



JHSBC  
ANNUAL REPORT  
2018-19

*Safe, healthy & inclusive  
communities in British Columbia*

JohnHoward  
SOCIETY OF BRITISH COLUMBIA

# REFLECTING ON OUR 2018-19 YEAR

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# ABOUT US

The John Howard Society of British Columbia (JHSBC) is a non-profit charitable organization with over 80 years of history delivering programs and services province-wide.

## OUR VISION

***Safe, healthy, and inclusive communities in British Columbia***

## OUR MISSION

***We are the trusted voice on social and criminal justice issues in British Columbia***

JHSBC supports the regional John Howard Societies across the province of BC, all of whom have a strong history of program delivery and supporting individuals and families facing barriers. Collectively, we are a dynamic group of regionally based non-profit Societies with extensive experience assisting people who have come into contact with the law, or those who are at risk for criminal justice involvement by providing prevention and intervention services, advocacy, and public education. Through our many years of service delivery, we have developed expertise in supporting people with complex needs facing multiple barriers, including those experiencing homelessness, substance misuse, barriers to housing or employment, and other complex needs including mental health issues, Fetal Alcohol Spectrum Disorders, Autism Spectrum Disorder, and developmental disabilities.

### TRUST

We create trusting relationships through respect, inclusivity, and consistently delivering results

### COLLABORATION

We work with others to create greater impact through diversity and joint problem solving

### INTEGRITY

We advocate for others and do the right thing - even when the right thing is the hardest thing

### CARING

We operate from a place of compassion, connection, and humanness

# A MESSAGE FROM OUR EXECUTIVE OFFICER

The past year has been an exciting one for our provincial organization, and for the regional John Howard Societies across British Columbia. We have continued to grow and mature, working collaboratively to establish the John Howard Society as the trusted voice on social and criminal justice in British Columbia.

We recognize that we are stronger when working together, and across our regions see the value in sharing best practices, program models, and resources for the benefit of the people who access JHS services. We have worked to speak with a unified voice, and this year more than ever before we focused on collaboration in serving individuals and communities across the province.

We came together to design, propose, and deliver innovative and responsive programming which meets the complex needs of the people and communities we serve. We are pleased to have introduced two new province-wide programs, and to have had the opportunity to expand our successful ACES (Acquiring Community-Based Employment Skills) program to provide employment training to more individuals. We are proud of the expansion of our province-wide programs, and in our ability to deliver consistent, effective, and innovative programs to the people who need them across BC.

We are excited for the coming year, and for the many projects that will help us work towards our provincial vision of safe, healthy, and inclusive communities in British Columbia. We still have lots to do, but are eager to see the impacts for the people we serve as our strategic priorities come to life.



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MARK MILLER  
Executive Officer

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*“We recognize that we have a wealth of strength and experience around the province - by working collaboratively, JHS can have greater impact provincially, which results in greater impact for people and communities across BC”*

# A YEAR OF & GROWTH COLLABORATION

LIZ VICK

Director of Strategic Initiatives

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*“This year has been an exciting one, with many opportunities for collaboration and growth across our province”*

Given the significant changes that JHSBC experienced last year, and as we have continued to grow, sustainability has been a key focus for our organization.

We were pleased to have the opportunity to expand delivery of our province-wide programs, and to introduce new and innovative services to meet the needs of the people and communities we serve.

As well, we have worked to build the capacity of our organization and our regional societies. Collaboration between regions has enabled sharing of successful models of programming, the identification of similar areas of growth, and the ability to forge stronger, further-reaching relationships with partners and funders. We have worked towards the launch of our new provincial and regional websites, shared communications and marketing initiatives across regions, and have come together to speak with a unified voice to strengthen the JHS brand in our province.

The supports to JHSBC have expanded greatly, and the impact for our organization and those we serve is expected to be considerable. We are looking forward to an exciting year ahead, and to continuing to work collaboratively to build safe, healthy, and inclusive communities in British Columbia.

A MESSAGE FROM OUR  
**DIRECTOR OF  
STRATEGIC INITIATIVES**

# 7 REGIONS

## **Expanding Our Reach Together: Increasing Collaboration & Our Unified Voice Across BC**

This year saw a significant shift towards increased collaboration between the JHSBC and our affiliates across the province, which has had notable impacts on our ability to expand our reach and establish ourselves as the trusted voice on social and criminal justice in British Columbia. We have worked together to design and deliver new province-wide programs, in addition to expanding our ACES program to reach new demographics. We are excited to share more about these programs in the coming pages of this report.

We have also focused on increasing collaboration in our support functions by sharing best practices, program models, and resources, such as streamlining our communication and marketing strategies and launching new integrated websites. We have come together to build the capacity of our organizations, speak with a unified voice to strengthen our brand, and make the JHS more effective in our services and operations.

Through a concerted effort of our regions, JHSBC has been successful in an expression of interest to provide supportive housing projects for multi-barriered individuals in communities across BC. We look to deliver more innovative housing projects to support residents with complex needs into the future.

By working together, we have been able to leverage the skills, expertise, and unique strengths of each region to increase our provincial presence and the services that we can provide to the people and communities that we serve.

# OUR COLLECTIVE IMPACT IN BRITISH COLUMBIA

## 2018-19 Statistics

**402**  
VOLUNTEERS



**11,134**  
INDIVIDUALS  
SERVED

ANNUAL  
REVENUE  
**\$36,953,718**

# OF  
EMPLOYEES

**542**



**714**  
# OF HOUSING  
UNITS/BEDS

# JHS

## ACES PROGRAM

### Acquiring Community-Based Employment Skills

77

people achieved their expected employment outcomes

## Removing Barriers to Employment through our ACES program

The ACES program is a province-wide JHS employment program that provides employability and life skills workshops, safety certificate and skills enhancement training, and supported work experience to individuals facing multiple barriers to employment.

Launched in April 2018, ACES is managed by JHSBC and delivered by JHS regional affiliates in 8 communities in BC. The program offers pre-employment skills training and supported work experience to participants with the goal of supporting people to secure and maintain sustainable employment.

Built around a partnership with BC Corrections, who provide referrals and support, ACES has been delivered in Provincial Correctional Centres across the province, and in community cohorts to eligible participants.

In our first year, over 180 individuals engaged with the ACES program, with 77 participants achieving their expected employment outcomes. Our ACES teams have built strong relationships with project partners that provide training and education to participants, and with employer partners who have been adaptable in meeting the needs of ACES participants and supporting them into employment.

Participants benefitted from ongoing support and advocacy provided by ACES staff, and gained the skills and confidence necessary for success in long term employment. We are so pleased with the success of the program, and with the results experienced by participants.

We're excited to share Barb's story of how ACES helped her to reach her employment goals.

180+ individuals engaged with the program in its first year



*"I did not realize or even think I would work fires, but am now seriously considering taking the forestry tech diploma course. Schooling had never been an option I considered for myself. All day I ride in helicopters and drive tanks. My crew is amazing and there is so much opportunity for growth. I have been asked to do the leadership course! I have worked all summer and have built myself a nest egg, I have also been asked to work this winter and have been offered more training through the company I work with.*

*I have a positive outlook on the future and a career I am very proud of*

*I want to thank ACES for giving me a new start and hope in life*



## BARB'S STORY

When you think of what a forest firefighter looks like, what comes to mind?

Well John Howard Society of the Thompson Region would like to introduce you to Barb, who may not be exactly what you conjured up as your image of a “typical” forest firefighter. Barb’s experience with the John Howard Society and her path to this career is a true-life success story that we would like to share.



Barb began to raise four children at the age of 19 as a single parent. She worked many odd jobs to support herself and her children, many of which consisted of casual labour with short notice call-ins and inconsistent work hours paycheck-to-paycheck.

2018 brought many challenges into Barb’s life when her step-daughter passed away from an overdose, and her biological daughter entered rehab. *“I felt stuck and was drinking to mask the pain. I needed to do something more positive.”* During this period, Barb began to sleep in her car. She had moved out from her living arrangements, and was thinking about leaving town to go to Alberta for work.

*“I found a brochure for ACES, I felt I needed to call to see if they could help me get a steady job.”*

Barb completed an intake for the ACES employment program and was accepted into the next session. The session included Forest Firefighting training (Firetack), which had piqued her interest during her intake appointment. During the initial week of ACES (while still living in her car), Barb showed up daily prepared for her classroom sessions and ready for her hands-on training.

The JHS Thompson Region arranged for Barb to have an independent unit to reside in at the Lighthouse building during her employment training so she could have stable, secure space and be well rested. Some of the training was completed on-site and Barb was also able to meet some neighbors who had completed ACES in the past that were out in the workforce daily, and with their conversations, kept the motivation going for everyone.

After completing 4 weeks of training, including passing her Occupational First Aid level 3, Barb created a great resume with the ACES Coordinator and was hired into a position immediately with HIS Wildfire through their partnership with the JHSTR ACES employment program.

# NEW JHS PROVINCE-WIDE PROGRAMS

## PEER MENTOR PROGRAM

Our Peer Mentor program provides peer support services to people with Opioid Use Disorders (OUD) who are transitioning from a correctional institution into the community. Working with Correctional Health Services and their Community Transition Teams (CTT), the program seeks to address the high number of deaths of people transitioning from corrections, and provide an integral bridge to community supports. The CTTs connect people to the community-based supports that contribute to rehabilitation and successful recovery, and work closely with the Peer Mentors in delivering the program.

Through positive role modelling and a shared understanding of lived experience, Peer Mentors help instill a greater sense of hope and connection for individuals in recovery. They are readily available and work closely with people through this challenging period, supporting mentees to navigate the substance use and health systems and to identify personal goals and community resources, and accompany them to appointments.

*We are proud to  
introduce two  
exciting new JHS  
initiatives*

## FORENSIC OUTREACH

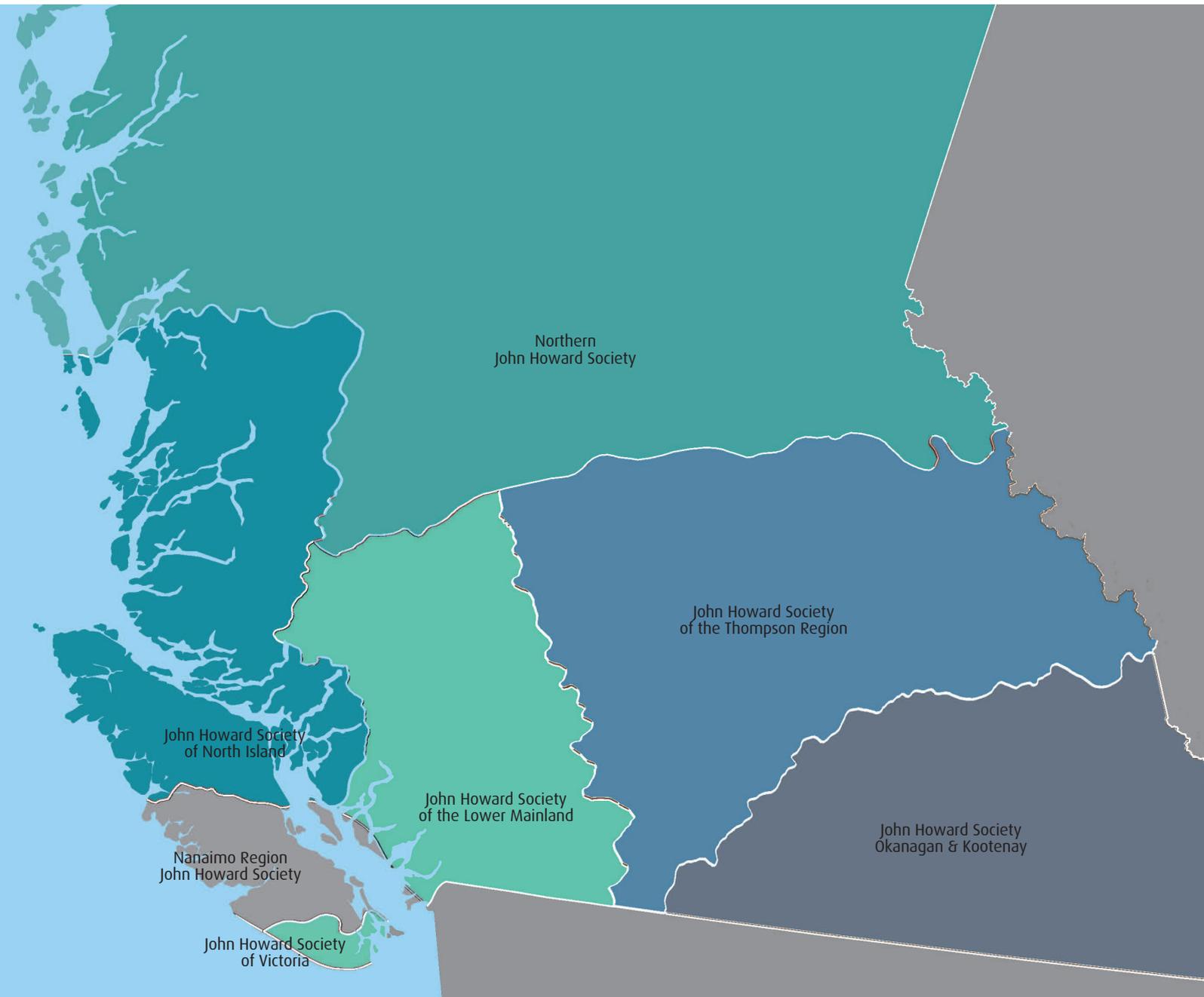
Our new Forensic Outreach program provides person-centered outreach supports to people experiencing concurrent mental health and substance use challenges transitioning from forensic hospital settings into the community. Supporting the Provincial Health Services Authorities' Forensic Regional Clinics, Forensic Outreach connects people with health care services necessary for a positive transition and assists them to live independently in the community, tailoring programming to meet the needs of each person accessing these services.

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*We are proud of the expansion of our province-wide programs, and in our ability to deliver consistent, effective, and innovative programs to people who need them throughout BC*

# JOHN HOWARD SOCIETY ACROSS BC



*Reflections from our  
Regional Affiliates*

## JHS Lower Mainland

*This year, we made many achievements as we continued to work to create safe, healthy, and inclusive communities across the Lower Mainland and Fraser Valley. We are proud to have introduced 5 new programs, including our new Indigenous-focused community-based residential facility, Miyàq'elhà:wetawt. Moving forward, we look to explore opportunities to collaborate with other JHS affiliates across BC, in addition to other stakeholders involved in our work so that we can better support people within our communities facing complex barriers.*

## JHS North Island

*This year we opened The Station, a new 10-bed supported housing facility for youth, and added a new prevention and early intervention program in Campbell River. In April 2019, we opened a 46-bed supported housing facility for adults and will soon be adding a cultural coordinator to our team to increase Indigenous youth cultural programming and increasing training opportunities for our mental health counsellors. Following our site visit, we were awarded another 3 year CARF accreditation - we're proud that our Foundry programs were the first in the province to be accredited in this way.*

## JHS Okanagan & Kootenay

*Celebrating our 60th year operating in the Okanagan, we are proud of the work we achieved this year, including expanding our reach into Vernon and the borders of the US and Alberta. We also opened the Hearthstone Housing First project, and expanded our Community Living Services by 40%. In the coming year we will be developing a new long-term strategic plan, which will see a focus on recruitment and retention. We also look to further integrate into the communities we serve in a positive and meaningful way.*

## JHS Thompson Region

*We developed a new Strategic Plan this year, which will guide our operations for the next 5 years. We are committed to enhancing the quality of service of our programs, building on continued organizational sustainability, and creating more opportunities for community engagement. Deepening our commitment to the health and safety of our staff, clients, and the community, we enhanced our policy, procedure, documentation, and systems, and made large investments in agency-wide staff development, skill building, and knowledge retention.*

## JHS Victoria

*We made significant investments and upgrades to internal processes throughout our organization this year, including modernizing our IT infrastructure, strengthening administrative and financial systems, completing building condition assessments on all of our properties, and focusing on our retention efforts. We look to develop a new residential facility to bridge the gaps in affordable housing experienced across our region. We will also look to expand our portfolio of programs and services using a multi-source funding model to better serve individuals and communities.*

## Nanaimo Region JHS

*Reflecting on the last year, we are proud of the developments to our robust employment programming, the increased capacity of our Board of Directors, and the purchase of our first administrative building. We have continued to focus on cultural sensitivity that is being translated into action at the Board level and in our hiring practices. As we start the 2019-20 year, we look to enhance our governance structures and systems, as well as strengthening our retention practices.*

## Northern JHS

*We were excited to implement the new province-wide programming in Prince George this year, which has allowed us to better serve communities in Northern BC. Specifically, our new employment initiatives were a great success. With funding being a barrier experienced by our organization this year, we look forward to exploring new partnership opportunities that will enable us to advance our suite of programs and services.*

*“My name is Miles and I have been receiving assistance from the John Howard Society of the Lower Mainland since mid-2018 and I have gained a lot, in terms of employment skills and certification through the ACES program. I have completed my level 3 first aid with the assistance of JHS. Through ACES, I was able to enroll in the care institute for the certification required to take the next step towards my goal of becoming a construction safety officer. As of March 2019, I became a site safety adviser for a large reputable company here in Vancouver.*

*I appreciate all that JHS has supported me with throughout my endeavours. The resources they provide are there for people with all sorts of different challenges.*

*Thanks to Mandy, Ryan, and all the staff of JHS.”*



## JHS Stories from Across BC

Miles was one of the first people referred to the ACES program in Vancouver. Residing at a JHS Lower Mainland community-based residential facility, Miles was looking to find a way back to his construction career after serving a sentence at a correctional facility for a crime related to his problematic substance use. A JHS residence worker encouraged Miles to connect with our ACES program to gain employment training and supports that would assist him in achieving his goals.

Miles was engaged in the program, focusing on his physical and mental health, and actively building a network of pro-social supports when he breached his bail conditions and was sentenced to a further month in custody. Throughout this time, Miles maintained contact with his ACES outreach worker, who advocated for him to the judge in his case and committed to continuing to work with him following treatment. Miles was granted release, and as a person who identifies with Indigenous heritage, secured culturally appropriate substance use treatment. Miles worked hard and maintained his sobriety, and after completing treatment returned to the ACES program.

Following his graduation from ACES - just six months after committing to a plan on how to attain his goal of becoming a construction safety officer - Miles completed his training and secured work one month later.

# A Message from Sarah

*"In July 2018 I was very privileged to be a part of the Women on Worksites (WOW) intake of the Construction and Trades To Success (CATTS) program.*

*Before I heard about this amazing program, I was working dead end jobs that I was not passionate about. Eventually this led to extreme anxiety and depression, bad relationships, and hardly any self esteem or self worth.*

*I was always interested in the trades, growing up with my father being a painter, but I knew deep down painting was not for me. The WOW program gave me everything I needed to start a career, while at the same time, getting to know other females that had similar stories.*

*From my first [intake] interview, to day one of the in-class work, right to the very last day of my mentorship I felt absolutely nothing but a sincere compassion and warm want to help from every single [JHS] employee, course trainer, or guest speaker. Truly an unreal group of support. Support that a lot of us women did not have in our daily lives. If you were having a bad day, there was someone to talk to. It was like family.*

*Within the three weeks of training and coaching, we had found a job that really sparked my interest. The day of forklift training was the highlight of the whole experience for me! When Slegg Building Materials was brought up as an option to apply for, I immediately agreed and the resume process began. Within days I had an interview, and a couple days later I was hired as a forklift operator and have been operating since then.*

*The thought of starting a new job in a field I was so unfamiliar with was so terrifying, but the support of every single person from the John Howard Society had my back and I went into my new job with my new found confidence that I can thank them from the bottom of my heart.*

*The last year has been one of the best years for employment of my life... I started at a wage of \$13.50. Less than a year later I am now making \$20.00 an hour and have a full benefits package. Today, I found out that I am employee of the month! The same day I write this letter...*

*Thank you especially, for changing my life" - Sarah*



# LOOKING AHEAD

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In the coming year, we look forward to exploring ongoing opportunities to serve people and communities across the province in ways that reflect the unique barriers faced by each region. There are also unifying challenges faced by communities across BC, including access to safe and affordable housing, prevention and intervention services for mental health and addictions, and funding gaps for necessary supports and services.

John Howard Societies across BC identify a key interest in building the capacity of our organizations to better serve our communities. By supporting staff to improve their skills, remaining competitive as non-profit charitable employers, strengthening internal processes and procedures, and building greater partnerships across sectors and agencies, we can efficiently, effectively, and holistically carry out our work.

Strengthening multi-sector collaboration across housing, health, employment, and transition supports will be pivotal for the JHS into the future. Providing services and supports to British Columbia's most vulnerable people is highly complex, particularly given the overlap of agencies, Ministries, and organizations working to support these diverse and intersectional demographics and the silos that often exist amongst them. To this end, we are excited that the John Howard Society National Conference will be held in our Thompson Region next spring, and the opportunities this presents us in strengthening coordination of services across sectors to improve the wellbeing and livelihoods of vulnerable populations in BC.

Also looking ahead to the coming year, we will be developing position papers and centering our advocacy efforts on four key advocacy priorities:

**Reintegrating people exiting the criminal justice system back into the community**

**Addressing the overrepresentation of people with mental health challenges and developmental disabilities in the criminal justice system**

**Improving coordination between the various agencies that support people living with complex needs**

**Increasing the amount of adequate supportive housing**

We look forward to further exploring these themes at our 2020 conference!

# JHS National Conference

May 26-28, 2020

Thompson Rivers University · Kamloops, BC

## *Building Safe, Healthy & Inclusive Communities*

Taking place on the unceded traditional lands of the Secwépemc Nation, the 2020 John Howard Society conference investigates opportunities for multi-sector collaboration, and systemic change. Together we will explore the development of affordable housing options and community integration support for people facing complex challenges.

By working together, we can create safe, healthy and inclusive communities for all.

For information & updates email  
[info@johnhowardbc.ca](mailto:info@johnhowardbc.ca)

# JHS

The 8th annual John Howard Society Canada Conference will be held from May 26 to 28, 2020 at Thompson Rivers University in Kamloops, BC. Taking place on the unceded territory of the Secwépemc Nation, the 2020 JHS conference will focus on opportunities for multi-sector collaboration and systemic change. In addition to the 2-day JHS conference, we will also be hosting a Leadership Gathering that will bring together invited representatives of non-profit service agencies, social sector Ministries, health authorities, Indigenous and other community organizations, and voices of lived experience in a facilitated discussion on how we can collectively work together improve service delivery and the outcome of those services for vulnerable populations across the province.

For more details please contact  
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# JohnHoward

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