

JohnHoward

SOCIETY PACIFIC

ANNUAL REPORT
HIGHLIGHTS OF OUR 2019-20 YEAR

OUR VISION

A safe, healthy, and inclusive community for all

OUR MISSION

We strengthen communities by supporting people experiencing barriers so they can achieve greater independence

OUR VALUES

INCLUSIVE

We create an environment where everyone can feel welcome and respected

ACCOUNTABLE

We are responsive, take responsibility for our actions, and honour our commitments

PERSON-CENTERED

We adapt our approach to the individual and use empathy and compassion in all of our interactions

COLLABORATIVE

We engage and work closely with others – both within and outside our organization

DETERMINED

We are passionate, do not shy away from tough challenges, and respond to setbacks with a renewed drive to succeed

IMPACT AT A GLANCE



3,312

Persons Served



26

Programs



234

Employees



111

Housing Units



64

Home Share Providers



31%

Individuals Served
Self-Identify as Indigenous



375+

Rental Subsidies Provided



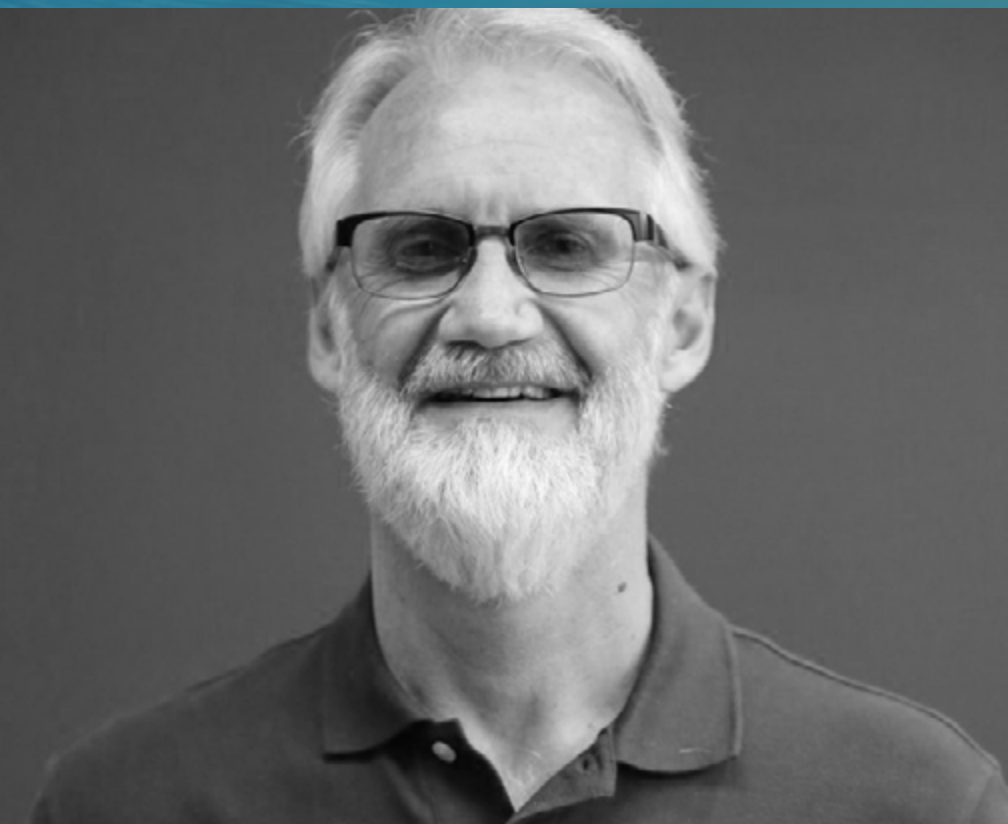
4,500+

Volunteer Hours Contributed

A MESSAGE FROM OUR BOARD CHAIR

Each year when I sit down to write my notes for our annual report, I find myself reflecting in amazement at the achievements of our teams in my time with the organization. As a long-term member of our Board, I look back at how much our organization has accomplished over the years – and this year is no exception.

As we work towards our vision of a safe, healthy, and inclusive community for all, we strive to meet the needs of the people and communities we serve through innovative, person-centered programs and services. This year, we continued to focus on multi-sector collaboration and solutions-focused approaches. Through cross-sector initiatives such as our Navigating Transitions project supporting people transitioning to the community from the corrections system, we have brought people together to provide integrated services and collaborative approaches to complex service delivery to meet the unique needs of the people we serve.



Throughout 2019-20, we focused on sustainability as we continued to grow, enhancing both our services and our infrastructure. Our operational budget has increased year over year, to over \$18.5M this past year. We provided 26 programs and services to over 3,300 people at 15 locations across our region, including both owned and leased properties in the Lower Mainland, Fraser Valley, and beyond. You may be surprised to hear ‘beyond’, but the expansion in locations of our programming is yet another thing that I am excited to share. Early in the 2020-21 year, we were engaged by the Government of Yukon to develop and operate an innovative supervised residential program co-located in a separate and distinct location at the Whitehorse Correctional Centre. We are looking forward to more developments to come in providing key services for this community.

A report of this year would not be complete without reference to the impact of the global COVID-19 pandemic. Given the very nature of our work and recognizing the complex needs and increased adversity faced by our service users due to

COVID-19, our staff truly stepped up to the plate to support people through this difficult time. Supported by the outstanding leadership of our CEO and management team, all services met arising challenges without falter. From our direct services teams to our Board of Directors, everyone exemplified our core values as we came together to support each other, our service users, and our community.

As we move through the 2020-21 year, we have transitioned to a new regional name for our organization, which better reflects the breadth and scope of our reach. As the JHS Pacific, we are pleased to be able to meet the needs of more people in more communities and work towards our vision of safe, healthy, and inclusive communities for all.

“ It takes an incredible team and the lived experience of our service users to continuously improve the work that we are doing, the approaches we are taking, and the impact that we are having.

Across the organization from our volunteers through to our Board of Directors, we are committed to learning, growing, and challenging ourselves to be and do better for the people that we serve. Through the successes and challenges of the past year, we believe we have come together as a stronger, more resilient, and sustainable organization.

Thank you for taking the time to read our 2019-20 annual report. This has been a year unlike any other. I hope that you’re able to take away knowledge, inspiration, and a sense of our excitement and enthusiasm for our work.

TIM STILES
BOARD CHAIR



A MESSAGE FROM OUR CEO

As a charity with over 85 years' experience supporting communities, we have learned and grown a lot throughout that time. While we are traditionally known for our role in criminal justice, we deliver programming that goes far beyond that, in more places and more ways than ever before. Ultimately, we have the people that we serve, our communities, and our incredible team to thank for that.

In the past year, we have faced sizeable challenges and celebrated great successes. We have seen tremendous growth in our programs and services, enhanced our infrastructure, and introduced new software to continuously improve how we support our service users and our teams. We expanded our scope to deliver much needed services beyond our traditional regional borders, and launched new programs to meet the unique needs of the people and communities we serve. We have focused on leading multi-sector collaboration and systemic change to support people facing complex challenges across our region and beyond. And, of course, we came together in the wake of COVID-19 to continue our essential services and support our residents, service users, staff team and communities as we navigate the pandemic together.



“The contributions of our staff, supporters, and communities are what have made it possible to reach the size and scale of our current operations, and we are excited to embark upon this next chapter for our organization.”

This year, we introduced two new programs in response to the opioid crisis, our Forensic Outreach and Peer Mentor initiatives. We expanded our employment supports, delivering new streams of our ACES (Acquiring Community-Based Employment Skills) programming and enhancing employment training opportunities for service users across the organization. We implemented new policy, performance management, and collaboration software platforms which have allowed us to

strengthen efficiency and effectiveness across the organization. We have focused on further developing our digital presence with the launch of our new website, blog, and internal communications initiatives.

Thanks in large part to the innovative work being carried out by our teams, we've been able to expand our services to places beyond the Lower Mainland, in ways that meet the diverse needs of people and communities. We have seen substantial expansion in our programming and geographic reach over recent years, and this year was no exception. With services now in the Lower Mainland, Fraser Valley, Prince George, and the Yukon, we recognized that our regional name no longer reflected the scope of our work. In August 2020, we were excited to transition our regional name to the John Howard Society Pacific. This exciting change allows us to more accurately represent our breadth of programs and services in the diverse communities we serve, and offers us more opportunities to pursue our vision without being tied to the restrictions of our previous name. It is worth noting that in recent months, these major program and organizational developments have taken place amidst a global pandemic that has required our staff, service users, and wider community to re-envision the way that we live, work, and collaborate.

The work that continues to take place throughout the organization to support staff, residents, and service users through COVID-19 has been profound. From implementing adaptive work procedures for our staff teams, to creating meals and care packages for service users in need, to supporting vulnerable people in creative ways, it is clear across every program that our teams are coming together in remarkable ways to advocate for vulnerable people experiencing heightened barriers throughout the pandemic.

Our ability to create lasting and evolving impact in the lives of the people and the communities we serve would not be made possible without our incredible volunteers, staff, leadership team, Board of Directors, donors, funders and community partners. I am proud to be one small part of our exceptional team and the wider JHS community, who deserve immense applause for their unwavering dedication, support, and commitment to the people and communities we serve.

MARK MILLER,
CHIEF EXECUTIVE OFFICER



HOUSING FIRST IN ACTION



513

people supported through our continuum of housing programs

375

rental subsidies provided to people at risk of homelessness

Building Connections with People Experiencing Homelessness

Our Reaching Home team spent time in the neighbourhood surrounding our Vancouver Community Services Office to build connections with people experiencing homelessness in the local community. Through this outreach approach, our team was able to establish rapport and let people know about the support and assistance that we can provide.

The program served 67 people in the community, successfully secured housing for 29 individuals, and provided essential support and wraparound services to 231 incarcerated people to help them meet housing, employment, and other needs upon their transition to the community.

Leveraging Our Continuum of Programs and Services

The lack of available affordable housing was identified as a key barrier for many participants of our ACES (Acquiring Community-Based Employment Skills) program as they worked to find and maintain employment. Particularly for those with criminal justice experience, not having a safe, stable home was recognized as a barrier to employment.

To help address this barrier, we began delivering ACES to eligible participants of our Homelessness Prevention Program (HPP), providing people receiving housing supports an opportunity to build on their success and obtain employment training to assist them in achieving greater independence.

74 people were assisted with their employment needs through HPP alone, collaborating with local service providers and employment agencies to better achieve this.



26+

additional housing units opened
at the start of the 2020-21 year,
bringing our total housing units to
137 and counting

Introducing New Transitional Housing

In the last two years, nearly 75% of people receiving support through our Community Case Management and Supervision (CCMS) program identified the need for housing supports. Participants in the CCMS program who do not have family or friend in Canada often find themselves struggling to find stable housing, relying on the shelter system as a result.

This year we're moving forward with an exciting new initiative in partnership with the Canada Border Services Agency that provides transitional housing opportunities for CCMS program participants. Our new CCMS transitional housing program - Kensington House - provides opportunities for stable transitional housing, allowing program participants to stabilize in other areas of life while receiving staff support to plan for permanent housing.



COORDINATED SERVICE DELIVERY & MULTI-SECTOR COLLABORATION

Working collaboratively across sectors with all levels of government, funders, housing providers, and community-based organizations has been a key focus for our organization this year. Through our commitment to playing a leading role in multi-sector coordination and collaboration, we have seen increased opportunity to effectively and efficiently connect the people that we serve with the person-centered services and supports they need to reach their goals.

We've expanded our networks, developed new partnerships and opportunities to work together to support service users, and led important conversations to expand collaboration across our sector.

“ Strengthening relationships with community partners has enabled us to maximize efficiencies while enhancing the partners’ understanding of the values of the John Howard Society and the needs of our program participants.

– Teddy, Senior Manager of New Program Initiatives



WE MOVED!

Our new Abbotsford Community Services Office is centrally located and designed for collaborative work; allowing us to build creative partnerships with local community partners and deliver some in-person programming

COLLABORATION IN PRACTICE

Recognizing that valid ID is essential to access services, our Reintegration Worker looked to partners in the community to identify how we could support people that face barriers in obtaining ID while in prison. Connecting with a local Salvation Army program which provides financial support to people to acquire ID, we worked together to fill the gap in services experienced by many people as they transition from prison to the community. Through this partnership, our Reintegration program has been able to connect people to financial assistance to pay for the costs associated with obtaining ID, which greatly contributes to their success in the community.

“ The opportunities for partnerships are truly limitless.

– Fouad, our Reintegration Worker

Here are just a few of the collaborative networks that we're a part of:

- East Side Planning Table
- Surrey Mobilization and Resiliency Table (SMART)
- Rapid Access Housing Table
- Multi-Agency Partnership (MAP) meetings
- CLBC Community Council
- Inmate Committees & Prisoner Groups
- Peer Mentors Support Network

EXPANDING OUR SERVICES

This year, we began delivering two programs in direct response to the opioid crisis: Peer Mentors and Forensic Outreach. These new programs work to disrupt the opioid epidemic by supporting formerly incarcerated people as they transition to the community.

PEER MENTORS

In partnership with Correctional Health Services, the Peer Mentor program provides peer-led supports to people with opioid use disorders as they transition from a correctional setting to the community. Peer Mentors work closely with people as they navigate the transition to community, providing positive role modelling, a shared understanding of lived experience, and connection to the services, supports, and solidarity networks that are foundations to successful transition.

FORENSIC OUTREACH

Our Forensic Outreach team works with the Provincial Health Services Authority Forensic Regional Clinics to provide outreach supports to people with concurrent mental health and addiction disorders. Our teams provide flexible and person-centered supports that promote public safety, while meeting the needs of the people they support. Outreach services connect individuals to health care and other supports that assist with safe and independent living in the community, and are tailored to meet each person’s individual needs and goals.

FACILITATING GREATER ACCESS TO MEANINGFUL EMPLOYMENT

This year, we began delivering a new stream of our ACES (Acquiring Community-Based Employment Skills) program, supporting survivors of violence or trauma in meeting their employment goals. We also expanded our delivery of the ACES program to Northern BC, serving communities in and surrounding Prince George.

THREE

Peers supporting people transition to community from correctional centres throughout the Lower Mainland and Fraser Valley

109

People participated in ACES across the Lower Mainland, Fraser Valley, and Prince George

EXPANDING OUR COMMUNITY PROGRAMMING

Complimenting the established programs and partnerships at our Community Services Office such as our free UBC Dental Clinic and weekly Talking Circle, we have introduced several new initiatives this past year.

- Free counselling services in partnership with Moving Forward Family Services
- Nutrition resources in partnership with UBC Food, Nutrition & Health Program
- Library Club in partnership with our local Vancouver Public Library Community Librarian
- Resource guides on current topics in partnership with law students from Pro-Bono Students Canada

“Working with Zafer[✶] has reminded me that every client has different needs. When we first started working together, I tried to implement goals and activities that would get him out of the house because that’s what I thought we were supposed to do as workers. I quickly realized that I was not considering his needs and speaking his language, which is music. My role as a (outreach) worker really is to support Zafer by introducing him to a healthy musical community, teaching him that he does not have to be exploited in order to play his music and show his talent.

– JHS Outreach Worker

LOOKING FORWARD

In the spring of 2020, we added three additional new programs, including our innovative Supervised Residential Housing services in Whitehorse, Community Support Initiatives, and CCMS Kensington House transitional housing.

MEET DAVID, ONE OF OUR PEER MENTORS

David is a familiar name to many JHS blog readers, conference attendees, staff, and past annual report readers. He's been involved in a range of JHS initiatives over the years at the regional, provincial, and national level, and is perhaps best known for his role as one of our Peer Mentors.

As a Peer Mentor, David uses his expertise in addictions, trauma, and the justice system to support people as they navigate barriers in their transition to the community from corrections. For David, this expertise comes from both professional experience supporting vulnerable populations and from lived experience.

"I've spent almost half a human lifetime in prison – the juvenile system, provincial and federal. For a lot of years of my life that's all I knew; alcohol, drug, crime, violence and prison. It was a merry-go-round. I found a home in prison, and it became the life I loved to hate."

It wasn't until his fourth try at parole, residing at one of our community-based residential facilities that things changed for him.

“ Overcoming addiction isn't just about not drinking or using drugs. You have to replace that with something else. In my case, it's been working with the JHS.

"I felt so accepted and willing to co-exist with the staff. I didn't see them as authority figures, they were just people trying to help me turn my life around, and it worked. For the first time, I found myself reaching out and asking these people for help."

David went on to access other JHS services as he continued his transition to community, including our Indigenous-focused programming at Tims Manor, Miyáq'elhá:wetawt. Before he moved out to live independently in the community with his wife, our staff told him about a new opportunity arising at the JHS: the Peer Mentor position.



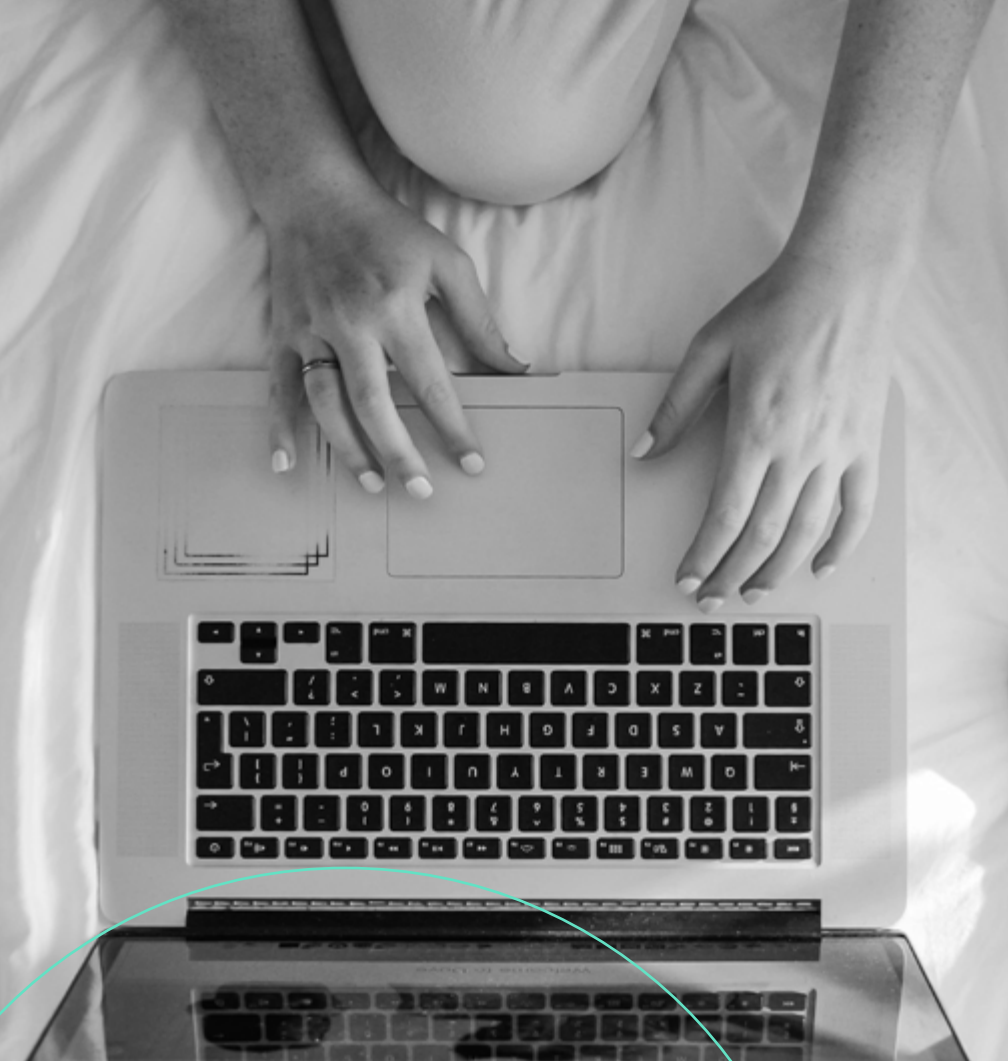
“Next thing I know, I’m using my experience to help other people.”

David not only works alongside the Provincial Health Services Authority’s Community Transition Teams and other colleagues within the program, but he also participates in a JHS Peer Mentor Working Group, which consists of Peer Mentors delivering similar programming at other John Howard Societies across BC. The working group meets regularly to share their experiences as Peers, learn from one another, and exchange strategies and insight.

Since becoming a Peer Mentor, David has presented at a mental health conference, the University of Fraser Valley, and the JHS 2020 National Conference. He is also soon-to-be featured on the new JHS Canada podcast series, Voices Inside and Out.

Through hard work, determination, and a passion for helping others, David has seen immense success in his personal and professional life, and has had a profound effect on those he has supported as a Peer Mentor.

From David’s experience, and many other Peer Mentors, these programs not only benefit the person receiving their supports, but the Peers as well.



60,621

unique viewers engaged with the JHS ecosystem this year, with

7,543

average site visits a month

BUILDING A STRONG DIGITAL COMMUNITY

Over the last year, we have worked to build and participate within a digital community that is inclusive, engaging, and accessible.

CREATING A NEW DIGITAL ECOSYSTEM ACROSS BRITISH COLUMBIA

In the fall, we worked with John Howard Societies across BC to launch new websites that exist within the same virtual ecosystem; creating seamless connectivity and an enhanced user experience that makes it easier for people to access the supports that they need to live more independently and value their positive contributions to society.

[Visit our new website here.](#)

SHARING OUR STORIES

We've also started a blog, which provides more insight into the work that we do, the people that we serve, and key societal issues that we tackle.

Launched in February to coincide with JHS Week – an annual campaign led by JHS Canada to spread awareness and instill pride in the work of JHS affiliates across the country - our new blog provides information, shares stories, and amplifies the voice of staff, service users, and others within the JHS community. We are excited to utilize this platform to explore a range of topics, such as personal narratives of our service users, inspiring success stories, and information and advocacy on important social and criminal justice issues.

600+ people have read our blog since its launch!

[Read our blog here.](#)

CARF ACCREDITATION

CARF (Commission on the Accreditation of Rehabilitation Facilities) is a non-profit accreditation organization that serves as a catalyst for continuous quality improvement in health and human services organizations. Through our commitment to internationally recognized CARF best practice standards, we continuously reaffirm our dedication to improving the quality of life of persons served through the highest quality of services possible.



We are proud to have maintained our CARF accreditation since 2005, and are excited to share that following our March 2020 evaluation survey we were again awarded the highest level of certification available - three-year accreditation extending through March 2023 for the following programs/services:

- Community Housing
- Host Family/Shared Living Services
- Supported Living
- Governance Standards Applied

We received overwhelmingly positive feedback, such as the quote below:

“Family members express the tremendous impact of services on the lives of their loved ones through the quality of services and enthusiastic support they receive, which has made lifelong changes in a short amount of time.”

Maintaining this accreditation is an enormous undertaking, and it provides the people that we serve the opportunity to share their expertise as service users. Their input greatly informs the CARF review process, and throughout all that we do as a person-centered organization, their needs and perspectives are at the center of our work.

Read our [CARF accreditation report here!](#)

COVID-19: NAVIGATING THROUGH THE PANDEMIC

As essential service providers, we support community members who, before COVID-19, already faced multiple barriers to finding and maintaining employment, housing, food, physical and mental health supports, meaningful community connections and other basic needs. Now, in the wake of a global pandemic, many are faced with new challenges and heightened barriers that impact them in profound ways.

Throughout the pandemic, we have come together to support our service users, each other, and our communities. We have solidified our commitment to building safe, healthy and inclusive communities for all, and adapted our services as required to ensure that we are navigating through the pandemic, together.

INNOVATIVE NEW PROGRAMS INTRODUCED IN RESPONSE TO COVID-19

Ensuring adequate physical distancing and quarantine measures is difficult in correctional settings, and across Canada, groups including JHS have advocated for the release of low-risk incarcerated people in response to the pandemic. We are proud of the role that we've played in implementing new programs in partnership with our correctional partners to ensure all members of our society are safe and healthy during the pandemic.

MOBILE SUPPORT & SUPERVISION POP UP PROGRAM

Staff at Elliott House, one of our community-based residential facilities in Abbotsford, moved swiftly in response to a request from Correctional Service of Canada to provide structured residential supervision and support to isolating individuals reintegrating into the community from federal correctional institutions. Through innovative measures including the use of mobile trailers and motels, our teams went the extra mile to prevent the spread of COVID-19 and advance public safety.

JHS COMMUNITY SUPPORT INITIATIVES

Working in collaboration with BC Corrections and BC Housing, our Community Support Initiatives provide community reintegration services, housing assistance, and wraparound support to individuals with complex needs identified as eligible for release to reduce the spread of COVID-19. The program was developed to provide support to individuals with a history of homelessness, protect health and safety, and lessen the potential burden on our healthcare system during the heightened risk of COVID-19 contraction in correctional settings.



COVID-19: RESILIENCE IN THE FACE OF ADVERSITY

Throughout the global pandemic, at every level of the organization – including our service users, staff, leadership team, Board of Directors, donors and funders – people have come together to demonstrate immense determination, creativity, and resilience.

We have adapted our programs to provide virtual supports where necessary, created meal programs to support food security for service users in need, safely supported and relocated residents who were at high risk due to age or pre-existing conditions, and established new communications processes and initiatives to ensure our staff, service users, and stakeholders remain connected, informed, engaged, and inspired.

We are incredibly proud of and thankful for our community. We have received tremendous support through this time of adversity, allowing us to persevere and ensure that everyone stays safe, healthy, and included during COVID-19.

THANK YOU

Thank you to the many members of our community who have offered their support and solidarity to our organization and our service users. It is truly remarkable to see the incredible efforts being made across the organization and the community as we all work together through this crisis.



4,800+

hours of staff training including a number of specialized certifications such as:

- Vulnerable Assessment Tool
- Trauma Informed Practices
- Indigenous Cultural Safety
- Critical Incident Stress Management

STAFF HIGHLIGHTS

Our employee recognition programs help us celebrate the contributions and achievements of the amazing staff that make up our organization.

HIGH FIVE AWARDS

High Fives are our newest employee recognition award, given to staff by staff as a way of celebrating the big and small ways that our team goes above and beyond every day in being person-centered, inclusive, collaborative, determined, and accountable.

Since this initiative started in early 2019, over 600 High Fives have been shared across our organization!

SPIRIT OF JOHN HOWARD AWARD

Our Spirit of John Howard Award recognizes one employee each year who has gone above and beyond the expectations of their role in providing support, advocacy, and who demonstrate outstanding acts of dedication, generosity, and kindness on behalf of the organization.

“ Anna often takes the initiative to do things that are never asked or expected of her. Her genuine care for the people we serve and their wellbeing drives her to help out how ever she can. She never shies away from supporting people... she just rolls up her sleeves and gets things done.

– Anna’s peer nominator

AWARDS OF EXCELLENCE

Our biennial JHS Awards of Excellence are the most prestigious award series available at the John Howard Society, awarded to Rising Stars, Champions, and Legends in our organization. The 2020 Awards were delayed due to COVID-19, but we are pleased that we were able to announce this year's recipients this summer.

RISING STAR

An individual with less than two years' experience with the organization who demonstrates great achievements and promise as a future leader in the organization and in the social service sector.

BECKY DROHAN

MILLER BLOCK OUTREACH WORKER

In her time with the organization, Becky has been a valued member of both our Charland and Miller Block teams. A true rising star, Becky consistently goes above and beyond to provide person-centered support and demonstrates care and compassion with everyone she connects with. She was instrumental in the development of a new program, helping to build it from the ground up and working with residents and stakeholders to identify the best support strategies possible. Becky supports and onboards her fellow team members with energy and enthusiasm, and is passionate about the work and values of JHS.

CHAMPION

An individual who goes the extra mile, creates lasting change, and is someone all staff can look to for inspiration.

KATIE OSBORNE

MANAGER OF COMMUNITY SERVICES

Having worked in many of our community-based programs since starting with JHS, Katie is truly a champion who makes a difference in the organization and in the lives of the people we serve through her passion, dedication, and enthusiasm. Katie leads her teams with compassion and encouragement, and is known for her unique ability to navigate through unexpected problems while providing unwavering support to our staff and service users.

An honourable mention goes out to our Miller Block staff, who were nominated as a team. Perhaps best articulated by the nominator "I know the Champion award is typically given to an individual, but this is a year of things that have never happened before..."

LEGEND

An individual who has demonstrated a sustained level of high performance, served as a mentor, and has made extraordinary contributions to the community.

PAT GILBERT

FORMER RESIDENCE MANAGER AT HOBDEN

For anyone who had the pleasure and privilege of knowing Pat Gilbert, our long-standing Manager at Hobden House, they know how important she was to the John Howard Society and to the people she worked with. Pat was truly a JHS legend, creating a home for countless residents at Hobden House. She was a tireless advocate, dedicated mentor, and touched the lives of countless staff and residents not only throughout her time with the organization, but beyond her retirement as well. While Pat passed away after a courageous battle with lung cancer in the summer of 2019, her legacy lives on through the JHS and those that knew her.

THANK YOU TO OUR VOLUNTEERS

We are thankful to engage with motivated young people, students, and passionate community members through our extensive Volunteer and Practicum program. We are incredibly appreciative of their dedication, enthusiasm, and commitment to the JHS and the people we serve.

In Our 2019-20 year, we had 78 individuals contribute over 4600 hours to support service users accessing programs across our organization.

VOLUNTEERS & PRACTICUM STUDENTS

Ailie McKenna, Aishwarya Shete, Alaia Aland, Amanda Tran, Annie Murru, Ariana Kaknevicus, Ashley MacDonald, Ashley Sehmer, Bea Baziw, Boa Lei, Brooklyn Wilson, Chelsea Humphreys, Connor Eriksen, Daniel Moir, Derek Wiseman, Dishani Perera, Graeme Houston-McMillan, Gurpreet Seera, Hanson Wong, Harsimran Basra, Jen Scarisbrick, Joanna Ludlow, Joey Mitchell, Joseph Pierri, Jshandeep Jassal, Justin Thurn, Ken Ngai, Kenna Prepchuk, Kristel Carretas, Levente Mathe, Lindsey Anna Button, Lorna Brown, Manhek Dhaliwal, Max Innes, Michael Johnson, Mike McCaffrey, Monique Lariviere, Nakisha Mander, Nathan Larsen, Nicolle Fraser, Nikolas Kulka, Norman Lewis, Osha Hagon, Riley Vallance, Salima Mir, Shannon Sequeira, Tanpreet Dhaliwal, Tejal Barde, Tiana Botta, Zoe Green

& all of our Counselling Interns from Moving Forward Family Services and Dental Students from UBC Dental

90%

of Vancouver-based volunteers and practicum students identified in their exit survey that their experience at the JHS was "Excellent"

“ This was one of the most friendly and supportive volunteer environments I’ve encountered. Staff were incredibly helpful, understanding and patient.

– A JHS Volunteer

This past year, we developed a new position for a practicum student at North Fraser Pretrial Centre to support our Community Reintegration worker!



VOLUNTEER APPRECIATION

A common need held by many of our service users is support in filing taxes. Without up-to-date taxes, vulnerable people are unable to access essential government services and subsidies entitled to them. They may also be missing out on GST funds that have built up over years of not filing their taxes. Thankfully, we have a volunteer that greatly helps in removing this barrier.

Ken, our Income Tax Volunteer, has been volunteering his time with our Community Services Office since 2015, supporting many of our service users complete and file their taxes.

This year alone, Ken completed over 800 returns for 300 individuals through our year-round tax clinic.

OUR BOARD OF DIRECTORS

We are grateful to have an amazing Board of Directors made up of community members who volunteer their time and expertise to the organization and bring unwavering compassion and enthusiasm in their service to the individuals, staff, and communities we serve.

Tim Stiles, Chair
Pat Alexander, Vice Chair
Jayce Allen, Vice Chair
Dan Muzzin, Treasurer
Pamela Smith-Gander, Past President

Carrie McCulley
Galib Bhayani
Emily Lewis
Liam Menard

With special thanks to Morten Bisgaard, who retired from our Board in 2019.
Thank you for your service and contributions to our organization!

PROGRAMS AND PERSONS SERVED

109	ACES Employment	2	East 3rd Residential
4	Charland Residential	58	Elliott House
19	Community Case Management & Supervision	39	Employment Preparation Program
247	Community Living Outreach	44	Forensic Outreach
391	Community Reintegration · Provincial	8	Fraser Street Apartments
320	Community Resource Expos	1	Frey Place
16	Dad HERO	53	Guy Richmond Place

PROGRAMS AND PERSONS SERVED

44	Hobden House	344	Reintegration Program · Federal
125	Homelessness Prevention Program	50	Tims Manor
82	Home Share Program	4	Vancouver Apartments
14	Miller Block	854	Vancouver Community Services Office
94	Peer Mentors	78	Volunteer & Practicum Student Program
310	Reaching Home	2	Willow Place

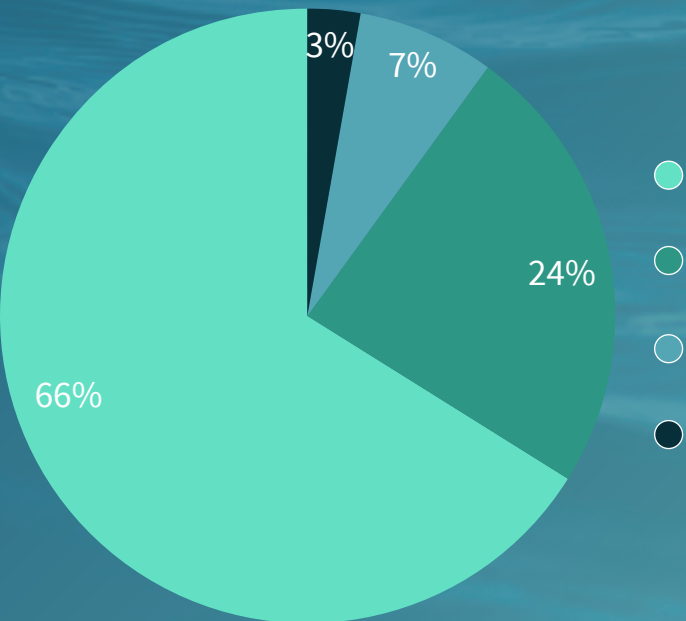
OUR FINANCIALS

With our total revenue having increased by 21%, a key focus for our year was to mobilize funds to invest in our incredible staff team. We became a certified Living Wage Employer, and through general wage increases and the provincial Low Wage Redress increased wages for all of our unionized staff by 5.5%. We designed and implemented a new career framework compensation philosophy for our exempt positions building new opportunities for advancement and making them more sustainable, and invested further in the benefits, services, and supports available to all our employees. We were thankful to add 5 new programs this year, and increased our program expenses by 18% to meet evolving needs. We invested in major renovations across our properties, including enhancements to our Tims Manor and Miyàq’elha:wetàwt programs which expand the range of Indigenous-focused programming available to residents of our Abbotsford Community-Based Residential Facilities. As we move into the 2020-21 year, we will continue our focus on financial stability and sustainability as we look forward to continuing to serve more people across BC and Yukon.

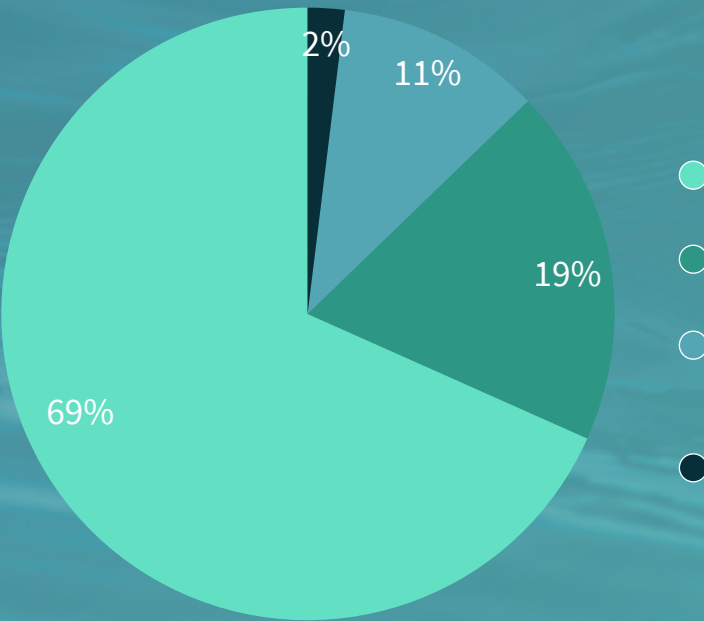
To view our 2019-20 Audited Financial Statements, please visit www.jhspacific.ca

FUNDING BY SOURCE

Hover over legends to see funding amount.

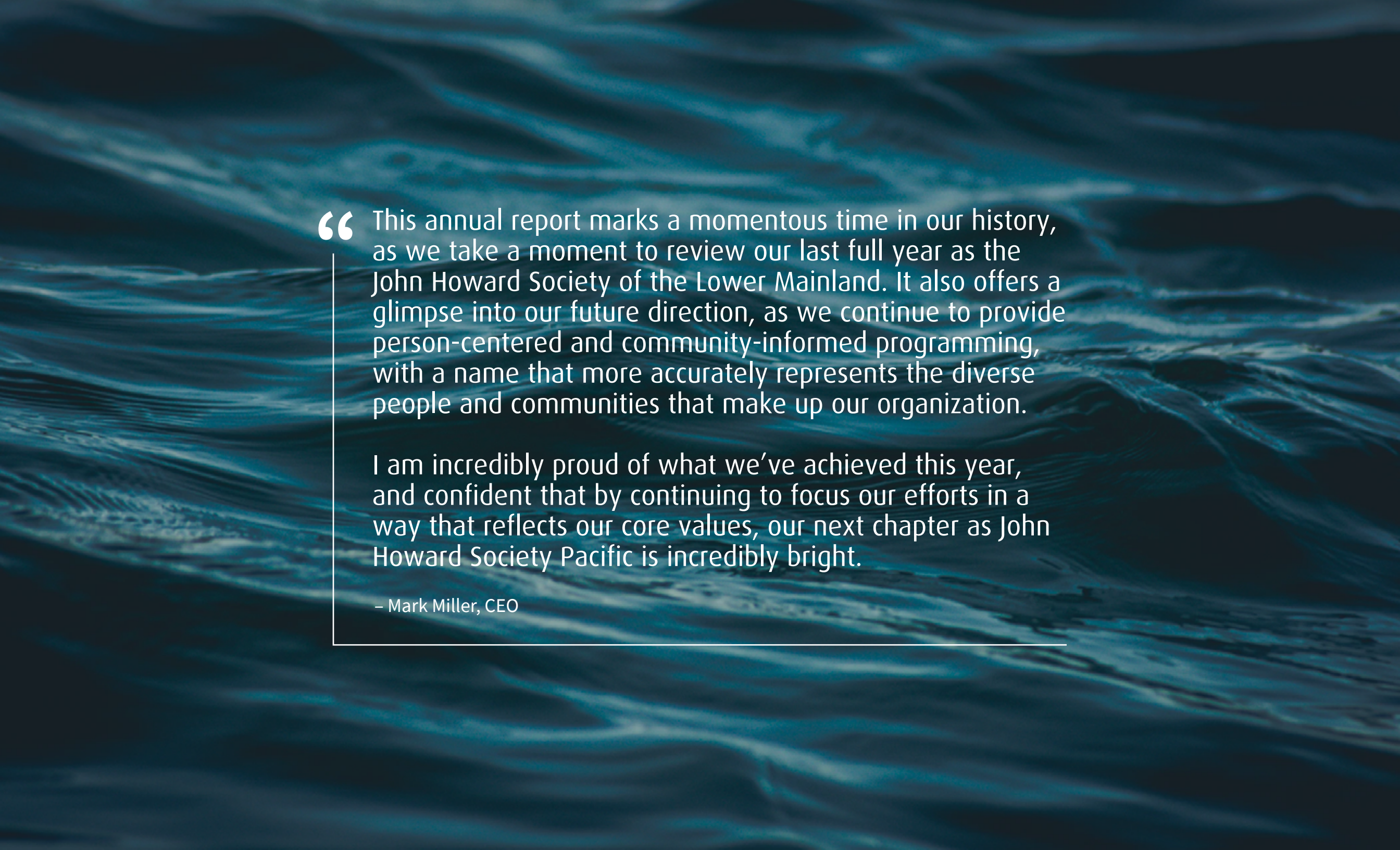


EXPENSES BY CATEGORY



We would like to sincerely thank our funders and supporters who allowed us to pursue our vision, our partners who assist us in serving individuals and communities, and our amazing donors who have generously supported us through the year.

Thank you for your continued support of JHS!



“ This annual report marks a momentous time in our history, as we take a moment to review our last full year as the John Howard Society of the Lower Mainland. It also offers a glimpse into our future direction, as we continue to provide person-centered and community-informed programming, with a name that more accurately represents the diverse people and communities that make up our organization.

I am incredibly proud of what we've achieved this year, and confident that by continuing to focus our efforts in a way that reflects our core values, our next chapter as John Howard Society Pacific is incredibly bright.

– Mark Miller, CEO



JHS

WWW.JHSPACIFIC.CA