

Solutions OPPORTUNITIES
Crime Reduction
Diversity Accountability
Developmental Disabilities ADVOCACY

JohnHoward

SOCIETY OF THE LOWER MAINLAND OF B.C.

2010 - 2011 ANNUAL REPORT

Reintegration

Housing SOCIAL JUSTICE

Mental Health Collaboration

Prison Conditions

Employment Preparation

Harm
Reduction

Community Safety

Restorative
Justice

Life Skills Training

REHABILITATION

Public Education

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

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

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

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

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

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

We have only just begun...

- Tim Stiles

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

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

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

Highlights

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

The Year Ahead

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

- *Tim Veresh*

Guy Richmond Place (GRP) is an 18-bed Community Residential Facility (CRF) contracted by the Correctional Service of Canada (CSC) to provide a stable home environment with added structure for men on conditional release from both federal and provincial correctional institutions. All residents are provided with food, a clean furnished room, a variety of amenities, and 24-hour staff support.

GRP staff members provide residents with advocacy and information as they reintegrate back into the community facing a multitude of obstacles related to obtaining personal identification, medical coverage, employment, banking services, transportation, and housing. There is a graduated curfew, allowing residents to spend more time with staff when they first arrive—this helps them feel accepted and integrated into the culture at GRP.

Referrals are received from the CSC Vancouver Area Parole Office. Individuals must be able to live in a group setting and have made some progress in dealing with the risk factors that prompted the offence for which they were incarcerated—they must have accepted responsibility for their actions. Potential residents are **not** accepted if they are refusing treatment for substance misuse, mental health issues, sexual offending, or violence; or cannot climb up or down stairs.

In 2010, GRP screened **484** applicants, accepted **111 (23%)**, and served **63 individuals (13%)**, whose average age was 38. The **average stay** was **6.9 months** (compared to 5.3 months in 2009). The slight decrease in acceptance rates from last year—**2%**—include safety concerns regarding gang members in halfway houses, CSC transitioning their new program model in the Pacific region and the abolishment of accelerated parole release.

In 2010, GRP served **55 residents** (compared to 70 in 2009). Of the residents that left, one had stayed for 1234 days, while another only 1 day. GRP had a **95% occupancy rate**, as with the previous year, and served **8 reporting centre individuals** (12 less than last year).

In 2010, the single most serious offence of individual residents was most commonly **robbery (14)**, followed by **breaking and entering (9)**, **murder (6)**, **fraud (5)**, **possession of a weapon for dangerous use (4)**, **armed robbery (3)**, **forcible confinement/kidnapping (3)**, **manslaughter (3)**, and **possession of illegal substances for the purpose of trafficking (3)**. The most significant increase in types of offences from the previous year are possession of a weapon for dangerous use (up by 4), while the most significant decreases in types of offences were sexual offences (down by 10), and manslaughter, murder, possession of illegal substances for trafficking (all down by 9). Only the most serious charge is identified in the statistical information.

Most residents were on **day parole (38)** and **statutory release with residency (10)**, followed by those on **accelerated parole release (3)**, **full parole release with residency (2)**, and **long term supervision order (2)**.

The number of aboriginal clients served by GRP was 4 times the proportion in BC's general population.

Many residents often suffer both a mental health issue and substance misuse issue (though some residents would self-identify as a “recreational user”). During 2010, **65%** of residents had a **substance misuse issue** (compared to 70% in 2009 and 76% in 2008). The two most common substances used by residents this year were alcohol and heroin, followed by cocaine and cannabis. Approximately **18%** of our residents had **mental health issues** (down 10% from last year). Depression has been the most common issue, but over the past 4 years we have seen residents with Fetal Alcohol Spectrum Disorder, Post-traumatic Stress Disorder, Personality Disorder, Anxiety Disorder, Bi-Polar Disorder, Schizophrenia and Obsessive Compulsive Disorder.

45 residents (71%) were **successful** in reaching Full Parole, Statutory Release, Warrant Expiry (the end of their sentence), remaining in the community, reporting to GRP, or transitioning back into the community, compared to 77% (69 individuals) the previous year—a **decrease of 6% of all persons served**. Another **15 residents (24%)** were suspended and **3 residents (5%)** went “**unlawfully at large**,” or **UAL**, compared to 8% the previous year. All 3 UAL residents were on day parole, had substance misuse issues, and had no “primary relationship.” One returned to the house and two were picked up on new charges (one for the assault of a female Guy Richmond Place staff member and the other for shop-lifting charges). All three were employed and had at least 2 positive community supports, but were easily influenced by other residents (positively or negatively), had difficulty maintaining a commitment to goals (some of which were unrealistic), may have had mental health issues, were resistant to house rules and described by staff as “needy.” The remainder of the residents who did not go UAL had a committed primary relationship—what might be termed an “anchor.”

6 residents (11%) completed satisfaction surveys, rating GRP from 1 (lowest) to 7 (highest):

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

- Ryan Jamieson

For more information and the full report, please visit: www.jhslmbc.ca/resources/

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

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

Referrals are received from the CSC New Westminster Parole Office. Individuals must be able to live in a group setting and have made some progress in dealing with the risk factors that prompted their offence—they must have accepted responsibility for their actions. Potential residents are **not** accepted if they are refusing treatment for substance misuse, mental health issues, sexual offending, or violence; or who cannot climb up or down stairs.

This year Hobden House screened **463 applicants**, accepted **241 (52%)**, and served **57 individuals (12%)**, whose average age was above 40 for the first time in our history. The average length of stay was **6.8 months**, up from 4.3 in 2009 and the highest since 2004. Hobden House served **52 residents** and **5 reporting centre clients**. The occupancy rate for 2010 was **96.5%**.

In 2010, the single most serious offence of individual residents was most commonly **robbery (11)**, followed by **sexual assault (8)** and **trafficking (8)**, **manslaughter (7)**, **murder (5)**, **armed robbery (3)**, **fraud (3)**, **forcible confinement/kidnapping (3)**, and **dangerous use of a motor vehicle (3)**. The most significant increase in types of offences from the previous year were sexual assault (up by 6) and manslaughter (up by 5), while the most significant decreases in types of offences was robbery (down by 10). The majority of HH residents were serving federal or provincial sentences for multiple charges. Only the most serious charge is identified in the statistical information.

The majority of residents were on **day parole (32)** and **statutory release with residency (12)**. The rest included those on **accelerated parole release (4)**, **full parole with residency (2)**, and a **long term supervision order (2)**.

The proportion of aboriginal clients was twice that of the general population of BC.

84.2% (48) of all Hobden House clients had **substance misuse issues** (a decrease of 4.5% from last year).

The statistical information on residents' medical issues represents only what they have disclosed to the correctional institution or to HH staff. The most common **medical issues** (besides substance misuse) include injuries in backs, joints and limbs (10), hepatitis (5), high cholesterol and/or blood pressure (5). The number of residents with **mental health issues** remained the same as last year (**15, or 28%**). There was an increase in the number of residents diagnosed with Depression (from 3 to 6). The greatest change was in the number of residents diagnosed with Bipolar Disorder (from 6 to 0). Other mental health issues over the past few years have included Fetal Alcohol Spectrum Disorder, learning disabilities, head injuries, Anxiety Disorder, Schizophrenia, and Attention Deficit Hyperactivity Disorder.

39 residents (68.4%) were **successful** in reaching Full Parole, Statutory Release, Warrant Expiry, remaining in the community, or transitioning back into the community, compared to 60% in 2009-10—an **increase of 8.4%**. Another **13 residents (22.8%)** were **suspended** and **7 residents or 12.3%** went “**unlawfully at large**” or UAL (3 less than last year). The behavior that stands out for those that went UAL compared to those residents that did not include not being able to set realistic goals, having problems in their primary relationship, being described by staff as “needy” as opposed to “patient,” being late for curfews, being easily influenced (positively or negatively), challenging rules and having difficulty maintaining commitments.

6 residents (12%) completed satisfaction surveys, rating HH from **1** (lowest) to **7** (highest):

	2008	2009	2010
What is your level of trust with the staff?	6.75	6.7	5.1
What is your level of safety at Hobden House?	6.75	6.5	5.6
Are you satisfied with staff's ability to address your concerns?	6.75	7	5.6
Are you satisfied with the food that is provided?	6.75	6.8	5.3
Are you satisfied with your intervention plan?	6.75	6.8	6

- Pat Gilbert

For more information and the full report, please visit: www.jhslmbc.ca/resources/

Vancouver Apartments (VA) in partnership with Community Living British Columbia (CLBC), assists adults with developmental disabilities acquire skills needed to live with increasing independence. Our vision is to provide a home-like setting in which our residents can become responsible and contributing members of society.

We make every effort to adapt to meet the needs of the resident through person-centered planning, as opposed to having the resident fit within the confines of an existing program. Our case management team offers all individuals and stakeholders opportunities to discuss concerns and collectively make informed decisions. We focus on what the resident does successfully and assist them to achieve unique solutions to their life challenges.

The social skills addressed include what are referred to as “Activities Daily Living Skills” or ADLs: personal grooming/hygiene, health management, room management, time management, meal planning/cooking, shopping, daily/weekly chores, and budgeting; as well as community awareness and social maturity: transportation, leisure, work/school volunteering, interpersonal skills, relationship building, communication, consideration, handling problems, and public safety.

This past year Vancouver Apartments served **6 residents**—4 female and 2 males. The time-span of each of these individuals’ residency varied between one evening and 6 months. One individual who lived at VA for 6 months transitioned into an Individual Care Network monitored by JHSLM as a result of the skills and independence she developed during her time with us.

Residents made improvement in many areas. One of our residents successfully maintained paid employment within the community for most of the year. Another resident attended day programming one day per week. One resident was able to menu plan, grocery shop and prepare meals with minimal supervision. Another two residents made significant progress and became knowledgeable about cooking simple nutritious meals and snacks with limited staff supervision. Another resident has been able to maintain previous gains in managing his own daily living activities.

11 stakeholder surveys were returned giving VA an average rating of **6.43 out of 7**. Comments included:

“Everything has worked out so well, as well for my son as for me and the rest of the family. We are all very grateful to the VA people and the John Howard Society”

“This includes the opinions of the other siblings...as a family we are extremely pleased with the level of care that _____ is receiving. Well done!”

CLBC representatives commended the JHSLM for flexibility in the way we provide service to accommodate individuals with more complex needs.

All **6 residents** also completed a **satisfaction survey**, rating their experience of VA on a scale of **1** (lowest) to **7** (highest). (One individual's response to the question "What do you think that we do well at Vancouver Apartment?" was "Birthdays" and "Dance Parties.") The Resident Manager met with each resident individually to discuss the outcome of the survey and to receive any feedback regarding programming or staff.

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

- Alanna Parker

For more information and the full report, please visit: www.jhslmbc.ca/resources/

Our Community Outreach Program works collaboratively with developmentally disabled adults referred to us by Community Living British Columbia (CLBC) on skills in personal routines, community awareness, and social maturity. The individual and their facilitator, with the JHSLM Outreach Worker and family members (or other community stakeholders when appropriate), jointly negotiate goals specific to each individual with success determined by their own progress.

JHSLM staff members assist individuals to secure appropriate housing, manage finances, develop skills such as cooking and cleaning, maintain personal hygiene, create community connections and supports, acquire appropriate social behavior, develop personal boundary-setting skills, and manage health care.

For developmentally disabled individuals living independently *without* the need for a plan for goals or time-specific services as with other Community Outreach clients, we have 12 apartments in JHSLM's Miller Block, where support is provided on an as-needed basis eight hours per day, seven days a week.

This year (as last year), our Outreach team served **40 individuals** living independently—**27 males** and **13 females**, compared to 23 males and 17 females in the previous year.

In the summer of 2010, we initiated **Project Helping Hand** to provide employment readiness skills for persons with developmental disabilities and persistent multiple barriers to employment. Four individuals were hired to do landscaping and maintenance work on JHSLM properties as well as projects in the local community while developing skills in conflict resolution, patience, and meeting time objectives; increasing the ability to complete tasks with supervision; maintaining hygiene; and setting individual work-related goals. Participants were able to complete resumes, understand the value of reference letters, learn new work skills, and develop a sense of teamwork. Self-esteem was improved (one worker said he felt "normal again"), and all participants said they enjoyed the experience and looked forward to working in the community.

For many of the people we work with, the challenge of having a developmental disability is compounded with other obstacles such as mental health and/or substance misuse issues. While 22 individuals had no medical issues (55%), some of the remaining **18 individuals (45%)** had multiple **health concerns**, including **substance misuse, diabetes, heart disease, hearing impairment, seizure disorder, memory loss, asthma, dyslexia, a brain injury, cerebral palsy, Kallmann syndrome, and lipoprotein lipase deficiency.**

27 (68%) people suffered from one or more **mental health concerns** (compared to 80% last year).

19 (45%) of the **individuals we support** returned a satisfaction survey, rated on a scale of **1** (lowest) to **7** (highest):

	2009	2010	2011
Today, how serious is your disability?	4.7	4.2	4.2
What is your level of hope for the future?	6.1	4.8	6.03
Your level of trust with the staff is?	6.7	5.6	5.74
How satisfied are you with staff's ability to address your concerns?	5.5	6.1	6.11
Are you satisfied with the supports that are provided with your outreach program?	6.4	5.8	5.63
Your ability to live independently is?	6.3	5.6	5.68
Are you satisfied with the life skills you are learning to be more independent?	6.4	5.6	5.97

11 stakeholder satisfaction surveys were returned. Respondents gave us an overall rating of **6.45 out of 7** (compared to 6.25 last year).

- Jen Hirsch

For more information and the full report, please visit: www.jhslmbc.ca/resources/

Our Community Services Office (CSO) is a walk-in public support service, primarily assisting individuals with obtaining identification; locating and maintaining safe, affordable housing; referrals to employment, substance abuse treatment, mental health, and income tax resources; and many other requests. The CSO is open Monday to Friday from 9:00 to 4:30. Five JHSLM programs work out of the CSO: Choices and Consequences, Employment Preparation, Volunteer and Practicum Students, Youth Advocacy, and Homelessness Partnership Strategy.

This year, the Community Services Office served a total of **839 individuals**, with a total of **3242 contacts** (defined as every time we have any contact with any individual) and **4242 requests**. This means that on average, **each individual** had about **5 different requests** and **interacted** with JHSLM staff about **4 times** regarding those requests. The method of contact is primarily by individuals coming by the office (**1518**, which has *increased by 1313* since 2007), or by our staff visiting institutions and/or being contacted by an institution official (**1408**, down from 2339 in 2009), telephone (**793**), mail (**467**), or email (**56**).

Requests may be anything from a cup of coffee, use of the phone, questions about applying for income assistance, or accompanying them to a meeting with BC Housing. **4223** requests had a **positive outcome**, **15** were **neutral** (we were unable to complete the request due to logistical reasons—for example we do not have the resources to pick up personal belongings with very little notice), and **4** ended with a **negative outcome** (when we discontinue support, as when individuals are very aggressive or threatening towards staff).

As for the type of request, **personal needs** could include requests about food/food banks; clothing donations; furniture or housing needs; setting up a mail file/picking up mail; locating personal effects; using the telephone, fax machine or internet; locating family; getting bus tickets; coffee; and/or setting up a voicemail box. The most common types of **identification** we assist with are birth certificates (domestic or international), BC Medical Services Plan Care Card, BCID, Social Insurance Numbers, Passports, First Nations Status Cards, and other citizenship documents. **Follow up support** includes when clients come in to discuss what happened with their request or just to say hi and tell us about their weekends—part of maintaining relationships with them. **Personal finance assistance** can include setting up a bank account, debt mediation and repayment plans, filing income taxes, or working with income assistance. **Employment related-assistance** can include anything from developing a resume, practicing interview skills, job searching or mediating with supervisors. **Educational** requests are usually around General Education Development Secondary School Equivalency Certificate (GED), college or trade school admissions, student loans, or community education on topics like literacy. **Prison** requests have to do with personal visits, complaints, parole and transfers.

- Jen Hirsch

For more information and the full report, please visit: www.jhslmbc.ca/resources/

The Volunteer and Practicum Student Program provides opportunities to gain practical knowledge and valuable work experience in the assistance and support of our clients. This year, volunteers and practicum students worked at our Community Services Office, Hobden House, Guy Richmond Place, Vancouver Apartments, and with our Homelessness Partnership Strategy and Youth Advocacy programs (we incorporate input from all programs to identify volunteer needs across the organization). Many of them are hired after their placement (5 this past year). Candidates are matched to their area of interest, given an interview, criminal record check, and regular performance reviews, and are expected to commit to one full day a week for a minimum of 6 months.

In 2010, we had **20 participants: 11 practicum students and 9 volunteers** (up from 16 the previous year)—**14 were female** and **6 were male**, ranging in ages from 19 to 60. Typically educational backgrounds include criminology, social work, psychology, sociology and/or community service. Feedback from participants in their exit interviews was positive.

The Program Manager recruited candidates through school presentations and information fairs, including at both the University of British Columbia and Simon Fraser University. Our increased community profile is reflected in the variety of institutions and community programs that refer volunteers and practicum students to us.

We deeply thank all of our volunteers:

Jim Garbutt
Tyson Hernandez
Candace Martell

Emily Paquet
Tim Scott
Katie Steinmann

Gabriella Vallillee
Rebecca Ward
Nigel Wong

And practicum students:

Heather Armour
Sara Borgh
Jelena Brown
Jeni Collins

Emin Dhaliwal
Janine Jacox
Tanya Lucic
Michelle Marasco

Phillip Matte
Jeffrey Watts
Jesse Wiebe

...for their invaluable commitment.

- Louise LaFleur & Jen Hirsch

For more information and the full report, please visit: www.jhslmbc.ca/resources/

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

Over the three years from 2008 to **2010**, the total number of audience members went from 3744 to 16688 to **5027**—with the average size of an audience increasing from **32** people to **65** to **122** (numbers are estimates). The Choices and Consequences Program facilitator position went from three days a week down to one in June, 2010. Fewer presentations were given this year due to lack of resources and program closure for the summer months. This program continues to have great potential.

The facilitator routinely converses with the Integrated Gang Task Force, educators, parents, politicians, community leaders, teachers and students for input and feedback, which is carefully considered to ensure the mandate is being well served.

In 2010, of the **76 people (1.5%)** who responded to a satisfaction survey, effectively **100%** said they were **satisfied** or **very satisfied** with the program, that the information was helpful, and that it would **likely** or **very likely** influence their choices.

- Louise LaFleur

For more information and the full report, please visit: <http://www.jhslmbc.ca/resources/>

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

The number of **contacts**—any instance of the YA interacting with an individual youth—dropped almost 30% compared to the last two years (691 and 683 to **433 in 2010**), because of fewer youth incarcerated at BYCSC, as well as improved reporting techniques. The **79 concerns/requests** included the following:

- **9: *Transfer to a different unit.*** YA clarified process and explained reasons for denials.
- **8: *More protein in their snacks.*** YA explained Canada Food Guide policy of BYCSC and had nutritionist discuss health issues around snacks.
- **7: *Complaints that the building was cold in the winter.*** Building's boiler was temporarily broken. YA advocated for more blankets, et cetera.
- **6: *Wanting more food and snacks.*** BYCSC following Canada Food Guide guidelines.
- **6: *Complaints of sharing water bottles in fitness room.*** YA prompted BYCSC to work on ensuring each person has their own water bottle.
- **5: *Complaints of refrigerators being removed from boys' secure units.*** YA told this was to prevent victimization, focused youth on offering solutions with no success.
- **4: *Complaints of fridge food being thrown out every night.*** YA told that food must be thrown out each night due to health concerns—youth are not to save the food.
- **3: *Want more time in the fitness room.*** YA prompted BYCSC staff to look at making it more accessible, with more time allotted.
- **3: *Want different snacks.*** YA solicited ideas from youth and BYCSC made changes.
- **3: *No complaint forms available.*** YA ensured their availability.
- **3: *Lock up is 5 minutes early.*** YA explained 5 minute warning to facilitate lock-up.
- **3: *Complaints of slow health care request process.*** Discussed with relevant staff.

Other concerns included getting access to policy, legal information and advice; making snow shoveling a paid chore; getting appropriately sized clothing; getting certain people on their phone lists; improved consistency and regularity of Youth Advisory Meetings; getting referrals to social workers and a YA at another location; and seeing a mental health worker. 20 out of 22 satisfaction survey respondents (**90%**) were **satisfied** or **very satisfied** with the YA's ability to address their concerns, as well as with the level of trust between them.

- Pam Flegel

For more information and the full report, please visit: www.jhslmbc.ca/resources/

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

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

The HPS program processed **3451 total requests** (compared to 4204 in 2009) from incarcerated individuals and those in, or transitioning into, the community. The majority of requests was for housing but included other matters that help ensure the long term success of an individual's housing situation: legal concerns, identification, education, employment, community programming, substance misuse issues, mental health services, the client's personal effects, and general support. The HPS team works to assist an individual with anything they need. The JHSLM's Community Services Office (CSO) provides later follow up service by assisting individuals with some of these concerns, besides offering a warm place for them to receive more casual support, use the computers and phone, and have coffee.

The HPS program was in contact with **909 individuals in 2010**. In 2008, 19.2% of the requests for housing resulted in successful housing placements. This dropped to 14.6% in 2009. In **2010, 10%** of the requests for housing resulted in successful housing placements—**76 individuals were successfully housed**. This amounts to more than one person every 5 days successfully overcoming all their personal barriers and many external obstacles including the individuals' own unresolved issues; a lack of low-income housing units; low vacancy rates in Metro Vancouver; being released on the weekend or holidays, when important services are less accessible; the difficulty of applying for income assistance (an important step in securing personal funds) with uncertain release dates; having to wait up to 5 days to receive from the Ministry of Social Development the required deposit for landlords; and discrimination towards individuals with a criminal record or on income assistance. Correctional staff expressed satisfaction with HPS, recognizing the importance of assisting individuals obtain housing and working collaboratively to help ensure success.

- Emin Dhaliwal & Pam Flegel

For more information and the full report, please visit: www.jhslmbc.ca/resources/

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

Participants must be housed in an open custody unit, classified as a minimum security person, be within 30 days of release into the community, or be housed in a protective custody unit.

Total enrolment in EPP went from 216 and 213 in 2008 and 2009 to **228** men in **2010**, a **7% increase**. The number of participants who completed the course dropped from 195 and 197 in 2008 and 2009 to **171** in **2010**—a **14% decrease** from the previous year.

The EPP curriculum now includes more information on recovery houses and wellness programs, and newly updated information on employment services, budgeting, education, and entrepreneurial grants and loans. A tenancy rights handbook was distributed and discussed. Partnerships were developed with Job Wave and Success Society, giving participants access to work clothing and transportation vouchers.

In 2010, a total of **41 individuals did not complete** the course because **a)** their security level was reclassified (**21**; this can happen for number of reasons, including behavioural issues or safety concerns); **b)** they refused to take part and were released as scheduled (**15**); **c)** English proved too much of a language barrier—which had not been an issue up to this year (**4**); or **e)** they were expelled from the program (**1**).

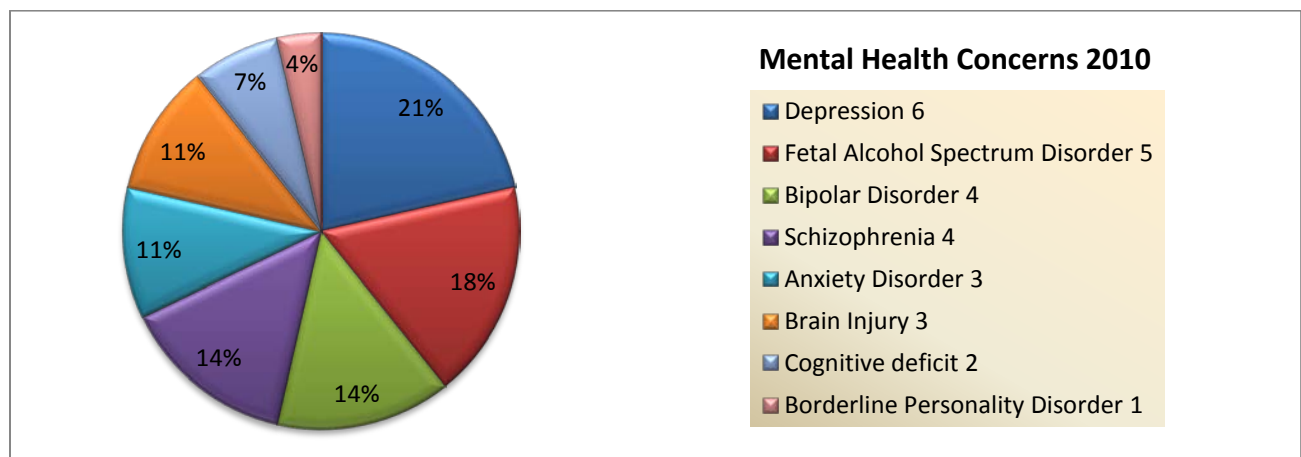
88% of the 171 participants who completed the program were **satisfied** or **very satisfied** with it. Participants said the best things about the sessions were interacting with the facilitator, group discussions, interview techniques and tips, working on resumes, learning about schools, job searching, the warm and friendly environment, and the donuts. Least liked were the length of the sessions, the obligatory attendance (for benefits and 5 days off sentence), the amount of reading, and the inapplicability of the material for certain individuals.

- Emin Dhaliwal

For more information and the full report, please visit: www.jhslmbc.ca/resources/

The Mental Health Outreach program assists adults with diagnosed mental health issues who are under the supervision of the Correctional Services of Canada (CSC) in the Fraser Valley Parole Area. The Outreach Worker and a parole officer assist individuals to develop a care plan based on their needs, which may include budgeting, meal planning, shopping, problem solving, health and medication issues, housing, and anything else the individual and/or parole officer has identified. The program does not assist those who have significant and untreated substance misuse issues, are severely abusive of others with a history of chronic violence, or who are refusing treatment for mental health issues.

23 clients were served in 2010; **17** were **new referrals** and **6** **continued** from the **previous year**. **21** were **male** and **2** were **female**—a rise in the proportion of female clients from 5% to 9% from the previous two years. All referrals were accepted and 10 to 14 individuals were supported at any given time in keeping with contract guidelines.



The number of individuals suffering from Fetal Alcohol Spectrum Disorder increased from 0 in 2008 to **5** in **2010**. In addition to (perhaps multiple) mental health issues, many clients had co-existing substance misuse and/or medical issues.

The proportion of aboriginal individuals in the program increased from 16% (3) in 2008 and 33% (6) in 2009 to **35% (6)** in 2010—7 times the proportion of BC's general population.

17 (74%) of the individuals were **successful** in reaching the end of their parole (**11**) or remaining stable in the community (**6**), compared to 83% (20) in 2009, and 81% (17) in 2008. **2 (9%)** people were suspended, and **3 (13%)** had their parole revoked for breaches of their parole conditions.

- Christina Beaupre

For more information and the full report, please visit: www.jhslmbc.ca/resources/

Tims Manor provides affordable housing in the community of Abbotsford. Most tenants are part of the Tims Manor Outreach Program and referred by the Correctional Service of Canada (CSC) for whom an individualized care plan is developed in collaboration with their parole officer, specifying personal goals. The building has ten two-bedroom units, six of which are furnished and accommodate 12 individuals on conditional release from a correctional institution. The remaining four units are intended for any other individuals, couples or families in need of affordable housing.

One full-time outreach worker works onsite serving the individuals referred by CSC, assisting them with life skills which vary according to each person's needs and abilities, including budgeting, food purchasing and preparation, medical concerns, community involvement, social skills, positive behavior, problem solving and conflict resolution.

Tenants may also have physical or mental health concerns, and/or substance misuse issues though are **not** accepted if they are refusing treatment for substance misuse, have a history of violent behavior, or who cannot climb up or down stairs.

We served **19 CSC tenants** (15 on statutory release and 4 on full parole) and **11 non-CSC tenants** this year for a total of **30 tenants—29 male and 1 female**. The average age was 45 with the range being between 27 and 68 years old. There was an increase in the number of individuals with **mental health issues** this year (**47%** of the tenants), which included: Bipolar Disorder, a brain injury, Borderline Personality Disorder, Depression, and Anxiety Disorder.

23 out of the 30 (77%) tenants either remained at Tims Manor, or successfully moved out into the community (this figure was 73% in 2009 and 74% in 2008). 4 individuals were suspended and 3 went "unlawfully at large" (UAL), compared to 7 suspensions and 2 UALs last year.

Although the tenants continue to struggle with issues such as incompatible roommates, addictions, and money management, Tims Manor has now become well established as a desirable place to live. The success rate this year was the highest it has ever been. There was less turnover and most of the individuals who moved out of Tims Manor left on good terms into their own private residence.

- Melanie Jarvis

For more information and the full report, please visit: www.jhslmbc.ca/resources/

Staff list as of Sept 5 2011

Regional Office

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

Guy Richmond Place & Hobden House

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

Outreach Workers

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

Community Services

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

Vancouver Apartment

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

Board of Directors 2010-2011

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

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

Partners & Supporters

Community Living British Columbia
 Ministry of Public Safety and Solicitor General
 Correctional Service of Canada
 Ministry of Children & Family Development
 United Way
 VanCity Savings Credit Union
 JHSBC
 Coast Capital Savings
 HRSDC – Homelessness Prevention Initiative
 Fraser Regional Correction Centre
 BC Yukon Halfway House Association
 BC Non-Profit Housing Association
 Provincial Association of Residential & Community Agencies
 United Community Services Co-op
 HRSDC Summer Student Program
 Community Social Services Employers' Association
 Vancouver Police Department
 Service Canada Homelessness Partnership Initiative
 John Howard Society of Victoria

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

Vancouver, B.C.

FINANCIAL STATEMENTS

March 31, 2011

INDEPENDENT AUDITOR'S REPORT

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

Report on the Financial Statements

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

Management's Responsibility for the Financial Statements

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

Auditor's Responsibility

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

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

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

Opinion

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

Report on Other Legal and Regulatory Requirements

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

Wolrige Mahon LLP

CHARTERED ACCOUNTANTS

Vancouver, B.C.

July 6, 2011

THE JOHN HOWARD SOCIETY OF THE LOWER MAINLAND OF BRITISH COLUMBIA

STATEMENT OF REVENUES AND EXPENDITURES

For the year ended March 31, 2011

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

THE JOHN HOWARD SOCIETY OF THE LOWER MAINLAND OF BRITISH COLUMBIA

STATEMENT OF CHANGES IN FUND BALANCES

For the year ended March 31, 2011

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

THE JOHN HOWARD SOCIETY OF THE LOWER MAINLAND OF BRITISH COLUMBIA

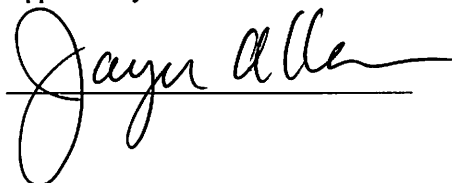
BALANCE SHEET

March 31, 2011

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

Contingencies (Note 9)

Approved by Directors:




THE JOHN HOWARD SOCIETY OF THE LOWER MAINLAND OF BRITISH COLUMBIA

STATEMENT OF CASH FLOWS

For the year ended March 31, 2011

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

THE JOHN HOWARD SOCIETY OF THE LOWER MAINLAND OF BRITISH COLUMBIA

NOTES

For the year ended March 31, 2011

Note 1 General

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

Note 2 Significant Accounting Policies

Fund Accounting

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

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

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

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

Financial Assets and Liabilities

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

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

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

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

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

THE JOHN HOWARD SOCIETY OF THE LOWER MAINLAND OF BRITISH COLUMBIA

NOTES

For the year ended March 31, 2011

Note 2 Significant Accounting Policies (continued)

Property and Equipment

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

Property and equipment are carried at cost less accumulated amortization. Amortization is calculated annually as follows:

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

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

Revenue Recognition

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

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

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

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

Use of Estimates

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

Note 3 Financial Instruments

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

Currency risk

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

THE JOHN HOWARD SOCIETY OF THE LOWER MAINLAND OF BRITISH COLUMBIA

NOTES

For the year ended March 31, 2011

Note 4 Capital Management

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

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

Note 5 Property and Equipment

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

THE JOHN HOWARD SOCIETY OF THE LOWER MAINLAND OF BRITISH COLUMBIA

NOTES

For the year ended March 31, 2011

Note 5 Property and Equipment (continued)

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

Note 6 Mortgages Payable

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

THE JOHN HOWARD SOCIETY OF THE LOWER MAINLAND OF BRITISH COLUMBIA

NOTES

For the year ended March 31, 2011

Note 6 Mortgages Payable (continued)

	Current \$	Long-term \$	2011 \$	2010 \$
Coast Capital Savings Payable in monthly instalments of \$3,673 including principal and interest of 5.92% per annum, due November 1, 2012 secured by a first charge on 752 Kingsway and Guy Richmond Place	17,117	451,468	468,585	484,734
Coast Capital Savings Payable in monthly instalments of \$2,481 including principal and interest of 5.00% per annum, due April 1, 2015, secured by a first charge on 756 Kingsway	24,895	84,986	109,881	132,841
Coast Capital Savings Payable in monthly instalments of \$3,296 including principal and interest of 4.50% per annum, due March 1, 2016, secured by a first charge on Miller Block	22,162	409,838	432,000	-
Coast Capital Savings Payable in monthly instalments of \$3,000 including principal and interest of 5.44% per annum, due July 1, 2015, secured by a first charge on Hobden House	25,315	181,118	206,433	-
Total mortgages	<u>252,702</u>	<u>1,127,410</u>	<u>1,380,112</u>	<u>1,471,117</u>

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

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

THE JOHN HOWARD SOCIETY OF THE LOWER MAINLAND OF BRITISH COLUMBIA

NOTES

For the year ended March 31, 2011

Note 7 Forgiveable Loans

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

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

During 2005, the Society entered into an agreement with Canada Mortgage and Housing Corporation ("CMHC"). Under the terms of the agreement, CMHC agreed to contribute up to \$336,000 for costs incurred in renovating the Miller Block apartments. The loan is forgivable over a period of 15 years, provided that the Society meets certain conditions specified in the agreement. In fiscal 2006, the Society received a total contribution of \$285,600, with the balance of \$50,400 received on April 7, 2006. During the year, \$22,400 (2010: \$20,533) was forgiven.

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

During 2006, the Society entered into an agreement with Human Resources and Development Canada ("HRDC"). Under the terms of the agreement, HRDC agreed to contribute \$343,166 for costs incurred in renovating the Miller Block apartments. The loan is forgivable over a period of 5 years provided that the Society meets certain conditions specified in the agreement. During the year, \$68,233 (2010: \$68,733) was forgiven. As at March 31, 2011, the loan was entirely forgiven.

THE JOHN HOWARD SOCIETY OF THE LOWER MAINLAND OF BRITISH COLUMBIA

NOTES

For the year ended March 31, 2011

Note 8 Internally Restricted Fund Balance

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

The Property Development Fund balance is as follows:

	\$
Opening balance	136,827
Transfer from Operating Fund	200,000
Interest earned	1,455
	<hr/> 338,282

The Sick Pay Fund balance is as follows:

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

Note 9 Contingencies

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

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

THE JOHN HOWARD SOCIETY OF THE LOWER MAINLAND OF BRITISH COLUMBIA

NOTES

For the year ended March 31, 2011

Note 10 Subsequent Event

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

Note 11 Comparative Figures

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

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

Schedule 1

REVENUES

For the year ended March 31, 2011

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