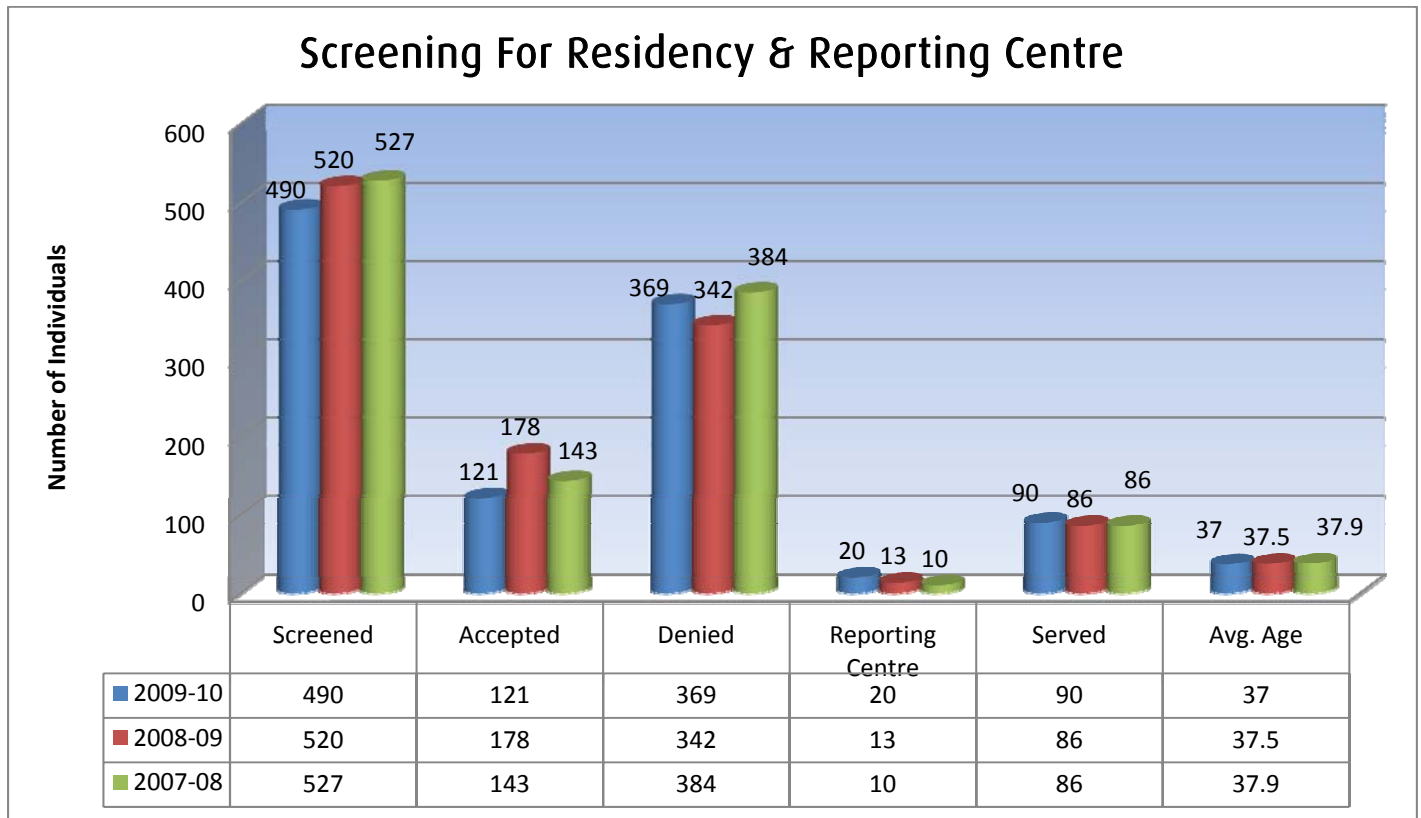
**Guy Richmond Place (GRP) will consider all referrals that meet the following criteria:**

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

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

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

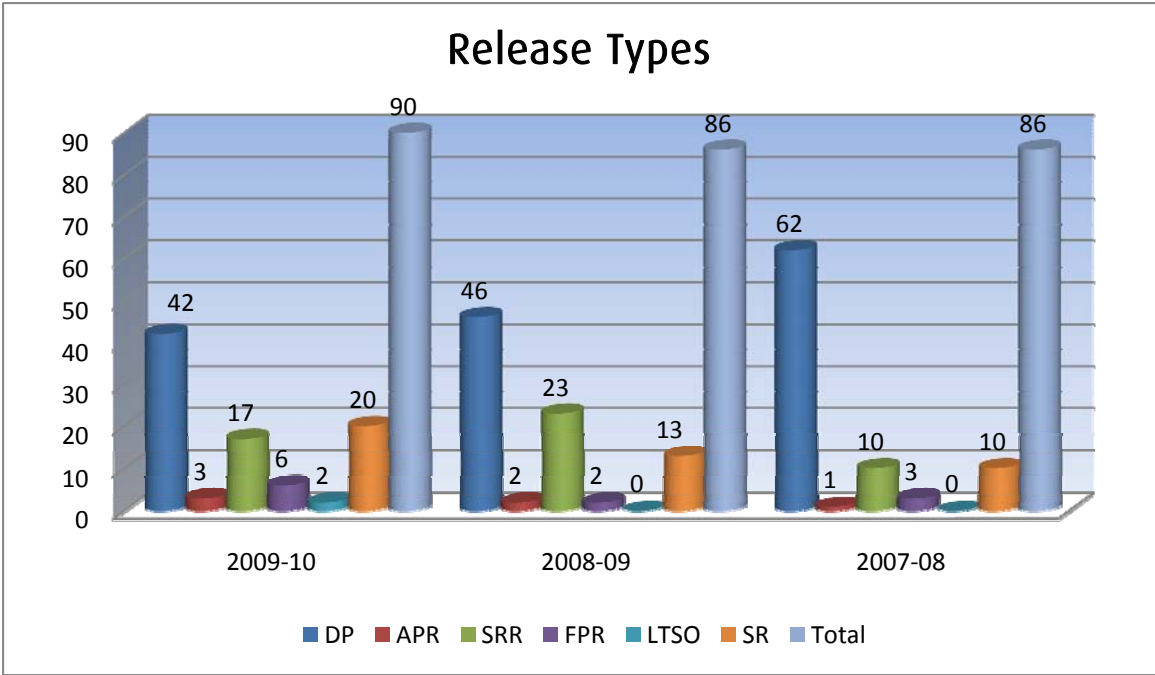
POPULATION SERVED



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 Community Residential Facility (CRF) Managers, Parole Officers, Program Managers and Psychologists a venue to discuss each case and make informed decisions.

This year Guy Richmond Place screened 490 potential applicants and accepted 121 or 25 %, a 9% decrease in acceptance from last year. Two reasons for the low acceptance rates this year are: 1) safety concerns with having street level gang members in half-way houses and 2) potential applicants have not made progress in addressing their criminogenic factors through programming or they were unwilling to work with their case management team.

In 2009-10 GRP served 70 residents the longest stay was 1096 days and the shortest was 1 day. The average length of stay was 159 days an increase of 11 days compared to the previous year. GRP had a 95 % occupancy rate which is the same as last year. During 2009-10 the average bed day was 17.20. In 2008-09 the total number of residents served was 73 and the longest stay was 731 days the shortest stay was 5 days. The average length of stay was a 148 days. The average age of the residents this year was 37 years old. Last year the average age was 37.5 years old. In addition, to providing service to 70 residents GRP provided service to 20 reporting center individuals for a total of 90 individuals served. In 2008-09 GRP provided service to 73 residents and 13 reporting centre individuals for a total of 86 individuals served. The number of reporting center individuals increased by 7 this year and has doubled from 2007-08 when we served 10. Out of the 20 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.



As the graph shows the majority of residents over the past three years were on day parole or statutory release with residency and reporting centre individuals were on statutory release. This year there was an increase in the number of residents on Full Parole who had a residency condition and two residents were LTSO's.

**ETHNICITY**

Ethnicity	2009-10	2008-09	2007-08
Caucasian	38	42	54
Aboriginal	33	18	3
Métis	0	0	4
Afro Canadian	1	3	1
Indo Canadian	2	9	4
Asian	10	6	8
Vietnamese	4	3	5
Other	2	5	7
<b>Total</b>	<b>90</b>	<b>86</b>	<b>86</b>

Other includes- Fijian, Italian, Portuguese and Mexican

As shown Caucasian remains the largest ethnic group over this three year period with a moderate decrease this year. The chart also shows another dramatic increase in the number of Aboriginal offenders compared to last year. The other area that showed a noticeable change was in the number of Indo- Canadians which decreased from 9 to 2 this year.

## RELEASING INSTITUTIONS

	2009-10	2008-09	2007-08
Ferndale	12	20	24
Mountain	12	6	4
Transferred from Belkin enhanced CRF	8	5	5
TDU	8	7	13
Out of province Bath, Grande cashe, riverbed, Rockwood	7	6	7
Kwikwexwelhp	7	6	4
Matsqui	7	9	17
Mission	5	7	1
North Fraser	4	7	1
Burnaby youth	4	-	
Prince George	4	-	
Ford Mountain	1	-	
MRTC	3	5	1
Kent	1	4	0
William Head	1	1	7
King Haven	3	-	
RTC	3	1	1
Pacific	0	2	1
<b>Total</b>	<b>90</b>	<b>86</b>	<b>86</b>

Compared to last year this year fewer residents came from Ferndale and Matsqui and more came from Mountain Institution. Approximately the same number came from TDU and Kwikwexelhp. The chart shows that the majority of residents this fiscal year came from Ferndale, Mountain, TD Unit and transfers from Belkin Enhanced CRF.

## RESIDENTS MOST SERIOUS CHARGE AT INTAKE

	2009-10	2008-09	2007-08
Murder	15	12	11
Manslaughter	12	3	3
Attempted murder	0	1	3
Assault	4	6	5
Sexual offence	14	10	5
Robbery	15	21	11
Fraud	4	0	1
B&E	10	1	10
Theft	0	1	3
Dangerous operation of Vehicle	0	1	1
Position for the purpose of Trafficking	12	18	15
Possession of property obtained by crime	1	4	6
Unlawful Confinement/Kidnapping	1	1	5
Laundering proceeds of crime	1	1	1
Production of controlled substance	0	1	3
Conspire to commit indictable offence	1	4	3
Impaired driving causing death	0	1	0
Transporting human cargo	0	0	0
Arson	0	0	0
Extortion	0	0	0



Residents are most often charged with multiple offences by crown, the above chart depicts the single most serious offence per resident at time of intake. As the chart shows the majority of residents admitted this year were charged with Murder, Robbery, sexual offences, trafficking and manslaughter.

## CHANGES IN SERVICE

Achieving last year's outcome of developing a more skilled staff team through extensive training and team building exercises in order to manage and assist more challenging residents has spurred the biggest change in service this year. The team has become better able to work with long term residents who have anti-authority beliefs and difficulty managing their emotions and behaviour. These are residents who appear to do well in the institutional environment but usually have only moderate success in the community. In working with this higher needs population we have not only seen an increase in suspensions but also more high needs residents learning how to work through extremely difficult issues with the assistance of the staff. Residents face many issues, for example the death of family or friends, the loss of employment, relapsing into drug use, financial crisis, relationship breakdowns and serious medical issues. It is often a combination of these issues and how the resident handles them that leads to a suspension. Of the 14 residents who were suspended 9 of them were not accepted back to GRP and were suspended because they were becoming a danger to staff and the community. However, five were accepted back from the Temporary Detention Unit (TDU).

Another change in service during 2009-10 was having increased staffing three days a week. This additional staffing created changes to our service by allowing us to increase the number of residents and staff taking part in community events that residents could continue to participate in once reaching warrant and living on their own if they desired. This year residents and staff participated in 67 community events. This accounted for 170 hours of staff time spent with residents either one to one or in small groups. The feedback from residents has been that these activities are enjoyable and probably not something they would have participated in on their own. The staff and residents attended community events such as sporting events and community festivals in addition to doing household errands and events to celebrate and mark the successes of resident's achievements. These outings allowed staff to see how residents interacted with others while in the community. Our hope is that residents who experience these events will develop an interest in an activity that they will continue to enjoy long after their residency at GRP. Increased staffing levels three days a week has also allowed us to strengthen and improve administrative duties and provide additional safety for staff and residents.

This year saw an expansion of our practicum placement program and volunteer program. Guy Richmond Place had three practicum students this year that completed a combined total of 880 practicum hours. Students come from UBC, UVIC and Douglas College and were referred to GRP by The John Howard Community Services Department. We also have 4 volunteers who came to GRP twice a week for a total of approximately 150 volunteer hours this year. The volunteers come to us through the Vancouver Parole Office and assisted residents to become more active in the community. Some of the activities the volunteers participated in with the residents were dog walking, going to car shows, sporting events, playing board games and providing community orientation to resident who were new to the area. Each year we celebrate the important work that practicum students, volunteers and staff participate in by having a staff and volunteer appreciation night.

Lastly, for the past 3 years provincial offenders on day parole have been supervised under the federal system. It is more difficult to screen provincial applicants compared to federal applicants as provincial applicants do not have access to the number and variety of programs that federal individuals have access to, partially due to their shorter sentences. The result is we do not have as much information to assess our ability to manage their risk while in the house. GRP only had 4 such residents this year which is a decrease of 7 from last year. Two of the 4 are still at GRP and two residents reached full parole.

## 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. This year we responded to more than 60 letters from individuals in institutions, double the number we responded to in 2007-08. Last year we responded to 49 letters from individuals in institutions and in 2007-08 we responded to 28 letters from individuals. Incarcerated individuals write to GRP as a way to introduce themselves. These letters gives us additional information about individuals that assist us in making screening decisions. When we attend informational fairs twice a year we encourage incarcerated persons to write us letters. During these information fairs we interview approximately 50 individuals.

## INSTITUTIONAL VISITS

Institutions	2009-10	2008-09
Ferndale	2	4
Mountain	2	1
Kent	1	0
William Head	0	0
Kwikwexwelhp	0	1
Matsqui	4	4
Mission	3	4
Pacific-RTC	5	0
Number of trips	9	7
Number of interviews who came to GRP	4	5
<b>Total individuals interviews</b>	<b>73</b>	<b>55</b>

Meeting individuals face to face is the most effective way to assess if they are a suitable candidate for our program. This year the Residence Manager and staff visited Mountain 2 times, Mission 3 times, Matsqui 4 times, Ferndale 2 times, Pacific 5 times and Kent 1 time. This represents a total of 9 day trips to the institutions and a total of 73 interviews completed. We completed 2 phone interviews this year and 9 post suspension interviews. Only 4 of the 73 inmates that were interviewed came to GRP this year.

Although only a small number of incarcerated individuals that we interview actually came to GRP there are other benefits that come from this type of institutional in-reach. For example: a) educating incarcerated individuals and Institutional Parole Officers about services 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 Officers and Institutional Parole Officers.

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

The following three charts show a breakdown of resident’s medical needs, metal health issues and types of substance abuse. It should be noted that many residents often suffer concurrent disorders meaning both a mental health issue and a substance abuse dependency. Providing assistance for those with concurrent disorders is complex and often challenging due to limited resources and the resident’s ability to self manage in the

community. Guy Richmond Place continues to work with community resources to assist residents with options for treatment for their medical needs. As staff continues to search for medical, mental health and substance abuse treatment resources for our residents our ability to address the dynamic needs of our residents continues to improve.

## MEDICAL/PHYSICAL ISSUES

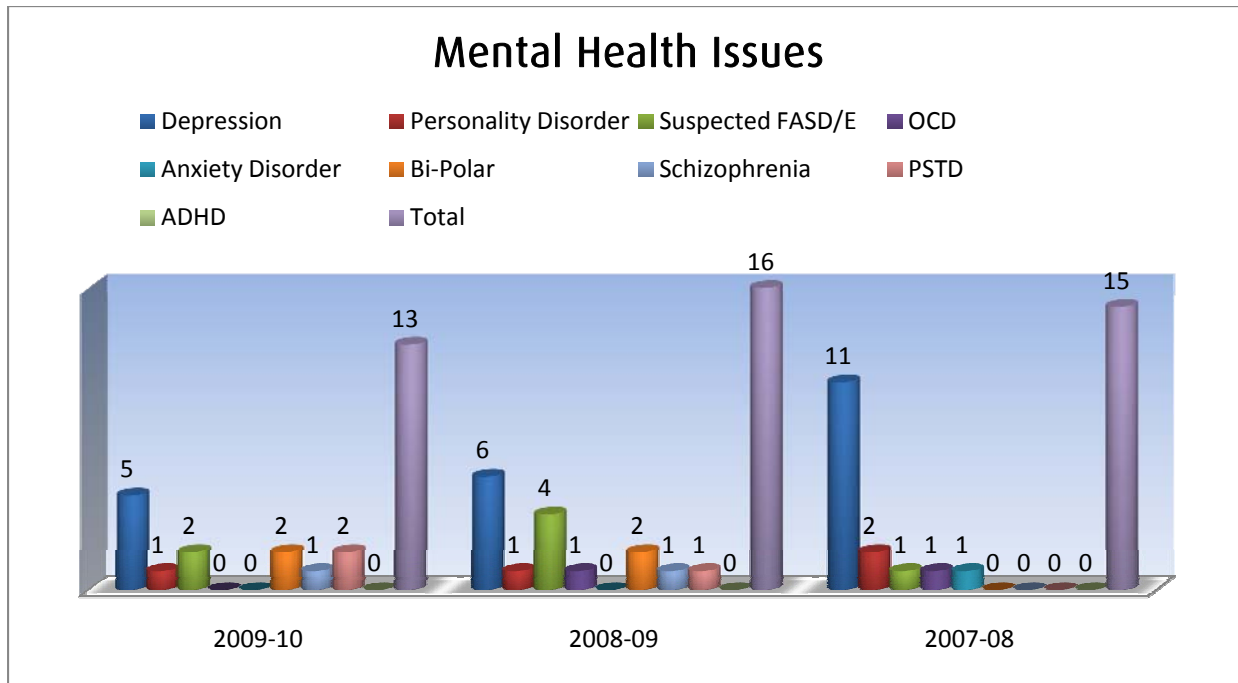
The chart below breaks down by category the substances that residents most often use. It should be noted that not all residents would self identify as having a substance abuse issue but rather would indicate that they are a recreational user. This chart below depicts substance use rates as reported from residents' correctional file. In addition, the chart shows that during 2009-10, 70% of residents had a substance abuse issue compared to 76% in 2008-09 and 66% in 2007-08.

### Types of Substance Used

Types of Substance	2009-10	2008-09	2007-08
Alcohol	22	12	15
Cocaine	15	14	19
Heroin	8	10	10
Crystal Meth	5	6	6
Unspecified	0	4	0
All	0	10	0
THC	13	10	7
No substance abuse issues	27	20	29

### Health Issues

Types of conditions	2009-10	2008-09	2007-08
HepC	3	2	4
HepC/HIV	1	1	0
Hearing Impaired	0	0	1
Sleep Apnea	2	0	2
Diabetes	2	1	1
Crones	0	0	2
Methadone	4	5	5
Substance issues	63	66	57
Kidney Problems	0	0	1
Arthritis	0	0	0
HIV	2	2	2
Heart Problems	1	3	0
Back problems	0	0	1
Eye Ulcers	0	0	1
Hand problems	0	2	0
No record of physical health problems	16	4	0
Other	1	4	0



As the above chart shows GRP continues to serve residents with mental health issues as it has over the past several years. This year approximately 15% of our population had mental health issues with depression being the most common over the last 4 years. However, over the past 4 years GRP has been dealing with residents diagnosed with Personality Disorder, FASD, Anxiety Disorder, Bi-Polar Disorder, Schizophrenia and OCD.

## ANALYSIS

This year's data shows that GRP is continuing to be a facility that supports residents to be successful on parole. Six residents were granted Full-Parole, four reached Warrant Expiry, 3 reached Statutory Release and 33 remain in the community. Three residents transferred to other Community Residential Facilities. This is five less than last year. The number of suspensions was up slightly from 10 to 14. Five of the 14 returned back to the program after being suspended. Finally, there were a total of 7 UALS this year. The overall success of the residents in the program and the steadiness in suspensions and UALS is due to a combination of factors. For example, Guy Richmond is a smaller CRF that offers individualized care and builds healthy relationship with its residents. There is a graduated curfew at GRP this allows the resident to spend more time with the staff when they first arrive and helps the resident feel accepted and integrate into the culture at GRP. The facility is clean and has a home like atmosphere which helps residents feel more comfortable at GRP. Other factors are that 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 institutions.

Another factor is that 42 of the 90 residents we had this year were on Day Parole and 17 residents were on statutory release with a residency condition and two were LTSO's. In general residents who are on day parole have participated in their correctional plan and are motivated to address their risk factors. Whereas statutory release with residency cases may have not 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.

In the past 2 years we have seen a large increase in the number of aboriginal offenders probably due to renovations at Circle of Eagles. In addition, we have seen a decrease in Indo-Canadian offenders at GRP.

The most serious charge at intake was murder similar to last year with an increase in the number of sex offenders, B&E and manslaughter.

There were 13 residents who had mental health issues. Five of them were diagnosed with depression, 2 with FASD, 2 Bi-polar, 1 with schizophrenia, 1 personality disorder, and 2 with PTSD.

The most common health concern among residents is substance issues. 63 residents reported substances being an issue. The two most common substances used by residents continue to be alcohol and cocaine followed by THC and heroin. We saw an increase in the areas of alcohol, THC and cocaine use and decrease in heroin use. We accepted 3 fewer residents with substance issues compared to last year and our UAL rated increased from 5 to 7.

We had 7 residents go Unlawfully at Large (UAL) this year 5 were on Day Parole and 2 on Statutory Release with Residency. All had substance issues, one had a primary relationship, 3 had been in residential treatment before they came to GRP and the other 4 had completed programming to address substance issues. Six of 7 used alcohol, 3 used cocaine and alcohol and 1 used heroin. Two returned to the house and 3 were picked up on new charges one person for an assault charge and the other two for robbery charges. In addition, 2 were revoked. Their ages ranged from 23 to 41 and their length of stay was between 1 day and 232 days.

Characteristics of the 7 residents who went UAL in 2009-10

- Substance issues
- Had a relapse plan
- Had been in treatment programs for substance use
- Employed and Motivated (this differs from Hobden where most had no day/work program)
- At least 2 positive community supports
- Late for curfews, misses' call-ins, high energy, continuous drama and crisis and will challenge rules.
- Had difficulty maintaining a commitment to goals (i.e. school, work and family)
- Easily influenced by other residents both positively and negatively
- Breach conditions at least one
- Older than 23
- May have a mental health issue
- Described by staff as needy
- Troubled primary relationship
- Unrealistic goals
- Scores on the Weighted Compliance Scale (UAL checklist) range from 13 to 19 out of a possible 30 points

Characteristics of the 63 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 their self to stay drug free
- Realistic goals
- Described by staff as patient
- At least 2 positive community supports
- 1 had a committed primary relationship
- Scores on the UAL checklist range from 10 to 21 out of a possible 30 with an average of 16.8

The chart below shows some statistical Information on the Residents who went UAL

Length of Stay	Age at Release	SIR	Day Program	Re-offended while on UAL	Relapse plan	Substance use	Type of release	Support System	M. H. issues	Mot Level	Score on UAL Scale
124	28	-	FT Work	no	yes	Yes	DP	GF/Parents	No	M	19/30
90	25	+1	PT Work	yes	yes	Yes	DP	Parents	yes	H	14/30
132	25	-4	FT Work	no	yes	Yes	DP	GF/Parents	No	H	18/30
1 day	41	-3	N/A	yes	yes	Yes	DP	sister	yes	M	13/30
11 days	23	-	CSC Program	no	no	Yes	SRR	mother	No	L	22/30
36	23	-	FT school	no	yes	Yes	DP	no	No	H	16/30
63	36	-	FT Work	Yes	yes	yes	SRR	NO	No	M	19/30

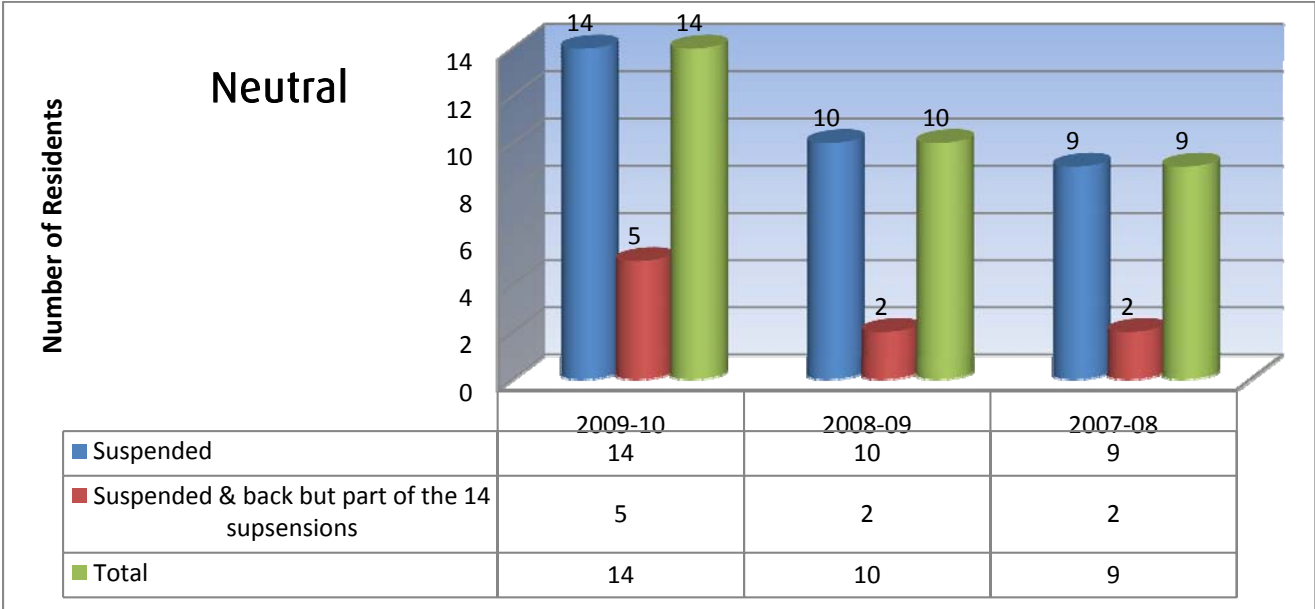
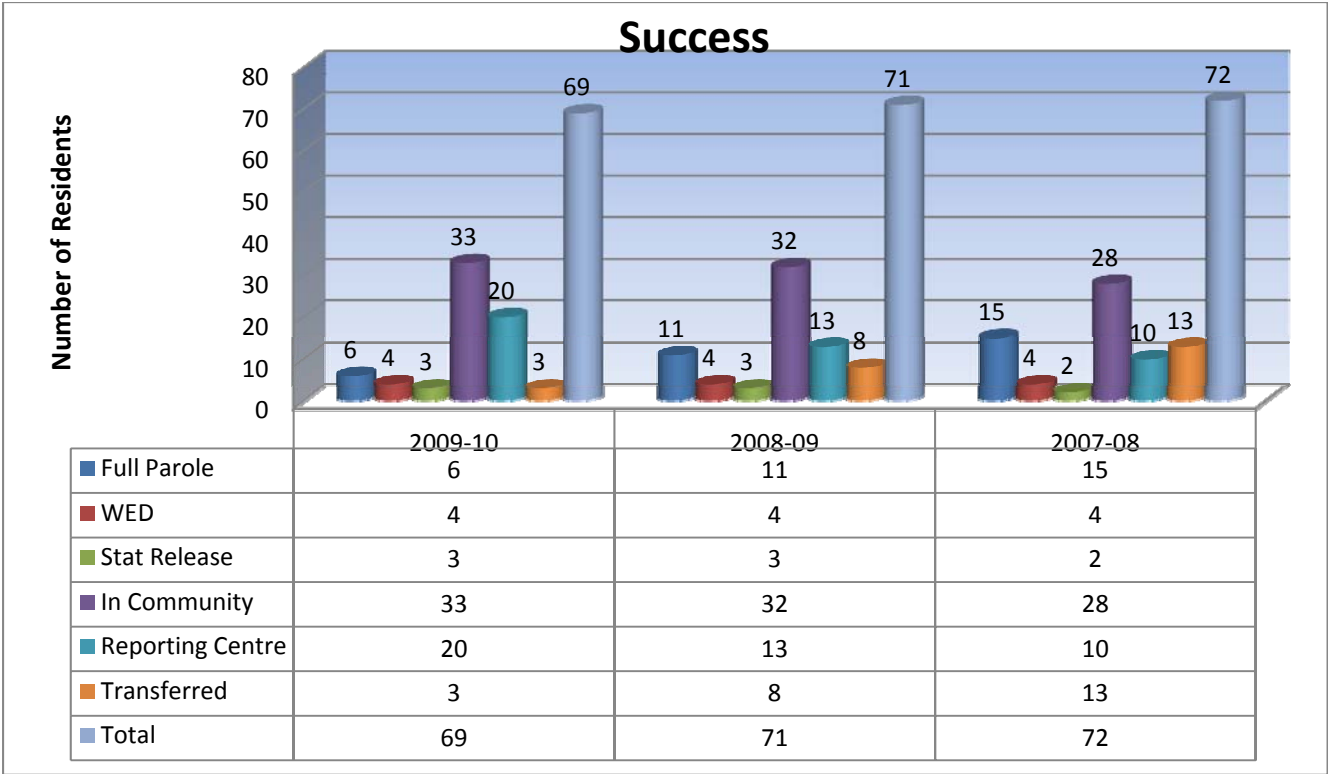
### REVIEW OF LAST YEAR'S GOALS

Action	Outcomes
Complete consumer, stakeholder and employee surveys and increase the return rate.	Ten consumer surveys were completed with results below. We provided surveys for our stakeholders through email and regular post but none were returned. However, when verbally asked for feedback from our stakeholders on how we were doing the feedback was positive. They stated "Staff is eager to learn" and "they are very professional when working with the guys". Five out of 7 employee surveys were returned. According to the results from the staff surveys staff have a high level of job satisfaction, feel they are treated well by management, can be open and honestly with their manager, are satisfied with their training, feel issues are resolved quickly and efficiently and they enjoy working with their co-workers. Some areas staff felt could be improved are to strengthen the case management/team approach between CSC staff and CRF staff, increasing the amount of contact that staff have with incarcerated persons, improving wages and increasing staffing levels to seven days a week from three.
Continue to meet with Vancouver Parole regularly to maintain communication and improve services provided.	GRP has attended all CSC/CRF meetings this year and continues to use email and meet in person as a way to communicate. We exchange our staff meeting minutes with the VPO and they share their minutes with us.
Meet 100% of CARF standards in preparation for accreditation.	We meet most of the CARF standards for example; we have regular staff meetings and residents meetings. We have a suggestion box for residents to give us feedback, we complete regular occupation and health reports, we develop client center case planning, all staff attends regular training to improve their skills; we have labour/ management meetings and we have policies that meet CARF standards.
Complete CSC bi annual program reports	Achieved- reports are completed in March and September of each year and on time.
Increase training for new staff from 4 training shift to 6 training shifts.	Achieved- we provided 6 training shifts for all new staff in 2009-10.

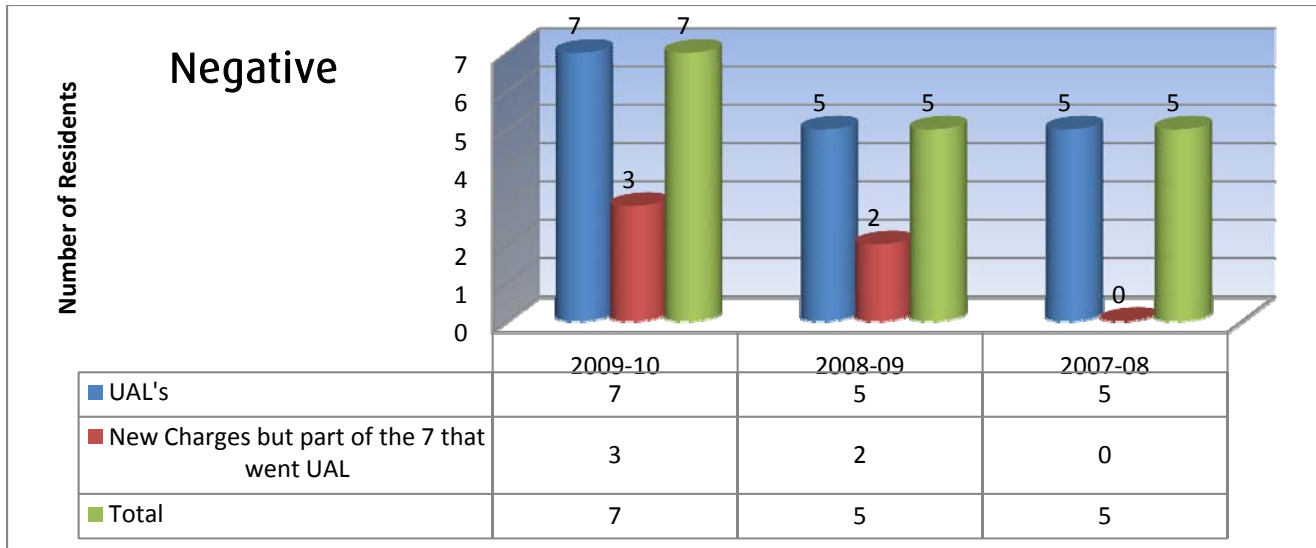
Improve staffs skill to work with high needs clients	Achieved- 3 staff attended CSC sexual offender training, 1 staff attended the justice institute sexual offender training course, 2 staff attended mental health training and FASD training, 2 staff attended substance abuse training and 1 staff attended Conflict Resolution course at the Justice Institute. All staff attended the circles of support work shop, all staff received NVCI training, one staff went to a lecture on Restorative Justice, one staff attended the BCYHHA Meeting and 4 staff attended BCYHHA conference.
Increase staffing levels 3 days a week.	Achieved- this year we had increased staffing Monday, Tuesday, and Wednesday.
Perform a self CARF audit	Did not achieve
Maintain 6 people on the casual list	Achieved
Improve communication between CSC and CRF staff	Achieved- Guy Richmond shares its staff meeting minutes with the Vancouver Parole Office and they share their meeting minutes with us. We attend CSC-CRF meetings, we have sent a representative from GRP to the VPO staff meetings and they have had a Senior Parole Officer attend our staff meetings.
Implement this year's UAL findings to better predict residents who may go UAL.	Achieved- we continue to use the Weighted Compliance Scale which indicates that residents that score in the medium to high range on this scale are at risk of going UAL. In addition, our statistics show that residents that go UAL are not able to set realistic goals and are constantly challenging rules. We have incorporated these findings into our case planning.
Work with OMS External connectivity to enhance services/ security	Achieved -The staff ability to use OMS continues to improve. All part-time and full-time staff are able to use OMS. If there are any issues with the system it is usually fixed within 24 hours.
Complete all staff evaluations on time.	Achieved- All annual evaluations are completed and done on time.
Continue to develop intervention plans to better meet the needs of our consumers, stakeholders and funders.	Achieved – we utilize a case plan format that was developed by CSC and the CRFs. In addition, these plans use SMART goals with a description of the service to be provided and are reviewed on a monthly basis.
Decide whether to adopt the computer based client Management system developed by PLEA.	Achieved- CAMS was purchased in 2009 and will be fully operational by July/10.
Increase the number visits to Kent and Pacific.	Achieved- Kent increased by 1 visit and Pacific increased by 5 visits.
Continue to improve on facilities cleanliness	The facility is kept clean by having a schedule for cleaning and a chore list with standards for each chore that is signed off by staff once the resident completed his chore.
Com Vida to be fully operational.	ComVida is fully operational and used for staff scheduling, payroll, vacation and sick time.
Improve on our collection of statistical information.	Achieved and enter into our data base using Microsoft Access Program.
To attend the institutions at least 10 times during the year	GRP attended the institutions 9 times this year
Facilitate two team building events for staff to participate in to improve team performance.	Achieved- GRP completed 6 team building exercises this year.

**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; client centered case plans with SMART goals, consumer, stakeholder and employee surveys and ensuring we meet CSC contractual obligations and CARF standards. In addition, GRP screened 490 applicants with screenings completed within the time frames set and maintained an occupancy rate of 95%.







The above graphs show that 69 residents or 77% of the total residents reached Full Parole, Stat 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. Another 14 residents or 15 % were suspended and 7 residents or 8% went UAL. In 2009-10 terms of residency ranged from 1 day to 1096 days. The average length of stay this year was 159 days, in 2008-09 the averages was 148 and in 2007-08 the average resident resided at GRP for 154 days. In 2009-10 GRP served 90 individuals, in 2008-09 served 86 and in 2007-08 served 86 individuals.

### RESIDENT'S USE OF TIME

Use of time	2009-10	2008-09
Working	30	40
Medical	1	3
Family	10	9
Volunteering	1	3
School	5	6
CSC Programs	4	9
Looking for housing and work	10	0
Immigration	1	0
Adjusting to society	24	16
School and work	4	0
<b>Total</b>	<b>90</b>	<b>86</b>

As the above chart shows in 2008-09 44% of the residents were working, volunteering, going to school or attending CSC programs compared to 67% in 2009-10. In addition, in 2009-10 we saw an increase in the number of residents looking for work and housing.

## CONSUMER SATISFACTION

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

Questions	2009-10	2008-09	2007-08
What is your level of trust with staff?	6	5.6	6.5
What is your level of safety at GRP?	6	5.8	7
Are you satisfied with staff's ability to address your concerns?	6	5.9	6.5
Are you satisfied with the meals provided by GRP?	5.6	6.4	5.8
Are you satisfied with your intervention plan	5	6.4	6.3

This year 10 resident surveys were completed out of 18 distributed or 56%. It appears residents are satisfied with the service they receive at GRP. 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 were getting ID, a recreational 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 were being doubled bunked and the size of the rooms and resident meetings. In addition, they did not like the call-in procedures, curfews and weekend pass restrictions.

Residents also stated the one thing they would tell new residents is to "take advantage of the help provided", "take it slow and work with staff", "be patient and stay focused", "have goals", "don't push yourself too hard", "if you need help ask for it" and "have a positive attitude".

GRP staff and management look forward to working with our partners, stakeholder and residents during the 2010-11 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 4 team building exercises.
- Complete staff evaluations.
- Develop more specific job/tasks for volunteers.
- CAMS to be fully operational.
- Improve our case management/team approach with the institutions and Community Parole.
- Enter institutional visits into CAMS.
- Examining ways we may be able to manage incarcerated persons with ties to community gangs.
- Continue to work with the High Risk Offender Unit and the Vancouver Police Department.
- Develop a strategic plan for the next five years.
- To develop a vocational program.

Please note there were minor discrepancies noticed in the previous year's annual reports graphs and charts. We have made the correct adjustments for this year's annual report.

## *PAT GILBERT – RESIDENCE MANAGER*

### DESCRIPTION OF SERVICE

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

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

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

### HOBDEN HOUSE VISION STATEMENT

#### **“Creating a Foundation for Change”**

The previous Vision Statement was focused on what the staff felt was Hobden House's strength. Hobden House needed a new Vision Statement to focus more on our goals for the reintegration of our residents to the community as well as our never changing goal to provide safety to our community. By creating a foundation for change, Hobden House is providing a safe place for our residents to reside, to learn and try another way if they did not succeed on their first try, to learn structure for their lives, providing mentorship and support in their efforts to integrate to the community. Hobden House staffs strive to create the foundation based on the individual needs of our residents to become contributing members of the community. These supports affords them the opportunity and for some the first time in their lives to enjoy living as productive citizens.

### 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 with potential applicants 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.

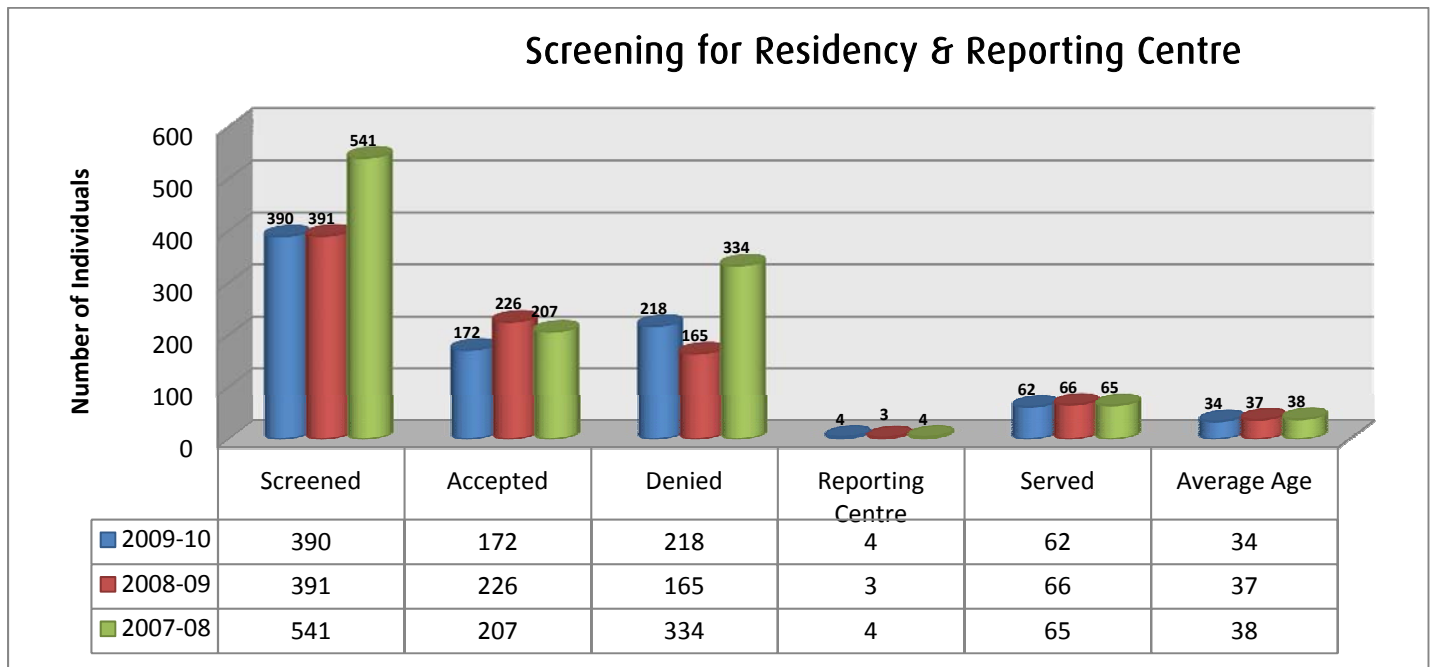
Hobden House will consider all referrals from Federal and Provincial Institutions that meet the following criteria:

- The individual must be accepted to Hobden House by either the Residence Manager or the Director of Programs or delegate after a review of their correctional file.
- The potential resident must be on some sort of Conditional Release from a Federal or Provincial Institution
- Must be able to live in a group setting
- Must have made some progress in dealing with the risk factors that prompted the offence for which the potential resident is serving time for
- Must have accepted responsibility for the actions which lead to incarceration.

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

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

## POPULATION SERVED



This year Hobden House screened 390 potential applicants and accepted 172 or 44%, a 13% decrease from last year. This year also saw a drop in the number of individuals accepted to Hobden House down 54 from 2008-09 year of 226 to 172 this year. The change in the number of acceptances may be due to: 1) the continued efforts of New Westminster Parole to ensure that Statutory Release with Residency Individuals meet the conditions to be a SSR individual and 2) safety concerns with having street level gang members in half-way houses.

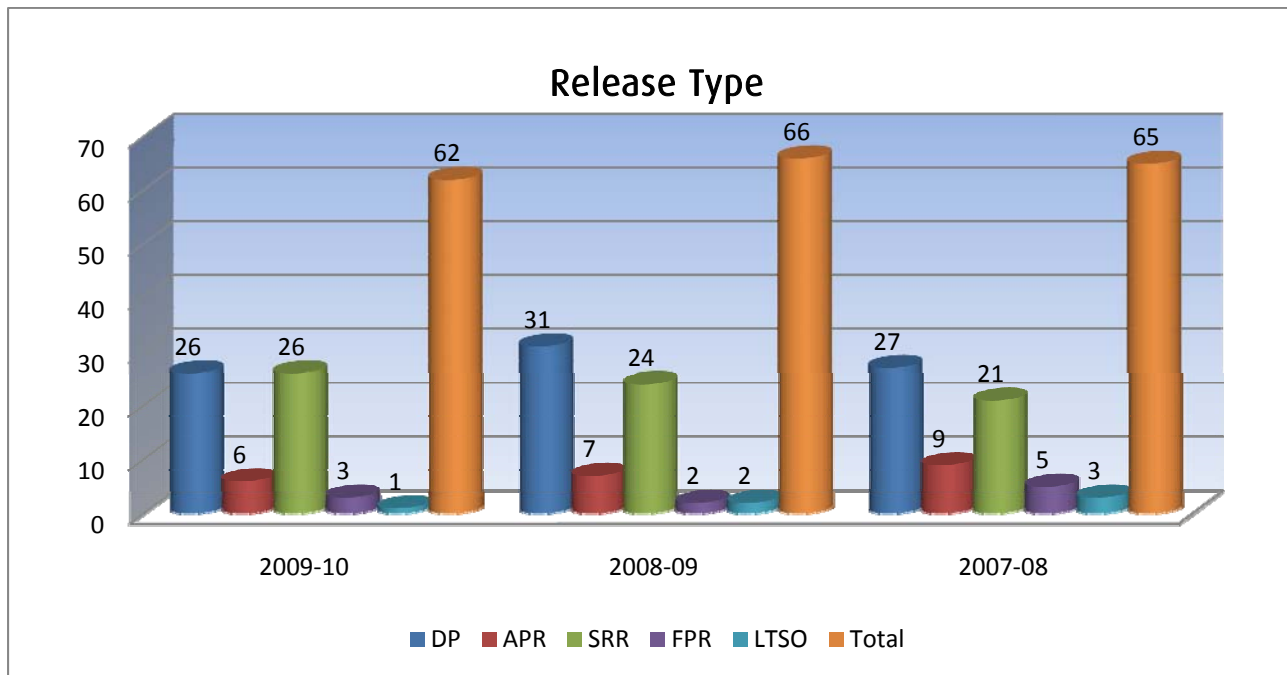
The screenings board (Community Corrections Intervention Board or CCIB) at the New Westminster Parole Office meet on a weekly basis to screen potential applicants. This Board allows for a case management/team approach by giving Community Residential Facility (CRF) Managers, Parole Officers, Program Managers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

Hobden House served 62 individuals this year. This number includes reporting centre individuals served. The average age was 34 years, the sixth year in a row that the average age ranged from the mid to late thirties. Lastly, as shown below the length of residency has dropped to 4.3 months from 4.6 months in 2008-09 but above the low of 2.01 in 2006-07 the shortest length of stay in the past eight years. Reporting center individuals average a stay slightly longer than one month which is significantly shorter than individuals with residency conditions.

Year	2009-10	2008-09	2007-08	2006-07	2005-06	2004-05	2003-04	2002-03
Average length of stay in months	4.3	4.6	5.1	2.01	3.6	9	8	6

Hobden House representatives continue to meet with incarcerated persons at all the institutions with the exception of William Head Institution due to distance. However, we attended Info Fairs at William Head and if an individual(s) must be seen we have John Howard Victoria see the person(s) 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 relationship between the incarcerated person and the Hobden House staff. 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 2009-10 was 96.2% up 2% from 2008-09 of 94.2% and down approximately 1% from 2007-08 of 97.5%. New Westminster Parole continues to fill our beds in a timely fashion helping keep our occupancy rate high.



This year Hobden House residencies included 26 individuals on statutory release with residency and 26 on day parole. In 2009-10 84% of the residents were on day parole and statutory release with residency compared to 83% in 2008-09 and 74% in 2007-08. Of the 26 residents on statutory releases with residency only 3 were successful in reaching their Warrant Expiry. The low success rate has many reasons some of which are substance abuse, entrenched criminal behaviour, minimal community support, short time regarding residency before warrant expiry and mental health issues.

## Ethnicity

	2010-09	2009-08	2007-08
Caucasian	39	51	46
Filipino	2	1	0
Aboriginal	6	3	5
Afro-Canadian	1	1	3
Portuguese	0	0	0
Latin-American	0	0	0
Indo-Canadian	2	3	7
Lebanese	0	0	0
Asian	2	2	3
Caribbean	0	0	0
Middle eastern	5	3	0
French/Italian	2	1	1
Hispanic	1	1	0
Fijian	2	0	0
<b>TOTAL</b>	<b>62</b>	<b>66</b>	<b>65</b>

As the chart shows Caucasian remains the largest ethnic group for the last three years.

## Releasing Institutions

	2009-10	2008-09	2007-08
Ferndale	11	13	16
Kent	3	4	7
Kwi	2	0	3
Matsqui	3	0	9
Mountain	4	13	7
Pacific	2	0	0
Mission	4	4	3
William head	2	6	3
RTC	3	4	0
Out of Province	2	1	3
TD	11	13	5
Provincial Institutions	4	7	3
Transfers	7	1	3
Treatment Facilities	4	0	2
RRAC	0	0	1
<b>TOTAL</b>	<b>62</b>	<b>66</b>	<b>65</b>

The number of individuals released from Ferndale continues to decline. The sharp rise in transfers can be explained by limited bed space availability at Hobden House at the time of release. These individuals had to be placed at alternative CRF's that had available beds until a bed became available at Hobden House. There was an increase in residents from treatment facilities this past, the highest in the last 3 years. This may be explained by inmates choosing to go to treatment prior to coming to a CRF giving them a better chance to succeed.

## Residents Most Serious Charge at Intake

	2009-10	2008-09	2007-08
Aggravated Assault	2	1	3
Armed Robbery	3	9	0
Arson	0	0	0
Assault	2	2	0
Assault with weapon	2	2	0
B+E	4	10	5
Counterfeiting	0	0	1
Extortion	0	1	0
1st/2 <sup>nd</sup> degree murder	3	3	6
False Pretences	2	0	0
Fraud	3	3	6
Import schedule 1&2	0	0	1
Kidnap	2	0	0
Manslaughter	2	0	0
Motor Vehicle	0	0	1
Non-Culpable	0	0	1
Obstruction of Justice	2	0	0
Possession of a firearm	2		
Possession of stolen property	2	6	1
Robbery	21	19	16
Sexual assault	2	3	6
Theft	2	3	6
Trafficking	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 in the Statistical Information.
- Robbery convictions are up by 2 and armed robbery is down by 6 bringing the total amount of robbery convictions to 24.
- Breaking and Entering and Possession of stolen property are down but trafficking convictions are up.
- 1<sup>st</sup> and 2<sup>nd</sup> degree murder remained the same as 2008-09.

## CHANGES IN SERVICE

The relationship between New Westminster Parole and Hobden House continues to be positive. The CRF/NWP meetings continue to provide a positive experience for both the CRF's 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 CRF's and NWP.

To further improve communication and shorten the time frame in addressing issues at CRFs a Parole Officer Supervisor (POS) is assigned to each CRF. In addition, CRF staff can meet weekly if necessary with the designated POS to discuss issues that have occurred during the past week after screenings. The weekly Community Corrections Intervention Board (CCIB) continues to be a productive and informative venue to discuss each case and make informed decisions.

Another change in service during 2009-10 was having increased staffing three days a week. This additional staffing created changes to our service by allowing us to increase the number of residents and staff taking part in community events that residents could continue to participate in once reaching warrant and living on their own if they desired.

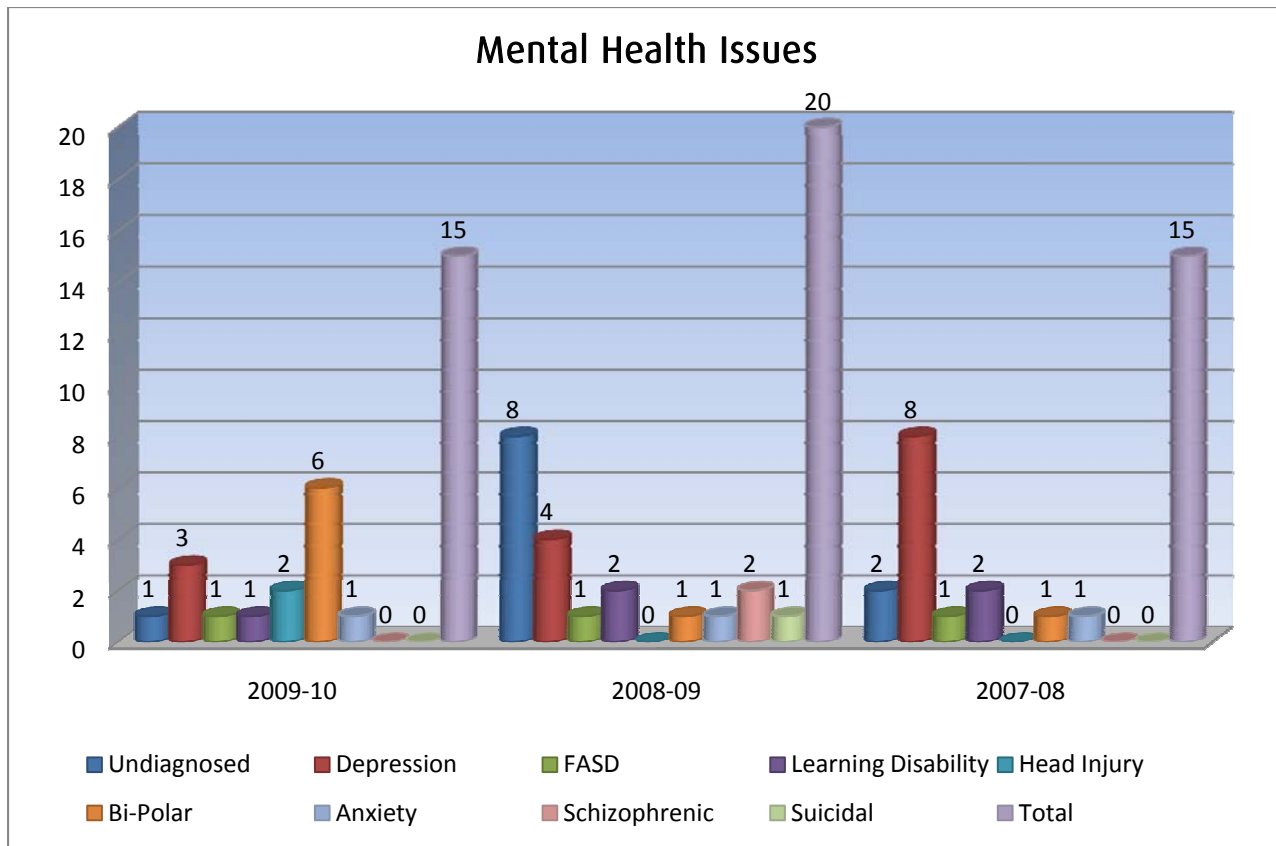
## COMMUNITY NEEDS ASSESSMENT

Alcohol and drug issues continue to be the dominant issue that our residents struggle with. This year showed a decrease of 7 residents with drug and alcohol issues. Only 7 residents who arrived and departed did not have an abstain condition out of the 62 residents served for 2009-10. In regards to medical issues the statistical information does not truly represent all the issues 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

	2009-10	2008-09	2007-08
Alcohol and drug issues	55	62	52
Allergies	1	1	0
Asthma	6	0	1
Brain Injury	3	0	0
Cancer	0	0	1
Cholesterol and Blood Pressure	4	1	0
Diabetes	1	1	3
Drug allergies	0	0	0
Emphysema and lung problems	0	0	0
Epilepsy	0	1	0
Gout	2	0	0
Hearing	0	3	0
Heart problems	3	1	1
Hep A and B	0	0	0
Hep-C	6	11	4
Hernia	1	1	0
High blood pressure	0	0	4
HIV	1	1	0
Injuries in backs, joints and limbs	11	1	6
Kidney problems	0	0	0
Methadone	4	6	6
Migraines	0	1	1
Missing limb	0	0	0
Nerve Damage	0	0	0
Pacemaker	0	0	1
Sleep apnea and sleep issues	0	0	3
Testosterone	1	0	0





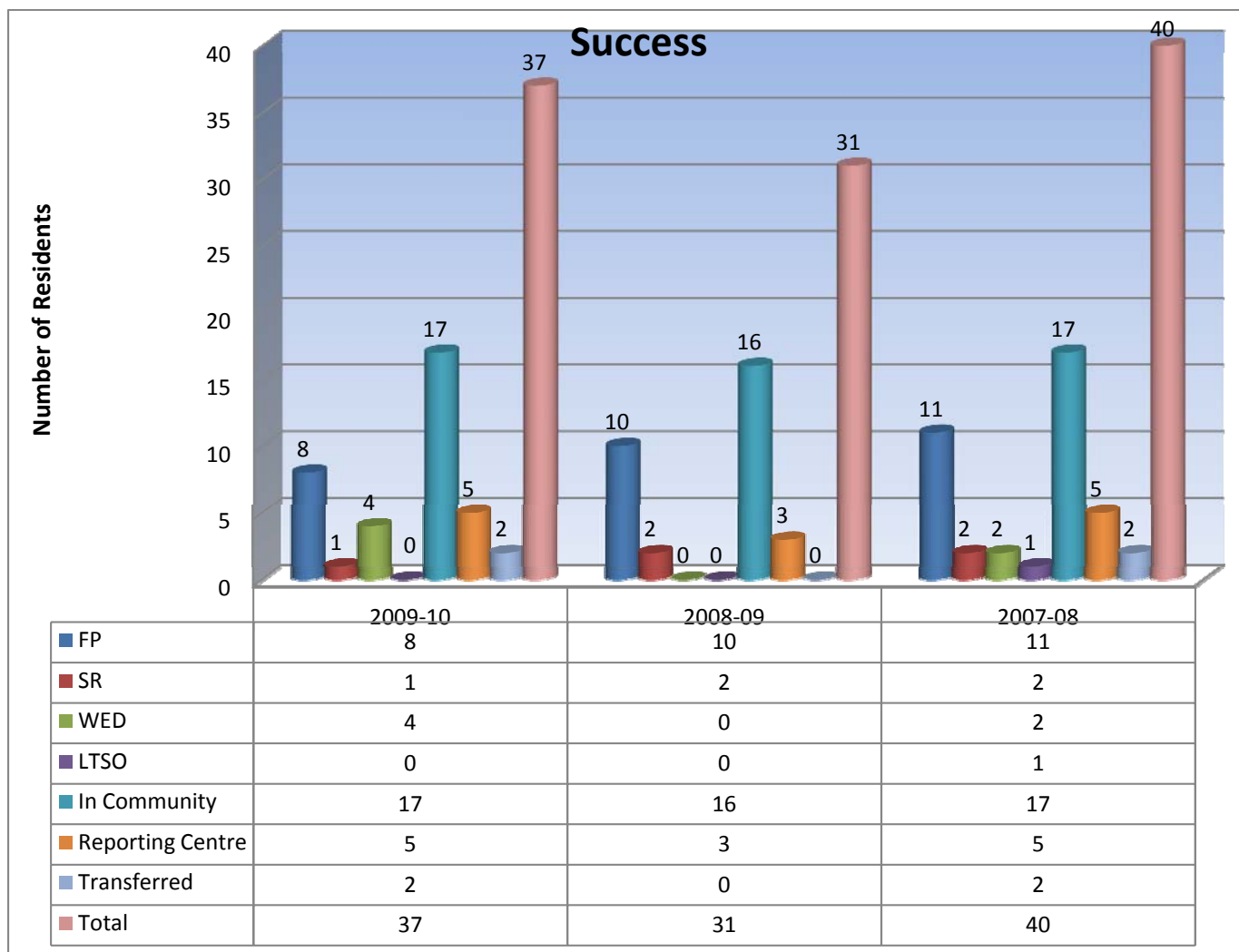
The above graph shows a decrease in the number of residents with mental health issues or who are suspected of having a mental health issue. In addition, there was a decrease in the residents diagnosed with depression. Persons with FASD remained the same. Also, this is the first time that staff has worked with residents with a diagnosed brain injury. However, the greatest change was in the number of residents diagnosed with a bi-polar disorder, up 5 from the previous year.

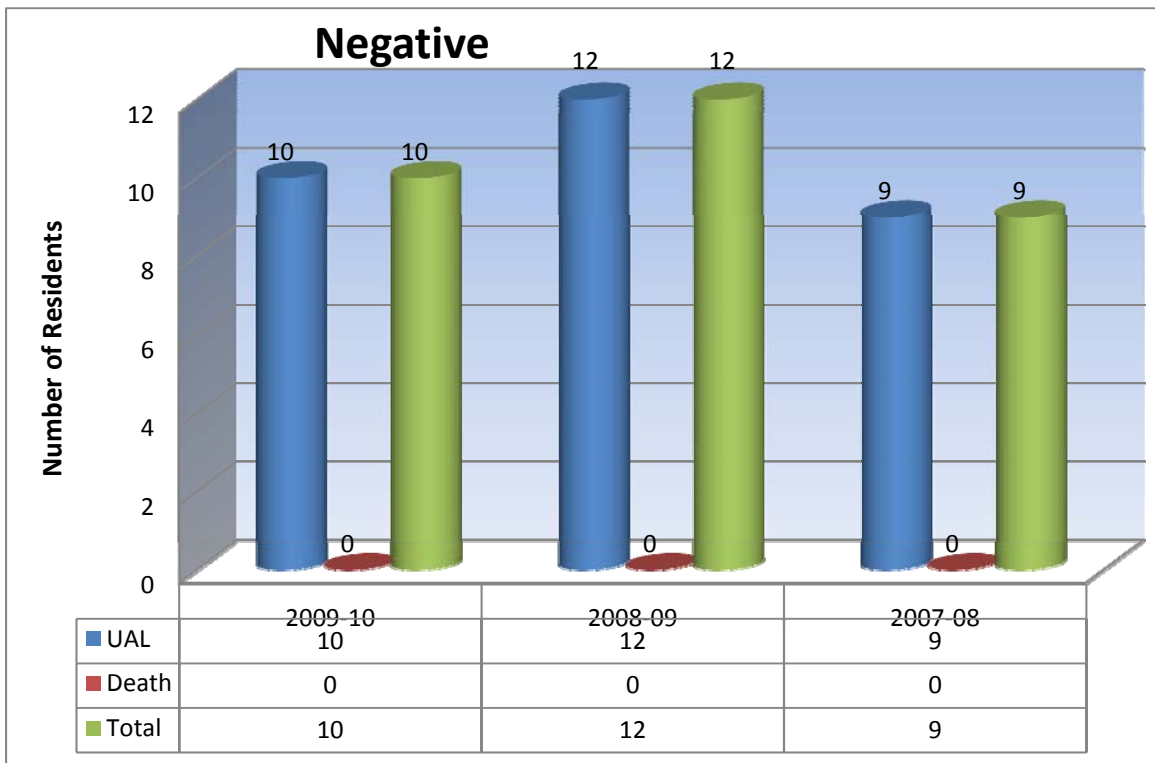
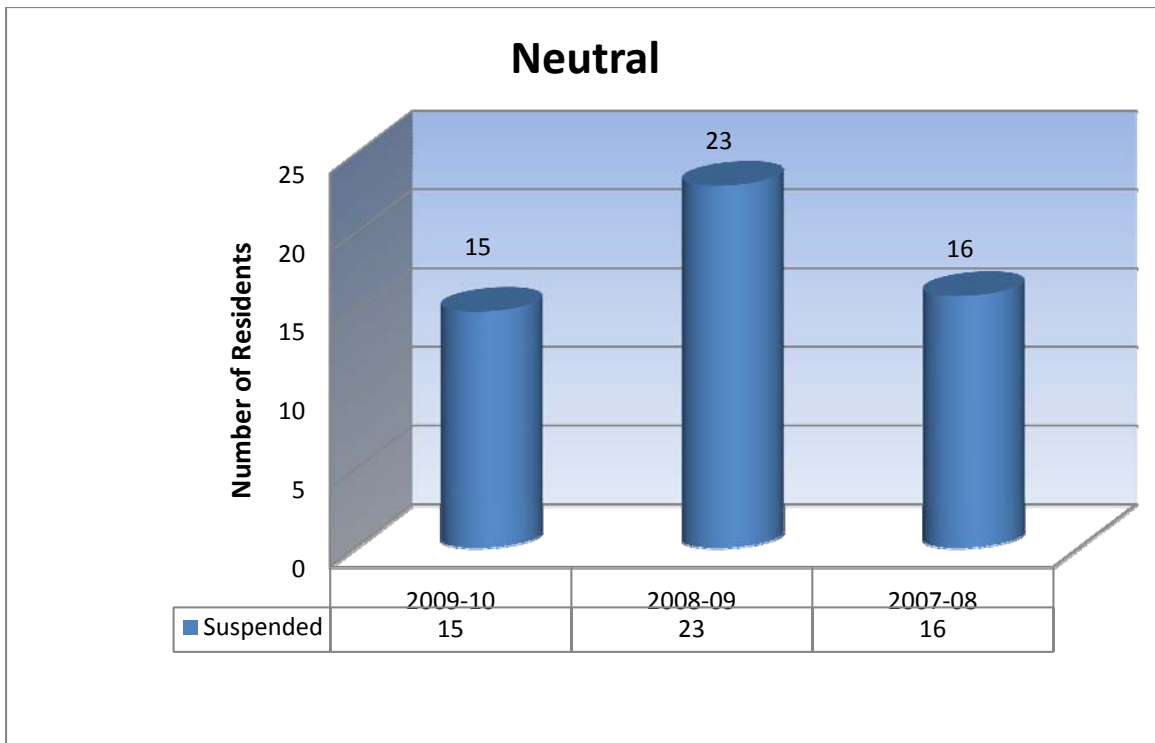
## PERMANENT PROGRAM GOALS

- 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 to gather 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 6 visits.
To complete stakeholder, staff, and consumer surveys and increase the rate of return.	Hobden House completed the Staff and 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 1 full time staff and 2 casuals who were one month late.
For staff to have exposure to the CCIB Screenings.	Achieved. All staff have been to the Board.
To repair the fence.	This goal was completed in the spring of 2010.
To purchase a garden shed to store garden tools.	This goal has not been attained.
To provide a Hobden House Orientation for Institutional Parole Officers in one institution.	Achieved. Hobden House orientated 2 institutions.





The above graphs show that 37 residents or 60% 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. Another 15 residents or 24 % were suspended and 10 residents or 16% went UAL. The chart below shows some of the characteristics of residents that went UAL compared to those that did not.

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

As the chart shows the behaviour that stands out for those that went UAL compared to those residents that did not centres on not being able to set realistic goals, having problems in their primary relationship, late for curfews, easily influenced, challenge rules and had difficulty maintaining commitments. Our statistics show there was no difference in motivation level, scores on the UAL checklist (weighted compliance scale), all had a relapse plans, all had community support, all had substance abuse issues, all had taken some programs and most had been in substance abuse 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**

Mot Level	Sentence Length	Length of Stay	Age at Release	Day Prog	SIR	Substance Use	Support System	CSC Programs Completed	Release Status	Mental Health	Physical Health	Score On UAL Scale
M	2 yrs 6 m	97 days	32	Y-CMP	NF	Yes	Family	3	SRR	Yes	Yes	24/30
M	2 yrs 10 m	14 days	41	Y-CMP	-9	Yes	Family	2	FPR	Yes	No	15/30
H	2 yrs 1 day	48 days	24	N	NF	Yes	Brother	2	DP	Yes	No	14/30
M	2 yrs 3 m	32 days	22	N	-3	Yes	Family	2	SRR	No	No	22/30
M	2 yrs 6 m	31 days	23	N	NF	No	Family & Friends	None	APR	No	No	15/30
M	3 yrs	62 days	37	N	-3	No	Family	3	SRR	No	No	14/30
M	4 yrs 5 m	5 days	28	N	NF	Yes	Family	All	DP	No	No	14/30
M	2 yrs 10 m	28 days	41	Y-CMP	-9	Yes	Family	2	FPR	Yes	No	16/30
M	2 yrs 3 m	19 days	22	N	-3	Yes	Family	2	SRR	No	No	19/30
M	3yrs 5 m	13 days	42	N	-5	Yes	None	3	SRR	No	No	15/30

**EFFICIENCY**

- From April 1, 2009 to March 31, 2010 the representatives of Hobden House screened 390 potential applicants for residency and reporting centre.
- 172 individuals were accepted and 218 were denied
- The occupancy rate for Hobden House for the fiscal year 2009-10 was 96.2%, 16.35 residents per day, up 2% from last year's 94.2%. This 2% 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 15 versus 23 residents from the previous 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 of not participated in. For example attending the Olympics, football games etc.

**CONSUMER SATISFACTION SURVEYS**

This year 6 out of 17 residents or 35% replied to 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:

	2009-10	2008-09	2007-08
What is your level of trust with the staff?	6.7	6.75	6.2
What is your level of safety at Hobden House?	6.5	6.75	6.4
Are you satisfied with staff's ability to address your concerns?	7	6.75	6.2
Are you satisfied with the food that is provided at HH?	6.8	6.5	6.8
Are you satisfied with your intervention plan?	6.8	6.5	5

In addition, consumers were asked

- Where do you think we can improve?

**Answer:** Upgrade the bathrooms

- What do you think we do well at Hobden House?

**Answer:** Allowing me to be myself and not living life as if I was in an institution.

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

**Answer:** Just keep asking questions and giving me options to the issues I am dealing with. Petition the RCMP for local reporting.

## ANALYSIS

This is the 7<sup>th</sup> year of statistical information and we are noticing:

- The average age of our residents has consistently stayed in the mid thirties range.
- Suspensions returned to 15 down from the record high of 23 from the 2008-09 year.
- The average length of stay has consistently dropped for the last 2 years to an average of 4.3 months.
- Caucasian ethnicity continues to decrease.
- Robbery convictions are up by 2 and armed robbery is down by 6 bringing the total amount of robbery convictions to 24.
- Breaking and Entering and Possession of stolen property are down but trafficking convictions are up.
- 1<sup>st</sup> and 2<sup>nd</sup> degree murder remained the same as 2008-09.
- Our employee survey indicates Hobden team is more focused and outcome based than it was two years ago, but wages remain an issue.
- Our consumer survey indicates the residents are satisfied with the service they receive at Hobden.

## NEXT YEARS GOALS

- To attend institutions at a minimum of 10 visits per fiscal year.
- 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 NPB.
- To purchase a shed to store garden tools.
- To develop a statistics template for screening at CCIB and institutional interviews.
- CAMS to be fully operational
- Looking at ways we may be able to manage incarcerated persons with ties to community gangs.
- Improve our case management/team approach with the institutions and Community Parole.
- Develop a five year strategic plan for the program.

Please note there were minor discrepancies noticed in the previous year's annual reports graphs and charts. We have made the correct adjustments for this year's annual report.

**ALANNA PARKER - RESIDENCE MANAGER****DESCRIPTION OF SERVICE**

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

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

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

**ADMISSION CRITERIA**

The Vancouver Apartment contracts with 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 can be of either gender.
  - The adult may have mental health issues.
  - The adult may have behavioural difficulties.
  - The adult may have been charged, convicted or 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**

Vancouver Apartment serves co-ed adults referred by CLBC. This past year Vancouver Apartment served 4 residents, one female and 3 males. Two of these individuals are of Chinese descent, one Vietnamese and one Caucasian.

## CHANGES IN SERVICE

Vancouver Apartment has continued to concentrate on adapting our program in order to meet each resident's unique needs and goals. This year one individual has experienced a significant decline in his mobility. With support from the physiotherapy and occupational therapy team from Health Service for Community Living, Vancouver Apartment has adapted and created more appropriate programming for this individual which focuses on low-impact activities such as tai chi and swimming. In addition to adapting this individual's programming he is now using two mobility support aids, a walker and a leg brace, which seem to have improved both his stability and his confidence. The Vancouver Apartment team has made sure to keep this individual's mobility concerns and mobility aids in mind when planning group activities for the house. Vancouver Apartment will gladly continue to support this individual's changing mobility needs as best we can in order to help him maintain a full and active life. With individual centre services our ability to adapt our program to meet individual needs allows this individual to continue to learn new life skills which provide him with greater independence.

## 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.

The program 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. In addition, 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 Community Living 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 program functions as a kind of ladder, with the residents working towards the goal of independence, one step at a time. Vancouver Apartment works with the resident, their families and other advocates, as well as 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 offers 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.



## DATA

### 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, first section includes activities of daily living skills, for example personal hygiene, budgeting and shopping. The second section includes community awareness and social maturity, for example leisure, work, vocational training, relationship building and communication. The following are the results of AFI scores in the last year:

Resident	April 09	July 09	Oct 09	Jan 10
1	175	168	187	199
2	186	186	186	186
3	52	60	76	77
4	157	-	-	-

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 resulting from struggling to balance work, time management, relationships, mental health, and behavioral concerns. The levels of functioning at Vancouver Apartment this year were diverse, as a result their needs for support varied widely. Some individuals require more direct support with their activities of daily living such as hygiene and basic life skills, where others need support with finding employment, vocational programming and educational opportunities.

This year Vancouver Apartment maintained a 100% utilization rate during the first quarter and 75% thereafter. 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 being out late at night, mental health issues, medical emergencies, aggressive behavior/posturing 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	3	2	Medical emergencies/hospitalization; aggressive behavior towards staff; missing persons report due to the individual leaving Vancouver Apartment late at night.
2	5	2	Inappropriate sexual behaviors in the community i.e. Flashing private parts; aggressive behavior/posturing.
3	0	3	Aggressive behavior/posturing.
4	1	1	Medical emergency; dental emergency.

## Efficiency

One of our goals at Vancouver Apartment is that referrals will be handled in a timely manner. During the last year Vancouver Apartment received a referral to fill the vacancy created by one resident moving out. The case management team reviewed the application and recommended this individual put in an application to Miller Block as this service would better meet his needs. While waiting for a decision on the Miller Block the case management team stayed in contact with each other in case a request for emergency placement arose.

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.

## CONSUMER SATISFACTION

The Vancouver Apartment Program participated in the agency consumer satisfaction survey this year. All residents completed the survey and answered questions that rated their satisfaction with various aspects of their experience at VA on a scale of 1 to 7 (1 indicating the lowest level of satisfaction and 7 the highest). The results of the survey indicated that residents were generally satisfied with the service. One individual's response to the question 'What do you think that we do well at Vancouver Apartment?' was "Have fun! My favorite parts of the week are baking, aqua fit and movie outings". The feedback that was received included a request for more group activities and help with budgeting. The following chart list the results compared to previous years.

Questions	2009-10	2008-09	2007-08
Level of hope for the future	7	6.5	6.5
Level of trust with staff	7	7	6.5
Level of safety at VA	7	6.25	7
Staff's ability to address your concerns	6.67	6.75	6.25
Your ability to live independently	5.33	3.63	4.75

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 staff. Some of the suggestions that were noted were more group and art based activities as well as an increase to one individual's independence in order to practice newly learned life skills. The complaints were reported, handled in a timely matter and reviewed by the team with an outside mediator. Weekly house meetings and our suggestion box continues to provide an opportunity to monitor resident satisfaction.

Eleven stakeholder surveys were distributed and ten were returned or 91% compared to 92% the previous year. Stakeholders were invited to comment on how helpful they thought Vancouver Apartment Program was in helping the 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.

Questions Asked	2009-10	2008-09	2007-08
To what extent has the JHSLM responded to you/ your program in a cooperative and professional manner?	6.63	6.9	6.9
How satisfied are you with the JHSLM?	6.25	6.75	6.84
In light of your experience, please rate the accessibility of our program for your son/daughter or clients.	6.00	5.58	6.75

Some comments and additional feedback included: "The program establishes trusting relationships with clients and slowly work towards positive changes."; "Staff are able to work with very challenging behaviours."; "Wonderful work with my client, reliable and easy to work with professionally."; "We very much appreciate that our family member has a safe and supportive home at VA. He enjoys living there and the staff is very caring and professional."; "For my son VA is a true home, for me it is a peace of mind that he is happy and is well cared for. My thanks to Management and staff." One individual expressed the need for JHS to address the lack of elevators in our buildings. Another stakeholder expressed concern with staff turnover and resulting changes in routine.

## ANALYSIS

### Review of last year's goals:

Action	Outcomes
Revise and implement a new tool for measuring outcomes.	This year the manager reviewed current measuring tools used by other agencies and revised our tool. The goal for the upcoming year is to create different measuring tools to more accurately assess the individual's level of functioning.
Maintain a 75% occupancy rate.	Vancouver Apartment has maintained occupancy rate of between 100% and 75% this year.
Applicants to Vancouver Apartment will be handled in a timely manner.	Achieved.
To review and revise if necessary program forms.	All necessary forms were revised and updated in accordance with CARF standards.
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.
Complete semi-annual file audits.	All files were audited this past year. A key workers checklist was developed for staff to ensure individuals files were kept up to date.
Facilitate two team building events for staff to participate in and increase staff morale.	This year we did not meet our goal of two events but we did have a Staff Appreciation Night. Team building exercises also occurred during staff meetings.
To complete staff annual evaluations on time.	90% were completed on time.

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 installing fire doors, enclosing both the furnace and storage room in fire resistance drywall, painting several rooms as well as other minor improvements and repairs.

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: a day trip to the Cloverdale Rodeo, the PNE, the Greater Vancouver Zoo, Stanley Park, The Vancouver Aquarium, Grandville Island and Trout Lake Farmers Market. The highlight of this year's group activities was the opportunity to attend several Olympic and Paralympic events. Group activities continue to prove challenging for Vancouver Apartment as a result of the diverse levels of function of residents.

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 hosted a Sports Day in addition to Chinese New Year, Christmas, and Halloween parties for residents at VA, and the Community Outreach Program. During the past year one Vancouver Apartment client has participated in weekly tai chi classes as well as Special Olympics' bowling, while another resident has regularly taken part in a pottery class and attended a weekly aqua fit class at a local community center pool. Vancouver Apartment third resident choose to also attend a weekly aqua fit class at a local community center pool as well as take part in regular yoga classes within the 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 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 improvement in many areas. One of our resident's has successfully maintained paid employment within the community for most of the year. Another resident continues to attend day programming and take part in a community based volunteer program. One resident is able to menu plan, grocery shop and prepare meals with minimal supervision as measured by the adaptive functioning index; another resident has made significant progress in this domain and is knowledgeable about cooking simple nutritious meals and snacks with limited staff supervision. A third resident made significant 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 new 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 meds 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 in a timely.
- 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.
- Improve team performance by establishing a team building exercise at every staff meeting.
- To complete staff annual evaluations on time.
- To expand the individual Care Network Program.
- Complete the work on the basement suite.
- CAMS to be fully operational.

*JENNIFER HIRSCH – MANAGER OF COMMUNITY SERVICES***DESCRIPTION OF SERVICE**

The Community Outreach program provides collaborative one to one skills development support to developmentally disabled and mentally challenged adults referred by Community Living British Columbia (CLBC) whom are living in a community setting of their own (i.e. apartment, affordable housing, home share and hotels etc). The skill development focuses on personal routines, community awareness and social maturity. The person's facilitator, the consumer and the Outreach Worker have jointly negotiated 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 at large and in a John Howard Society of the Lower Mainland apartment building (Miller Block) with 12 suites for individuals who are developmentally disabled but living independently. This apartment began accepting tenants as of December 1, 2005. Miller Block was developed as a response to the need for safe, affordable housing for developmentally disabled individuals at risk of homelessness. Tenants living at the Miller Block are referred by CLBC and develop an individualized plan of care in collaboration with their facilitator and Outreach Worker. However, Miller Block tenants do not have a contract for goals or time-specific services as other Community outreach individuals do and support is provided on an as-needed basis. Outreach support is available to tenants eight hours per day, seven days a week. The building is staffed with one full-time outreach worker and one 2/5 worker.

**ADMISSION CRITERIA**

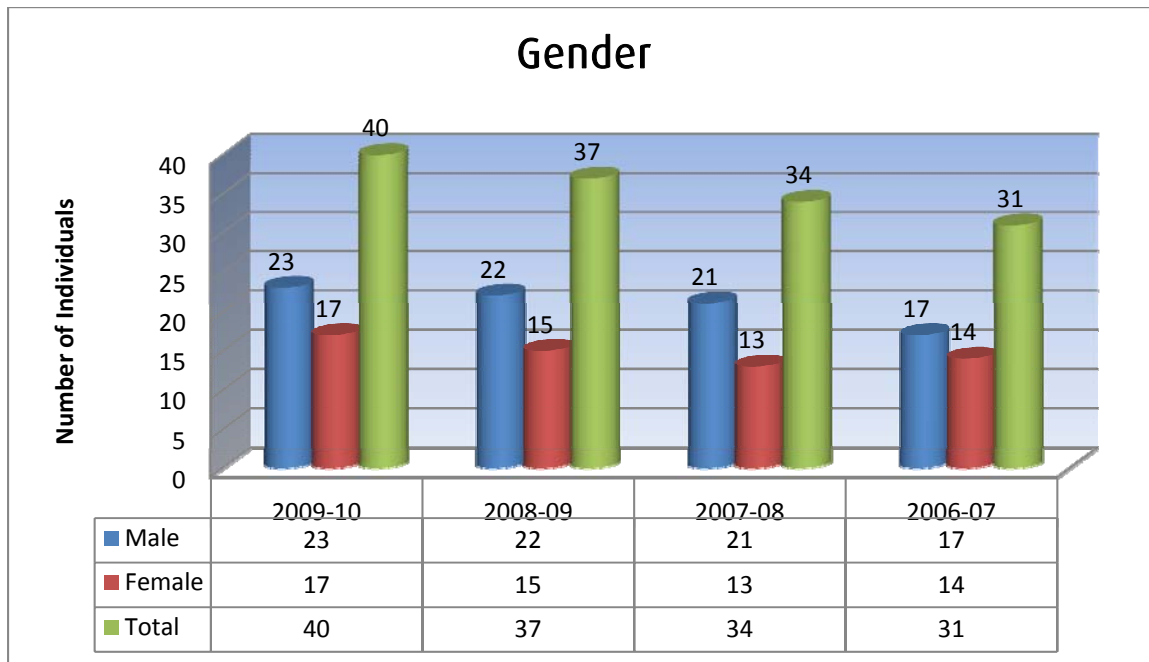
The Community Outreach Program contract with Community Living British Columbia (CLBC) sets out the following admission criteria:

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

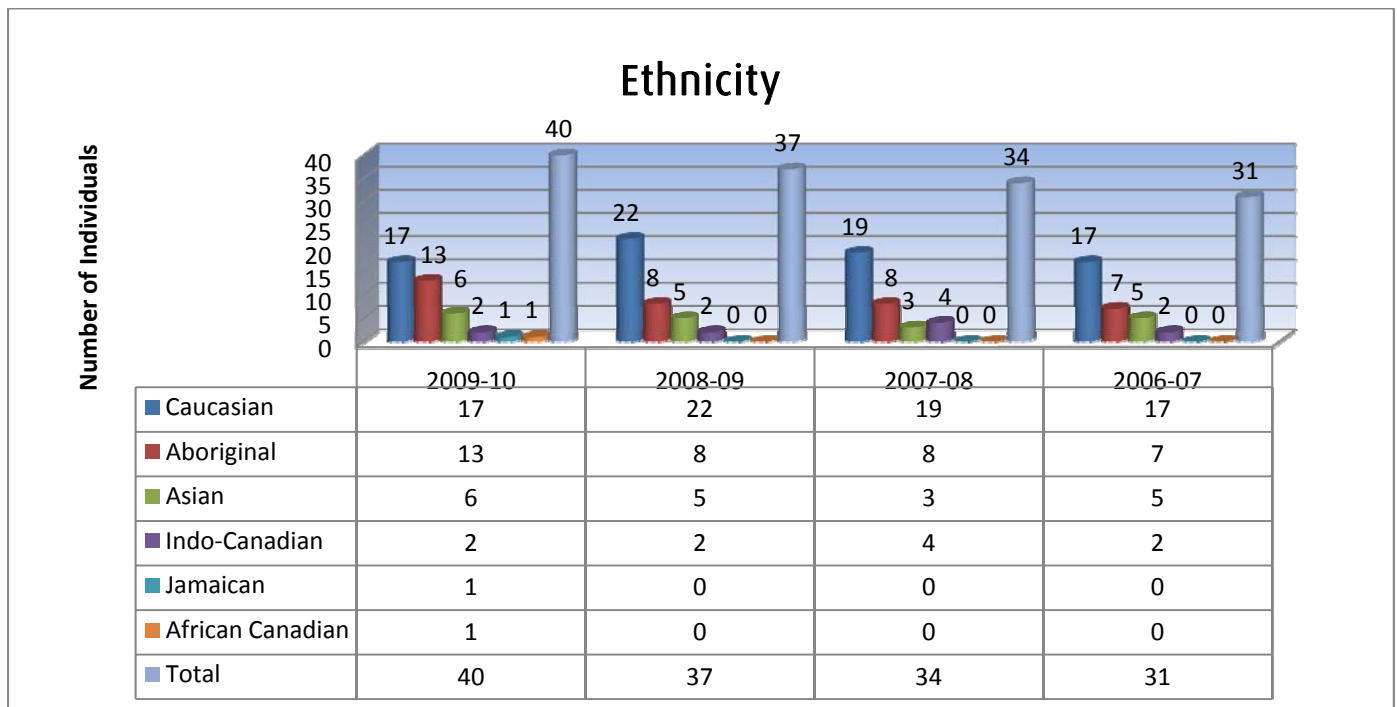
**POPULATION SERVED**

This year our Outreach team served 40 tenants living independently an increase of 3 from the previous year. The following graphs show the breakdowns of the gender, ethnicity and disability type:

Community Outreach Program



As the graph shows the number of females served increased by 2 and males served by 1 from the previous year.



The above graph shows that 43% of the persons served were Caucasian in 2009-10 compared to 59% the previous year, Aboriginal increased to 33% compared to 22% the previous year, Asians increased to 15% this year compared to 14% last year, Indo-Canadian decreased from 5% to 3%, African-Canadian and Jamaican increased to 3%.

## DISABILITY TYPE

The different disability types are listed below:

Medical Issues	2009-10	2008-09	2007-08
Drug and alcohol addiction	2	4	2
Diabetes	1	2	1
Hearing Impairment	1	1	1
Heart Disease	2	1	1
Epilepsy	1	1	1
Dyslexia	1	1	1
Brain injury	2	1	1
Cerebral Palsy	1	1	1
Memory loss	2	1	1
Asthma	1	2	1
Lupus of the brain	1	0	0
No medical issues	25	22	23

As the above chart shows 63% of the consumers had no medical issues in 2009-10 compared to 60% the previous year with 37% having medical issues this year compared to 40% last year.

Mental Health Issues	2009-10	2008-09	2007-08
FASD	6	6	3
Schizophrenia	1	1	1
Paranoid schizophrenia	1	1	1
ADHD	3	3	1
Depression	1	3	1
Miotonic Dystrophy	1	1	1
Post-traumatic stress disorder	3	3	1
Tourette’s syndrome	1	1	1
Schizoid affective	1	1	1
Autistic Savant	1	1	1
Autism	3	1	2
Down syndrome	1	2	1
Bipolar disorder	1	1	0
Selective Mutism	1	1	0
Psychotic Disorder NOS	1	1	0
Attachment Disorder	1	1	0
Tourette’s Syndrome	1	0	0
Anxiety Disorder	2	0	0
Obsessive Compulsive Disorder	1	0	0
Asperger’s Syndrome	1	0	0
No Mental Health Issues	8	9	19

The above chart shows that 80% of the consumers had mental health issues in 2009-10 compared to 76% the previous year with 20% not having any mental health issues this year compared to 24% last year.



## CHANGES IN SERVICE

This past year Community Outreach has been working on three CLBC cases with The Correctional Services of Canada. One individual was transferred from Surrey CLBC to Vancouver CLBC and will be released from prison in 2011 to an enhanced Community Residential Facility in Vancouver, another individual we did not believe we could manage his risk in the community and the third moved into our Miller Block Apartments.

Referrals to the Community Outreach Program were dealt with much faster this year CLBC than previous years. The reason for this is more transitional planning and improved communication with CLBC.

Another change was dividing larger contract hours between two Outreach Workers. This team approach has illustrated better staff support for the persons served.

This past year we supported four young mothers. This change has allowed our Outreach Workers to become more involved with MCFD and Vancouver Aboriginal Family Services encouraging them to learn more about family support services. Two of the mothers we supported this year lost custody of their children, therefore the outreach team supported them through the continuing custody court order process. The two other mothers maintained full custody of their children and continue to supported and enhancing their parenting skills.

We successfully transitioned 2 individuals from community outreach to Home Share. Due to this change the outreach team was able to transition these hours to new consumers.

## COMMUNITY NEEDS ASSESSMENT

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

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.

## 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 consumer, the facilitator and the community outreach worker determine goals at intake (although these goals are somewhat more flexible and less structured for the majority Miller Block tenants). These goals are specific to each individual and success is determined by his or her own progress.

**Efficiency**

- This year the community outreach program served 40 individuals an increase of 3.
- Statistics shows that Community Outreach (excluding the Miller Block) maintained an 80% utilization rate.
- Since its opening in December of 2005 the Miller Block has maintained an average occupancy rate of 92% with some turnover. The turnover in tenants this year was as follows:
- One tenant moved from Miller Block into his parent’s home.
- One tenant was evicted due to safety concerns for other tenants after repeated interventions.
- One tenant transitioned from the Miller Block into a more independent living environment.

**CONSUMER SATISFACTION**

A total of 18 consumers completed the Consumer Satisfaction Survey for a 45% return rate. Consumers rated their satisfaction with various aspects of the program on a scale of one to seven (one indicating the lowest level of satisfaction and seven the highest). The initial results indicated that our consumers were generally satisfied with the service. The following are a few comments made by consumers:

- “Thank you for having me as a client, helping me with my disability and doing the things I enjoy like swimming and pottery”
- “Go to Christmas train and Christmas party, golfing, go to movies, swimming, go to BC special Olympics and go ice skating”

Overall, the consumer’s were happy with the services they were receiving and enjoyed all the planned activities that were offered throughout the year. The following is an example of the survey and a comparison from previous years’ results, 1 being low, 7 being high:

Question	2010 Average	2009 Average	2008 Average
Today, how serious is your disability that brought you to the outreach program?	4.2	4.7	3.6
What is your level of hope for the future?	4.8	6.1	5.4
Your level of trust with the staff is?	5.6	6.7	6.2
How satisfied are you with staff’s ability to address your concerns?	6.1	5.5	5.9
Are you satisfied with the supports that are provided with your outreach program?	5.8	6.4	5.9
Your ability to live independently is?	5.6	6.3	5.7
Are you satisfied with the life skills you are learning to be more independent?	5.6	6.4	6.1

The Miller Block tenants were also asked about their satisfaction with the group activities. Tenants decide on the activities they wish to participate in. Below are the results:

Question	2010 Average	2009 Average	2008 Average
How satisfied are you with the group activities offered at Miller Block (i.e. cooking, bowling, movie night)?	6.5	6.2	6.2

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

**STAKEHOLDER SATISFACTION**

This year the 11 stakeholder satisfaction surveys were sent out and ten were returned for a 91% return rate compared to a 92% return rate in 2008-09. The stakeholders responded with an overall satisfaction of our programs giving us a rating of 6.25 out of 7 compared to a satisfaction rate of 6.75 last year.

Some comments and additional feedback included: “The program establishes trusting relationships with clients and slowly work towards positive changes.”; “Staff are able to work with very challenging behaviors.”; “Wonderful work with my client, reliable and easy to work with professionally.” One individual expressed the need for JHS to address the lack of elevators in our buildings. Another stakeholder expressed concern with staff turnover.

**ANALYSIS**

**Review of Last Year’s Goal**

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 program has maintained a 90-100% caseload. Seven consumers no longer required service this year. Referrals have been completed in a timely manner and CLBC receives an updated monthly summary report notifying CLBC of the available outreach hours.
Increase consumers level of independence. Individuals will achieve 75% of the goals set by them and the facilitator during intake.	The outreach team has supported individuals in achieving many of their goals this year, whether it is maintenance, housing, improving socialization or attending medical appointments. The majority of individuals achieve 75% of their goals.
Develop group activities that may include community events, cultural events, and sport activities. Where possible, open these activities to all community consumers to provide more opportunities for increased social networks.	Achieved. Following is a list of the activities and workshops for this past year. Workshops: dream catchers; weekly crafts; and H1N1 training. Activities: Vancouver Aquarium, Stanley Park, Vancouver Zoo, Bowen Island, BBQ’s, Sports Day, PNE, Christmas train, Olympic and Paralympic Events.
Outreach workers will interview all referrals to the program within two weeks of receipt of documentation.	This goal has been met.
Improve staff skills in areas of programming, mental health and developmental disabilities.	Achieved. Staff attended FASD Training, BCACL, First Aid, NVCI, Working with difficult people and DERYCK training (working with difficult individuals)
Improve team performance by establishing two team building events to increase staff morale.	This year we did not meet our goal of two events but we did have a Staff Appreciation Night and team building exercises occurred during staff meetings on a few occasions.
To increase our consumer capacity with an additional outreach worker.	During this reporting year we have achieved this goal by increasing the Community Outreach Team by one full time worker.
To divide the disability statistics into two categories such as mental health issues and medical issues	Achieved
Maintain Miller Block occupancy at a minimum of ten.	The Miller Block has been successful in maintaining 11 suites for CLBC clients.

Commission on Accreditation of Rehabilitation Facilities surveyors evaluated our services on June 7<sup>th</sup> & 8<sup>th</sup> of 2007 and awarded us with our second three-year accreditation certificate. The agency was to be resurveyed in June of 2010 but our accreditation has been extended by 9 months until February 2011 at which time CARF will resurvey the agency. The outreach team continues to work very hard in order to ensure the services we provide are up to international quality of standards. Staff and management perform quarterly file audits, ensure security of 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 (small, measurable, attainable, realistic and time framed).
- 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.
- Consumers 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 80% 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 in areas of mediation, conflict resolution, mental health, addictions and developmental disabilities.
- 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.
- Hire a part time summer student to provide additional supports and programming for those in need.
- Meet CARF standards by 100%.
- CAMS to be fully operational.

## *LOUISE LAFLEUR – PROGRAM MANAGER*

### DESCRIPTION OF SERVICES

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

- The Community Services Office (CSO)
- Choices and Consequences Program
- Employment Preparation Program
- Volunteer and Practicum Program
- Youth Advocacy Program
- Homelessness Partnership Initiative Program

The program areas provide individuals with supports around obtaining identification, locating and maintaining safe, affordable housing, referrals to employment resources, drug and alcohol resources, mental health resources, income tax resources along with other requests. These requests are generated by walk-in visits, telephone calls, visits to institutions and from the provincial and federal institutions by formal request. In addition, the office acts as an address for client mail.

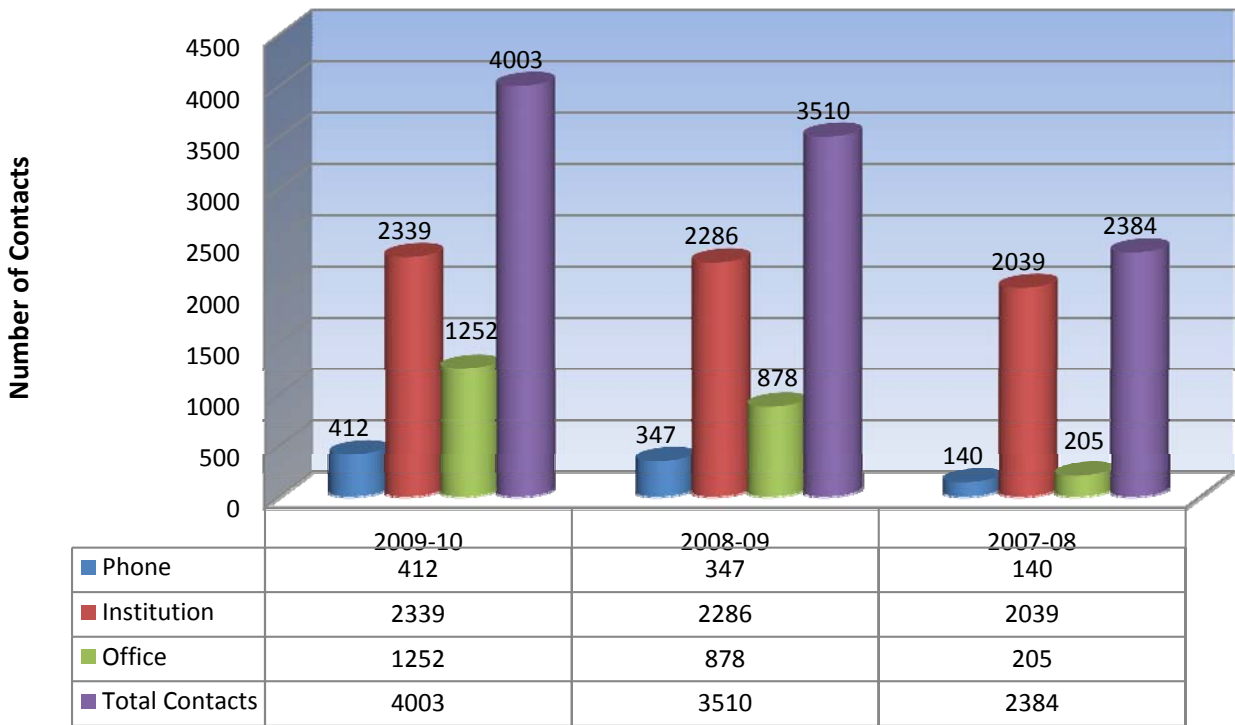
### ADMISSION CRITERIA

To be eligible for the service individuals must work with a support team to develop a goal-oriented case plan. Community Services assists those impacted by, or at risk of involvement with the criminal justice system, those with developmental disabilities, persistent mental health conditions and those who pose a risk for homelessness. The Community Service Office maintains an open door policy as long as individuals are respectful and do not pose safety concerns to others.

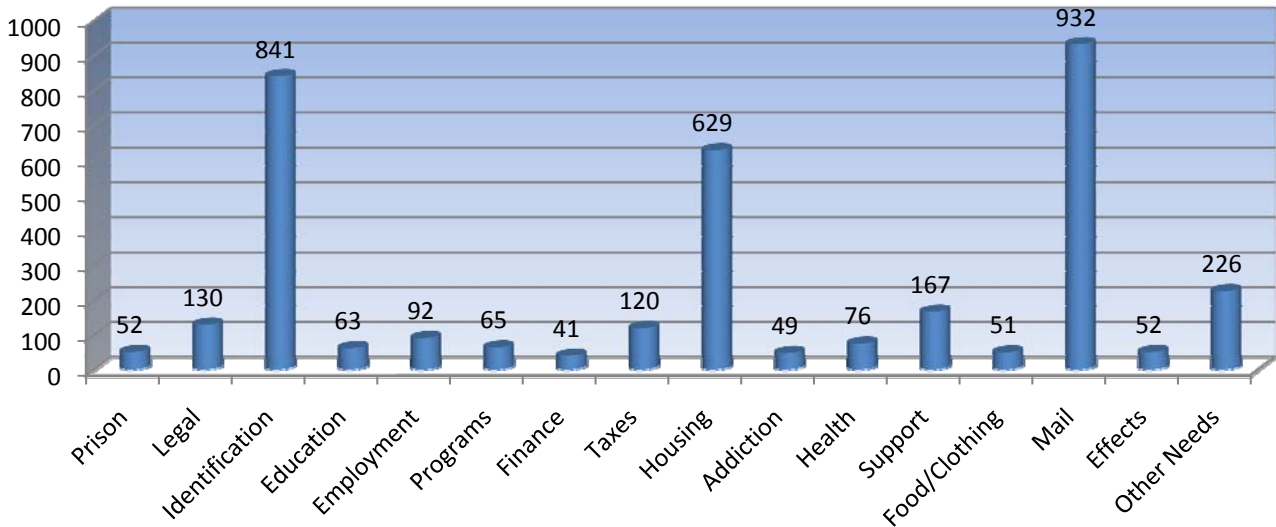
### POPULATION SERVED

This year the Community Services Office served a total of 2159 individuals up from 1475 the previous year or an increase of 684 individuals served. These individuals generate a total of 4003 contacts up from 3510 the previous year or 313 additional contacts as the graph below shows. In addition, the majority of requests were generated from correctional facilities.

### Method of Contact



### Types Of Requests

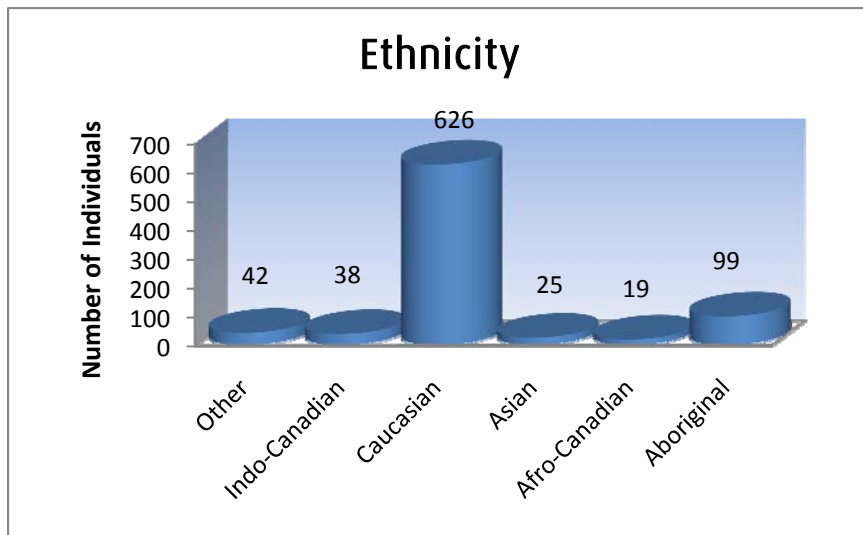


As noted in the above graph, the most common requests inquiries were for Identification, Housing, and Mail. For a month to month break down of the types of requests see chart below.

Type of Request	Apr 09	May 09	June 09	July 09	Aug 09	Sept 09	Oct 09	Nov 09	Dec 09	Jan 10	Feb 10	Mar 10	Total
Prison	7	8	2	5	3	2	4	6	1	9	3	2	52
Legal	8	9	10	18	13	7	6	8	4	19	10	18	130
Identification	83	129	82	34	106	30	53	140	18	82	39	45	841
Education	2	1	6	8	12	1	6	2	4	7	8	6	63
Employment	7	6	11	13	12	4	9	9	5	8	3	5	92
Programs	9	3	4	11	2	3	1	8	0	8	8	8	65
Finances	4	3	3	8	8	2	1	3	3	2	0	4	41
Taxes	9	19	12	18	14	1	2	10	3	7	7	18	120
Housing	36	52	54	84	72	31	28	115	28	48	38	43	629
Addiction	1	7	4	5	5	11	7	2	2	1	2	2	49
Health	5	7	7	6	9	10	4	7	7	6	5	3	76
Support	6	14	10	11	35	7	12	20	10	27	12	3	167
Food/Clothing	4	1	10	16	7	0	1	1	2	2	6	1	51
Mail	84	107	50	96	55	16	32	66	20	60	19	327	932
Effects	4	4	6	4	6	4	0	6	2	7	4	5	52
Other Needs	14	16	38	51	13	16	11	14	9	12	16	16	226
<b>Total</b>	<b>283</b>	<b>386</b>	<b>309</b>	<b>388</b>	<b>372</b>	<b>145</b>	<b>177</b>	<b>417</b>	<b>118</b>	<b>305</b>	<b>180</b>	<b>506</b>	<b>3586</b>

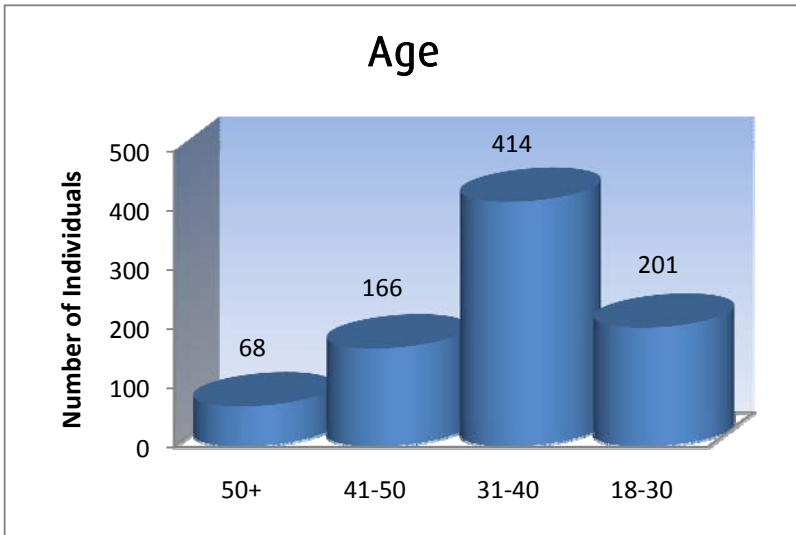
Clients who have contacted the office more than one time for the same issue are only included once in the numbers above.

### CLIENT DEMOGRAPHICS

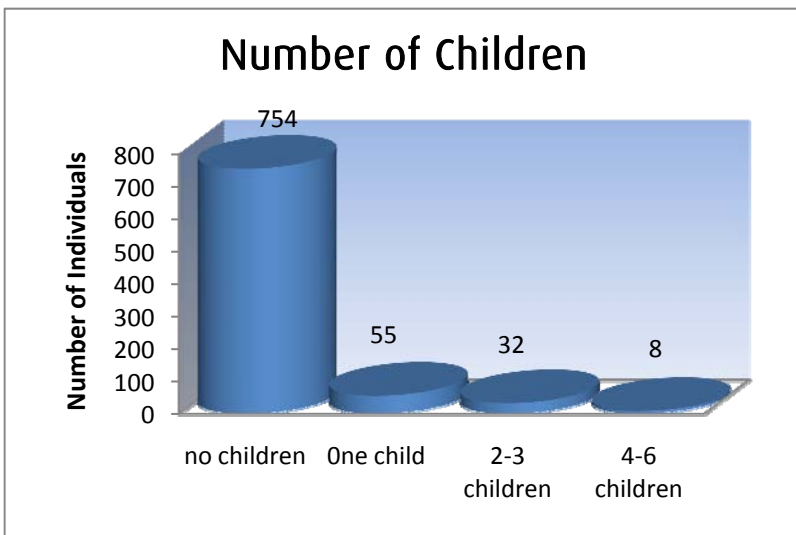


Statistics collected from September 2009 to March 2010.

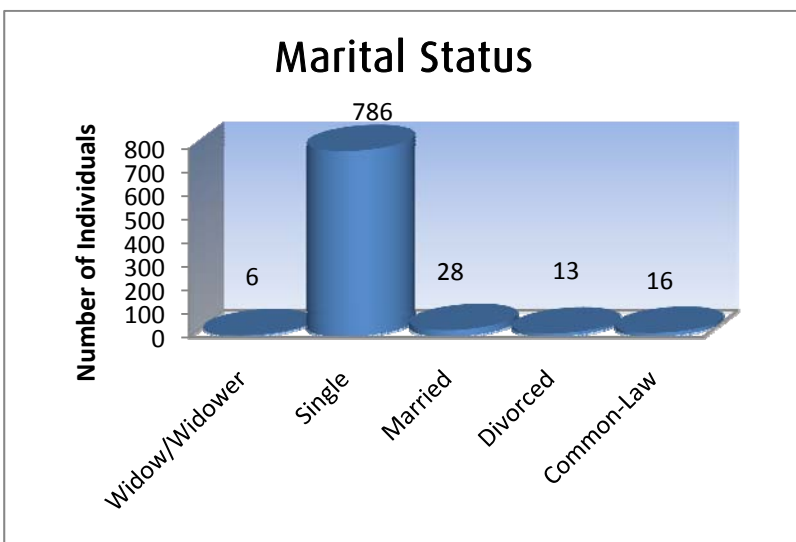
As the graph shows the majority of individuals were Caucasian with Aboriginal the second largest.



As shown the individual's ages range from 18 to 50 plus with the majority between thirty-one and forty. Statistics collected from September 2009 to March 2010.



As the graph shows the majority of consumers did not have any children. Only 11% had children. Statistics collected from September 2009 to March 2010.



As the chart shows the majority of individuals were single with only 5% being married or living common-law. Statistics collected from September 2009 to March 2010.



## CHANGE IN SERVICE

This year changes centered around having the volunteers and practicum students completed specific assigned projects. For example reviewing and updating our resource binder and our policy and procedure manual etc.

## COMMUNITY NEEDS ASSESSMENT

This year the majority of request for service centered around identification, housing and mail similar to the previous year.

## REVIEW OF LAST YEAR’S GOALS

Action	Outcome
Review and revise the intake form.	The intake form was review and revised as needed in order to collect different types of statistical data used to improve our services.
Hire a summer student.	Achieved. This person assisted in reviewing and updating our Policy and Procedures Manual in addition to the Low Income Housing Manual.
Host a community forum.	Due to time constraints and staffing levels this goal was not achieved.
Improve on our collection of data.	Partially achieved.

### Effectiveness

The Community service office responded to 3586 requests, serving 2159 individuals with all requests completed within required time frames. In addition, we modified our hours of operation and ensured our volunteers and practicum students are from varied backgrounds and life experiences to better meet consumer requests.

### Efficiency

Practicum and Volunteer schedules have been arranged to ensure the Community Services Office has appropriate staffing levels at all times to respond to requests. In addition, strategic plans were completed and are reviewed on a regular basis.

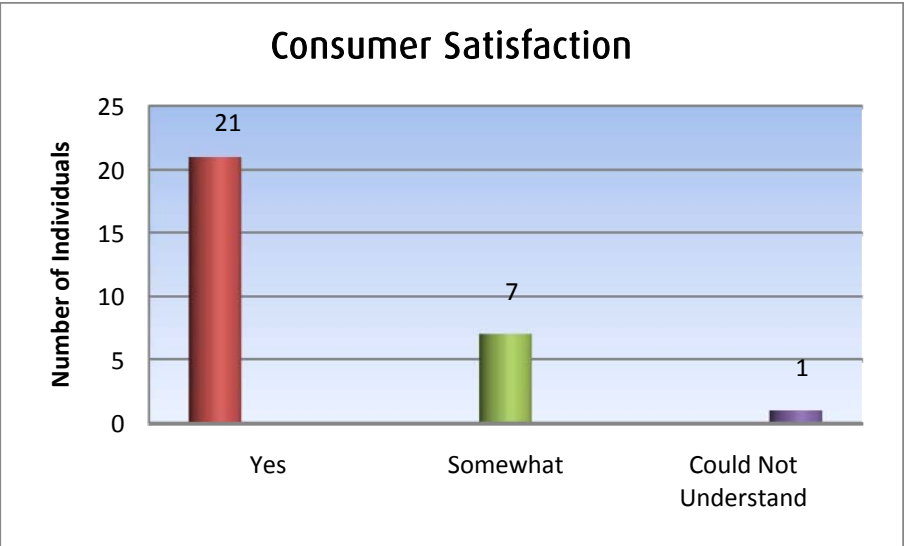
## CONSUMER SATISFACTION

Consumer satisfaction surveys were available in the CSO to individuals who came for service and were also distributed to Provincial Institutions. Of the 60 sent out to institutions, 23 were returned. Six surveys were filled out at the Community Services Office for a total of 29 surveys being returned. The results are shown below.

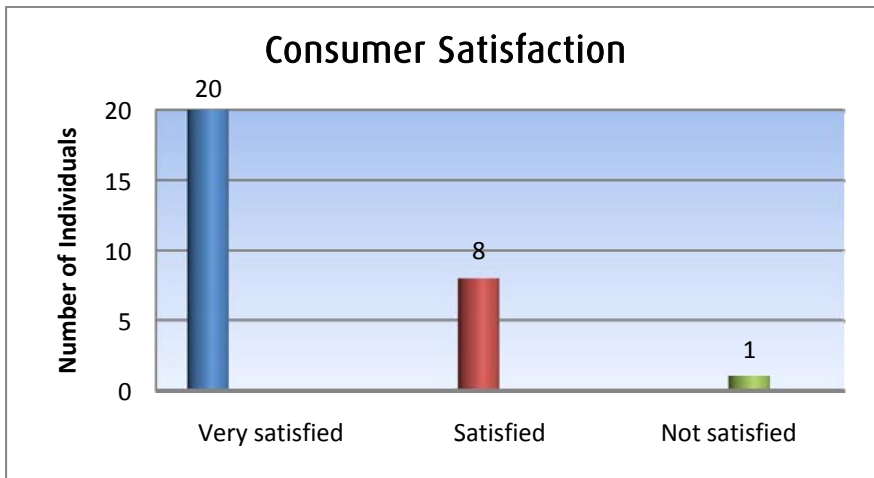
1. How satisfied are you with services at the Community Services Office?



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



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



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



## NEXT YEARS' GOALS

- Hire a reconnect worker.
- Facilitate workshops or groups in the CSO to educate and provide information for our consumers.
- Meet CARF Standards.
- Expand and improve on our collection of statistical data.
- Secure funding revenues to sustain program deliverables.
- To partner with other community agencies or resources to provide counselling services to individuals who request this service.
- CAMS to be fully operational.

**LOUISE LAFLEUR – PROGRAM MANAGER**

**DESCRIPTION OF SERVICE**

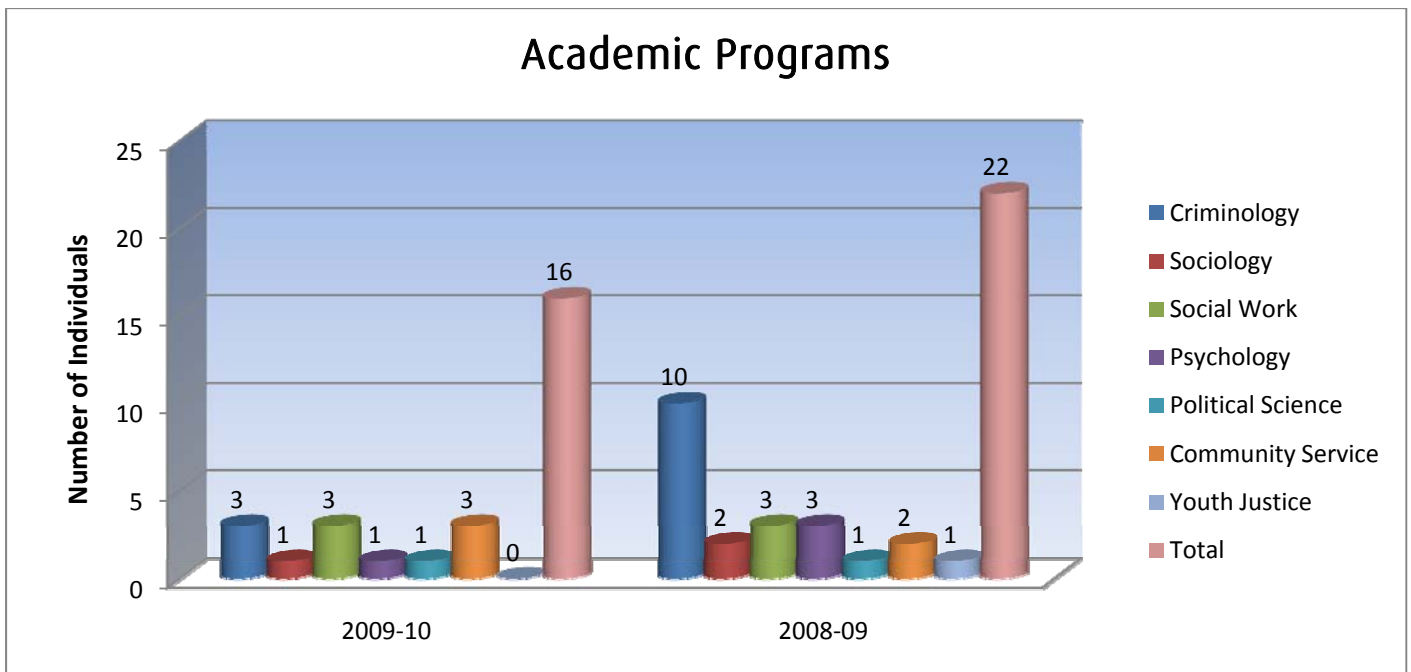
The Volunteer and Practicum Student Program provides students and community members with an opportunity to gain practical knowledge and valuable work experience while assisting and supporting individuals receiving service from The John Howard Society of the Lower Mainland (JHSLM). Volunteers and practicum students are placed in many different programs of the agency such as: a) Community Services Office, b) Community Residential Facilities c) Homelessness Partnership Initiative and d) Youth Advocacy Program.

**ADMISSION CRITERIA**

Volunteers and practicum students undergo a formal interview process and criminal records check or enhanced security clearance before being accepted as a volunteer or practicum student for our agency. The 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 the agency as a leader in the community and increase our overall success. Many of our Volunteers and Practicum Students are hired as employees once they finish their placement. All agency volunteers and students conduct themselves in accordance with the core values and mission statement of the JHSLM.

**POPULATION SERVED**

The Volunteer and Practicum Student Program serves a diverse population of students and community members who have a desire to get involved in making a positive contribution to their community. This diversity is mirrored in the diversity of the individuals that we support day to day. In 2009-10 we had 16 practicum students and volunteers compared to 22 the previous year. Eleven were female and five were male ranging in ages from 19 to over fifty. Their ethnicity fell within two groups, 14 were Caucasian and 2 were Asian. In the 2009-10 year, we had 12 students from many different institutions such as Douglas College, University of Victoria and UBC who were majoring in criminology, sociology, social work, community service, psychology and political science as shown by the following graph.



**COMMUNITY NEEDS ASSESSMENT**

Our Volunteer and Practicum Program is a benefit to the individuals we provide service to as they provide additional supports to our consumers by 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 and passion to the effective operation of our programs.

**PROGRAM OBJECTIVES**

- 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.

**REVIEW OF LAST YEAR’S GOALS**

Action	Outcome
Utilize volunteers for projects based on individual skill sets.	During the 2009-10 year we utilize volunteers and practicum students with unique skills to effectively improve many facets of our programs. These include: Reviewing and updating the Community Services Office Policy and Procedures Manual. Reviewing and improving the statistical data collected. Matching volunteers to individuals based on their skills, interests and consumer needs for one-on-one support. Reorganizing and improving the efficiency of the Volunteer and Practicum Office.
Work closely with the Community Residential Facilities to standardize the way we place practicum students at their sites.	The Volunteer and Practicum Coordinator worked closely with the Managers of each Community Residential Facility to ensure this occurred. This included having all student and volunteer files at a central location and improving communication between the community service office and the CRFs.
Implement an Exit Interview to be completed by volunteers and practicum students upon completion of the placement.	Outcome was not achieved and will remain a goal for next year.
Expand and improve on the collection of statistical data to improve service delivery.	Partially achieved and remains a goal for next year.

**DATA AND ANALYSIS**

**Effectiveness Outcomes**

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 an appropriate match between volunteer and the site they are interested in.

### Efficiency

Our agency ensures that volunteers and practicum students are treated with the utmost respect, and are able to begin their placement with the agency in a timely manner. 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, the potential volunteer/practicum student must complete a criminal record check or enhanced security clearance. Once the clearance is received and clear 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.

### NEXT YEAR'S GOALS

- Implement an Exit Interview to be completed by all volunteers and practicum students.
- To include Program Managers in the interview process with practicum students and volunteers.
- To continue to expand the volunteer and practicum student services currently offered by the agency through strategic recruiting efforts, program development and community engagement.
- Update interview questions for practicum students and volunteers.
- Meet CARF standards.
- CAMS to be fully operational.

### VOLUNTEERS

The following people volunteered with the John Howard Society during the 2009-10 year. We sincerely thank all of our volunteers for their invaluable commitment to our agency.

Sherina Kanani, Jill Gabriel, James Garbutt, Karin Blok, Kailey LeMoel, Jim Mandelin.

List does not include Board Members & POPBC Volunteers.

### PRACTICUM PLACEMENTS

The following people completed a practicum placement with the John Howard Society in the 2009-10 year. We thank them for giving their time and talents that help define our agency as a leader in the community.

Luan Vo, Jelena Brown, Alix Logie, Angeline Vaughan, Gabriella Vallillee, Boris Chan, Sandra Dunn, Jennifer Morris, Jeffrey Watts, Maureen Larsen.

*JIM MANDELIN – PROGRAM FACILITATOR*

**DESCRIPTION OF SERVICE**

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

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

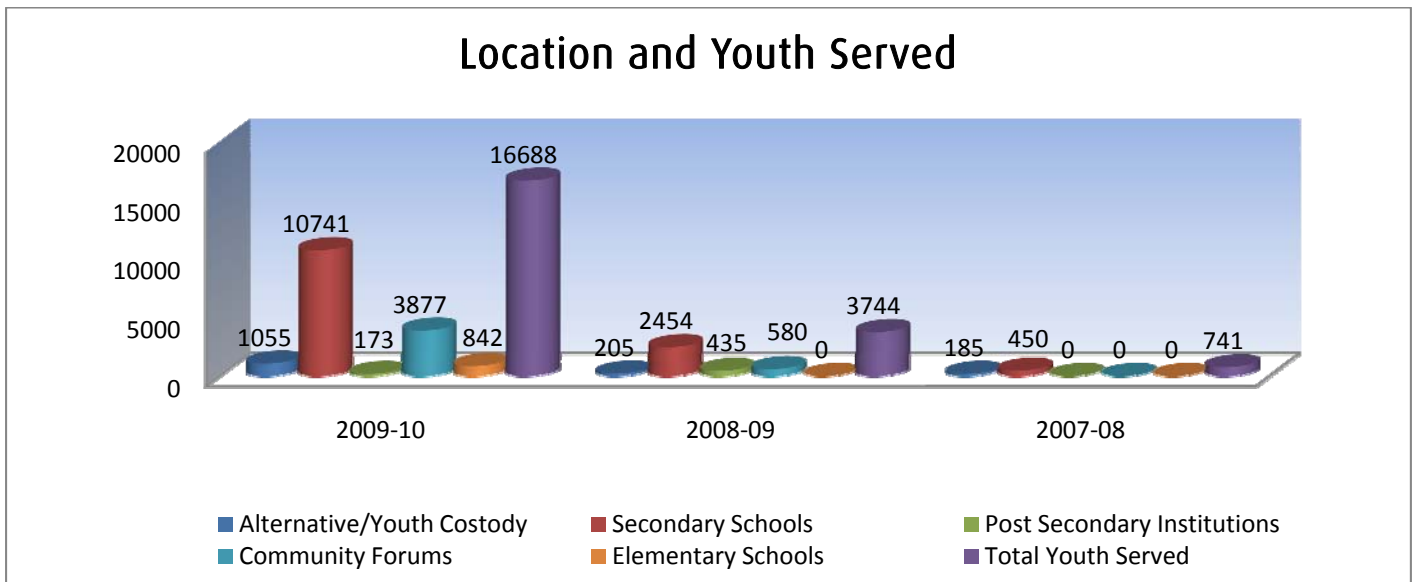
Some youth are pressured by friends to experiment with drugs or were compelled to use drugs or alcohol to cope with poor life conditions. Others are targeted by gangs or pimps who wish to recruit young people into their organizations to carry out illegal activities. The Choices and Consequences speaker discusses the pivotal moments in his life, abuse in childhood, when he felt compelled or pressure to experiment with drugs, or commit illegal activities, that resulted in prison sentences.

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

**ADMISSION CRITERIA**

Teachers, instructors, professors, and community groups contact the John Howard Society of the Lower Mainland’s Program Facilitator when they want to book a Choices and Consequences speaker presentation. Typically, the Choices and Consequences program address at-risk youth between the ages of 10 to 18 but more recently, the program has had an increase in requests from main stream community groups and is now serving a broader audience. Schools and community organizations are asked to make a small donation to the Choices and Consequences program at the time of booking.

**POPULATIONS SERVED**



As the graph shows the program has steadily increased the number of youth served over the past three years. Since hiring a program facilitator, the program has increased 12944 to 16688 in 2009-10 from 3744 in 2008-09. In addition, media coverage of youth gang violence throughout Metro Vancouver over the last two years has helped increase the number of requests for presentations expanding the number of youths served.

As the following chart shows 60% of the total youth served were of Asian ethnicity with Caucasian being the second largest group at 31%.

Ethnicity	Number
Caucasian	5173
South East Asian	6008
Asian	4005
First Nations, Afro-Canadian, Other	1502

The chart below shows the number of locations visited and presentations over the last three years has dramatically increased going from 37 presentations in 2007-08 to 254 presentations in 2009-10.

Year	2009-10	2008-09	2007-08
Locations Visited	168	54	10
# of Presentations	254	114	37
<b>Total</b>	<b>16,688</b>	<b>3744</b>	<b>741</b>

## CHANGES IN SERVICE

In past years speakers consisted of volunteers who have been directly involved in the criminal justice system, often having served lengthy periods of incarceration. In June 2008 the program hired a program facilitator working one day a week and gradually increased to the hours to three days a week by April 2009. This facilitator is a fully pardoned, ex-convict, recovered alcoholic, drug addict, and former gang member. By hiring a permanent facilitator, this has allowed the program to book more presentations increasing the number of youth/community served.

## COMMUNITY NEEDS ASSESSMENT

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

- An interactive crisis web based resource where youth can text or email someone like the program facilitator about issues in their lives at school, at home and with their friends. To date approximately 800 youth have used this method of communication with the facilitator like older generations use a crisis phone line. Youth also used the phone.
- Information session that become part of in service training for school personnel to educate them around the issues that these at-risk youth face. Many teachers and other personnel within the school system have stated they did not know about these issues or what they might be able to do to help as it is not part of their University training.
- Follow up sessions one week to two weeks after the presentation to provide the youth with a question and answer session. The program has completed 46 of these sessions and the youth have verbally indicated they are extremely valuable to them.



**PROGRAM GOALS**

- Offer education to at-risk youth about the negative impacts of crime, gang affiliation and drug use.
- Speak to a wide variety of youth and community groups and professionals throughout the calendar year to educate and inform them about the consequences of being involved in criminal activity.
- Provide youth with information to help them make informed choices and break the stereotyping that makes a life of crime and gang affiliation so attractive to some of the at risk 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.	The agency received a \$20,000.00 direct access grant.
Expand the delivery of the program to Surrey’s WRAP Program.	This year the agency contracted with the Surrey WRAP program for our Choices and Consequences speaker to deliver anti-bullying forums in the Surrey School district.
Increase the survey return rate	This was the second year surveys were handed out. Of the 16,688 youth/community served 2559 returned the survey a decrease of 7% from 2008-09.
Increase the number served by 10%.	The youth/community served was increased by 12,944 over last year and going from 3744 to 16,688 being served an increase of 445%. This year our facilitator visited over 168 different locations compared to 54 in 2008-09.
Meet 100% CARF standards.	Not achieved. This is an area that needs to be improved on next year.

**Effectiveness and Efficiency**

- Funding was secured by a grant of \$20,000 from a Direct Access grant and \$5,000 from Surrey WRAP program.
- A three fifth program facilitator was hired.
- Delivered the Choices and Consequences Program to the Surrey School District. This contract expires June 2010.
- The number of youth/community served increased from 3744 participants to 16,688 participants over the year.

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

## CONSUMER SATISFACTION

This year of the 16,688 youth/community served 2559 returned the survey. The youth rated their satisfaction in five areas as listed below:

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

Very Satisfied	1934	Satisfied	622	Dissatisfied	3
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2. Was the information provided by the speaker(s) helpful?

Very Helpful	1831	Helpful	711	Not Helpful	17
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3. Was the information provided easy to understand?

Yes	2551	Somewhat	7	No	1
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4. How well did the Speaker(s) present the information?

Very Well	2497	Somewhat	62	Not Well	0
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5. How likely is it that the presentation will influence people's choices?

Very Likely	2457	Likely	95	Not Likely	7
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As the above survey shows consumer satisfaction with the program remains in the high 90% range similar to 2008-09.

## NEXT YEAR'S GOALS

- Increase funding revenues to sustain program deliverables.
- Expand the Choices and Consequences program by recruiting new volunteers designed to educate around different topics and areas of concern for youth.
- Expand the Choices and Consequences audiences to include more parents and community services provider.
- Meet 100% of CARF standards.
- Improve on the collections of statistical information.
- Develop a strategic plan.
- CAMS to be fully operational.

## *PAM FLEGEL - YOUTH ADVOCATE*

### **DESCRIPTION OF SERVICE**

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

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

### **ADMISSION CRITERIA**

Youth incarcerated in Burnaby Youth Custody Centre.

### **POPULATION SERVED**

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

### **COMMUNITY NEEDS ASSESSMENT**

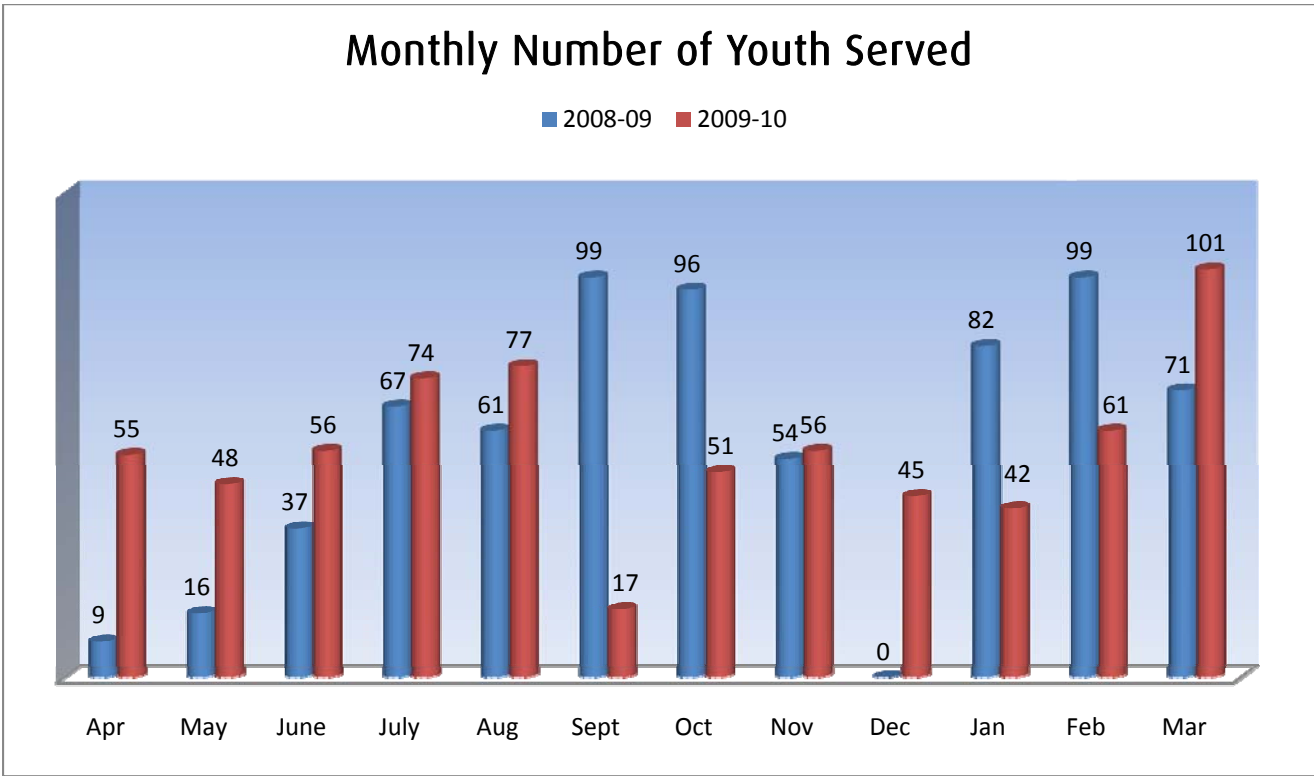
Providing the opportunity to learn advocacy skills help youth ensure a successful reintegration into the community upon their release. While incarcerated, the Youth can develop a sense of pride and self-worth while respectfully advocating for their needs to all levels of custody staff. The Advocate is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

REVIEW OF LAST YEAR’S GOALS

ACTION	OUTCOME
Complete Rights 2 Success curriculum and begin delivering the program to incarcerated youth.	As of the end of this fiscal year, the Rights to Success curriculum was introduced and delivered to youth incarcerated at Burnaby Youth Custody Services. Youth Advocates attended extensive training in the September 2009, and received full certification to deliver the workshop in February 2010. The workshop and the curriculum will continue to be delivered throughout the upcoming fiscal year.
Continue to establish advocacy based programs in accordance with Program Staff at the Burnaby Youth Custody Center.	The advocacy based programs at the Burnaby Youth Custody Center, have continued throughout the Fiscal year. These programs include the delivery of the Rights to Success program, Youth Advisory Meetings, and the Birthday Club. It will be an on-going goal for the Youth Advocacy Program to continue to implement advocacy based program throughout the duration of the program.
Complete the Community Youth Resource Guide to provide to youth upon their release.	The Community Youth Resource Guide has been an on-going project for the program throughout this fiscal year. The program has started to research various resources and is in the process of organizing the information that will be included in the Community Youth Resource Guide.



The above graph shows the year began with serving 55 youth compared to 9 the previous year and ended the year serving 101 youth compared to 71 youth in 2008-09.

Note: No services were provided in Dec/08.

The following chart shows the ten different areas that requests were divided into and the 58 requests made in these areas including their outcome.

Type Of Request	# of Reqs	Outcome
<b>Issues with Programming</b>		
Only getting religious programming once a month due to no contact orders between open and secure custody.	1	Youth Advocate spoke with appropriate staff (case management, ADO, and Pastor) and after discussion the no contact order was lifted.
Implementing more programming such as cooking, morning news, etc.	3	Youth Advocate assisted youth in writing proposals to submit to programs staff, as well as advocating on behalf of youth to volunteer coordinator and program staff. The youth received additional cooking classes, are able to watch the morning news, and there are more programs being looked at.
Unit hair clippers not on unit, thus not available to cut youths hair.	2	Youth Advocate discussed with appropriate staff. Clippers were located and returned to unit.
<b>Food and Clothing</b>		
Lack of sets of clothing for the youth to change into each week.	2	Issue was discussed with appropriate staff and the centre increased the number of sets of clothing on hand for each youth and purchased additional clothing.
Youth requesting more food and snacks.	7	The center’s nutritionist informed the youths that the center follows the Canadian Food Guide standards and serves the recommended portions for each meal that are nutritionally balanced for their age and that there would be no changes at this time.
Youth with allergies to dairy products requesting soy milk.	3	Youth Advocate spoke to kitchen staff and health care staff. It was decided to provide youths with allergies with pills so they can digest dairy products as the nutrition guidelines for the institution state they must provide dairy milk as opposed to soy milk.
<b>Unit Transfers</b>		
Youth wanting to transfer to other units.	4	Youth Advocate discussed with appropriate staff and youth were transferred to other units.
Youth request to be transferred to another unit was denied.	1	Youth Advocate discussed with appropriate staff and was informed due to safety concerns for no contact between specific youth the request could not be granted. Youth informed.
<b>Phone Calls</b>		
Length of time it takes to make phone calls.	1	Discussed with staff and issue was resolved.
<b>Legal Issues</b>		
Youth requesting support in Court.	1	Youth Advocate attended court to support.
Youth wanting to change legal aid lawyers.	3	Youth Advocate discussed with appropriate staff and the center ensured legal aid lawyer’s phone numbers were on the youths approved phone list.
Youth was unable to make a call to lawyer due to problems with the phone system in his unit.	1	Staff allowed youth to go down to admissions where a call could be placed to his legal counsel.

Youth requesting assistance with writing an apology letter.	1	Youth was assisted by Advocate and letter written.
<b>Meeting with Custody</b>		
Youth requested regular Youth Advisory Meetings (YAM) be scheduled and the Citizen Advisory Board (CAB) attend these meetings.	3	Schedule developed and YAM's are held monthly with the CAB members in attendance meetings along with the Center's senior and program staff.
<b>Issues with mail</b>		
Youth requesting permission to write letters to other youth in custody at the Center.	3	Advocate assisted youth with preparing presentation for the YAM. Advocate also spoke to appropriate staff about the matter. Youth were informed the center's policy states youth are not allowed to write letters to other youth at the Center.
Youth was being denied mail from a specific person in the community.	1	Advocate spoke with appropriate staff on two occasions and it was discovered that there wasn't a no contact order with this community person. Youth allowed mail.
<b>Issues with Custody Staff</b>		
Youth wanting to make a formal complaint about staff being disrespectful to them.	2	Youth were provided with the appropriate compliant form, assisted with filling it out and submitting it to appropriate staff. There has yet to be any decisions made at the time of this report.
Youth spoke to advocate about feeling staff were treating them disrespectfully.	6	Youth informed of the complaint process and informed advocate could assist in filling out the forms if they needed help. Youths chose not carry through with complaint(s).
Inconsistency with lock-up times between shifts.	4	Issue was discussed at the YAM and ADO meetings. Management at the Center reminded all staff of approved lock-up times. Youth Advocate follow-up confirmed staff was following approved lock-up times.
<b>Issues with Building Maintenance</b>		
Issues with broken phone.	1	Advocate discussed with appropriate staff and was informed that phone would be repaired the next day. Advocate passed on information to youth and followed up confirmed phone was fixed the next day.
Broken toilet seats in some units were not being fixed.	3	Advocate discussed with appropriate staff and was told that the seats could be used as potential weapons and are being replaced with a new style of toilet. Youth informed.
<b>Release and Transfers</b>		
Request for assistance in preparing release plans that youth was presenting to their case management team.	2	Advocate provided youths with information about how to self-advocate concerning their release and provided youths with information about alternative resources they may want to include in their plans to present to their case management team.
Youth wanted assistance with self-advocating for his release to a different group home.	1	Advocate assisted youth in drafting a letter with their concerns and their proposed alternative plan. Youth returned to same group home as his current group home was the only place that could meet all his release conditions.
Youths requesting information about the rights and responsibilities of federal/provincial correctional facilities.	2	Advocate compiled information about both jurisdictions and provided this information to the youth.

## CHANGES IN SERVICE

Many changes have been made to improve the Youth Advocate’s ability to carry out their duties. The Advocate has been provided with an office/workspace and a messaging system at the Center which allows the Advocate to spend more time at the Center to meet youths and staff and complete paper work. The Advocate can also be reached by cell phone so the youths can leave a message 24 hours per day, and the Advocate has the ability to respond more rapidly. This service is available to the youth free of charge as a professional call.

## DATA AND ANALYSIS

### Effectiveness and Efficiency

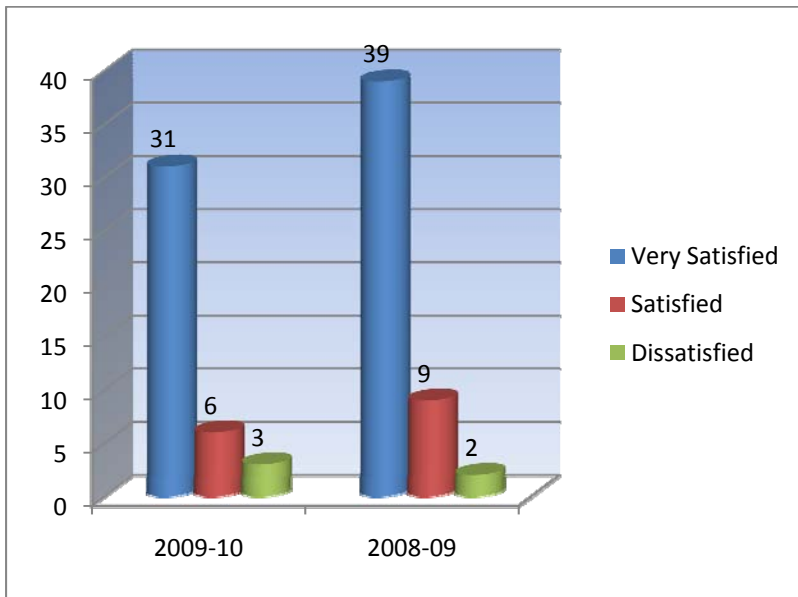
Effectiveness and efficiency can be measured by the growing number of clients and continued growth of requests. Requests have been received verbally from clients and staff, by formal request forms, and by telephone. Overall, strong working relationships have been developed between youth advocates, the youth and correctional staff which positively impact the advocate’s abilities to deliver effective advocacy services to incarcerated youth.

The Advocate works cooperatively with staff at all levels to promote a case management/team approach in working with the youths. We assist with and continue to attend Community Resource Fairs and other center events to promote the program alongside line staff. Similarly, the Youth Advocate assists in facilitating regular Youth Advisory Meetings and regular Birthday Club events.

### Customer Satisfaction

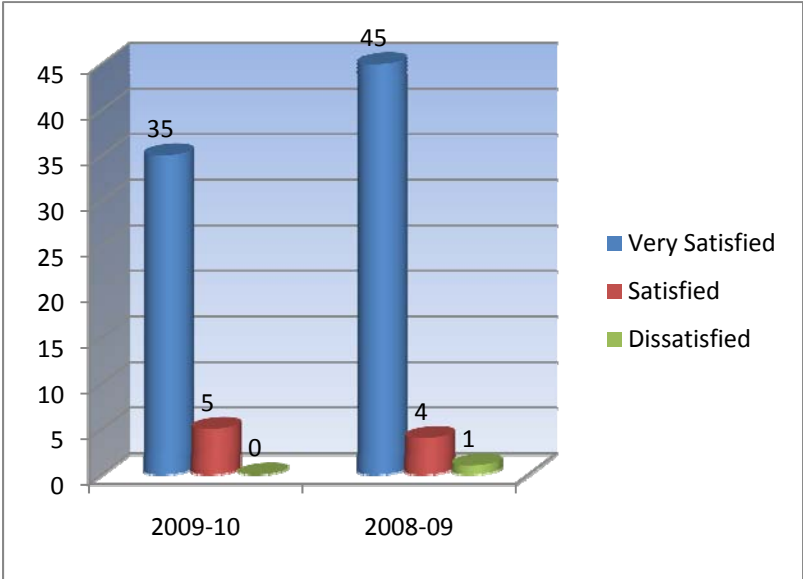
To determine consumer satisfaction with the service the youth were asked the following questions:

1. Are you satisfied with the Advocate’s ability to address your concerns?



As the above graph shows youths that returned surveys were 96% very satisfied or satisfied with the Advocate’s ability to address their concerns in 2008-09 compared to 93% being very satisfied or satisfied in 2009-10 a drop of 3%.

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



As the graph shows 98% of the youth appear to be very satisfied or satisfied with the level of trust with the Advocate in 2008-09 and 100% very satisfied or satisfied in 2009-10.

In addition, over the past year Improvements in Efficiency and Effectiveness of Services were made as follows:

ACTION	OUTCOME
Hold monthly Advisory meetings	The Youth Advisory Meetings (YAM) are now held monthly at BYCS. Every month, youth are able to bring forward concerns at a meeting attended by an ADO and other custody staff, where issues are discussed. Also in attendance are both Youth Advocates, and the Citizen Advisory Board.
Implement a training workshop on Rights to Success	The implementation and the training process of the Rights to Success Workshop have improved the services delivered by the Youth Advocacy program. As a trained and certified facilitator, the Youth Advocate has the resources and knowledge to better assist the youth with information about their rights and responsibilities while in custody.
Develop stronger partnerships within the program	The Youth Advocacy program and all levels of staff at Burnaby Youth Custody Services have been working together to develop a stronger partnership throughout the past fiscal year. This partnership has been developed through regular meetings, more frequent communication, and a clear understanding of the Youth Advocacy Program, and the role of the Youth Advocate.

**NEXT YEAR’S PROGRAM GOALS**

- 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.
- Complete the Community Resource Guide for youth to be given when they are released from custody.
- Complete a pamphlet to be given to youth upon their admission into custody about their rights and responsibilities while in custody.
- Improve on the statistical information collected and the program’s ability to report on outcomes.
- CAMS to be fully operational.



*ANDREA KLATT & PAM FLEGEL – OUTREACH WORKERS***DESCRIPTION OF SERVICE**

The Homelessness Partnership Initiative (HPI) is focused on preventing incarcerated persons and those released from correctional facilities from becoming homeless. It is designed to maximize available community resources and provide linkages to existing services for our consumers. The program is aimed at improving service delivery and achieving better outcomes for this at-risk to become homeless population. The program has established links with services such as mental health teams, outreach services, emergency shelters and supportive housing to help assist in this endeavor thus helping our consumers to acquire and maintain safe, affordable housing and avoid evictions once housing is secured.

The program and is funded by Service Canada and has two full-time employees. Initial contact is made through visits inside North Fraser Pre-Trial, Fraser Regional Correctional Centre, and Surrey Pre-trial Center. Follow up contact is facilitated through the agency's Community Services Office.

**ADMISSION CRITERIA**

The HPI program is offered on a self-referral basis and accepts referrals from the Integrated Offender Management Teams within correctional facilities. Individual requests are generated by institutional referral forms, letters, telephone calls, community corrections and through our Community Services Office in Vancouver.

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

The Outreach Team has created working relationships with staff at a number of provincial institutions within BC. In addition, partnerships have been built with parole offices, probation offices and shelters throughout the Lower Mainland. This has resulted in a significant increase in consumer contact. The outreach team has also introduced the HPI program to halfway houses, treatment centers and other residential community housing programs.

**POPULATION SERVED**

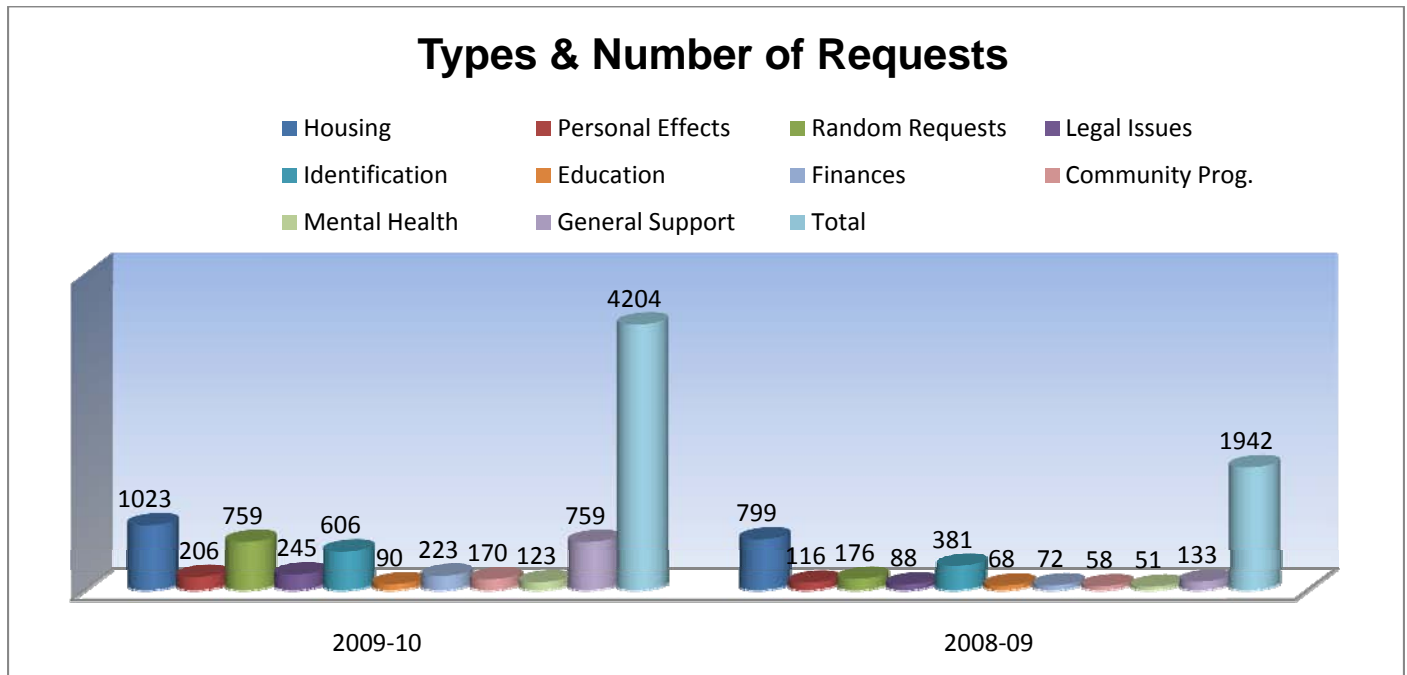
The HPI program processed 4204 requests from incarcerated persons, those in the community and individuals transitioning into the community from federal and provincial correctional facilities who pose a risk for homelessness.

**CHANGES IN SERVICE**

This year the Vancouver Foundation provided a grant to hire an additional worker for 12 months. This allowed the service to expand into Ford Mountain Institution. In addition, the Community Services Office continues to provide follow up service to the HPI program by assisting individuals in acquiring medical or social insurance cards, birth certificates, landlord tenant mediation services, employment program referrals, and drug and alcohol treatment resource information. In addition, the Community Service Office offers a welcoming place for individuals to utilize resources such as computers, phones, have a coffee and access to one-on-one supports.

## COMMUNITY NEEDS ASSESSMENT

The HPI 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 we processed 4204 requests for housing and other various needs compared to 1942 in 2008-09 and 300 in 2007-08 (the first year of the program), up 2262 requests from last year and up 3904 from 2007-08 that may assist individuals upon their release. The graph below shows the different types of requests in each category.



## PROGRAM OBJECTIVES

- Prevent homelessness for incarcerated person that are to be released and those 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.

**REVIEW OF LAST YEAR’S GOALS**

Secure funds for a third worker for one year.	The Vancouver Foundation provided funds for one year.
Increase the number of contacts with individuals who have been successfully housed.	Achieved as this year we remained in contact with 77 of the 149 individuals compared to 42 out of 153 in 2008-09 an increase of 35 individuals or up from 28% to 52%.
Host a public forum on homelessness.	This goal was not achieved due to time constraints.
Increase time spent with assisting individuals to locate treatment and recovery programs and in assisting them upon completion of these programs.	The HPI Team developed strong partnerships with a number of drug and alcohol counsellors in the provincial institutions allowing the HPI Team to better meet the needs of our consumers.
Continue to expand the number of individuals we serve.	The HPI Team maintained the numbers of individual served while increasing supports provided to these individuals
Increase the number of partnerships we have with housing providers.	All existing relationships were maintained with an increase in partnerships developed in the Fraser Valley.
Meet CARF standards	Partially achieved.
Improve and expand on the types of statistics collected.	Partially achieved.

**Effectiveness**

- Thirty-five more individuals have formed supportive long term relationships with the HPI team compared to last year.
- 2262 more requests were processed this year compared to last.

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 year compared to 2008-09.

Year	Requests for Housing	Successful Housing Placements	Individuals that Remain in Contact
2009-10	1023	149	77
2008-09	799	153	42

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

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

## Efficiency

- Referrals were handled in a timely manner.
- 100% of referrals received were processed.
- Number of networks and relationship with other services providers was increased.

## CONSUMER SATISFACTION

Provincial and federal correctional staff and consumers receiving support from the HPI program have verbally express a high degree of satisfaction program. Correctional staff state they recognize the benefit of assisting individuals in securing long term affordable housing.

## NEXT YEAR'S GOALS

- Try and secure a number of bed spaces with shelters and other housing providers for individuals being released from correctional facilities.
- Host a public forum on the issues surrounding our consumer population.
- Try to secure funding for the HPI program for after March 2011.
- CAMS to be fully operational.
- Improve on the type of statistical information collected.

**ANDREA KLATT – OUTREACH WORKER**

**DESCRIPTION OF SERVICE**

The Employment Preparation Program (EPP) is a job readiness program delivered inside Fraser Regional Correctional Centre (FRCC), but is portable and can be delivered inside other BC correctional facilities. The EPP program is made up of 3 full day, stand alone sessions that allows individual’s continuous intake into the program.

Incarcerated individuals are shown how to develop personalized professional resumes with cover letters that potential employers might consider when they have job vacancies. Time is spent on the importance of networking, what networking is along with exposure to a variety of networking techniques. Other topics covered are: a) the importance of developing healthy relationship with co-workers, b) ways to develop healthy relationships and c) how to overcome some common self-defeating behaviours that employers do not like.

The program assists individuals in developing individualized release plans that include identifying relevant community resources they might want to access for support. The EPP is recognized by the Ministry of Employment and Income Assistance (MEIA) and when completed graduates are eligible to collect benefits from MEIA upon release from the correctional facility.

**ADMISSION CRITERIA**

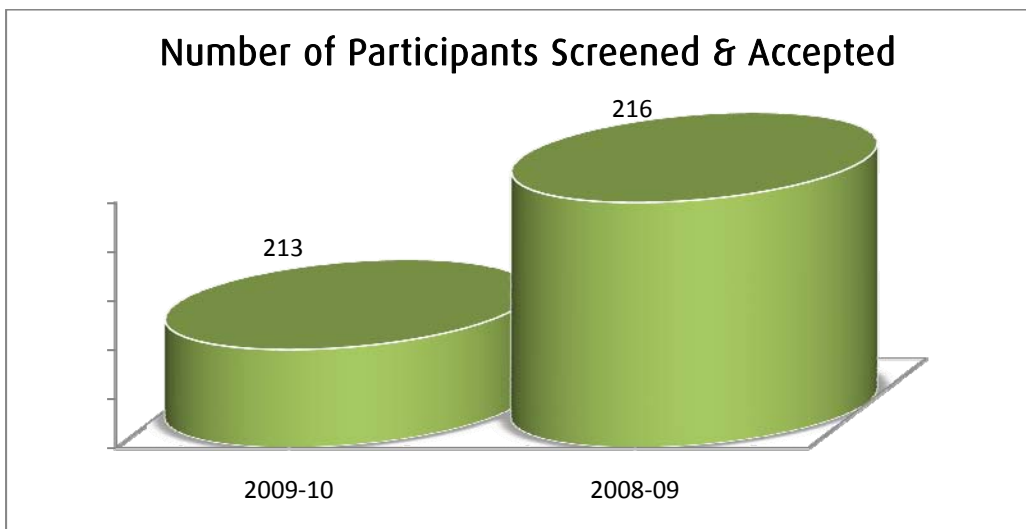
To be eligible for the EPP, individuals must:

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

In addition, the EPP program is now being offered to protective custody persons.

**POPULATION SERVED**

This year 213 provincially incarcerate male persons were served compared to 216 the previous year. The individuals served varied in age, race, ethnicity, education, and work histories. All were within 30 days of release. The following graph shows the number of individuals screened and accepted.



As the graph shows 213 individuals applied for the course and 100% were accepted compared to 216 applying and being accepted 2008-09.

### CHANGES IN SERVICE

This year the EPP curriculum was reviewed and updated to better reflect the changing needs of the consumers being served. The new curriculum has updated information on Employment Services along with material that includes Life Skills, Cognitive Skills and information on finding, securing and maintaining affordable housing.

### COMMUNITY NEEDS ASSESSMENT

FRCC and the JHSLM saw a need to teach an employment readiness program to incarcerated persons before they are released back into the community. There was a need to teach incarcerated persons employment readiness skills 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.

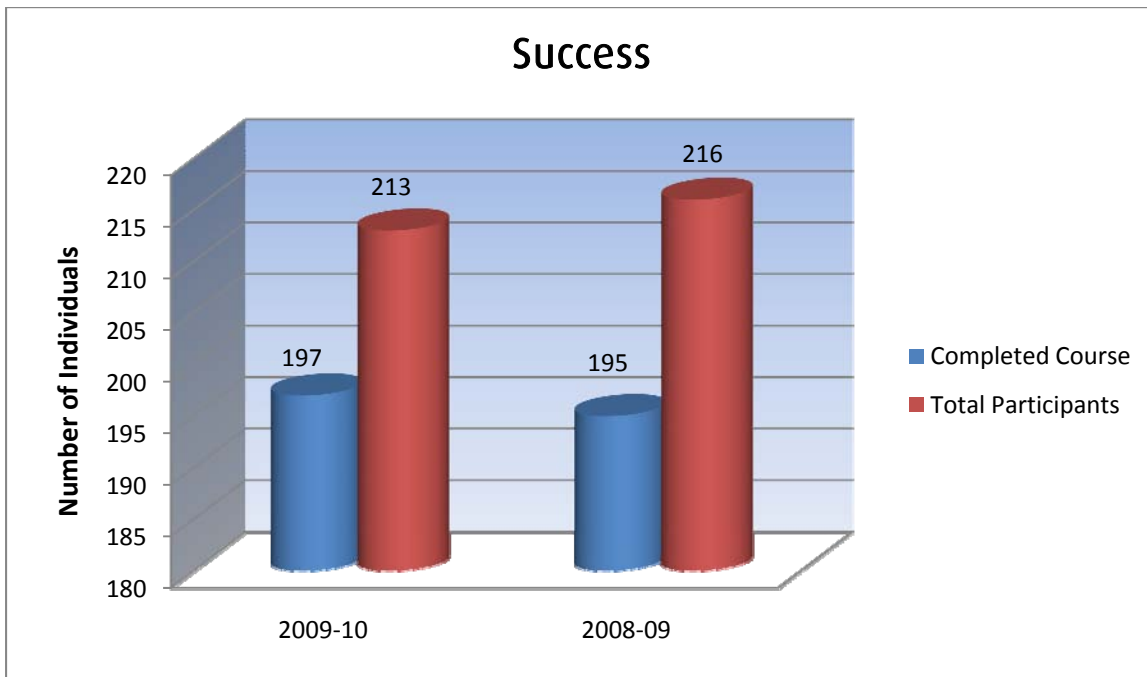
### PROGRAM OBJECTIVES

- Offer a job skills development program to provincially 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
- Examine ways to develop positive relationships in the work place and overcome some common self-defeating behaviour at work
- Assist in developing personalized release plans that will contribute to an individual's stability in the community

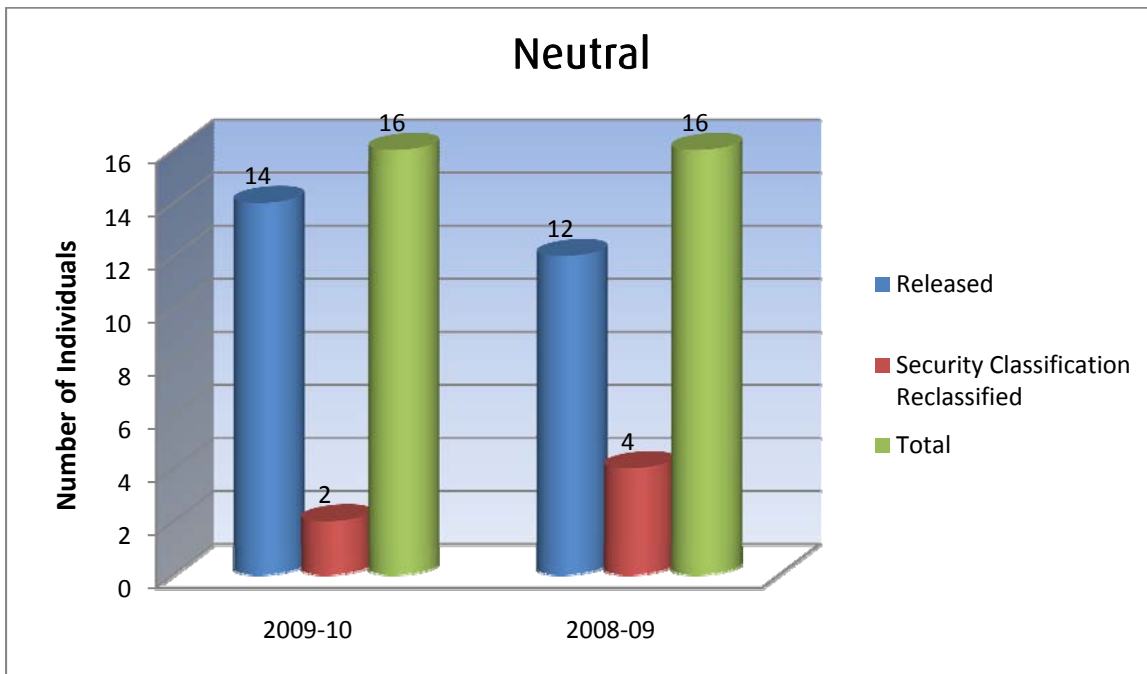
### REVIEW OF LAST YEAR'S GOALS

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 tenants 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.	Partially achieved.
Expand and improve on the type of statistics collected.	Partially achieved.

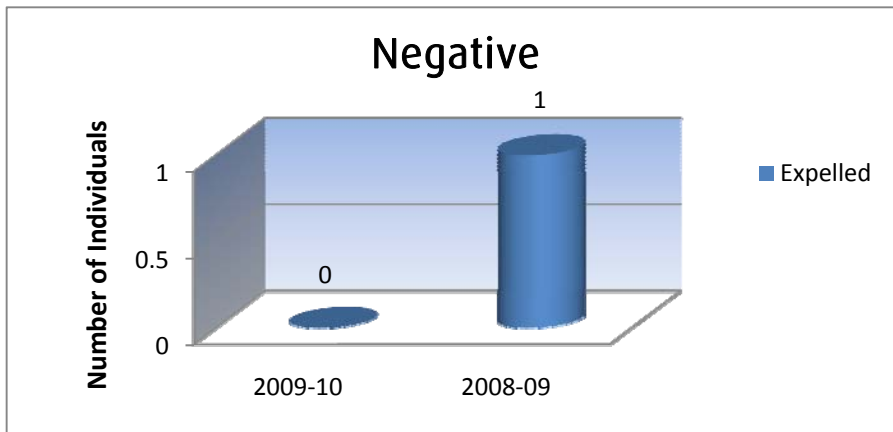
Effectiveness



As the above graph show 197 participants or 92% graduated from the course this year compared to 195 or 91% in 2008-09.



The above chart shows that 8% in each of the last two years did not complete the course because they were released or had their security classification reclassified.



The graph shows that no participants were expelled this year compared to one person or 1% in 2008-09.

### Efficiency

The EPP starts at 9:00 am and finishes at 3:00 pm with the exception of the protective custody group which runs from 8:00 am to 2:00 pm. The course runs for 3 days with each class lasting 6 hours. All referrals were handled in a timely manner and all applicants were accepted into the program.

### CONSUMER SATISFACTION

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

1. What did you like about the course?
  - Receiving an EPP certificate
  - The facilitator(s)
  - It was a good learning experience
  - The material was easy to understand
  - The motivational film shown in class
  - Learning how to write a resume
  - The candy
  - Learning about community resources
  - Hearing about the other programs and resources that John Howard society has to offer
  - Being paid to attend
  
2. When asked what they liked the least of the course?
  - Length of the program
  - Being told we have to attend the course
  - Having to miss work
  - The amount of reading that was required
  - The course was not challenging enough

### NEXT YEARS' GOALS

- Continue to try and secure funding to expand the EPP program to another provincial institution.
- Build more community partnerships.
- CAMS to be fully operational.
- Improve on the type of statistical information collected.
- Continue to review and update the course as needed.



## *JEAN GRAY-MENTAL HEALTH OUTREACH WORKER*

### DESCRIPTION OF SERVICE

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

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

The program refers individuals to community based:

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

### ADMISSION CRITERIA

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

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

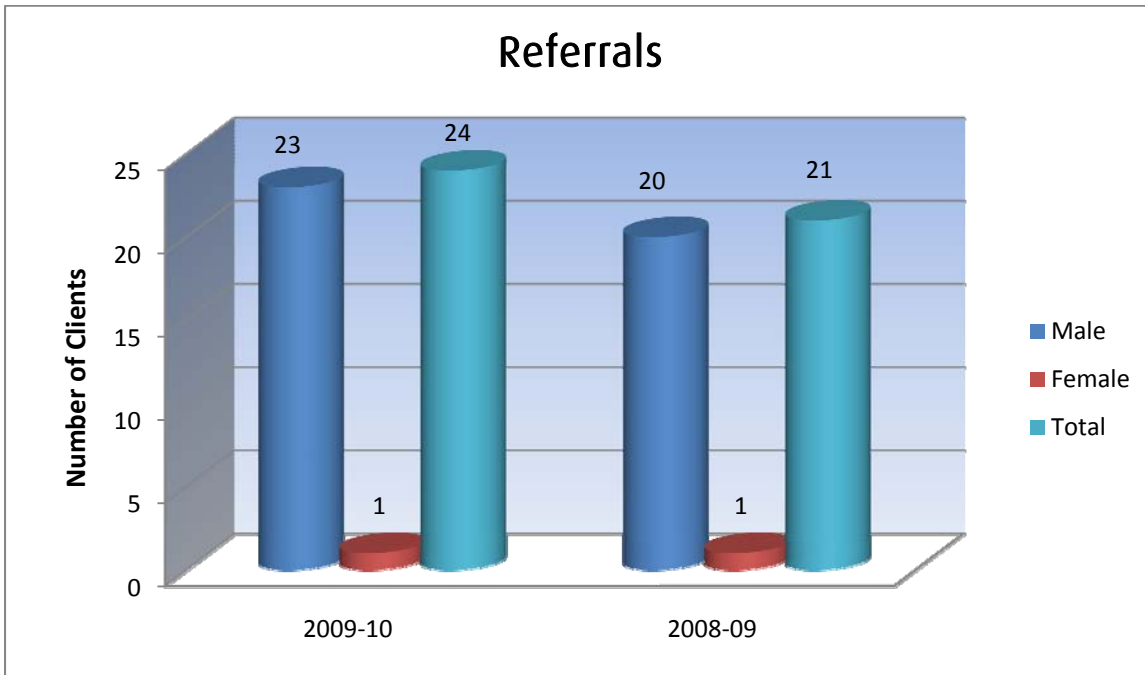
The Program is not an appropriate placement for individuals that are:

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

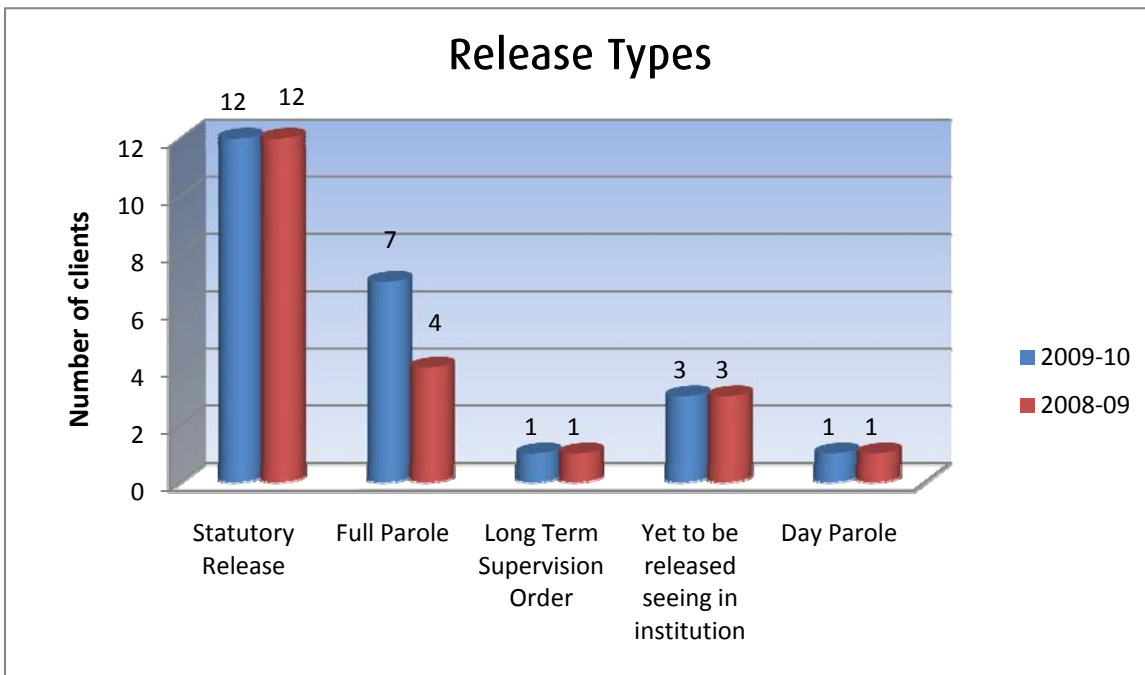
### POPULATION SERVED

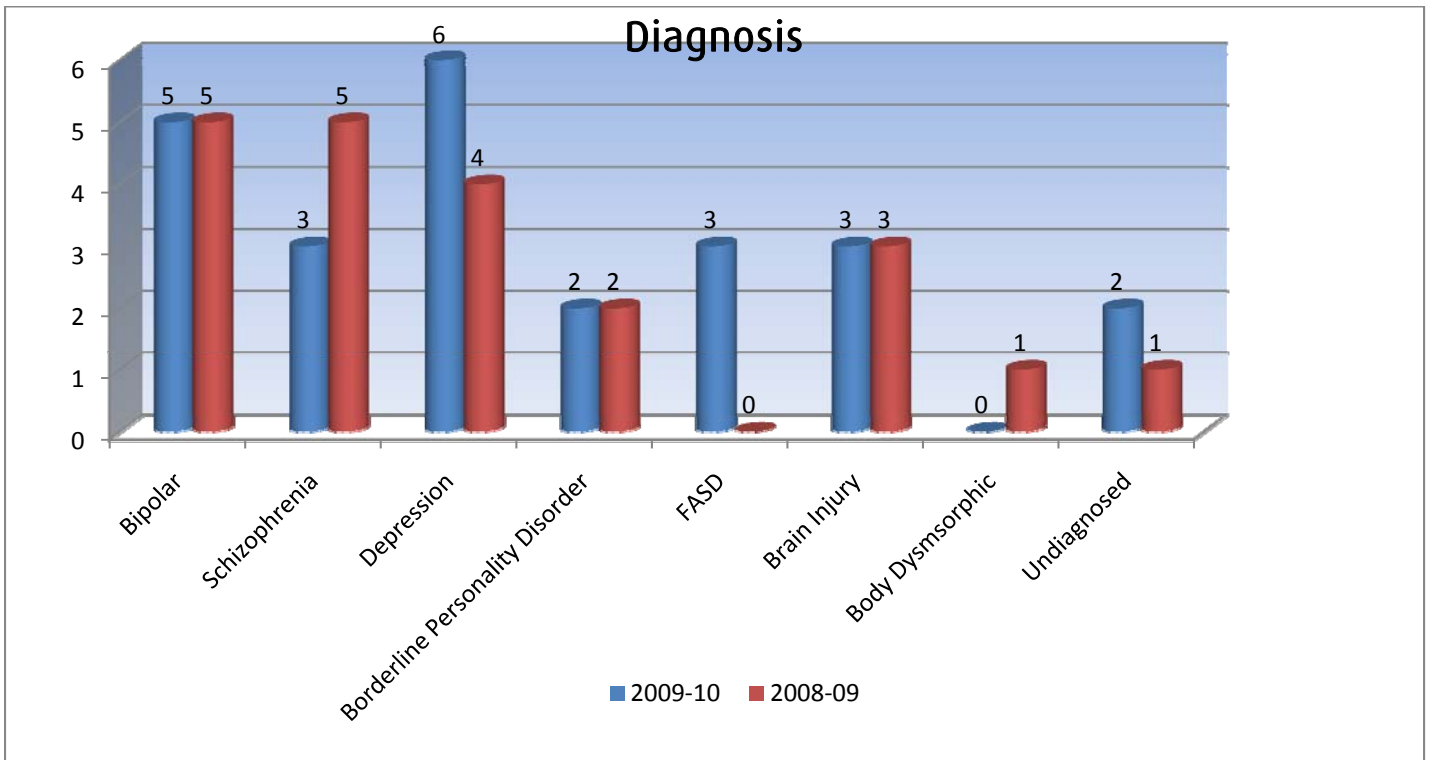
The Mental Health Outreach Program served 24 individuals from April 1, 2009 until Mar. 31, 2010 who were referred by their parole officer or a discharge planner. The mental health worker provides support to persons under supervision in the Fraser Valley Area Parole to assist in their reintegration to the community.

As the chart below shows 23 individuals were male and 1 was female. All potential applications were accepted. The outreach worker has supported on average 10 to 14 individuals ongoing in the past year.

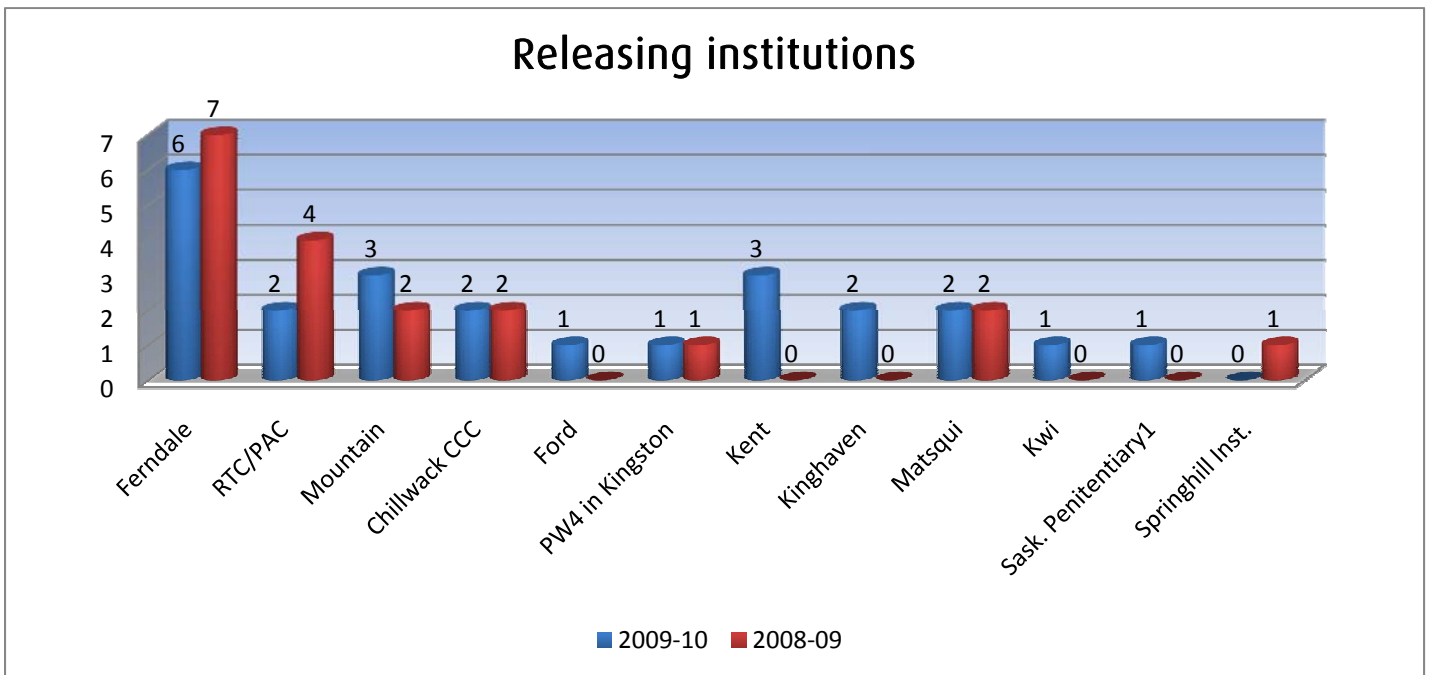


The following chart shows 12 were statutory releases, the same as last year, 7 were on full parole up 3 from the previous year, one was on a long term supervision order, the same as last year, 3 have yet to be released and 1 is on day parole, the same as last year.

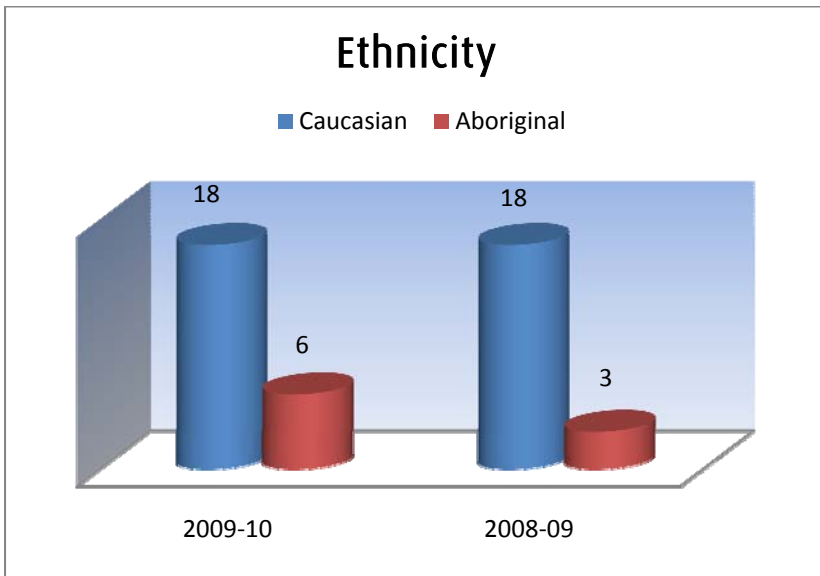




The above graph shows individuals diagnosed with bipolar, schizophrenia and depression formed the majority of the works case load, the same as last year. In addition, four individuals have substance issues and some individuals present with more than one disorder.



As the chart shows 8 individuals or 33% were released from Ferndale and RTC/PAC. The other 16 individuals or 67% came from nine different institutions with two individuals from out of the Pacific Region.



As the chart indicates all individuals in 2009-10 came from two ethnic backgrounds with the majority of individuals giving their ethnic origin as Caucasian which is the same as the previous year.

In the past year 6 individuals were living in Tim’s Manor. Presently, 3 currently reside in Tim’s Manor, 5 reside in Chilliwack, 1 in Mission, 1 in Maple Ridge and the remainder are in Abbotsford. Two out of area referrals were received requesting assistance with an assessment at the Asante Centre and 1 was requesting a move to the area. Of the 24 individuals, 2 were suspended, 3 were revoked, 6 reached warrant expiry and 1 moved out of area.

### COMMUNITY NEEDS ASSESSMENT

Currently when individuals return to the community they often do not have sufficient identification such as a birth certificate, social insurance card or BCID. If they had been on income assistance in the past, they often will not be assisted with the payment of these documents as MEIA usually has photocopies on file which is sufficient for Ministry of Employment and Income Assistance’s purposes. The only official identification they usually have is their CSC identification which is not accepted as valid picture ID in the community. Since these documents are expensive to replace most times individuals cannot afford to replace them. Without proper ID they are precluded from applying for a bank account which usually means they must use money mart or some other more expensive means to cash cheques. At present, in Abbotsford, Canada Trust has one branch which will set up direct deposit for MEIA individuals. However, some individuals may be forbidden to use this institution because of past events. It would be helpful if CSC could liaise with a bank to develop a plan where these individuals may acquire at least a minimal service to cash cheques or CSC ensures they have legal identification prior to release. Also, it is becoming clearer that when some of the aging lifers start displaying some signs of senility or Alzheimer’s, they are not as easily diagnosed since they have few family members or real advocates in the medical field to speak for them and the Mental Health Worker must take on this role. At present the only alternative for lifers may be to return to an institution like a CCC when Tims Manor cannot accommodate their needs which may not be the preferred solution for many. Presently, Tims Manor is able to provide this support and has one lifer with early symptoms of Alzheimer’s. In addition, individuals must find a general physician that will refer them to a specialist in order to have an assessment completed and many need assistance to carry through with this process.

There is also a greater need for affordable housing as when individuals who reside in accommodations where the cost is partially covered by CSC and they must move to their own place there is very little affordable housing for them to access.

Medication and paying for the same is another need for this population. For example, one person who was living common law and whose common law recently died was under “Plan G” to help with the costs of his medications. Since he has begun working this past year he may not be eligible to use this plan. Since the cost for purchasing his own medication would be prohibitive for him as his employer does not provide extended health benefits he does not know how he will be able to afford his medication. In addition, under PharmaCare he must pay the \$1,000.00 deductible before he can make a claim.

The Mental Health Outreach Worker’s job is to provide support to individuals with mental health issues to follow their conditions of parole, manage their mental health issues as well as offering assistance around budgeting, housing, recreation, volunteering or anything that will influence their daily living skills in a positive way. However, once these individuals reach warrant, even if connected to community mental health, on average they usually receive a minimal amount of support in the community due to the high case loads of the community mental health workers. Some individuals who are unable to speak assertively for themselves are told “to contact us if you need to.” These individuals often fall through the cracks as they need ongoing support to fully participate in their community and to make and get to appointments.

### PERMANENT PROGRAM GOALS

- Enhance the independence, dignity, personal choice and privacy of the persons served.
- Support and encourage individuals to participate in activities that build community and positive relationships.
- Support individuals to keep mind and body healthy.
- Encourage individuals to participate in activities that help promote safe communities.
- Ensuring referral forms are completed.
- Complete monthly program reports.
- Complete consumer surveys.

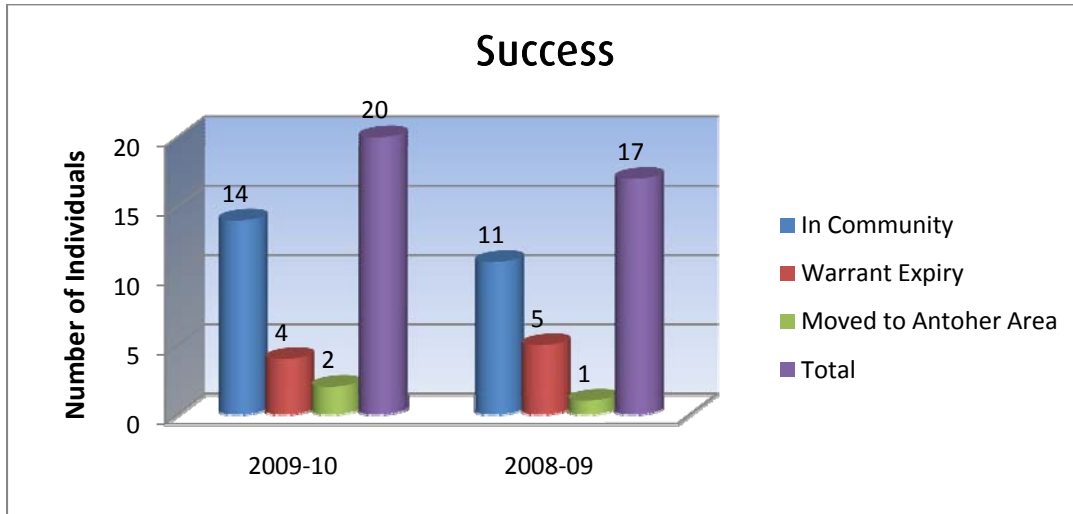
### ANALYSIS

#### Review of Last Year’s Goals

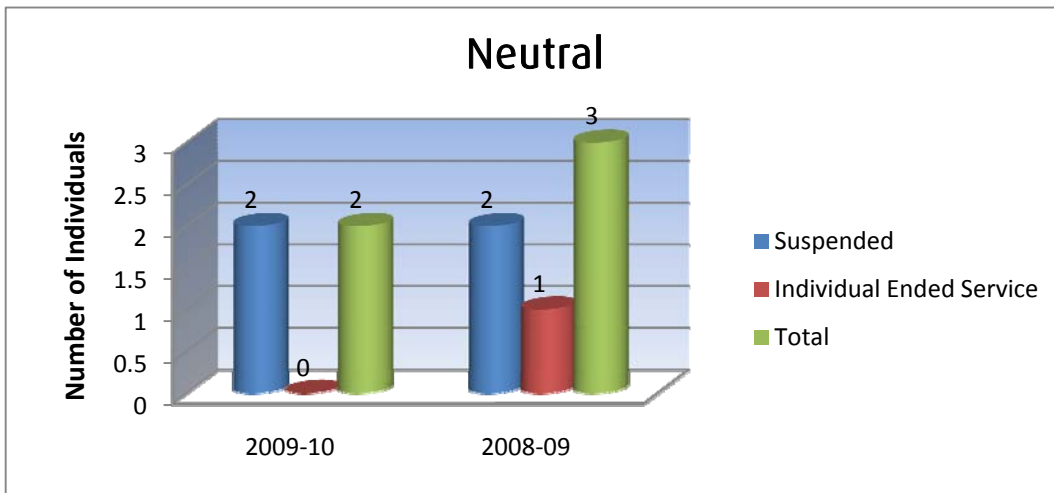
Action	Outcome
Attend Business and Issues meetings at the various parole offices	Achieved. Worker has attended 9 B & I meetings in Abbotsford, 2 meetings in Chilliwack, and 3 meetings in Maple Ridge. By attending these meetings we continue to improve on the case management/team approach to working with individuals.
Complete consumer satisfaction survey	Achieved. Results discussed further in this report.
Develop a training plan	Achieved. Worker attended a community forum on mental health and homelessness, was invited to visit Ferndale to speak to incarcerated persons about mental health resources in the community, attended an Aboriginal Community Forum at Tzeachten First Nation in Chilliwack, attended a two day course on “Conflict Resolution” at the Justice Institute, renewed “Non-violent Crisis Intervention” and renewed First Aid
Complete monthly program reports	Achieved and sent to the Director of Programs
Attend community events to network	The worker attended a community forum on homelessness, an information session on public safety and an Info Fair at Ferndale
Develop a strategic plan	Achieved and is review on a regular basis
Complete CSC bi-annual reports	Achieved.
Meet contract obligations	Achieved.

EFFECTIVENESS, OUTCOMES AND SATISFACTION

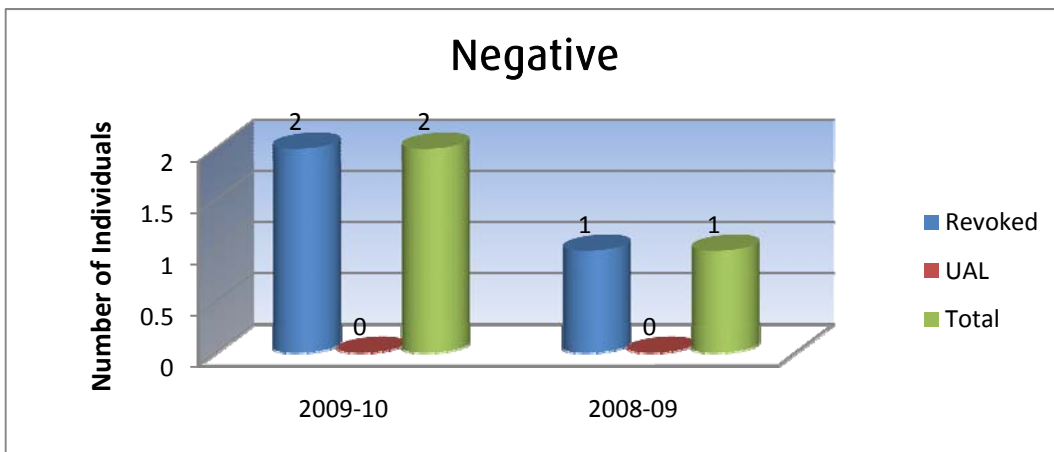
Our statistics indicated the following:



As the above graph shows 14 individuals remain in the community, 4 reach warrant expiry and 2 moved to another area for a total of 20 individuals or a 83% success rate over the past year compared to a 81% in 2008-09.



The graph shows two individuals or 8% had a neutral outcome this year compared to 14% in 2008-09.



Two individuals or 8% of the total served had a negative outcome compared to 5% in 2008-09. As the above graph shows there were no Unlawfully at Large individuals over the past two years.

**EFFICIENCY AND EFFECTIVENESS**

- All applicants were handled in a timely manner.
- No applicants were denied.
- Case load remained within contract guidelines of 10:1 to 14:1.
- Program costs remained within budget.
- Attended 10 B & I meetings in Abbotsford, 2 B & I meetings in Chilliwack, and 4 B & I meetings in Maple Ridge.
- Writer has enquired about attending the FVMT meetings.
- Writer attended 1 meeting with the Housing Network.
- Monthly Program Reports and CSC Bi-Annual Reports were completed on time.
- Consumer surveys were completed.

CSC staff and the Outreach Worker continue to work collaboratively in an effort to continue to improve on the case management/team approach to meet consumer and stakeholder expectations and keep our communities safe.

**Consumer Satisfaction Surveys:**

This year of the 10 questionnaires that were given out 6 were returned. The individuals who completed the 8 question survey rated their experience on a scale of 1 to 7 with one the lowest and 7 being the highest. Below are the results:

Questions	2009-10 Average Score	2008-09 Average Score
What is your level of trust with the staff?	6.2	6.2
Are you satisfied with your case plan?	6	Not asked in 2008-09
Are you satisfied with staff's ability to address your concerns?	6.5	5
Your ability to live independently is?	7	6

As the above chart shows sixty percent of surveys were returned and the level of trust remained the same as the previous year. However, there was a large increase in consumer satisfaction in the area of staff's ability to address their concerns and their ability to live independently.

**ANALYSIS**

The mental health worker has assisted consumers to expand their supports in the community by: a) making referrals to Abbotsford Mental Health, b) attempting to secure either a volunteer or an M2W2 support person and c) advocating for aging individuals by requesting more thorough assessments by the professionals involved with them and from their community supports. More individuals are using more services this year than last year such as the library. Libraries provide assistance with computers and classes on using the internet and ways of finding what they may need. However, as last year individuals continue to have the following needs/concerns:

- They require support if we want them to access pro-social activities in the community.
- Services continually need to be developed for individuals who are aging.
- Affordable housing continues to be hard to find although more social housing is being developed in the Fraser Valley area.
- Individual support continues to decline when individuals reach warrant.

## NEXT YEAR'S GOALS

- Continue to attend B & I meetings.
- Continue to ensure referral forms are completed in a timely manner.
- Complete agency and CSC program reports.
- Complete monthly statistics.
- Continue to provide service in a timely manner.
- Work closely with the volunteer co-ordinator to assist individuals.
- CAMS to be fully operational.



*MELANIE JARVIS – OUTREACH WORKER***DESCRIPTION OF SERVICE**

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

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

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

The Outreach program at Tims Manor provides a safe environment where individuals under federal jurisdiction on conditional release can live independently in a supportive environment. The Outreach staff assists 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 pay for bills and save money as well as opening a bank account.
- Nutrition and Food Preparation – assist in food purchasing and preparation as well as menu development for healthy meals.
- Health Management – ensuring tenants attend all necessary medical appointments as well as comply with medication requirements.
- Recreation and social opportunities – support and encourage activities that build community and positive relationships as well as afford wellness.
- Social Skills – role model positive behavior and teach tenants how to manage conflict appropriately, develop and maintain friendships, as well as how to act appropriately in social settings.

**ADMISSION CRITERIA**

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

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

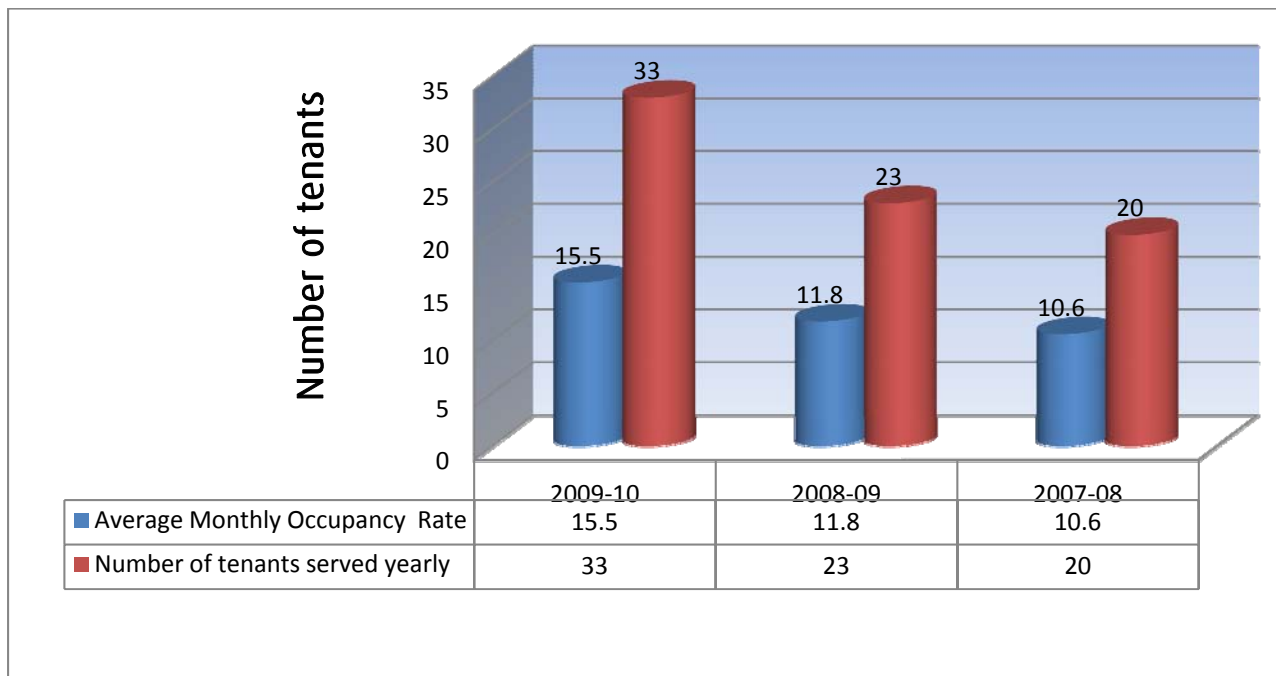
- Tenants may have mental health concerns.
- Tenants may have physical health concerns.
- Tenants may have substance abuse issues.

Tims Manor is not appropriate for:

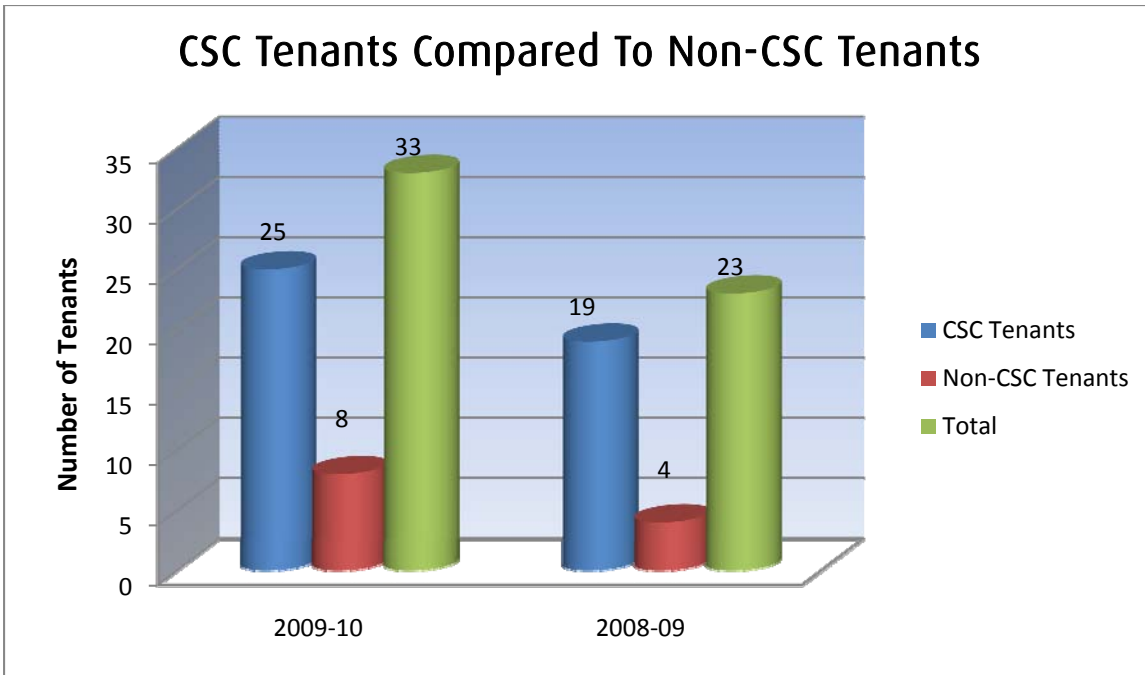
- Individuals actively involved in substance abuse
- Tenants need to be ambulatory, the housing project is not wheelchair accessible
- Tenants who are violent.

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

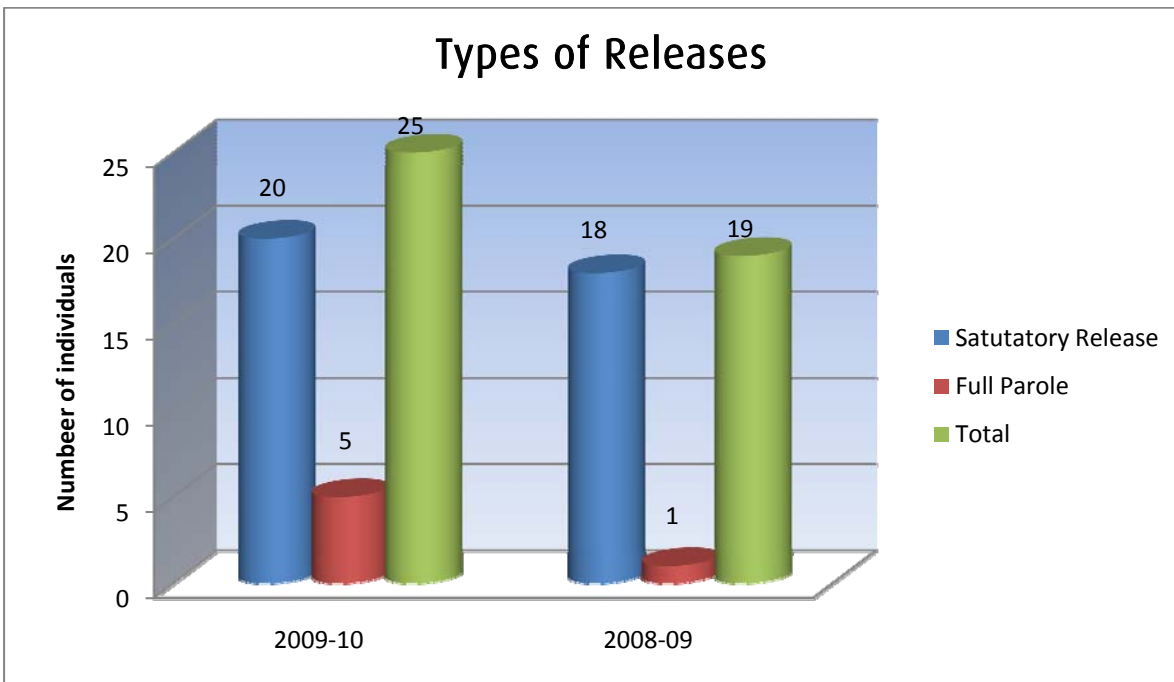
### POPULATION SERVED



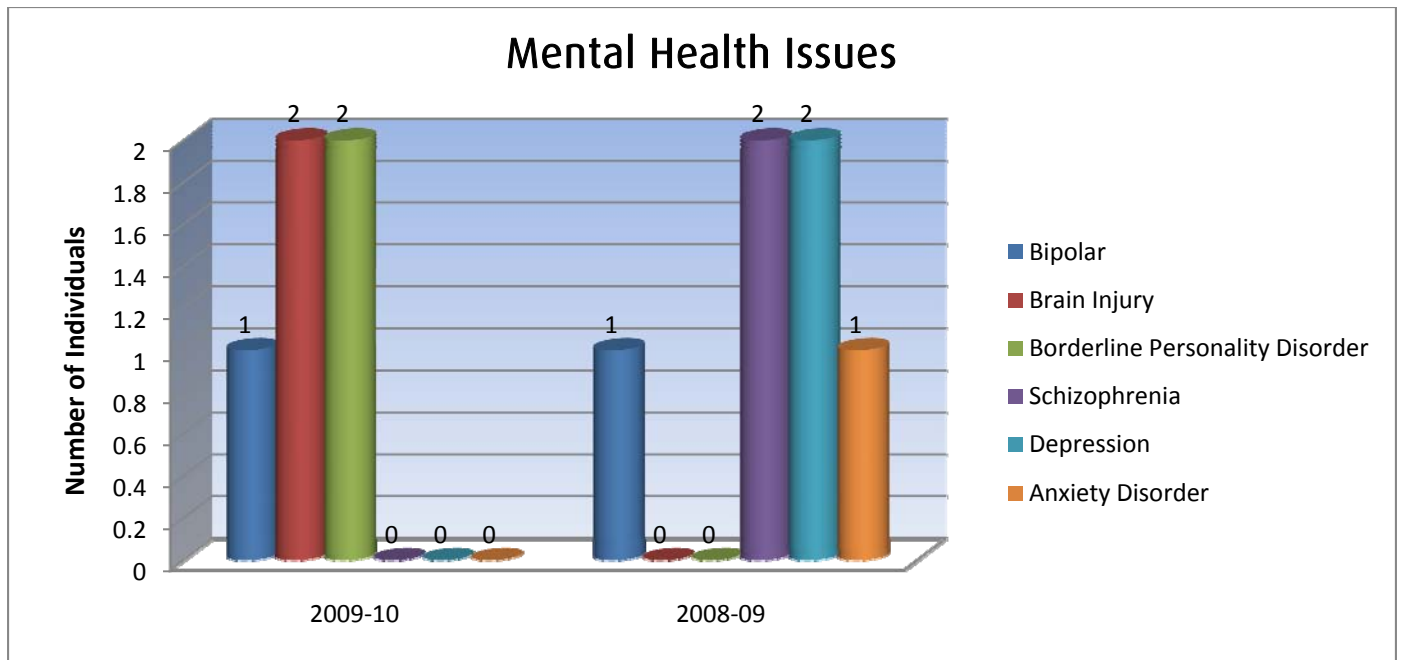
As the chart shows Tims Manor average monthly occupancy rate and the yearly number of tenants served has steadily increased over the past three years. In 2007-08 it was 10.6 serving 20 tenants and in 2009-10 it was 15.5 serving 33 tenants.



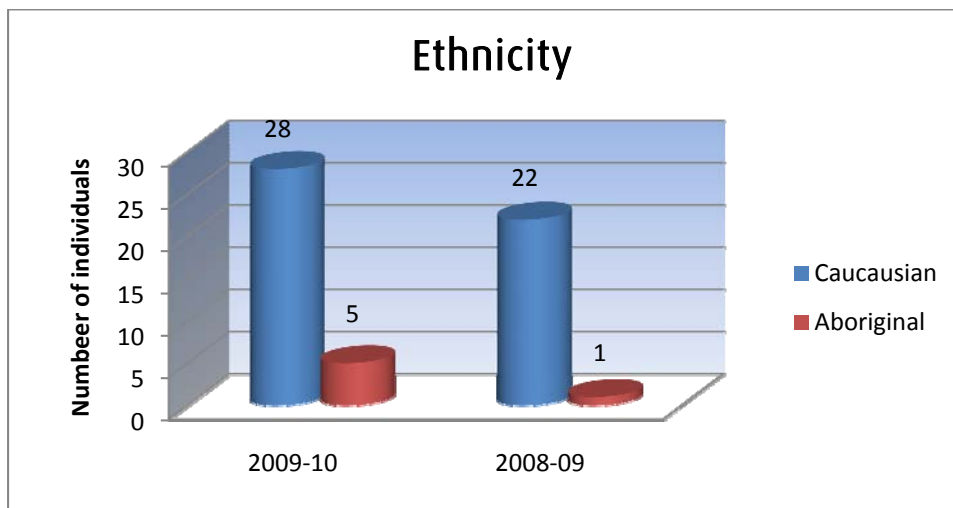
As the chart shows we served 25 CSC tenants and 8 non-CSC tenants in 2009-10 compared to 19 CSC tenants and 4 non-CSC tenants in 2008-09. Five of the 8 non-CSC tenants were former CSC tenants that had reached their warrant expiry and moved into non-CSC suites. One tenant was female and non-CSC. The average age of the tenants was 43 and the ages ranged from 27 years to 67 years of age. In total for the year, there were 33 tenants living at Tims Manor.



There were more tenants on Full Parole this year than last year. This year five individuals were on Full Parole up from one last year. The remaining 20 CSC tenants were on Statutory Release. Having more tenants on Full Parole as opposed to Statutory Release was a program goal for last year which was achieved.



The above chart shows five CSC referrals had mental health issues such as Bipolar, Brain Injury and Borderline Personality Disorder. In 2008-09 the issues were Bipolar, Schizophrenia, Depression and Anxiety Disorders.



The ethnicity of the 33 tenants was 28 Caucasian and five tenants were Aboriginal in 2009-10 and 22 Caucasian and 1 Aboriginal in 2008-09.

## CHANGES IN SERVICE

This year five individuals who resided in a CSC unit on Parole, remained at Tims Manor after reaching their Warrant Expiry Date because of vacant non-CSC suites. This has helped create stability in the building. As last year, the program continues to struggle to find compatible roommates to share each suite. In addition, many tenants struggle with problematic substance use and struggle to manage their money similar to last year. In August 2009, the Outreach Worker went on leave and the previous Outreach Worker returned to fill this position.

## COMMUNITY NEEDS ASSESSMENT

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

## PROGRAM GOALS

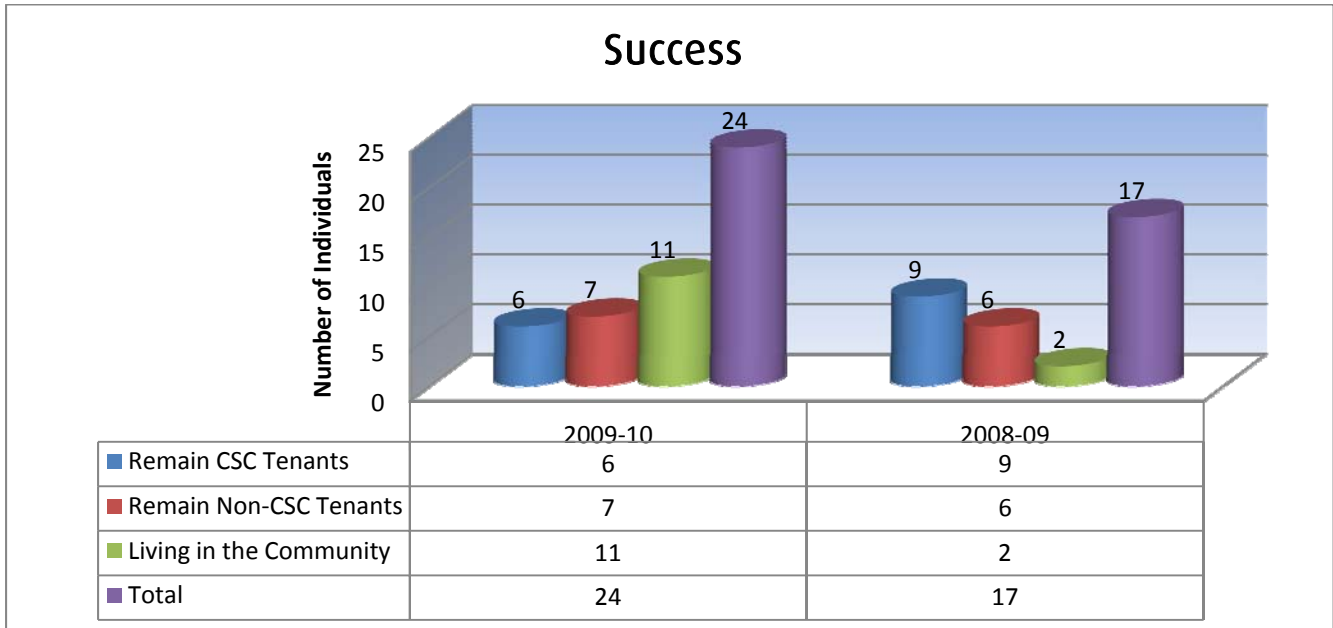
Goal	Outcome
To have full occupancy and not fall below an 85% occupancy rate	Not achieved. The average number of tenants per month was 15.5 giving a 78% occupancy rate. However, this year showed an increase over last year.
Continue to work closely with the Abbotsford Parole Office	The Outreach Worker continues to meet with Parole staff on a regular basis allowing for a case management/team approach in order to make informed decisions.
Recruit volunteers	Not achieved. Volunteer coordinator at Abbotsford Parole resigned and position has not been filled.
Decrease the amount of tenant turnover	Achieved. There was slightly less turnover this year over last year but this will need to be a goal for next year as well.
Network Tims Manor with community partners and resources	Achieved. Tims Manor has become well known in the community with many different agencies.
Update the strategic plan and training plan	Achieved. The Director of Programs has updated both the strategic plan and the training plan.
Encourage more group activities	Semi-Achieved. Tims Manor held two community barbeques as well as a Christmas Open House. More tenant activities need to be planned and will be a goal for next year.
To expand on the type of statistics collected	Achieved.
To attend more CSC Business and Issues meetings	Semi-Achieved. The Outreach Worker attended meetings sporadically throughout the year attending 3 meetings.
To increase the number of tenants on Full Parole to promote stability.	Achieved. Tims Manor supported five individuals on Full Parole, up from only one last year.

- 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 at Tims Manor.
- Advocate for individuals on housing needs and the need for affordable housing in the communities in the JHSLMBC region.

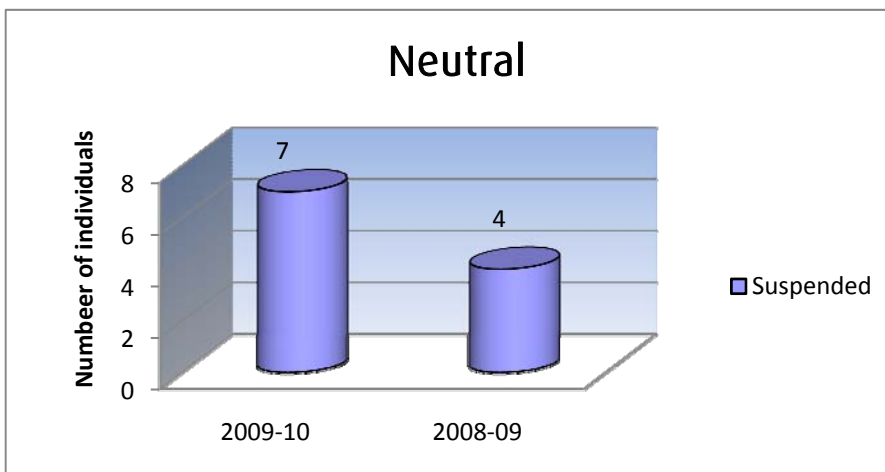
## REVIEW OF LAST YEAR'S GOALS

### Effectiveness and Efficiency

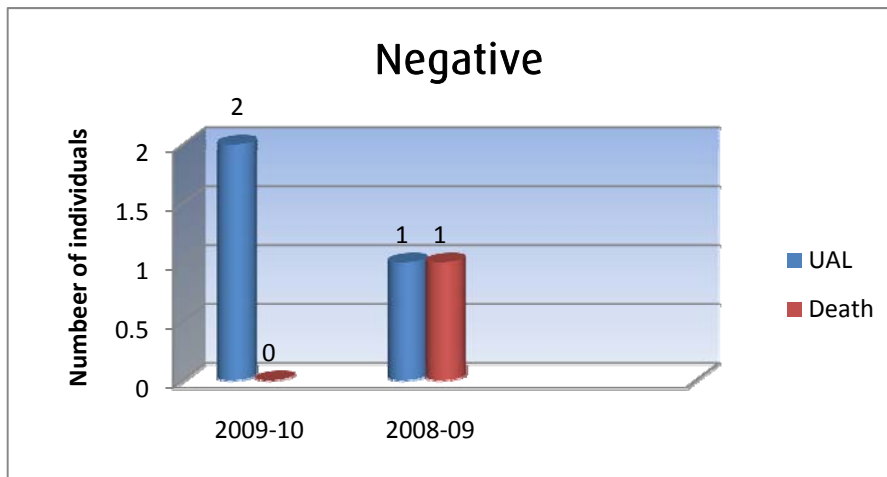
- Referrals were handled in a timely manner.
- The program expenses stayed within budget.
- Repairs were completed as scheduled and within budget.
- Tenant meetings occurred on a regular basis.
- Tenants were connected to various community resources like the food bank, doctors, recreational centers, drug and alcohol programs and other supports.



We served 33 tenants in 2009-10 of this 6 remain CSC tenants and 7 remain CSC tenants, 7 remain non CSC and 11 are still living in the community for a total of 24 or a 73% success rate. This is down from 2008-09 success rate of 74%. However, the average length of stay for the year was 173 days with the shortest being 6 days and the longest being 365 days. There were six tenants who remained residing in the building for the entire year. The five mental health tenants' average length of stay was 302 days which is considerably higher than the overall average. Of these 11, two moved to Vancouver Island, one moved to Chilliwack, one moved to Mission and the remaining seven moved to another place in Abbotsford.



As the graph shows 7 tenants were suspended for drug use compared to 4 the previous year.



As the graph shows two tenants went unlawfully at large, one more than last year.

### CONSUMER SATISFACTION SURVEYS

11 consumer satisfaction surveys were handed out and 8 returned a 73% return rate. Tenants were asked to rate 7 questions on a scale of 1 to 7 with 7 being the highest & 1 being the lowest score. Below are the averaged results:

Questions	Rating
What is your level of trust with staff?	6.9
What is your level of safety at Tims Manor?	6.8
Are you satisfied with staff’s ability to address your concerns?	7
Are you satisfied with your care plan?	5.6
What is your ability to address your risk factors?	6.6
Your ability to live independently is?	6.4

### ANALYSIS

While the program continues to struggle with issues such as finding compatible roommates, tenants struggling with addictions and money management. On the positive side, tenants appear to be happy with the service and the building has had its most successful and stable year to date. This year has had the least turnover and highest monthly tenant average. Because there has been a core stable group of tenants residing in the building for the entire 1 year or longer, stability seems to have been created and a sense of community in the building and among tenants and staff.

### NEXT YEAR’S GOALS

- To have full occupancy and not fall below an 85% occupancy rate
- Continue to work closely with the Abbotsford Parole Office
- Recruit volunteers
- Decrease the amount of tenant turnovers
- Update the strategic plan and training plan
- Facilitate more group activities
- To expand on the type of statistics we collect
- Increase number of tenants on Full Parole
- To have more families residing at Tims Manor
- CAMS to be fully operational.

*IAN MITCHELL - MANAGER*

**DESCRIPTION OF SERVICE**

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

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

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

The John Howard Society of the Lower Mainland has facilitated the program since September of 1999. Our operating agreement with the Vancouver Police Board was not renewed this year at March 31 2010. This appears to reflect a change in direction for VPD and the VPD vice unit. It is not clear if VPD will continue to participate on the advisory committee. VPD has decided to discontinue their participation in the schools post June 28<sup>th</sup>, 2010. They have also decided to discontinue john stings.

An Advisory Committee oversees POPBC and is made up of representatives from The Vancouver Police Department the John Howard Society, The University of British Columbia, other community agencies and community members. We would like to maintain the advisory group as an oversight body even though it is no longer mandated by the operating agreement.

**The POPBC Advisory Committee during 2009/2010 included the following:**

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



**REFERRAL CRITERIA**

Clients are referred from various jurisdictions with 41% being referred by The Vancouver Police Department this year. To be eligible for the program those who are arrested must have no associated criminal record, have no material in their possession that might indicate mal-intent (drugs, weapons, rape kits) and must present well during the time of arrest. They must also be willing to take responsibility for their actions. Clients who are referred must complete an intake interview, be deemed appropriate by the program facilitator, pay a five hundred dollar administration fee and complete an eight-hour school in order to fully meet the program requirements. Upon completion they can ignore the notice to appear in court which is issued at the time of arrest in all jurisdictions except Vancouver. They may also volunteer to complete a program evaluation.

**CLIENT POPULATION**

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

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

These are high functioning members of our society.

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

**NEW DIRECTIONS**

POPBC accepts referrals from all jurisdictions within BC. To date we have accepted referrals from 13 provincial policing jurisdictions: including Abbotsford, Burnaby, Chilliwack, Campbell River, Kamloops, Kelowna, Langley, Prince George, Ridge Meadows, Surrey, Vancouver, Vernon and Victoria. One client was referred from the Seattle metro Police department. This year we had referrals from 7 of those jurisdictions. Since Vancouver is opting out there is a need to promote the program in other jurisdictions. An inability to do this will mean the end of the program.

## COMMUNITY NEEDS ASSESSMENT

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

## PROGRAM GOALS

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

The recruitment and exploitation of youth cannot be separated from adult prostitution. The average age of entry into prostitution is 14 to 16 years of age. It is youth who are the raw materials for adult prostitution. The vast majority of women who are prostitutes today started as sexually exploited youth. It is the youth of today who will be exploited as adult prostitutes in the future.

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

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

Our specific goal for the 2010/2011 year is to continue to work with local police jurisdictions, recognizing that Vancouver has cut referrals dramatically. We are slashing costs in the hopes that the program can survive on a part time basis rather than letting it die. However, Vancouver police resources are being stretched with internet luring, human trafficking, bawdy house investigations and gang investigations. They were stretched even further with Olympics security requirements. Accordingly, and unfortunately street prostitution enforcement continues to decline as a Vancouver police priority.

The Olympics presented us with a good opportunity to show the world that we are serious about reducing sexual exploitation and that we recognize that johns and the pimps, as the offenders need to be dealt with. Unfortunately this did not happen. Police resources were pre-empted for security purposes thus excluding any emphasis on prostitution.

## OUTCOMES

For the year ended March 31 2010, POPBC held only 3 schools for 93 clients. This reflects a decrease in excess of 50% over last year. At the end of the year a total of 1446 clients had completed the program since its inception in 1999. Staffing has been reduced to minimize costs and further reductions are imminent.

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

We were unable to distribute any funds this year because of declining revenues.

## RESEARCH

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

The Prostitution Offender Program of British Columbia has been supported throughout the year by the following and we thank them as well as many others who might not be mentioned. The ongoing strength of the program results from a lot of continuing support from the following people and we would like to take this opportunity to thank them. In no special order they are:

### POPBC Presenters

Christena and Derek	BC Centre for Disease Control
Megan and Barry	Parent’s presentation
Diane Sowden	Children of the Street Society
Jenn, Jennifer and Kelly	Survivor presentations
Mary	Servants Anonymous Society (Surrey)
Jake McCullough	JHSLM
Brian Sanders and the rest of the team from VPD vice	

### The Vancouver City Police Department

Inspector Bob Usui	VPD - Special investigations section
Sergeant Tony Cavezza	VPD - vice unit
Detective Brian Sanders	VPD Co-coordinator – POPBC/Presenter

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

Other contributing police jurisdictions this year:

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

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

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

## Staff list as of July 22 2010

**Regional Office**

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

**Guy Richmond Place & Hobden House**

Brandon Bob	Casual Residence Worker
Ron Dan	Residence Worker
Pat Gilbert	Residence Manager
Ryan Jamieson	Residence Worker
Jessica Kauhausen	Residence Worker
Tony Kennedy	Residence Manager
Dash Kooner	Residence Worker
Kailey LeMoel	Residence Worker
Jenni Martin	Residence Worker
Dan Melnyk	Residence Worker
Ernie Simpson	Residence Worker
Rajveer Braich	Residence Worker
Suraj Dhariwal	Casual Residence Worker
Heinrich Nemetz	Residence Worker
Vijay Rana	Casual Residence Worker
Christina Bateman	Residence Worker
Kern Bassi	Casual Residence Worker
Harjit Basra	Casual Residence Worker
Tony Ho	Casual Residence Worker
Alix Logie	Summer Student
Aatif Nanji	Casual Residence Worker

**Outreach Workers**

Barry Skinner  
 Jean Gray  
 Melanie Jarvis  
 Jill Gabriel  
 Marvin Laternus  
 Sebastian Olaru  
 Sandra Battilana  
 Tomas Vrchota  
 Taryce Wong, Summer Student

**Community Services**

Pamela Flegel	Provincial Outreach Worker
Tanya Nicol	Provincial Outreach Worker
Louise LaFleur	Reconnect Worker
Jennifer Hirsch	Manager of Community Services
Jelena Brown	Summer Student

**Vancouver Apartments**

Nic Anderson	Casual/Relief Worker
Christina Beaupre	Residence Worker
Michael Connerly	Residence Worker
Ryan Grubb	Casual/Relief Worker
Alanna Parker	Residence Manager
Melissa Maxwell	Residence Worker
Robert Pasion	Residence Worker
Patrick Semple	Residence Worker
Robert Syms	Casual/Relief Worker
Kenneth Matahwa	Casual/Relief Worker
Susie Moose	Residence Worker
Emily Zuberbier	Residence Worker

**Board of Directors 2009-2010**

Michael Johnson	Treasurer
Pamela Smith Gander	President
Ryna Witt	Secretary
Sara Dewar	Director
Jayce Henderson	Director
Tim Stiles	Director
Lyle Dixon	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  
The Law Foundation of British Columbia  
United Way  
VanCity Savings Credit Union  
JHSBC  
BC Housing Corporation  
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  
Vancouver Foundation  
Community Social Services Employers' Association  
Vancouver Police Department  
Surrey WRAP Program  
Service Canada Homelessness Partnership Initiative  
John Howard Society of Victoria

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

Vancouver, B.C.

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FINANCIAL STATEMENTS

March 31, 2010



WOLRIGE MAHON *LLP*  
Chartered Accountants

## AUDITORS' REPORT

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

We have audited the balance sheet of The John Howard Society of the Lower Mainland of British Columbia as at March 31, 2010 and the statements of revenues and expenditures, fund balances and cash flows for the year then ended. These financial statements are the responsibility of the Society's management. Our responsibility is to express an opinion on these financial statements based on our audit.

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

In our opinion, these financial statements present fairly, in all material respects, the financial position of the Society as at March 31, 2010 and the results of its operations and the changes in its cash flows for the year then ended, in accordance with Canadian generally accepted accounting principles. As required by the Society Act of British Columbia, we report that, in our opinion, these principles have been applied on a basis consistent with that of the preceding year.

*Wolrige Mahon LLP*

CHARTERED ACCOUNTANTS

Vancouver, B.C.  
May 28, 2010

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

## STATEMENT OF REVENUES AND EXPENDITURES

For the year ended March 31, 2010

	Operating Fund \$	Capital Fund \$	2010 \$	2009 \$
<b>Revenue, Schedule 1</b>	<b>2,973,420</b>	<b>134,092</b>	<b>3,107,512</b>	<b>2,931,032</b>
Property rental	7,892	281,923	289,815	252,867
	<u>2,981,312</u>	<u>416,015</u>	<u>3,397,327</u>	<u>3,183,899</u>
<b>Expenditures</b>				
<b>Staffing</b>				
Employee benefits	372,979	-	372,979	330,121
Salaries	1,620,777	-	1,620,777	1,495,469
Training and development	74,435	-	74,435	69,923
Travel	58,792	-	58,792	61,246
	<u>2,126,983</u>	<u>-</u>	<u>2,126,983</u>	<u>1,956,759</u>
<b>Operating</b>				
Accommodations	373,893	93,521	467,414	511,272
Client support	56,687	-	56,687	53,171
Food and supplies	96,853	-	96,853	83,989
Furnishings	28,766	13,529	42,295	53,903
Insurance	24,863	20,432	45,295	46,476
Interest	-	76,391	76,391	78,585
Miscellaneous	7,364	-	7,364	(1,327)
Programme needs	24,579	-	24,579	90,794
	<u>613,005</u>	<u>203,873</u>	<u>816,878</u>	<u>916,863</u>
<b>Administration</b>				
Advertising	2,425	-	2,425	6,308
Audit and banking	9,695	-	9,695	10,103
Board	16,669	-	16,669	12,250
Office and miscellaneous	51,362	4,318	55,680	95,019
Purchased services	11,527	6,827	18,354	47,360
Telephone	27,677	-	27,677	29,465
Volunteer programme	38,820	-	38,820	36,954
	<u>158,175</u>	<u>11,145</u>	<u>169,320</u>	<u>237,459</u>
Total expenditures	<u>2,898,163</u>	<u>215,018</u>	<u>3,113,181</u>	<u>3,111,081</u>
Excess of revenues over expenditures before non-cash items	83,149	200,997	284,146	72,818
Amortization	-	(165,094)	(165,094)	(179,666)
Forgiveness of debt (Note 7)	-	103,444	103,444	91,133
Unrealized gain (loss)	20,365	-	20,365	(17,949)
<b>Excess (deficiency) of revenues over   expenditures</b>	<b>103,514</b>	<b>139,347</b>	<b>242,861</b>	<b>(33,664)</b>



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

STATEMENT OF FUND BALANCES

For the year ended March 31, 2010

	Operating Fund \$	Capital Fund \$	2010 \$	2009 \$
Balances, beginning	248,047	2,020,152	2,268,199	2,301,863
Excess (deficiency) of revenues over expenditures	103,514	139,347	242,861	(33,664)
Purchase of property and equipment	(55,413)	55,413	-	-
Advance from mortgage, net of principal repayment	(78,162)	78,162	-	-
Interfund transfer	200,997	(200,997)	-	-
Forgiveable loans received	184,533	(184,533)	-	-
<b>Balances, ending</b>	<b>603,516</b>	<b>1,907,544</b>	<b>2,511,060</b>	<b>2,268,199</b>

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

BALANCE SHEET

March 31, 2010

	2010 \$	2009 \$
<b>ASSETS</b>		
Cash	814,672	510,249
Grants and other receivables	148,963	202,999
Investments	62,807	42,442
Prepaid expenses and deposits	16,621	20,179
	<u>1,043,063</u>	<u>775,869</u>
Property and equipment (Note 5)	4,930,983	5,040,664
	<u>5,974,046</u>	<u>5,816,533</u>
<b>LIABILITIES</b>		
Accounts payable	53,674	111,135
Accrued wages, salaries and holiday pay	346,210	317,779
Accrued employee relations fund	20,469	14,984
Deferred revenue	19,194	83,924
Mortgages payable (Note 6)	1,471,117	1,549,279
Forgiveable loans (Note 7)	1,552,322	1,471,233
	<u>3,462,986</u>	<u>3,548,334</u>
<b>FUND BALANCES</b>		
Capital Fund	1,907,544	2,020,152
Operating Fund		
Internally restricted (Note 8)	314,687	288,084
Unrestricted surplus (deficit)	288,829	(40,037)
	<u>2,511,060</u>	<u>2,268,199</u>
	<u>5,974,046</u>	<u>5,816,533</u>

*Commitment (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, 2010

	2010	2009
	\$	\$
Cash flows related to operating activities		
Cash receipts from funding agencies and fundraising	3,380,431	3,083,004
Cash paid to suppliers and employees	(3,056,776)	(2,978,410)
Interest received	6,202	16,996
	<u>329,857</u>	<u>121,590</u>
Cash flows related to investing activities		
Purchase of property and equipment	(55,414)	(295,643)
Cash flows related to financing activities		
Interest paid	(76,391)	(78,585)
Advances from mortgages	-	146,250
Mortgage repayments	(78,162)	(52,905)
Forgiveable loans received from government agencies	184,533	47,465
	<u>29,980</u>	<u>62,225</u>
Net increase (decrease) in cash	304,423	(111,828)
Cash, beginning	510,249	622,077
Cash, ending	<u>814,672</u>	<u>510,249</u>

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

## NOTES

For the year ended March 31, 2010

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### Note 1 General

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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.

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### Note 2 Significant Accounting Policies

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#### Basis of Presentation

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

#### Fund Accounting

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

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

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

#### Financial Assets and Liabilities

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

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

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

Payables and accruals, mortgages payable and 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, 2010

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### Note 2 Significant Accounting Policies (continued)

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#### 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

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

#### Impairment of Long-Lived Assets

Long-lived assets, which include property and equipment, are tested for recoverability whenever events or changes in circumstances indicate that their carrying amounts may not be recoverable. An impairment loss is recognized when the carrying amounts exceed their fair values.

#### 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.

#### 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.

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### Note 3 Financial Instruments

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Items that meet the definition of a financial instrument include cash, grants and other receivables, accounts payable, accrued wages, salaries, and holiday pay, accrued employee relations fund, mortgages payable and forgivable loans. Unless otherwise stated, 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, currency risk or credit risk arising from these financial instruments.

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

## NOTES

For the year ended March 31, 2010

### Note 4 Capital Management

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

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

### Note 5 Property and Equipment

	Cost \$	2010 Accumulated Amortization \$	Net \$	Cost \$	2009 Accumulated Amortization \$	Net \$
<b>Guy Richmond Place</b>						
Land	206,231	-	206,231	206,231	-	206,231
Building	507,480	501,350	6,130	507,480	496,640	10,840
	<u>713,711</u>	<u>501,350</u>	<u>212,361</u>	<u>713,711</u>	<u>496,640</u>	<u>217,071</u>
<b>Vancouver Apartments</b>						
Land	247,288	-	247,288	247,288	-	247,288
Building	85,799	21,183	64,616	76,229	18,690	57,539
	<u>333,087</u>	<u>21,183</u>	<u>311,904</u>	<u>323,517</u>	<u>18,690</u>	<u>304,827</u>
<b>Hobden House</b>						
Land	265,090	-	265,090	265,090	-	265,090
Building	199,318	46,249	153,069	177,855	40,318	137,537
	<u>464,408</u>	<u>46,249</u>	<u>418,159</u>	<u>442,945</u>	<u>40,318</u>	<u>402,627</u>
<b>Miller Block</b>						
Land	457,173	-	457,173	457,173	-	457,173
Building	2,179,158	434,840	1,744,318	2,179,158	362,160	1,816,998
	<u>2,636,331</u>	<u>434,840</u>	<u>2,201,491</u>	<u>2,636,331</u>	<u>362,160</u>	<u>2,274,171</u>
<b>Tims Manor</b>						
Land	211,869	-	211,869	211,869	-	211,869
Building	1,069,648	100,582	969,066	1,069,648	60,205	1,009,443
	<u>1,281,517</u>	<u>100,582</u>	<u>1,180,935</u>	<u>1,281,517</u>	<u>60,205</u>	<u>1,221,312</u>

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

NOTES

For the year ended March 31, 2010

**Note 5 Property and Equipment (continued)**

	Cost \$	2010 Accumulated Amortization \$	Net \$	Cost \$	2009 Accumulated Amortization \$	Net \$
752 Kingsway						
Land	126,142	-	126,142	126,142	-	126,142
Building	170,036	16,449	153,587	170,036	10,050	159,986
	<u>296,178</u>	<u>16,449</u>	<u>279,729</u>	<u>296,178</u>	<u>10,050</u>	<u>286,128</u>
756 Kingsway						
Land	70,180	-	70,180	70,180	-	70,180
Building	165,544	8,923	156,621	143,175	2,864	140,311
	<u>235,724</u>	<u>8,923</u>	<u>226,801</u>	<u>213,355</u>	<u>2,864</u>	<u>210,491</u>
Equipment	230,377	141,835	88,542	230,377	119,700	110,677
Computer	58,997	47,936	11,061	56,986	43,626	13,360
Software	16,125	16,125	-	16,125	16,125	-
	<u>6,266,455</u>	<u>1,335,472</u>	<u>4,930,983</u>	<u>6,211,042</u>	<u>1,170,378</u>	<u>5,040,664</u>

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

## NOTES

For the year ended March 31, 2010

### Note 6 Mortgages Payable

	Current \$	Long-term \$	2010 \$	2009 \$
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.	11,657	163,213	174,870	185,900
Vancouver City Savings Credit Union Payable in monthly instalments of \$4,022 including principal and interest of 5.34% per annum, due February 26, 2011, secured by a first charge on Miller Block.	450,752	-	450,752	474,517
Canadian Western Bank Payable in monthly instalments of \$1,980 including principal and interest of 2.90% per annum, due June 1, 2010, secured by a first charge on Hobden House.	227,920	-	227,920	242,645
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.	16,147	468,587	484,734	499,967
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.	22,984	109,857	132,841	146,250
Total long-term debt	<u>729,460</u>	<u>741,657</u>	<u>1,471,117</u>	<u>1,549,279</u>



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

## NOTES

For the year ended March 31, 2010

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### Note 6 Mortgages Payable (continued)

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

	\$
2011	95,945
2012	106,184
2013	112,005
2014	118,145
2015	124,502
	<hr/>
	556,781
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### Note 7 Forgiveable Loans

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	\$
B.C. Housing Management Commission	1,018,000
Canada Mortgage and Housing Corporation	248,267
Canada Mortgage and Housing Corporation	217,822
Human Resources Development Canada	68,233
	<hr/>
	1,552,322
	<hr/>

During 2005, the Society entered into an agreement with Canada Mortgage and Housing Corporation (CMHC). Under the terms of the agreement, CMHC agreed to contribute up to \$336,000 for costs incurred in renovating the Miller Block apartments. The loan is forgivable over a period of 15 years, provided that the Society meets certain conditions specified in the agreement. In fiscal 2006, the Society received a total contribution of \$285,600, with the balance of \$50,400 received on April 7, 2006. During the year, \$20,533 (2009: \$22,400) was forgiven.

During 2006, the Society entered into an agreement with Human Resources and Development Canada (HRDC). Under the terms of the agreement, HRDC agreed to contribute \$343,166 for costs incurred in renovating the Miller Block apartments. The loan is forgivable over a period of 5 years provided that the Society meets certain conditions specified in the agreement. During the year, \$68,733 (2009: \$68,733) was forgiven.

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

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

## NOTES

For the year ended March 31, 2010

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### Note 7 Forgiveable Loans (continued)

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During 2009, the Society entered into an agreement with the Canada Mortgage and Housing Corporation (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, \$14,178 was forgiven.

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### Note 8 Internally Restricted Fund Balance

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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	136,133
Transfer from unrestricted fund	-
Interest earned	694
Expenditures	-
	<hr/>
	136,827

The Sick Pay Fund balance is as follows:

Opening balance	151,951
Transfer from unrestricted fund	25,116
Interest earned	793
	<hr/>
	177,860
	<hr/>
Total internally restricted funds	314,687

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### Note 9 Commitment

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The Society is required by the City of Vancouver to install a sprinkler system at the Vancouver Apartments property to meet the safety standards for continual operations. The sprinkler system is estimated to cost \$40,000 and the Society intends to install the system during the upcoming fiscal year.

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

**Schedule 1**

**REVENUES**

For the year ended March 31, 2010

	<b>2010</b>	<b>2009</b>
	<b>\$</b>	<b>\$</b>
Federal Government	<b>1,386,505</b>	1,324,703
Provincial Government	<b>1,186,679</b>	1,113,881
Grants and other income	<b>436,264</b>	396,449
United Way of Lower Mainland	<b>78,064</b>	75,999
Charitable Gaming	<b>20,000</b>	20,000
	<b>3,107,512</b>	2,931,032