

JohnHoward SOCIETY OF THE LOWER MAINLAND OF B.C.

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The John Howard Society of the Lower Mainland of British Columbia is accredited by the Commission on Accreditation of Rehabilitation Facilities

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The JHSLM Board of Directors is pleased to report another successful year. We have served more than 2570 individuals through 35,400 contacts, and have made our financial ends meet! We are an organization with in excess of \$6.4 million in capital assets (7 properties), a \$3.75 million annual budget, and 68 valued members of staff. We believe we make a positive difference in peoples' lives because we care, and because we have what we consider intelligent leadership and outstanding commitment and skills throughout the agency.

This is a complex organization with a demanding mandate: **Improving Lives, One Person at a Time**. We go into prisons and a youth custody centre, provide a variety of housing for people impacted by criminal justice, and support those with long-term mental, developmental and health challenges. The common thread? The risk to offend or re-offend, or be a victim of the predatory behaviour of others. Safe, affordable housing; support; and participation in the community—this is what is good for the people we support, and it is what we provide and facilitate.

We have grown this year in several ways, having spent considerable time re-establishing our strategic goals to fulfill our mission during a trying economy that threatens the people with whom we work. Providing affordable market housing, supported housing, and developing essential skills are some of the ways which will make their lives better. Increased independence and responsibility to recover a sense of commitment and connection to their community—which includes you and me—is what we want for our clients. This Annual Report is a glimpse into the day-to-day of JHSLM, our challenges and our successes.

We now have multi-year financial, program and communications plans, all in the early stages of implementation. Our ongoing pursuit of increased housing in Greater Vancouver through proposals has met with some near successes for projects larger than any this organization has so far accomplished. We have significantly increased the work we do with Community Living British Columbia. And we have expanded our Board's expertise.

What has not changed is the success achieved by staff members' personal connection with the people we support—this is the heart, the starting point, of what we are as JHSLM.

On behalf of the Board, I would like to extend heartfelt thanks to our tireless Executive Director, the management team, staff, and volunteers who make a difference every day. I offer many thanks as well to our funders, who demonstrate continued confidence in our work and financial accountability.

We are *still* just beginning...

Tim Stiles

After 80 years of service, the John Howard Society of the Lower Mainland (JHSLM) developed a conceptual map (see next page) of the work we do and established two key descriptors: 1) a continuum of criminal and social justice, and 2) a spectrum of housing. These highlight our five main areas of service: *housing, direct support, employment assistance, education,* and *business development*.

Our government partnerships continued to strengthen. The Correctional Service of Canada agreed to our request to enhance our staffing and specialized training to address the increasing needs of the population we support. We also expanded our services with Community Living British Columbia (CLBC), increasing the number of persons served within Vancouver and establishing new agreements within the Simon Fraser and Fraser regions. We broadened our scope with the personal supports initiative, increased our private home placements, and shifted into variable contracting with CLBC.

The greatest challenge facing the people we support is the scarcity of safe, affordable housing, an issue most pronounced in the City of Vancouver, though this is a difficulty throughout the Lower Mainland. This concern points to the need to establish housing in communities with lower real estate values.

The depressed economy continues to beset the organization. Our clients have experienced increased difficulties obtaining employment, most notably with employers requiring recent work experience and not hiring persons with criminal records, regardless of the offence. Individuals within our Community Living programs have also experienced reduced opportunities; business owners are citing the lack of extra means to provide employment for a person with developmental disabilities.

The JHSLM again benefited this year from an outstanding team of volunteers and staff. We have had the fortune of attracting amazing people to the work we do. Our teams are dedicated to strength-based skill development, person-centred services that promote relationship building, and the outcomes that have ensured long-term client success. The coming year will present many challenges. However, our "Little-Agency-That-Could" attitude will continue to serve us well in *Improving Lives One Person at a Time*.

Highlights of 2011-12

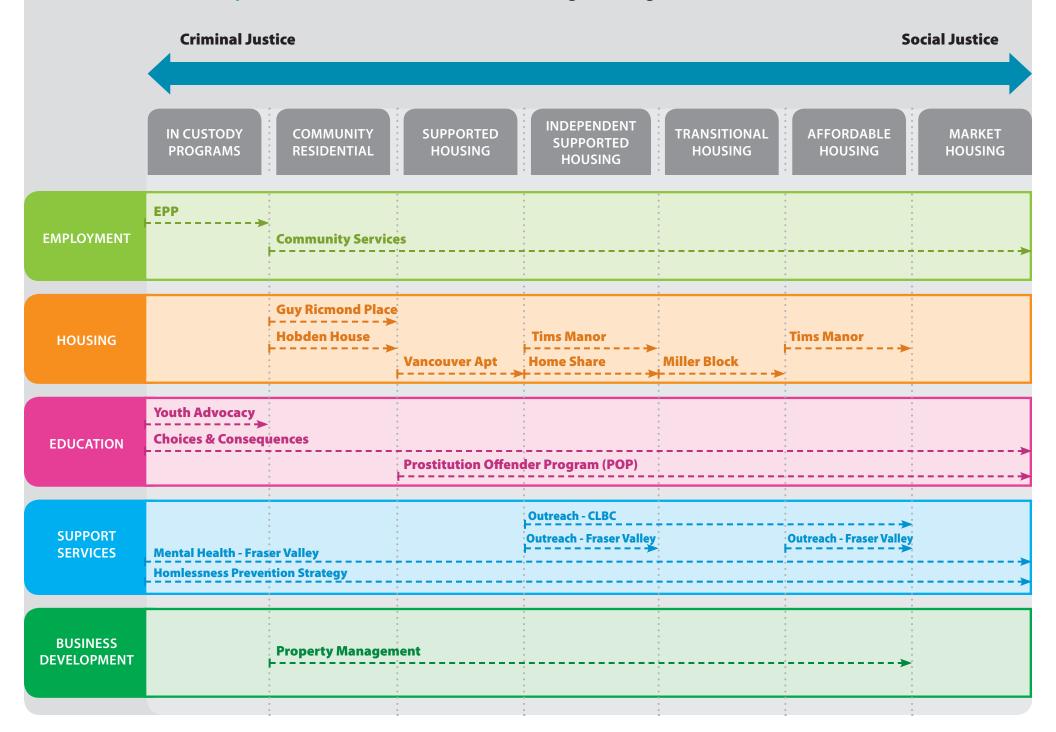
- The Board of Directors completed a strategic plan, setting the course for the next 3 years
- Enhanced staffing at Guy Richmond Place and Hobden House to two employees during evening hours
- Expanded support services to persons in care of Community Living B.C.
- Hired a Simon Fraser University co-op student to complete Fact Sheets
- Starter Services work crew supported persons to develop employment skills
- Enhanced case planning and management between CLBC and JHSLM
- Provided 74 units of housing per day

The Year Ahead

- Maintain accreditation with Commission on Accreditation of Rehabilitation Facilities (CARF)
- Transition the contracted Executive Officer role of the John Howard Society of B.C. to a permanent position
- Develop a plan to provide additional housing units to members of our community in need of supportive housing
- Manage impact of depressed economy while ensuring and enhancing service delivery to clients and community
- Support governments deliver on their objectives by providing innovative initiatives

Tim Veresh

John Howard Society of the Lower Mainland of BC Housing and Program Continuum



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 for men on Conditional Release from federal and provincial correctional institutions, who are provided food, a clean furnished room, a variety of amenities, and 24-hour staff support.

We offer support, advocacy, and information on community resources to residents as they strive to obtain housing, employment, personal identification, medical coverage, banking services, recreational passes, and anything else that better connects them with their community. With the assistance of staff, practicum students and volunteers, GRP residents work to meet their own needs.

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

In reporting year 2011-12 (*actually measured from April 1st, 2011 to March 31st 2012*), GRP screened 584 applicants (100 more than last year), accepted 166, and **served 67 individuals** (7 as a reporting centre), whose average age was 41. The average stay was 5.25 months (down from 6.9 months in 2010). The increase in acceptance rates from last year—5%—may be explained by an increase in the availability of institutional programs and/or increased institutional visits and pre-release planning. GRP had a **91% occupancy rate** (a 4% decline from last year). The number of Aboriginal individuals served by GRP was almost double the ratio BC's general population (a decrease from last year).

Most of the people we supported were on **day parole (37)** or **statutory release with residency (17)**, and those using GRP as a **reporting centre (7)**.

In 2011-12, the single most reported offence of individual residents was most commonly **robbery** (12), murder (10), aggravated assault (7), armed robbery (7), possession of illegal substances for the purpose of trafficking (5), and sexual offences (5).

The percentage of persons served with substance misuse issues has risen to **72**% in 2011—primarily alcohol, but also cocaine and heroin and those that use some combination. The percentage of those with mental health issues was up to **24**%, the most significant being posttraumatic stress disorder (PTSD).

48 individuals (72% of the total persons served) were successful in reaching Full Parole, Statutory Release, Warrant Expiry, remaining in the community, continuing to report to GRP or transferring to another CRF, compared to 71% the previous year. Another 16 (24%) were suspended and 3 residents (4%) went UAL or Unlawfully at Large (similar to last year). 2 of the UALs were on Statutory Release with Residency and one was on a Long Term Supervision Order. All 3 had substance misuse issues and only one of them had a primary relationship (though it was outside of the province). None of them had been in residential treatment before coming to GRP though 2 had completed some programming to address substance misuse issues. One was picked up on new charges (going Unlawfully at Large) and the other 2 had their releases revoked. Their ages ranged from 34 to 43 and their length of stay was between 2 and 26 days.

Overall residency ranged from 2 to 1594 days, averaging 160 days (this was 207 days in 2010-11).

Residents on Day Parole are more motivated to address their risk factors while individuals on Statutory Release with Residency are less motivated and unhappy with having an imposed residency condition, and therefore are more likely to go UAL or be suspended.

The success of persons served by GRP and the consistency in suspensions and UALs is due to a combination of factors: GRP is a small CRF offering individualized care and is able to build healthy relationship with residents; our graduated curfew allows residents to spend more time with staff when they first arrive and this enables them to integrate into the positive GRP culture; the facility is clean and has a comfortable, home-like atmosphere. We are reluctant to accept substance abusers refusing treatment and those with an extremely poor release history unless we have developed a relationship with them in the institution.

Meeting individuals face-to-face is the most effective way to assess if they are a suitable candidate for GRP. This year, the House Manager and staff visited Matsqui 4 times, Ferndale 6 times, Pacific-Regional Treatment Centre 3 times, Mission 4 times and Kent and Mountain each one time—a total of 19 day trips to the institutions and 81 interviews completed (30 more than last year)—11 of these individuals came to GRP. Although this was only a small fraction of interviewees, the benefits of this institutional in-reach include: a) educating incarcerated individuals and Institutional Parole Officers (IPOs) about service organizations like ours available in the community, b) advocating for individuals who are having difficulty, and c) building professional working relationships with correctional staff.

Ryan Jamieson

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

We assist residents as they develop personal plans, which they review and update as necessary, and create a *foundation for change* based on their needs to become contributing members of the community. We provide the opportunity—for some it is the first time in their lives—to live 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 progress in dealing with the factors that prompted their offence—they must have accepted responsibility for their actions. Individuals are **not** accepted if they are refusing treatment for substance misuse or mental health issues, sexual offending, or violence; or cannot climb stairs.

This year (*April 1st 2011 to March 31st 2012*) Hobden House screened 510 applicants (up 47 from last year), accepted 261, and **served 72 individuals (6 of these as a reporting centre)**, the average age being 36 (down from last year's 40). Average residency dropped to 5.7 from 6.8 months. Our **occupancy rate was 94%**, down 2.5%% from the previous year.

In 2011-12, the single most reported offence of individuals served by HH was most commonly **robbery** (19, up by 8), followed by trafficking (7), armed robbery (6), and sexual assault (6).

The majority of residents were on statutory release with residency (39, up by 27) and day parole (22, down by 10).

82% (59) of those served by HH had **substance misuse issues**.

22 (31%) persons served had mental health issues. Depression has decreased while persons with FASD, brain injury and undiagnosed mental health issues have risen.

40 individuals (56% of persons served) successfully transitioned back into the community through Full Parole, Statutory Release, or Warrant Expiry; remained in the community; continued to report to Hobden House; or transferred to another CRF. **22 individuals (31%) were suspended** and **9 (13%)** went **Unlawfully at Large (UAL)**. We withdrew services from one person.

HH staff continue to build relationships with incarcerated persons at all the correctional institutions through regular visits (though we only attend information fairs at William Head Institution; if an individual there must be seen, we have John Howard Victoria do this on our behalf), working with them on their release plans. By providing in-reach assistance we develop long term positive relationships. The House Manager may send a letter of support to the Parole Board of Canada and attend an individual's hearing.

The meetings of New Westminster Parole (NWP) and Hobden House (which include the NWP Area Director, parole officer supervisors, CRF managers, and guests) continue to be positive experiences, allowing all to discuss issues and find solutions to ensure the smooth and safe operation of CRFs. This is the 4th year HH has received information on inmate gang association from the Security Intelligence Office (SIO). The New

Westminster Parole office has now designated certain parole officers (POs) for specific types of offences, and a separate unit specifically for female offenders, thereby reducing the required frequency of PO visits to Hobden House. A Parole Officer Supervisor (POS) is assigned to each CRF, and is able to meet weekly with CRF staff. The weekly CCIB meetings continue to be productive and informative.

Both Guy Richmond Place and Hobden House added a Senior Resident Worker (SRW) to the evening shift during the week and a second staff member to cover the two weekend days they do not work, providing double staffed evenings 7 days a week. The shift overlaps an hour with the overnight shift as the residents are settling down for the night. The benefits of this new staffing model are: a) increased participation of residents and staff in community events (which residents can continue when living on their own); b) additional support and safety for the community, staff and residents in the event of any incident; and c) improved case management, as the SRW takes primary responsibility.

Other things to note in 2011-12:

- average age of our residents was between 30 and 40
- suspensions were near the record high of 2008's 23
- average length of stay has dropped to 5.7 months (from 6.8 months in 2010)
- residents convicted of robbery (including armed robbery) increased by 11 (79%)
- residents convicted of first and second degree murder was down by 3 (40%)

Pat Gilbert

Vancouver Apartment (VA) provides a home-like setting in which our residents learn the skills necessary to become responsible, independent, and contributing members of society. We assist adults with developmental disabilities (and who may have concurrent disorders) in the care of **Community Living British Columbia (CLBC)** to acquire the social and educational or vocational upgrading which will enable them to thrive in a less-structured independent living arrangement.

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.

Admission criteria stipulate that individuals must: be 19 or older, be in the CLBC Vancouver Coastal Region, and have intellectual functioning of 50-70. They *may* have mental health issues; behavioural difficulties, have been charged, convicted or investigated for a criminal offense; and be at risk in the community.

VA makes every effort to meet the needs of residents through individual-centred planning, not by trying to fit the resident within the confines of an existing program. Our case management team approach gives all stakeholders and the individuals we serve a forum to make informed decisions.

This past fiscal year (*April 1st 2011 to March 31st, 2012*) Vancouver Apartment served **7 residents** (3 female and 4 male). We supported several individuals on both a short term and emergency basis referred by CLBC due to changes in their living arrangements and their emergent need for support. The VA team accommodated them on an expedited basis to provide a safe and supportive home for these individuals experiencing significant changes and stress in their lives. The residency of all individuals varied between 3 and 8 months. 2 emergency VA residents transitioned into Homeshares as a result of the skills developed and independence gained during their time with us—both continue to be supported through our Community Outreach Program. One individual is residing in a Homeshare that is supervised by our Individual Care Network Program.

Vancouver Apartment uses the Amended Adaptive Functioning Index (AAFI) to measure life skills, broken down into 2 categories. The first section includes activities of daily living skills (ADLS; personal hygiene, budgeting and shopping, and so on). The second section includes community awareness and social maturity (leisure, work, vocational training, relationship building and communication). The following are the results of the residents' AAFI scores in the last year:

Resident	April 2011	July 2011	Oct 2011	Jan 2012
1	89	86	88	88
2	72	72	73	87
3	156	157	157	156
4	-	194	191	194
5	-	-	-	166

This data enables us to develop care plans and measure outcomes, providing an opportunity for residents and staff to improve areas that need more attention. Residents' challenges include struggling to balance relationships, increased independence, and mental and physical health, as well as behavioural concerns. The levels of functioning of VA residents continue to be diverse, requiring a wide variety of support. Some individuals require more direct support with their ADLS, while others require support with finding employment, educational opportunities, and/or mental health services.

Residents continue to develop their understanding of the areas in which they are able to grow, which has enhanced goal development in their care plans (residents are more involved in this processes when can evaluate their different skill levels). One of our residents continues to attend day programs one day per week. Another resident is able to menu plan, grocery shop and prepare meals with minimal supervision. Another two residents have made significant progress and are knowledgeable about cooking simple nutritious meals and snacks with limited staff supervision. A fourth resident has been able to maintain previous gains in managing his daily living activities.

8 stakeholder satisfaction surveys evaluated VA at an average rating of **6.6 out of 7**. Comments:

"JHS is a real pleasure to work with. The staff are professional, friendly and always willing to go above and beyond to make things work... It's so nice to see the 'get it done' perspective...it's hard to find!"

"JHSLM is flexible and able to work with more challenging individuals in a respectful and realistic way. Individuals are met where they are at and encouraged to make strides that are important to them."

"It's always a pleasure to work with the staff at JHS. I...have a great work relationship with them."

Between constant, 24-hour support and independent living there is an ongoing need for adaptable supportive housing to enhance personal choice and autonomy of individuals with developmental disabilities, as well as specialized and individualized daytime activities to increase independence.

Alanna Parker

The Community Outreach Program (CO) provides collaborative, one-to-one skills support to developmentally disabled and mentally challenged adults referred by Community Living British Columbia (CLBC) whom are living in a community setting of their own (an apartment, affordable housing, home share or hotel), or in 11 of the suites in JHSLM's Miller Block. Skill development focuses on personal routines, community awareness and social maturity. The individual, their facilitator, and the Outreach Worker jointly negotiate goals and develop an individualized care plan. When appropriate, the input of family members and other stakeholders is incorporated as much as possible. Miller Block tenants do not have a contract for goals or time-specific services as other Outreach-served individuals do; support is instead provided on an as-needed basis, available to tenants 8 hours per day, 7 days a week.

In 2011-12 (*April 1st 2011 to March 31st 2012*), our Outreach team served **58 individuals**, *18 more* people than in 2010—the number of males increased by 10 (to 37) and females by 8 (to 21). There was a *marked increase* in the number of Aboriginal individuals served from 2010-11 (**9**) to 2011-12 (**20**).

29 (50%) of individuals served this year had **health concerns**, including substance misuse **(12)**, diabetes **(6)**, asthma **(4)**, heart disease **(3)**, seizure disorder **(3)**, hearing **(2)** or visual **(2)** impairment, and many others including memory loss, asthma, dyslexia, a brain injury, cerebral palsy, glaucoma, Kallmann syndrome, lipoprotein lipase deficiency, non-fatal Huntington's disease, retinopathy, Sanfilippo syndrome, and scoliosis.

38 (66%) persons served suffered from one or more mental health concerns, from fetal alcohol spectrum disorder (10) to various psychotic disorders, attention deficit hyperactivity disorder (5), autism spectrum disorder (4), depressive disorder (4), anxiety, bipolar, conduct, histrionic personality, obsessive-compulsive, and posttraumatic stress disorders (all 2), Asperger syndrome (2), schizophrenia (2), selective mutism (2), Down syndrome, drug-induced psychosis, multiple personality disorder, myotonic dystrophy, paranoid schizophrenia, and tourette syndrome.

This year we received *22 new referrals* from CLBC, the majority of which required more intensive supervision and support.

There has been a significant change in the population referred to JHSLM. The majority of individuals we newly supported were young adults aging out of the support systems of the B.C. Ministry of Children and Family Development (MCFD) or Vancouver Aboriginal Child and Family Services Society (VACFSS). Many were at risk for involvement in the criminal justice system and/or homelessness and/or struggling with substance misuse. Our staff team has had to be creative and flexible to provide effective support and establish strong working relationships.

In 2011-12, we supported **8 individuals impacted by criminal justice** (both federal and provincial) while in custody with pre-release planning and once they were released, working with probation and parole officers, social workers, mental health teams, and others in their overall support teams.

There is an ongoing need for supportive housing outside of Vancouver's Downtown Eastside that is not a Single Room Occupancy hotel (SRO) or a shelter. It is always difficult to find housing for individuals with limited finances, multiple barriers, substance misuse issues and/or a developmental disability. Challenges include: long wait lists, low vacancy rates, unsafe housing options, and lack of affordability. We were

successful this year in supporting an individual to maintain housing in the basement suite of Vancouver Apartment who had been homeless and living in a shelter in the Downtown Eastside for over a year. We also successfully housed individuals in different housing to accommodate their needs; while one Miller Block tenant was evicted this year, he continued to receive community support from the JHSLM outreach team, who found him long-term housing.

The needs of individuals supported by the outreach team are diverse and increasingly more complex. For many of the individuals we support, the challenge of having a developmental disability is compounded by other concerns such as mental health issues and/or substance misuse issues. It is an ongoing goal for staff to seek training opportunities in areas of mental health, the aging population, substance misuse, mediation and cultural sensitivity whenever possible.

Noteworthy in 2011:

- Community Outreach maintained a 100% utilization rate and increased in size significantly, from 5.4 fulltime employees (FTEs) to 10.3 during the course of the year
- Since its opening in December of 2005, Miller Block has maintained an average occupancy rate of 92% with some turnover, which this year included:
 - o One tenant moved out of Miller Block into a more medically supported setting
 - o One tenant moved to Surrey to be closer to his family
 - One tenant was evicted due to property damage and noise complaints
 - o One tenant was evicted due to a no contact order with another tenant in the building

Alanna Parker

The Community Services Office (CSO) is a walk-in support service in Vancouver open weekdays (except Friday afternoons), assisting individuals with diverse requests, including obtaining identification; locating and maintaining safe, affordable housing; getting referrals to employment, substance misuse treatment, and mental health resources. 5 JHSLM programs are run out of this location: Choices and Consequences, Employment Preparation, Volunteer and Practicum Students, Youth Advocacy, and Homelessness Partnering Strategy. **The United Way of the Lower Mainland** assists JHSLM in running the CSO.

This year (*April 1st 2011 to March 31st 2012*), the CSO served a total of **868 individuals** through **3494 contacts**—each instance of *any* contact with *any* individual. **5142 requests** were made (an *increase of 21%* from 2010). On average, each individual had almost 6 different requests and interacted with JHSLM staff more than 4 times.

The walk-in aspect has increasingly been made use of: people dropping by CSO 5 years ago numbered only **410**. In 2011-12, this number reached *2657*. Other methods of contacting JHSLM's Community Services include contacts made through correctional institutions (**1628**), by phone (**536**), mail (**297**), and email (**24**). Note that incarcerated individuals do not have access to the Internet and may also be unfamiliar with newer communication technologies. Email contacts therefore make up only 0.5 % of all contact methods.

5131 requests (99.8%) had a **positive outcome**, **2** 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 short notice), and **9** ended with a **negative outcome** (brief discontinuation of support, as when individuals are very aggressive or threatening towards staff).

Requests include: **personal needs** could include requests about food/food banks; clothing; furniture or housing needs; setting up a mail file so that they can include and address on applications; locating personal effects; using the telephone and internet; locating family; getting bus tickets and coffee; and/or setting up a voicemail box. **Identification** requests include obtaining a birth certificate (domestic or international), BC Medical Services Plan Care Card, BCID, Social Insurance Number, passport, and First Nations Status Card. **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.

Worth emphasizing is that the CSO office duties are handled by a mix of staff, volunteers, and practicum students, who this year handled a *75% increase of walk-in contacts*.

Pam Flegel

The Volunteer and Practicum Student Program offers practical knowledge and valuable work experience assisting individuals at JHSLM. In reporting year 2011-12 (*April 1st*, *2011 to March 31st*, *2012*), volunteers and practicum students worked at Community Services Office, Hobden House, Guy Richmond Place, Vancouver Apartments, Miller Block, and with our Homelessness Partnering Strategy, Employment Preparation, and Youth Advocacy programs. Many of them are hired after their placement (5 this year). Candidates are matched to their area of interest, given an interview, criminal record check, and regular performance reviews, and commit to at least one full day a week for a minimum of 6 months.

In 2011-12, we had **26 participants:** 19 females and 7 males, ranging in age from 19 to 60. Educational backgrounds represented included criminology, social work, psychology, sociology, community service, law, and youth justice.

Our participants were a diverse group from local colleges and universities, as well as from the famous Lund University in Sweden—which supplied 4 our students who contributed at Guy Richmond Place and the Community Services Office. Other educational institutions represented included Kwantlen Polytechnic University, Vancouver Community College, Simon Fraser University, the University of British Columbia, the University of Victoria, the University of British Columbia Okanagan, and Douglas College.

Participants were given more project responsibility, including the updating of the JHSLM *Family's Guide to Federal Corrections* and *Planning for Success* guides, and facilitation of the support groups Mothers Offering Mutual Support (MOMS) and Finding Independence Together (FIT).

We sincerely thank all of our volunteers for their invaluable commitment, dedication, and passion:

Mihai Beschea, Jesse Choo, Helen Dunn, Kelsey Grimm, Marie Hamal, Melissa Kelly, Suzanne Leduc, Steven Lui, Candice Martell, Samantha Rapoport, Nasary Shaba, Katie Steinmann, Deborah Sullivan, Rebecca Ward, Donna Wiebe.

We thank our practicum students for their much-appreciated time and talents:

Fanny Carlstrom, Lauren Fullwood, Lina Hansson, Tera Holmes, Kelsey Larson, Erica Morai, David Persson, Axel Serheden, Andrew Wong.

Our voluntary Board of Directors provides invaluable long term support in the direction of JHSLM. We simply could not do our work without their consistent dedication and conscientious efforts to uphold our mission and core values. We thank them accordingly:

Pat Alexander, Jayce Allen, Lyle Dixon, Michael Johnson, Amber Katzel, Pamela Smith-Gander, Tim Stiles, and Iryna Witt

Pam Flegel

The Choices and Consequences Program educates youth aged 9 to 18 who may be "at-risk" about the impacts of crime, gang life and bullying, usually in a classroom setting at a regular or alternative school, or at a youth detention or community centre. Speakers impacted by criminal justice share their personal stories of the pivotal moments that led them into contact with the law, while also offering a message of hope and showing how they have learned to make positive choices.

The program hit a low point in 2011-12 due to a lack of funding and suitable speakers. However, towards the end of this reporting year (*April 1st 2011 to March 31st 2012*), new speakers were found and increased funding came through from the **B.C. Ministry of Public Safety and Solicitor General's Gaming Policy and Enforcement Branch ("Charitable Gaming")**. We have received an increased amount of feedback as a result of sending out self-addressed stamped envelopes to instructors and teachers.

There is a need for more personalized talks to smaller groups of young people (especially at the Burnaby Youth Custody Services Centre) providing greater opportunity for interaction. This alerts the speaker to the specific needs of the group and enables them to speak more directly to their audience's concerns.

In 2011-12, we reached a wide variety of youth in high school law, at the Burnaby Youth Custody Services Centre, in alternative programs in secondary schools, and in foster care attending day programming. We see more value in doing presentations with smaller groups with more interaction. Despite the inconsistency over the past 4 years in funding, human resources, and satisfaction survey returns, the Choices and Consequences Program is a key aspect of the JHSLM mission to educate the public on the costs and consequences of criminal activity, and is easily scalable with increased (or reduced) funding.

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.

Out of 154 youth served in 2010, **66** returned satisfaction surveys. *Please note the percentage of surveys returned out of total youth and educators served:*

2011-12	43%
2010-11	1.5%
2009-10	15%

Overall how satisfied are you with the Choices Program?

	Very Satisfied	Satisfied	Dissatisfied
2011-12	65%	32%	3%
2010-11	83%	17%	0
2009-10	76%	24%	0.1%

How likely is it that the presentation will influence your choices?

	Very Likely	Likely	Not Likely
2011-12	48%	44%	8%
2010-11	66%	21%	0%
2009-10	96%	4%	0.3%

Pam Flegel

The Youth Advocacy Program provides solution-based independent oversight, support and education to incarcerated male youth at the Burnaby Youth Custody Services Centre (BYCSC) weekly with the aim of ensuring their successful reintegration upon release. The **B.C. Ministry of Children and Family Development** provides assistance for this program.

The ability of youth to respectfully advocate for themselves can give them a sense of self-worth and responsibility—key factors in their ability to successfully reintegrate into the community upon their release. The YA assists in the promotion of independence and self-determination while ensuring the voices of these young people are heard.

The Youth Advocate (YA) had 464 contacts with youth in 2011-12.

The most common requests included the following:

- **7: Many youth wanted changes made to the cafeteria offerings.** YA got youth to compile a list from all detention units for those who decide food choices based on nutrition, cost, and purchasing location; ongoing
- **4: Youth would like more programming and more time in the multipurpose room (MPR). Youth would also like more physical activity.** YA spoke to BYCSC staff about more programming for youth. They said they would look at making more time in the fitness room for interested youth
- **3: No complaint forms available.** YA confirmed no forms available on any units; emailed BYCSC staff; forms available soon after
- 3: Youth expressed concern with the complaint process and felt that they could not give a complaint to staff without being reprimanded. Also a concern as to whether other complaints were being addressed appropriately or at all. YA addressed this concern with the BYCSC Program Supervisor and Director, and the staff person who handles complaints. It was explained that youth could give complaints to *other* staff (not to the staff youth may be complaining about), supervisors, the YA, or could place them in the available boxes. Complaints are to be addressed in 2-3 days—if not, youth are to speak to a Supervisor or the YA. Youth informed by YA
- 3: Youth told he may be relocated to another custody centre in the province though he wanted to remain at BYCSC. YA educated the youth about the complaint process and why youth are moved to other custody centres, helped youth fill out forms; Representative for Children and Youth became involved—YA liaised
- 2: Many youth share one water bottle in the fitness room—this is unhygienic. Youth addressed issue at the Youth Advisory Meeting (YAM); further discussed at the supervisors' meeting. Water bottles were ordered for youth to use in the fitness room
- 2: Youth expressed that they were not satisfied with the amount of food that they receive for their meals. Youth informed that BYCSC follows the Canada Food Guide—the food has appropriate amount of calories, carbohydrates, protein, to maintain a healthy body weight and daily energy

2: Youth expressed that they would like shower mats to increase safety. Youth Advocate spoke with the Program Supervisor; safety mats were placed in showers

A small selection of other youth requests:

- Youth reported that Narcotics Anonymous (N.A.) meetings no longer taking place (only Alcoholics Anonymous). Email was forwarded to the Elizabeth Fry Volunteer Coordinator, who said that she would look into restarting N.A. for the boys
- Youth concerned his lawyer was not informed that he was in custody; it had been 2 weeks before he was able to speak with his lawyer (youth called himself); youth felt that his Social Worker or Probation Officer should have done this. YA spoke with BYCSC Social Worker to clarify responsibility of contacting the youth's lawyer. Worker reported that the youth is under a Voluntary Care Agreement: it is the parent's responsibility to contact the lawyer; said she would follow up on this issue
- Youth was concerned about his custody being transferred to his mother's care as opposed to his father's. YA recommended youth speak with his personal lawyer about concerns and offered assistance to make this call; YA offered information on learning about rights; youth spoke with his lawyer first
- A youth reported that he was locked in his room because he was filling out a complaint form after a disagreement with staff—the youth felt that this was a punishment for "telling on" the staff; youth also disclosed that the same staff member had called him "perverted" after he greeted her by nodding. YA emailed Assistant Directors of Operations (ADOs), who reported they would like to investigate the complaints; YA returned to the youth to obtain his consent that his name be used, but the youth had been released from custody so the investigation could not take place
- Youth reported that he was mistakenly placed in secure custody when he was sentenced to open custody. YA emailed the ADOs for clarification and received no response; YA encouraged youth to contact his lawyer to gather further information, but youth did not want to call; YA contacted BYCSC Case Managers for sentencing information, who responded that youth is currently on remand and was confused (he had previously been in open custody). Youth was very upset by this information. YA arranged for Case Manager to clarify reasons directly to youth. YA then discussed with youth the upcoming court date and what to expect

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.

Julia Harris with *Pam Flegel*

Our Homelessness Partnering Strategy Program (HPS) prevents individuals released from correctional facilities from becoming homeless by connecting them to resources (regular and supportive housing, mental health and outreach services, shelters) so they can find and maintain safe, affordable housing. **Human Resources and Skills Development Canada** (HRSDC), in partnership with **Metro Vancouver** and the **Vancity Community Foundation**, funds two full-time JHSLM employees to assist with the pre-release plans of individuals in North Fraser Pretrial Centre, the Fraser Regional Correctional Centre, and the Surrey Pretrial Services Centre.

The HPS workers research housing placements; advocate for individuals when meeting with potential landlords; assist with information on food banks, furniture, home starter kits, and any other items that will promote successful (re)integration; and assist individuals' access to services.

The HPS program processed **4344 requests** from **932 individuals** in 2011-12 (*April 1st*, *2011 to March 31st*, *2012*), up from 3451 in 2010. These are individuals transitioning from the correctional system who are, or at risk to become, homeless who may also have developmental disabilities and/or mental health and/or substance misuse issues. We also assist them in obtaining medical and/or social insurance cards, birth certificates, landlord tenant mediation services, employment or education program referrals, and drug and alcohol treatment resource information. The JHSLM Community Services Office (CSO) provides follow-up assistance and is a warm place to use computers and the phone, have coffee and get one-on-one support, and is where the HPS team works.

Ongoing challenges faced by the HPS program include:

- incarcerated individuals are eager to work on pre-release planning, but are more daunted by the tasks they face upon release
- low vacancy rates in Greater Vancouver rental apartments (1.4% in October 2011, according to Canada Mortgage and Housing Corporation) and the scarcity of affordable housing options, which are typically at capacity, have long wait lists, and low turnover
- individuals from a correctional institution on income assistance are not perceived favourably
- individuals are sometimes released on a weekend or holiday, when services are unavailable
- institutional issues: lock downs, transfer of inmates
- applying for income assistance difficult with uncertain release dates
- having to wait to receive the deposit for landlords from the Ministry of Social Development

HPS workers do the following as part of their jobs:

• The HPS team picks up individuals immediately upon their immediate release from correctional institutions. Individuals must first go to their probation office and meet with their officer to be given their release conditions (they can be charged with "breach of conditions" if this is not done within 24 hours upon release). In order to obtain necessities like food, clothing, and hygiene products, they must apply to the B.C. Ministry of Social Development for income assistance. After these are addressed, the HPS workers assist with all the problems that arise to ensure a successful release.

- The first day is the most important: finding housing, shelter or a recovery house/treatment facility on that very day reduces the chances of the individual becoming homeless and makes them easily locatable for ongoing support.
- HPS workers go to the correctional institutions for learn what is needed for individuals' pre-release planning, to learn about their lives and things affecting their ability to find housing.
- HPS workers respond to requests in the following areas: legal information, identification, education, employment, community programming, substance misuse issues, mental health services, personal effects, and general support—the most common requests, though the HPS team will assist in anything that an individual needs.
- Individuals served by HPS benefit from our knowledge of community resources to assist them in maintaining housing—from food banks to furniture and home starter kits.
- We also provide landlord-tenant mediation and assistance in getting to places that provide them with services connected with employment, education, mental health and addiction help (including Alcoholics Anonymous and Narcotics Anonymous meetings).

Emin Dhaliwal & Jill Gabriel



The Employment Preparation Program (EPP) provides instruction on job-hunting skills and community resources for employment to incarcerated individuals at the Fraser Regional Correctional Centre (FRCC), and is made up of three day-long (9am - 3pm) sessions. Graduates can collect benefits from the B.C. Ministry of Social Development and have 5 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. The B.C. Ministry of Public Safety and the Solicitor General assists JHSLM with this program.

With at least some basic skills in finding a job, participants released from correctional institutions have a better chance of finding sustainable employment, which is essential to reintegration and preventing the reversion to a destructive lifestyle.

In 2011-12, total enrolment was **214** (down from last year's 228). **156 (73%)** individuals **completed** the course.

The curriculum was reviewed and updated based on participant feedback in the areas of employment services, responding via email to online job postings, filling out applications for potential job opportunities and using a checklist when job hunting.

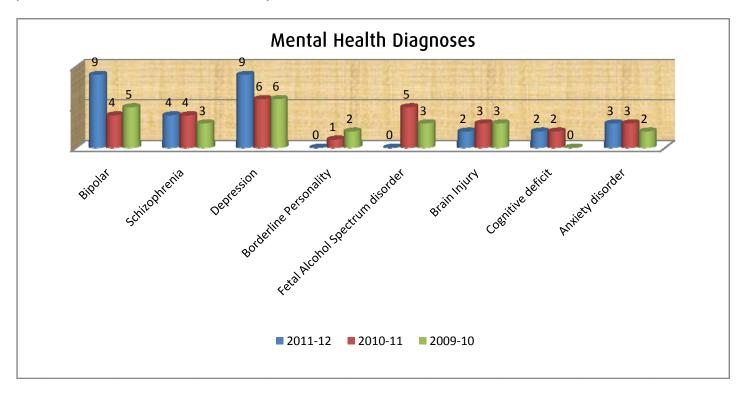
We spent 70 days in the correctional institution this past year, ensuring 156 individuals were given key tools to assist in their search for employment. Despite the transition of a new facilitator, the EPP program continued to provide the 3-day workshop with minimal disruption. We will improve the information presented to reflect the changing needs of the population we serve and current employment trends.

94% of the 156 individuals who completed EPP said they were "very satisfied" or "satisfied" with it.

Emin Dhaliwal & Jill Gabriel

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 (OW) 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, and housing. We do 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.

The Mental Health Outreach Program served **26 individuals** (25 male and 1 female) in the reporting period of 2011-12 (*April 1, 2011 to March 31, 2012*)—14 new referrals and 12 ongoing from the previous year. All referrals were accepted. 10 individuals were on Statutory Release, 8 were on Full Parole, 5 were yet to be released, and 3 were on Day Parole.



While in the past, individuals were being released to the community without any identification or the financial means to acquire any, this has not been a problem this year.

A major concern has been the difficulty of finding jobs for older, unskilled individuals. One individual we serve, a dedicated and hard worker, has been actively looking for work for more than 10 months and has made ongoing use of the services of Career Assistance and Resources for Employment (CARE). A criminal record continues to be a big barrier to employment when the individual is unskilled, especially when approaching the senior years and the physical demands of general labour or landscaping are too overwhelming. One of the only remaining options is janitorial work, which generally requires a criminal record check due to unsupervised access to facilities. It would be beneficial if CSC could inform particular employers about the realities of released individuals and the success of their reintegration; for example, a lifer who has never committed theft or fraud could be considered for an unsupervised janitorial position.

Having access to the Correctional Service of Canada's Offender Management System has greatly improved our service since it can be better tailored to the needs of the individuals we serve (many thanks to Abbotsford Parole). The Chilliwack Community Correctional Centre staff has also allowed us to use their offices for one-on-one meetings, which is essential for individuals to feel comfortable in opening up. There has been a huge increase in the number of individuals released with appropriate identification and medications. However, individuals continue to need assistance in accessing community programs while on Conditional Release once they reach their Warrant Expiry Date.

13 of 21 persons served reached their Warrant Expiry date or remained stable in the community (omitting the 5 individuals yet to be released)—a success rate of **62**%.

Christina Beaupre

Tims Manor provides safe and affordable housing to those who have multiple barriers challenging their ability to live more independently in the community. It has 10 two-bedroom units, 6 of which are furnished and accommodate 12 individuals on Conditional Release from the **Correctional Service of Canada (CSC)** whom are offered JHSLM outreach services. The other 4 units are for families, couples, or individuals in need of affordable housing.

An individualized care plan is developed for each of the 12 tenants referred by CSC in collaboration with their parole officer, outlining personal goals. The JHSLM Tims Manor Outreach Worker (OW) serves these tenants full-time on-site, assisting them with life skills development as dictated by each person's needs and abilities. 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 18 CSC tenants and 10 non-CSC tenants, **28 residents in total** (25 male, 3 female). Their average age was 41, ranging from 23 to 69 years old. 10 residents (36%) had mental health concerns this year, including a brain injury, schizophrenia and depression, as well as disorders of anxiety, bipolarity, borderline personality, and cognition deficit. JHSLM employs a full-time Mental Health Outreach Worker to assist Tims Manor residents with mental health concerns, who are the more stable tenants in terms of residency.

17 of 28 tenants remained at Tims Manor or successfully moved out into the community without being suspended or going Unlawfully at Large—a **61% success rate**. 8 tenants were suspended (an increase of 4 from last year and higher than any previous years) due to tenants returning to substance misuse (crack cocaine and methamphetamine). 2 residents went Unlawfully at Large (UAL) and one resident died.

Feedback continues to be very positive from residents and community partners. While in previous years drug use had been a major problem, this year it was manageable. Despite the increase in drug-related suspensions for our CSC tenants, in the past there had been more cumbersome drug-related issues with our non-CSC low income tenants.

Melanie Jarvis



JHSLM Board of Directors 2011-2012

Pat Alexander Michael Johnson Tim Stiles Jayce Allen Amber Katzel Iryna Witt

Lyle Dixon Pamela Smith-Gander

Guy Richmond Place & Hobden House Community Residential Facilities

Terence AuAshley HenryVijay RanaHarjit BasraKayla HoranJessica SinghChristina BatemanJessica KauhausenTim ScottBrandon BobHarvey KirschRobert SymsPeter BowserStephanie LeeTaryce Wong

Rajveer Braich Kailey LeMoel

Jennifer Cupello Alix Logie <u>CRF Residence Managers:</u>

Candice Dearden Jenni Martin Pat Gilbert
Suraj Dhariwal Heinrich Nemetz Ryan Jamieson

Andrei Grigorescu Aatif Nanji

<u>Tims Manor Outreach</u> <u>Mental Health Outreach</u>

Melanie Jarvis Christina Beaupre

Michelle Segovia

Vancouver Apartment

Nicholas AndersonAlexandra EverittRobert PasionLeah ChandlerRyan GrubbPatrick SempleSahara ChiangMelissa MaxwellRobert SymsMichael ConnerlySusie MooseEmily Zuberbier

Vancouver Apartment and Community Outreach Manager: Alanna Parker

Community Outreach

Deea BaileyMarvin LaturnusBarry SkinnerSandra BattilanaMichelle MarascoLatie SteinmannJelena BrownJosh MorabitoRebecca Ward

Michelle Cooper Jesca Nabwire Shayne Forster Sebastian Olaru

<u>Community Services</u> <u>Homelessness Partnering Strategy</u> <u>Youth Advocacy</u>

Director: Jen Hirsch Emin Dhaliwal Julia Harris

<u>Coordinator:</u> Pam Flegel Jill Gabriel

Regional Office Administration

Dale Lutes Director of Programs
Cora Penaflorida Financial Administrator

Jo-Anne Pilkey Director of Finance & Administration

Carmen Roig-Torres Administrative Assistant

Craig Stewart Manager of Community Development

Tim Veresh Executive Director

MANY THANKS TO OUR GENEROUS SUPPORTERS

The John Howard Society would like to thank its generous supporters who enable us to pursue our **mission** and **core values**:

The Society promotes a safe and peaceful community through effective and humane criminal and social justice programs.

All people have the right to safe and affordable housing.

Every person has intrinsic worth and must be treated with dignity, equity, fairness and compassion before the law.

All people have the potential to become responsible citizens.

Every person has the right and the responsibility to be informed about, and involved in, the criminal justice process.

Justice is best served through measures that impose humane consequences, resolve conflicts, repair harm, and restore peaceful relations in society.

Independent, non-profit, non-government organizations have a vital role in the criminal justice process.



Correctional Service Canada

Service correctionnel Canada



















British Columbia Ministry of Children and Family Development British Columbia Ministry of Justice British Columbia Ministry of Public Safety and Solicitor General BC Non-Profit Housing Association **BC Yukon Halfway House Association** Canada Housing and Mortgage Corporation **Coast Capital Savings Credit Union** Commission on Accreditation of Rehabilitation Facilities **Community Social Services Employers' Association** Fraser Regional Correctional Centre Human Resources and Skills Development Canada John Howard Society of British Columbia John Howard Society of Victoria Provincial Association of Residential and Community Agencies **United Community Services Co-op** Vancouver City Savings Credit Union (Vancity) Vancouver Police Department

Vancouver, B.C.

FINANCIAL STATEMENTS
March 31, 2012





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, 2012, and the statement of revenues and expenditures, statement of changes in fund balances and statement of 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, 2012, 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.

CHARTERED ACCOUNTANTS

Wolige Mahon LLP

August 10, 2012 Vancouver, B.C.



STATEMENT OF REVENUES AND EXPENDITURES

For the year ended March 31, 2012

	Operating Fund \$	Capital Fund \$	2012 \$	2011 \$
Revenues, Schedule 1 Property rental	3,268,778 38,787	18,000 427,578	3,286,778 466,365	3,159,797 306,439
	3,307,565	445,578	3,753,143	3,466,236
Expenditures				
Staffing	400 210		400 210	270 177
Employee benefits	400,319	-	400,319	378,177
Salaries	1,815,338	-	1,815,338	1,643,203
Training and development	75,050	-	75,050	71,073
Travel	70,798		70,798	62,775
	2,361,505		2,361,505	2,155,228
Operating Accommodations	356,296	80,105	436,401	452 217
Client support	52,772	00,103	52,772	452,217 56,270
Food and supplies	100,164	_	100,164	93,153
Furnishings	35,171	3,610	38,781	46,031
Insurance	9,431	34,359	43,790	44,757
Interest	-	64,705	64,705	76,621
Miscellaneous	4,031	-	4,031	2,934
Programme needs	70,890	•	70,890	36,447
	628,755	182,779	811,534	808,430
Administration				
Advertising	7,760	-	7,760	2,796
Audit and banking	14,041	-	14,041	11,973
Board	9,105	•	9,105	9,527
Office and miscellaneous	59,686	18,441	78,127	79,924
Purchased services	8,410	1,662	10,072	17,468
Telephone	32,310	-	32,310	28,051
Volunteer programme	37,608	-	37,608	34,427
	168,920	20,103	189,023	184,166
Total expenditures	3,159,180	202,882	3,362,062	3,147,824
Excess of revenues over expenditures				
before non-cash items	148,385	242,696	391,081	318,412
Amortization		(151,629)	(151,629)	(156,727)
Forgiveness of debt (Note 7)	•	37,867	37,867	106,100
Unrealized gain on investments	6,250	•	6,250	8,872
Excess of revenues over expenditures	154,635	128,934	283,569	276,657

STATEMENT OF CHANGES IN FUND BALANCES

For the year ended March 31, 2012

	Operating Fund \$	Internally Restricted Fund \$	Capital Fund \$	2012 \$	2011 \$
Balances, beginning	254,883	522,051	2,010,783	2,787,717	2,511,060
Excess of revenues over expenditures	154,635	•	128,934	283,569	276,657
Interfund transfers:					
Purchase of property and					
equipment	(30,883)	-	30,883	-	-
Mortgage repayments	(249,966)	-	249,966	-	-
Excess of revenues over expend	itures				
before non-cash items	242,696	-	(242,696)	-	-
Internal restrictions (Note 8)	(43,306)	43,306	-	-	-
Balances, ending	328,059	565,357	2,177,870	3,071,286	2,787,717

BALANCE SHEET

March 31, 2012

	2012 \$	2011 \$
ASSETS		
Cash	1,052,614	947,404
Grants and other receivables	205,423	145,489
Investments	77,929	71,679
Prepaid expenses and deposits	19,769	17,431
	1,355,735	1,182,003
Property and equipment (Note 5)	4,716,371	4,837,117
	6,072,106	6,019,120
LIABILITIES		
Accounts payable	63,398	48,612
Accrued wages, salaries and holiday pay	342,508	317,063
Accrued employee relations fund	23,032	29,470
Deferred revenue	33,381	9,924
Mortgages payable (Note 6)	1,130,145	1,380,112
Forgivable loans (Note 7)	1,408,356	1,446,222
	3,000,820	3,231,403
FUND BALANCES		
Capital Fund Operating Fund	2,177,870	2,010,783
Internally restricted (Note 8)	565,357	522,051
Unrestricted surplus	328,059	254,883
	3,071,286	2,787,717
	6,072,106	6,019,120

Contingencies (Note 9)

Approved by Directors:

STATEMENT OF CASH FLOWS

For the year ended March 31, 2012

	2012	2011
	\$	\$
Cash flows related to operating activities		
Excess of revenues over expenditures	283,569	276,657
Adjustments for items not affecting cash:		,
Amortization	151,629	156,727
Forgiveness of debt	(37,867)	(106,100)
Unrealized gain on investments	(6,250)	(8,872)
	391,081	318,412
Changes in non-cash working capital:	·	•
Grants and other receivables	(59,934)	3,474
Prepaid expenses and deposits	(2,338)	(810)
Accounts payable	14,786	(5,062)
Accrued wages, salaries and holiday pay	25,445	(29,147)
Accrued employee relations fund	(6,438)	9,001
Deferred revenue	23,457	(9,270)
	386,059	286,598
Cash flows related to investing activities Purchase of property and equipment	(30,883)	(62,861)
Cash flows related to financing activities		
Mortgage advances	-	657,000
Mortgage repayments	(249,966)	(748,005)
	(249,966)	(91,005)
Net increase in cash	105,210	132,732
Cash, beginning	947,404	814,672
Cash, ending	1,052,614	947,404
Supplemental cash flow information:		
Interest received	12,843	11,097
Interest paid	64,705	76,621

NOTES

For the year ended March 31, 2012

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 in the property development fund and the sick pay fund. The property development fund reports amounts relating to preserving, enhancing and expanding the Society's properties. The sick pay fund accounts for funds restricted to cover sick pay entitlements for the Society's employees. Interest earned on the internally restricted funds is transferred to those funds.

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 the excess of revenues over expenditures 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, accrued employee relations fund, mortgages payable and forgiveable loans are classified as other financial liabilities and are measured at amortized cost.

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.

NOTES

For the year ended March 31, 2012

Note 2 Significant Accounting Policies (continued)

Property and Equipment

The Society capitalizes purchases 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
Building - all others
Equipment
Computer
Vehicles
Software
- 8 years straight-line
declining balance
- 20% declining balance
declining balance
- 20% declining balance
- 100% 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.

Property rental revenue is recognized monthly in accordance with rental agreements.

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. Funds collected in advance that relate to the next fiscal period are recorded as deferred revenue.

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.

Foreign Currency Translation

Monetary assets and liabilities which are denominated in foreign currencies are translated at the exchange rate in effect at the balance sheet date. Revenue and expense items are translated at rates of exchange prevailing on the transaction dates. All exchange gains and losses are recognized currently in earnings.

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.

NOTES

For the year ended March 31, 2012

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 forgiveable 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. As at March 31, 2012, investments of \$48,293 (2011: \$42,133) are denominated in US dollars and translated into Canadian dollars.

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 set by the Board of Directors to provide maximum current income within the approved risk parameters.

Note 5 Property and Equipment

	Cost \$	2012 Accumulated Amortization \$	Net \$	Cost \$	2011 Accumulated Amortization \$	Net \$
Guy Richmond	Place					
Land	206,231	-	206,231	206,231	-	206,231
Building	507,480	506,538	942	507,480	504,652	2,828
	713,711	506,538	207,173	713,711	504,652	209,059
Vancouver Apai	rtments					
Land	247,288	-	247,288	247,288	-	247,288
Building	130,035	28,867	101,168	130,035	24,652	105,383
	377,323	28,867	348,456	377,323	24,652	352,671

NOTES

For the year ended March 31, 2012

Note 5 Property and Equipment (continued)

	Cost \$	2012 Accumulated Amortization \$	Net \$	Cost \$	2011 Accumulated Amortization \$	Net \$
Hobden House						
Land	265,090	-	265,090	265,090	-	265,090
Building	199,318	58,249	141,069	199,318	52,371	146,947
	464,408	58,249	406,159	464,408	52,371	412,037
Miller Block						
Land	457,173	-	457,173	457,173	-	457,173
Building	2,179,158	571,595	1,607,563	2,179,158	504,613	1,674,545
	2,636,331	571,595	2,064,736	2,636,331	504,613	2,131,718
Tims Manor						
Land	211,869	-	211,869	211,869	-	211,869
Building	1,069,648	176,557	893,091	1,069,648	139,345	930,303
	1,281,517	176,557	1,104,960	1,281,517	139,345	1,142,172
752 Kingsway		<u> </u>				
Land	126,142	-	126,142	126,142	-	126,142
Building	170,036	28,490	141,546	170,036	22,593	147,443
	296,178	28,490	267,688	296,178	22,593	273,585
756 Kingsway						
Land	70,180	-	70,180	70,180	-	70,180
Building	165,544	21,202	144,342	165,544	15,188	150,356
	235,724	21,202	214,522	235,724	15,188	220,536
Equipment	230,377	173,710	56,667	230,377	159,543	70,834
Computer	71,284	55,420	15,864	58,997	51,254	7,743
Vehicles	37,221	7,075	30,146	18,625	1,863	16,762
Software	16,125	16,125	-	16,125	16,125	
	6,360,199	1,643,828	4,716,371	6,329,316	1,492,199	4,837,117

NOTES

For the year ended March 31, 2012

ote 6 Mortgages Payable				
	Current \$	Long-term \$	2012 \$	2011 \$
Canadian Western Bank Balance fully repaid on May 3, 2011	-	-	-	163,213
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	18,145	433,394	451,539	468,585
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	26,155	58,846	85,001	109,881
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	21,716	390,866	412,582	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	26,727	154,296	181,023	206,433
Total mortgages	92,743	1,037,402	1,130,145	1,380,112
Principal repayments of mortgages payable of refinancing, are: 2013 2014	le required over	the next five ye \$ 92,743 97,641	ars, assuming s	imilar terms
2015 2016 2017		102,795 80,386 82,073		
Thereafter		674,507		
		1,130,145		

NOTES

For the year ended March 31, 2012

Note 7	Forgivable Loans			
	\$			
	B.C. Housing Management Commission	1,018,000		
	Canada Mortgage and Housing Corporation	203,467		
	Canada Mortgage and Housing Corporation	186,889		
		1.408.356		

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 the 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 (2011: \$22,400) 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: \$15,467) was forgiven.

NOTES

For the year ended March 31, 2012

Note 8 Internally Restricted Funds

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	338,282
Transfer from Operating Fund	200,000
Interest earned	2,566
Repayment of mortgage	(161,762)
	379,086
The Sick Pay Fund balance is as follows:	
Opening balance	183,769
Interest earned	2,502
	186,271
Total internally restricted funds	565,357

Note 9 Contingencies

The Society and its employees contribute to the Municipal Pension Plan (the "Plan"), a jointly-trusteed 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 \$96,685 (2011: \$80,934) for the employer's share of contributions to the Plan.

REVENUES

For the year ended March 31, 2012

	Operating Fund \$	Capital Fund \$	2012 \$	2011 \$
Federal Government	1,594,405	18,000	1,612,405	1,503,058
Provincial Government	1,308,176	-	1,308,176	1,230,686
Grants and other income	287,600	-	287,600	333,432
United Way of Lower Mainland	76,607	-	76,607	77,750
Charitable Gaming	1,990	-	1,990	14,871
	3,268,778	18,000	3,286,778	3,159,797