



# JohnHoward

SOCIETY PACIFIC

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## ANNUAL REPORT

Highlights of our 2020-21 year

John Howard Society Pacific is a dynamic, innovative social service organization that works to create safe, healthy, and inclusive communities for all. We do this through a continuum of housing, life-skills, outreach, employment, and community services, with the goal of assisting individuals to achieve greater independence.

We support people with complex needs facing multiple barriers including those who may be involved in the criminal justice system, have developmental disabilities, or facing homelessness, mental health challenges, or problematic substance use. Through person-centered services, we assist people made vulnerable to poverty, homelessness, crime, or other complex social issues to become empowered as they work to meet their unique needs and goals.

# 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 CORE VALUES

Inclusive · Accountable · Person-Centered · Collaborative · Determined

# OUR IMPACT & REACH

We provide support to people and communities on the ancestral, traditional, and unceded Indigenous territories of the x<sup>w</sup>məθk<sup>w</sup>əyəm (Musqueam), sk̓wxwú7mesh (Squamish), sel̓ílwitulh (Tsleil-Waututh), Kway-quit-lum (Kwikwetlem), Kwantlen, Q'e'yc'ey (Katzie), Matsqui, Sema:th (Sumas), səmí'a:mu: (Semiahmoo), Qayqayt, Stó:lō, Sḵəwaθn Məsteyəx<sup>w</sup> (Tsawwassen), other Coast Salish Peoples, as well as the traditional lands of the Kwanlin Dün First Nation, Ta'an Kwäch'än Council, and other Yukon First Nations. We are honoured to have the opportunity to work on the lands of these and other First Nations, and do not take lightly the privilege and responsibility of providing culturally appropriate services.



2,782  
People Served



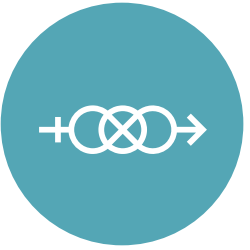
29  
Programs



137  
Housing units



33%  
Indigenous people served



83%, 16%, 1%  
Men, women, and other gender identities



407  
People working towards a safe, healthy, and inclusive community for all

# A MESSAGE FROM OUR BOARD CHAIR

This past year has been one of unforeseen challenges, unwavering determination, and tremendous resilience. Although the COVID-19 pandemic played an undeniable role in every part of this past year, our communities – and indeed our staff, service users, and our organization as a whole – have not only persevered but have celebrated remarkable accomplishments and growth.

Although I have been a member of the Board of Directors for some time, this has been my first year as Chair. I have been privileged to have a front row seat to the many significant events that have happened throughout this year, and to play a small part in supporting our teams to do the essential work that they do for the people and communities we serve.

Before I go further, I would like to take a short moment to express my sincerest appreciation to our staff and volunteers. I am left amazed every time I interact with our teams and bear witness to their talents, patience, and determination to support people who face profound barriers in their day to day lives. To our incredible staff and dedicated volunteers, thank you for all that you do.

Over the last year, our focus as an organization and as a Board has been on supporting our programs, staff teams, and service users through the pandemic; engaging in strategic planning for our future; and integrating new systems and structures to ensure that our organization continues to grow and operate in ways that are sustainable, beneficial to community, and aligned with our purpose and values. These significant positive changes have been led by our visionary CEO, Mark Miller, and our extremely capable leadership team.



**A major achievement of our organization this year has been the reimagining of our potential as a social service provider working in and with communities, and the creation of a new road map to help us get there. We designed a new three-year strategic plan that will guide us in the years to come, and developed new partnerships and programs across our region, particularly in the Yukon, which has been an honour and privilege for our organization.**

We moved towards an independent, autonomous governance structure to ensure that we could be adaptive, agile and responsive to evolving community needs and arising funding opportunities. While we are no longer affiliated with the John Howard Society network, we continue to work closely with other JHS organizations to achieve complimentary goals and are incredibly proud of our legacy.

As we've expanded our programming over the years, we recognized that it was time to change our name from John Howard Society of the Lower Mainland of BC to John Howard Society Pacific in order to better represent the scope of our work. This was just one small step in a much larger, and ongoing process of reflecting on how we can better share with the world what we do and how we do it.



As we grow and build on the range of services that we deliver, we identified numerous ways that we can ensure we are doing this sustainably. We strengthened many of our support functions by revising team structures to streamline our financial and business functions as well as our recruitment efforts. This has allowed us to bring on more staff, take on new funding opportunities, and support that have led to new, innovative programs, and has sets us up to achieve our goals as set out in our new strategic plan.

I think I speak for the entire Board when I say that we are starting a new year stronger, more focused, and more optimistic than ever before, which is all thanks to the foundations that we've been creating over the years, this past year in particular. I am incredibly proud of the achievements you'll read about in this report, among many more that simply wouldn't fit into a single report.

**PAT ALEXANDER**  
BOARD CHAIR

A handwritten signature in black ink, appearing to read 'Pat Alexander', with a stylized flourish at the end.



# A MESSAGE FROM OUR CEO

As I reflect on our 2020-21 year, I am struck by the resilience and determination of our residents, service users, and staff. This year has been one unlike any other, and through tremendous challenges and significant triumphs, we came together in extraordinary ways.

While the impacts of COVID-19 have been felt cross our global community, they were – and continue to be – most pronounced for vulnerable people. With the closure of many support services in the community and necessary restrictions on institutional visits and in-person supports, we saw needs increase. The pandemic magnified social inequities and systemic barriers that existed long before COVID-19, increasing challenges and creating new obstacles. It also collided with the public health emergency that has been at the center of our communities for too many years and taken too many lives – the overdose crisis.

Our teams, services users, funders, and community came together to meet growing needs in our community. Early in the year we introduced our new Community Support Initiatives (CSI) program to support people with complex needs who were identified as eligible for release from prison. We expanded our suite of employment programs to provide training and support for people entering or returning to the workforce. We increased our services in the Prince George region, and created new opportunities and partnerships. We introduced additional harm reduction measures, and advocated for lasting change. We invested in our buildings and infrastructure to ensure the long-term sustainability of our programs and increase our capacity to serve more people in more places. We built on our strong foundation of current programs, and introduced new services across our region.

We were honoured to expand our services to the Yukon with the introduction of the SHARP program in May. As a new service provider in the area, we have been humbled to be welcomed and are eager to continue to learn from and work with people in the territory. Our partnership with the Council of Yukon First Nations has been a major highlight of the year, and we look forward to continuing to work together to serve people and communities of the Yukon. This is just one small but important step in our much larger journey towards learning and living reconciliation.

This year, we also placed focus on the important work of diversity, equity, and inclusion (DEI) across our organization. Our DEI Committee assessed the organization against the Centre for Global Inclusion's 275 Global Diversity, Equity & Inclusion benchmarks, and developed strategies to ensure that we continuously work towards best practices in all categories. We welcomed the team at Bakau Consulting to carry out a full DEI audit of our organizational practices, and embedded DEI as a central focus for the years to come.

We refreshed our strategic plan, setting out the path for our organization in the coming years as we strive to achieve our vision of safe, healthy, and inclusive communities for all. We aligned our leadership structure to support our work towards this vision, moving to a regional model to ensure continuous focus on the unique needs of the people and communities we serve.

Earlier this year we launched our social media channels, creating a platform to amplify the voices and share the stories of the people of JHS. We introduced our monthly Speaker Series to share innovation, inspiration, and expertise through free educational presentations on key topics in criminal and social justice. And we kicked off our Leadership Gathering, a series of events which bring together key decision makers from across our sector to engage in critical discussions around how the coordination of services to vulnerable populations can be improved to create better outcomes.



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**Throughout the challenges and successes of this past year, I have seen incredible resilience and unwavering determination at all levels of our organization and our community.**

I am so thankful to our incredible staff team, volunteers, donors, partners, funders, and dedicated Board of Directors for the essential role that they play. Our values are brought to life through the work that they do each and every day, and the achievements highlighted throughout this report, and indeed the small but incredibly impactful things that happen every day, would not be possible without our incredible team.

**MARK MILLER,**  
CHIEF EXECUTIVE OFFICER

A handwritten signature in black ink, consisting of a stylized 'M' followed by a horizontal line with a small upward flick at the end.

# WORKING TOGETHER THROUGH COVID-19

As essential service providers, throughout the last year we worked together with our service users, staff, partners, and others to navigate the pandemic and the challenges that have been faced by our communities.

While COVID-19 has made visible complex social issues and tremendous challenges, many of them aren't actually new.

Poverty, mental health challenges, addiction, homelessness, social isolation, difficulties finding and maintaining employment, and the inability to access community services have been challenges present in our communities long before the pandemic.

COVID-19 has greatly exacerbated people's vulnerability to poverty and other complex social issues while also reducing access to services that can support them. **Throughout the pandemic, our teams have demonstrated unwavering determination and support to communities across BC and Yukon.**





Thanks to the flexibility and responsiveness of our program teams, funders, and partners, we've been able to respond to the complex needs of our community throughout COVID-19 and will continue to provide many of these comprehensive essential services long thereafter.



Secured a range of donations, grants, and government funding to provide direct support and develop new programs in response to COVID-19



Made 3,200+ nutritious meals for over 800 people experiencing food insecurity



Distributed tents, sleeping bags, home start up kits, bus tickets, cell phones, care and basic need packages, and other items to keep people safe, connected, and healthy



Introduced 5 new programs and initiatives in direct response to COVID-19

1. Trailer program
2. Meal program
3. Community Support Initiatives
4. Tims isolation suite
5. Isolation hotels

# THE COLLISION OF TWO PUBLIC HEALTH EMERGENCIES

Long before the COVID-19 pandemic, our society was grappling with another public health emergency: the overdose crisis. Our community has been hit hard by the overdose crisis, and in the wake of COVID-19 this was exacerbated tremendously. Any life lost to overdose is one too many, and we've lost many near and dear to the JHS community.

Across our organization, we utilize harm reduction approaches and practices whenever possible to reduce the negative consequences of substance use. Among other strategies and protocols implemented to reduce and respond to overdose, this year we installed Brave Sensors in our public washrooms at the Vancouver Community Service Office. Frequent incidences of opioid overdose in public washrooms have been well documented. Brave motion sensors use non-contact technology to prevent overdose by alerting our front desk team when somebody has been in the washroom for a designated period of time without moving. This ensures we can act swiftly in the event that somebody may require assistance.





# CELEBRATING THE SMALL THINGS – A STORY FROM HOBDEN HOUSE

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Throughout COVID-19, we have seen a marked decline in mental health for some of our residents. The restrictions faced have been challenging for many people, and it was difficult for our new intakes because they couldn't do all the things that they have been waiting for years to do, nor could they see family right away (if they had any).

While we can't change the things that we have no control over, we might as well do something to make things easier for residents. We held a social distanced pizza party for one of the UFC fights in January, as well as for the Superbowl.

The primary goal was to create a more fun and engaging space for our residents, while also preventing them from going out to restaurants where they would be around various people which would increase the risk of bringing COVID-19 back to the house.

The events allowed staff to converse and engage with residents all together, which we haven't been able to do for a long time. The residents were grateful, and so many laughs were shared.

– Kiawna Williams, Hobden House Residence Manager

# OUR YEAR AT A GLANCE

Throughout the year, we implemented a number of initiatives in direct response to COVID-19. In addition to these supports, we have also been busy working with service users and communities to deliver new programs that meet other needs and interests as well.

- APR** Pop-Up Program starts providing temporary housing services for people transitioning from correctional institutions to the community during their required isolation period
- MAY** SHARP supervised housing opens in Whitehorse; Community Support Initiatives (CSI) program begins, providing support to people transitioning from provincial corrections
- JUN** Leadership Gathering & Speaker Series are launched; Kensington House opens providing housing support for Community Case Management and Supervision service users
- JUL** We begin to deliver nutritious meals to people facing food insecurity through our Meal Program; Province-wide JHS COVID-19 meetings begin to share information, learnings, and best practice
- AUG** JHS changes our name from JHS Lower Mainland to JHS Pacific to better reflect our breadth and scope of services; Brand refresh and launch
- SEP** Global Diversity and Inclusion Benchmark Project Starts; In-house counsellor services for staff introduced

- OCT** Staff SharePoint Intranet Hub created to enhance internal communications and share stories, resources, and support services with staff
- NOV** Implementation of Salesforce Nonprofit Success Pack to support membership and donor relationships, grant and proposal management, and other business functions
- DEC** Renovations to expand and increase accessibility measures at Elliott House begin; Dogwood residential support program opens
- JAN** JHS formally partners with the Council of Yukon First Nations; Research begins to work towards the creation of an Indigenous Advisory Committee framework for the organization
- FEB** JHS is on Social, launching our online presence on Instagram, LinkedIn, and Facebook; Our bi-annual all staff training events transition to a virtual format, bringing together staff from across our region
- MAR** Healing Garden opens at Tims Manor; Organizational Diversity, Equity, and Inclusion audit kicks off; Introduction of Shared Services support to other non-profit organizations



# OUR SUPERVISED HOUSING AND REINTEGRATION PROGRAM IN WHITEHORSE

We are honoured to have started providing services to people and communities in Yukon territory, with new programs being delivered on the traditional lands of the Kwanlin Dün First Nation and the Ta'an Kwäch'än Council. This began with the opening of SHARP, our Supervised Housing and Reintegration Program in May.

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**(SHARP) is going to change the future of corrections across the country**

– Andrea Monteiro, Director of Yukon Corrections

SHARP underwent an independent external review this past fall to review and assess our new program. The review was designed by former Correctional Investigator of Canada, Howard Sapers, and assessed SHARP against best-practices for community-based programming. It was carried out by members of the local community, and will be regularly used to continuously improve the program over time.

[LEARN MORE ABOUT SHARP ON OUR WEBSITE](#)





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During the pandemic, most things have been shut down, and in the Yukon, public transit is limited so going anywhere proved to be difficult for service users. Many organizations were operating very minimally, so the wait time to access services or reach people was very long. Many of our service users are on a path of sobriety and treatment centres or counsellors were reduced or unavailable so maintaining a sober culture was difficult. With things being closed, it proved to be overwhelming for many service users not to be able to access certain services or not be able to access them quickly enough.

JHS was able to help liaise, advocate, and strategize with both service users and other community organizations to find interim supports, help communicate needs, and brainstorm strategies to keep service users engaged and offer support at each step of the way. We also began to look at building a strong culture within our [SHARP] program as best as possible and encouraged communal dinners, games and were always open to engage in conversation.

Come winter of 2020 and the start of 2021, organizations and places started to open up again and access to services and supports was much more feasible.

This is when we really started to gain traction as a program.

– Gigi McKee, Senior Manager of Yukon Services

# ENHANCING CULTURAL SUPPORTS AT SHARP

Since its inception, SHARP has grown and continues to grow as a program to meet the unique needs of residents and the communities they call home.

This summer, SHARP residents who follow an Indigenous life path were invited to participate in cultural, spiritual, and traditional programming to facilitate healing, growth, and connection.

[LEARN MORE HERE](#)



## INTRODUCING CSI: COMMUNITY SUPPORT INITIATIVES

CSI supports people as they transition to the community from provincial prison, ultimately reducing rates of incarceration, advancing successful reintegration, and upholding public safety.

The program works to reduce experiences of isolation and community disconnect, and provides personalized support to individuals to find and maintain housing; assistance with employment, education, life-skills, and other essential reintegration services; connections to pro-social supports in the community; and information on their rights and responsibilities.

[LEARN MORE HERE](#)



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## EXPANDING & ADAPTING EXISTING SERVICES

As a person-centered organization, we work to adapt our programming to meet individuals' needs, rather than requiring individuals to adapt to our programming.

While COVID-19 prevented us from delivering our bi-annual Community Resource Expos at Pacific Region correctional facilities, we worked with the Correctional Services of Canada (CSC) to find an alternative way of connecting incarcerated women and men with service providers in the community that provide reintegration support services.

In March, we received funding from CSC to create a Community Resource Guide which will be made accessible to folks in correctional facilities in the Pacific Region of BC. The guide, which can be found on our website, features 79 services available to people as they prepare or actively begin to transition to community.



# Elliott House’s bed capacity increases from 25 to 30 units

We completed major renovations at Elliott House shortly after the end of this fiscal year, expanding opportunities for aging and mobile-restricted people to safely reintegrate to the community in a supportive and home-like environment.



**Our renovations are making the main floor of Elliott House far more accessible and inclusive. We’re moving the staff office, building out a living room space, making the laundry room bigger, and making the washrooms more accessible.**

– Jerri Morrick, Senior Manager of Infrastructure



## Embedding Cultural Practices into Our Employment Programming in Prince George

With over 50% of ACES program participants being Indigenous, our team wanted to ensure that programming integrated culturally relevant practices and approaches. At the beginning of each cohort, an Elder joins to provide an opening and closing prayer, in addition to offering a smudge for those who want to participate. Standard curricula in our First Aid CPR/AED class also includes information about different traditional medicines and plants around the Prince George region.

Across our programs and services, we have been working to integrate approaches and practices that are accessible and culturally mindful.



We began delivering Dogwood, a new individualized Community Living Residential program this past December. This new program supports a young adult with a developmental disability facing multi-faceted barriers, such as significant trauma and problematic substance use. Using a harm reduction approach and working in close collaboration with a dynamic care team, Dogwood provides comprehensive residential and community supports.

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We also began delivering new clinics out of our Community Services Offices in Vancouver and Abbotsford, including a tax clinic and ID clinic.

Through our new tax clinic in Abbotsford, our volunteer Roy completed roughly 30 tax returns in just the first few weeks of it opening!

**[LEARN MORE ABOUT ROY & HIS CONTRIBUTIONS](#)**



# OUR NEW STRATEGIC PLAN

Our 2021-24 strategic plan highlights the key goals and initiatives that our organization will be focusing on over the next three years. We are excited to build upon the momentum of the last year, and continue to focus on our strategic priorities as we serve, engage, and sustain.

JohnHoward  
SOCIETY PACIFIC

### Our Priorities

2021-22 through 2023-24

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**Mission:** We strengthen communities by supporting people experiencing barriers so they can achieve greater independence.

Serve

Serve more communities across Yukon & British Columbia

## SERVE MORE PEOPLE

Maximize revenue generation



Engage

Create a brand that is recognizable and reflective of our organizational values

## BUILD

Strengthen multi-sector Collaboration

Partnerships Our brand

Advance reconciliation with Indigenous Peoples

Sustain

implement modern automated infrastructure that houses relevant data in order to reach organizational goals

integrate DIVERSITY & INCLUSION in all organizational Practices

Through innovative recruitment and retention Processes increase number of employees.

Centralize and integrate key business systems and Processes.

# TRANSFORMING YOUR LIFE DOESN'T HAPPEN IN A DAY: THE IMPACT OF LONG-TERM DYNAMIC SUPPORT

## Herb's Story

Herb first connected with us when he was preparing to reintegrate to the community from prison almost 10 years ago. He has accessed many of our services since then, and throughout this time—and particularly in the last year—we've seen him make immense progress in his life.

**H: “I was in prison for almost 30 years, so when I got out, I really needed help in the community and the John Howard Society has helped me now for almost 10 years. They've really been my main support in the community. In fact, they've been my only real support.”**

When he was released, Herb had nowhere to go and no supports to lean on in the community. He came to our Vancouver CSO and accessed a range of supports, until he eventually went back to prison to complete his sentence. While he was in remand, we continued to provide support to Herb and helped him to acquire his birth certificate and complete his taxes.

**H: “ They (the John Howard Society) helped me all the way through.”**

In 2017, Herb was again released from prison into homelessness. He spent the better part of two years living on the streets and staying in shelters whenever possible. He also struggled with problematic substance use, which made it difficult for him to meet his other needs and goals.

Throughout this time, Herb came to the CSO often to pick up his mail, have a coffee, and visit with staff. Over the years, his health began to rapidly deteriorate which concerned our staff, especially given his unstable housing.

**H: “I was back out on the streets for almost 2 years before I got housing again. It was really hard on me. I was in the hospital about 4 times due to the cold and other sicknesses.”**

Fortunately, after much effort we were able to help Herb secure transitional housing with the First United Church, and then, in October 2020, found him permanent housing where he continues to live today. This had a transformative impact on his ability to get sober and reclaim his life.





**H: “Once I got my apartment, it really helped me stabilize my life. That was the most important thing for me and then I quit drugs. It was really hard on me living on the streets. Once I moved here, I didn’t have to go out on the streets all day and find a place to stay at night. I’ve been off drugs for almost a year now.”**

Once Herb was housed and managing his substance use challenges, he wanted to do more in and for his community. He was able to acquire a health care team within a walking distance to his house, saved up enough money to purchase dentures which he had gone without for several years, took pride in decorating his suite, and became an active participant in his community.

**H: “Once I moved here and stabilized my life, I started to look out to the community to see what I could do. I started to develop my interests a bit more.”**

He began volunteering at Quest Food Exchange, a non-profit food recovery and redistribution organization in the community. Soon he will also be volunteering in his apartment building making and giving out coffee to other residents.

**H: “The John Howard Society has really been a lifesaver for me. I really have been able to depend on them. They have never turned me down.”**

We continue to support Herb through outreach services and are honoured to have him as part of our community.

# LIVING OUR VALUES: WORKING COLLABORATIVELY TO PROVIDE COMPREHENSIVE SUPPORT

With collaboration as one of our core values, working with and in communities is always a key focus for us. Throughout this past year, with many services and supports closed or running at reduced capacity due to the pandemic, working together within and outside our organization has been more important than ever. We have built strong relationships and developed creative responses as we work together to provide comprehensive support to people who need it, when they need it.

This year, we also began providing capacity building services and consultative support to another regional John Howard Society. Through the sharing of administrative support services, organizations are able to focus their capacity on service delivery and work to amplify their reach in the community, build more partnerships with service providers, prospective staff, and funders, and to expand the impact that they have in the communities they serve.



# OUR HEALING GARDEN AT MIYÁQ'ELHÁ:WETAWT



This spring, we partnered with Kinghaven Peardonville House Society and Elders in the community to create a Healing Garden at Miyáq'elhá:wetawt.

The Healing Garden provides past, present, and prospective residents at Tims Manor opportunities to work with an Elder to plant, tend, harvest, and create with sacred medicinal plants. This new initiative expands the continuum of supports available to people following an Indigenous life path.

We are also now able to provide cross referrals between our organizations, which ensures that men with residency conditions reintegrating to the community have access to supportive housing and addictions treatment.

**[LEARN MORE HERE](#)**





# FORGING A NEW PARTNERSHIP WITH THE COUNCIL OF YUKON FIRST NATIONS

As a service provider new to Yukon, we know how essential it is to work closely with communities to ensure our programs, services, and approaches are directly informed by their unique needs, interests, and goals. We are honoured to have a new and exciting partnership with the Council of Yukon First Nations (CYFN) to share information and knowledge, and to bring together our expertise to co-design and deliver effective community-based solutions to pressing social issues.

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**Our collaboration with CYFN is invaluable to ensuring that we provide services which meet the needs of Yukon First Nations. We are honoured to have the opportunity to work alongside CYFN and learn from Yukon First Nations, and are committed to ensuring that we provide culturally-informed and appropriate services for the people and communities we serve.**

– Mark Miller

Since formalizing our partnership with CYFN, we’ve begun co-operating the Housing First Residence in Whitehorse, and look forward to continuing to work closely together to serve people and communities of the Yukon.



# ADVANCING DIVERSITY, EQUITY, AND INCLUSION AT JHS PACIFIC

As an organization that supports and encourages the cultural, spiritual, and social practices that contribute to an individual's identity and community life, we are committed to creating a diverse, equitable, and inclusive space for all.

We believe that the diverse characteristics of individuals enrich our communities, and we strive to create spaces where these differences are valued and celebrated.

This year, we introduced the use of the internationally recognized Global Diversity, Equity and Inclusion Benchmark (GDEIB) system to assess and continuously improve diversity and inclusion practices at JHS Pacific, which is being led by our new GDEIB Committee. We also worked with Bakau Consulting to complete a comprehensive Diversity, Equity, and Inclusion (DEI) audit, created an organization-wide DEI strategy, and integrated DEI as a key focus in our new strategic plan.

Through these efforts, we were able to assess the current state of diversity and equity across our organization, developed standards, determined short and long-term goals, and are now working to measure progress along the way.





## JASMEEN'S STORY

Jasmeen\* entered into our Community Case Management Services (CCMS) last year when she was in a difficult situation. Due to her status as a Foreign National and the destruction of documents by her ex-partner, she did not have any ID or ability to receive financial support.

At the time, Jasmeen was staying at a shelter in the Downtown Eastside, and her children were in the custody of the Ministry of Children and Family Development (MCFD) due to the instability in her life. This was incredibly hard for Jasmeen, and she often expressed sadness for not being with them. An expedited work permit process became available for CCMS clients; something our teams have long been advocating for as a necessary support for many service users. While Jasmeen was waiting for her permit to be reviewed and approved, we were able to support her in securing funding for housing so she could move into affordable shared accommodations, where she stayed for several months.

In time, Jasmeen received her work permit, and was able to find more permanent housing. After stabilizing her living situation, her children began to live with her part-time. Over time, they moved in with her full-time with occasional visits by MCFD and her family preservation worker.

With her work permit, Jasmeen was able to obtain other pieces of ID such as a new bank card, BC ID, and health card. She was also able to reactivate her social insurance number and secure employment. Jasmeen has since been discharged by MCFD and her family preservation worker as they are satisfied with her care of the children. She has indicated that she will be able to reside at her current residence long-term and is no longer reliant on additional funding through the CCMS program.

Jasmeen's mental health and mood have significantly improved over the past year, especially since her children began living with her. With her children at her side, and along with her ID and ability to work, Jasmeen is now feeling a lot more positive with her outlook on life.

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# STIMULATING THOUGHT & ACTION ON SOCIAL & CRIMINAL JUSTICE ISSUES

With close to 90 years' experience serving our community, we have developed expertise in the fields of social and criminal justice. This past year, we have leaned on our experience to inform decision-making and work towards sustained systemic change.

## Towards a Whole-System, Person-Centered Approach to Service Delivery

Many social service organizations and government ministries work to support people facing a particular barrier such as homelessness, employment, mental health or addictions. When people are made vulnerable to poverty or other intersecting social challenges, they may require a range of supports or services, and interventions in one area (such as employment services) commonly impact interventions in another area (such as poverty reduction). Although this interdependence is well-known, a truly integrated approach to service delivery has been slow to appear.

Over the last year we have focused on multi-sector collaboration, bringing together people from across the social and criminal justice sectors to improve service delivery and bolster collaboration. By working together in new and innovative ways, we can ensure that social systems truly serve people in the most effective, timely, and compassionate ways possible.

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# OUR SPEAKER SERIES & LEADERSHIP GATHERING

Our Speaker Series includes free virtual presentations and workshops on social and criminal justice issues. Applying an intersectional and compassionate lens, the Speaker Series explores critical topics and community-based solutions to address them, such as homelessness, mental health, addiction, and the barriers faced by Indigenous people, people with developmental disabilities, and those with criminal justice experiences.

**14 SESSIONS • 700+ ATTENDEES • 1000+ PEOPLE ENGAGED**

Our Leadership Gathering brings together invited representatives of non-profit service agencies, social sector Ministries, health authorities, Indigenous and other community organizations and voices of lived experience to engage in critical discussions around how the coordination of services to vulnerable populations can be improved to create better outcomes.

Learn more, access session recordings, and get involved with these educational initiatives [on our website.](#)

## WE'RE ON SOCIAL!

We joined social media this year to share stories that challenge social stigma, humanize and simplify complex social issues, and raise awareness of services available to those facing barriers in the community. Follow us and join our online community!







## Working with government to inform decisions that impact people made vulnerable to poverty, homelessness, and criminal activity.

Police routinely respond to calls that are related to social issues, including addiction, substance use, homelessness, mental health, and poverty. In 2019 alone, the Vancouver Police Department reported responding to more than 5,000 calls related to mental health.

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**...police officers are routinely attending calls that would be better dealt with by peer-, health- social- and community-based programming. Evidence suggests that criminalization and policing are not effective solutions or harm reduction strategies for these concerns. This evidence includes local communities, organizations, and residents who have called and are calling for support for existing and future alternative approaches**

– Councillor Jean Swanson

We work as an organization to leverage our expertise to inform decisions and foster change at the federal, provincial and municipal level.

This year, we contributed our voice to the Legislative Assembly as they worked to reform BC's Police Act; supported the recent motion passed by the Vancouver City Council on Decriminalizing Poverty and Supporting Community-Led Safety Initiatives; worked with Canada Border Services Agency to design new processes that improve foreign nationals' and refugee claimants' access to work permits; and presented in a range of seminars, conferences, and round tables designed to transform how our sector operates.

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# OUR 2020 IMPACT REPORT

We are proud of the work that we do in the community and continue to find new ways to share more of that work with the public. This year, we produced our first ever video which features stories and perspectives from our staff and service users about the impact we had throughout 2020.

We invite you to [watch the video](#), and to follow us on YouTube to access a range of educational and inspiring videos.





## CELEBRATING & SUPPORTING OUR STAFF

Our staff are the every day change makers of JHS Pacific. Not only throughout the pandemic, but long before and after – they demonstrate unwavering commitment to the mission, vision, and values of our organization and to the essential services that they provide. Recognizing the foundational role that staff play and the challenging times onset by the pandemic, we wanted to ensure our teams felt supported, connected, and had a range of professional and personal opportunities available to them.

## Offering in-house counsellor services

We introduced our new in-house counsellor pilot project, which has been extended through the coming year. Staff across JHS Pacific now have access to free one-to-one counselling services, and regular team wellness workshops.

## Keeping staff engaged, informed, and connected

We developed a new staff intranet and carried out digital engagement initiatives such as our COVID-19 Experience Project and a video series curated for our staff, in order to share resources, fun activities, stories from our staff and service users, and important updates.

## Supporting staff through challenging times

Our Critical Incident Stress Management team is trained to provide one-to-one and group-focused support to staff and volunteers who have experienced a critical incident at work, such as the death of a colleague or service user.

## Developing more opportunities for leadership & career growth

9% of our employees received a promotion this year, and we continue to expand leadership opportunities across the organization.

## Increasing salaries and improving benefits

We received a two-year accreditation as a Certified Living Wage Employer through the Living Wages for Families Campaign, improved benefits for all staff, and in 2021, our unionized employees received a 2% general wage increase and 3.5% low wage redress.

## Creating opportunities for flexible working arrangements

We created a suite of options that provide flexibility around where and when staff work to promote work-life balance, whenever it's deemed sustainable and suitable by their department or program team.

## Recognizing staff for going above and beyond

This year, staff continued to recognize and celebrate one another for demonstrating our core values through our High Five program. Throughout the year, over 325 High Fives were shared across our organization.





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## LOOKING AHEAD

Over the last few years, we have been doing a lot of growing as an organization. While we've said this in our last few annual reports, it still rings true, now more than ever before.

Building on the strong foundations of our long-standing programs, we have strengthened our existing services and developed new programs to serve more people, in more communities, and in new ways.

As we look ahead, we are excited about the new initiatives and priorities for the year to come that will help us make strides towards our vision. In these first few months of our 2021-22 year, we have already introduced new programs and expanded services including assuming operations of the Housing First Residence in Whitehorse with our partners at CYFN, new outreach and residential support programs for individuals with complex needs across our region, and additional employment support programs to serve more people in more places.

We are excited for the year to come, and look forward to applying our new strategic plan to guide our work including:

- Exploring opportunities to serve more people and communities in the Yukon
- Working to decolonize our work within Canada's social & criminal justice sector and make meaningful steps towards reconciliation
- Strengthening partnerships with Indigenous-focused organizations and First Nations' leadership to provide culturally-informed services across our region
- Delivering our long-awaited Leadership Gathering in May 2022
- Focusing on staff recruitment and retention to expand our amazing team
- Holding ourselves to account through our diversity, equity, and inclusion policies and commitments



Throughout our growth and changes, we have also been reflecting on our organization, our identity, and our role in the community. We've been working with people and organizations impacted and affected by our organization, as well as those that impact and affect us, to gain important perspectives on who we are, who we've become, and who we're becoming. As we look to the future, ensuring that our organization truly reflects our story will continue to be an important feature of our work.

What we know is that we are not done growing and evolving. As we continue to work towards our vision of a safe, healthy, and inclusive community for all, there is ample work to be done for us to get there; work that requires our expertise and commitment to person-centered services, multi-sector collaboration, and systems rethinking.

We can't wait to see what the next year brings!

# INVESTING IN OUR FUTURE & IN THE PEOPLE THAT ARE INTEGRAL TO THE JHS COMMUNITY

This year, we demonstrated our commitment to the safety, wellbeing, and vitality of our community by investing heavily into COVID-19 related services and supports. We undertook extensive renovations at JHS residential buildings, advanced cyber security, increased the range of services available to more communities, and restructured our support functions to ensure that our organization can continue to work effectively to achieve our vision.

20% +  
INCREASE IN REVENUE

\$450,000 +  
RECEIVED IN  
COVID-19 FUNDING

16% +  
INCREASE IN STAFF TEAMS

\$300,000 +  
INVESTED IN  
ELLIOTT HOUSE RENOVATIONS

For our most recent audited financial statements, please visit our [website](#).



**We also continued to deepen our relationships with First Nations, service providers, community members, and governments to strengthen and expand the services we can provide to people across Yukon territory. While Yukon represented just 2.5% of our service delivery by persons served in the 2020-21 year, we expect this number to grow in the years to come.**

# OUR PROGRAMS & SERVICES

ACES Employment	Guy Richmond Place
Charland Residential	Hobden House
Community Case Management & Supervision	Homelessness Prevention Program
Community Living Outreach	Home Share Program
Community Services Offices	Miller Block
Community Support Initiatives	Miyáq:elhá:wetawt
Community Resource Expos	Peer Mentors
Community Reintegration · Provincial	Reaching Home
Dogwood	Reintegration Program · Federal
East 3rd Residential	Supervised Housing and Reintegration Program (SHARP)
Elliott House	Tims Manor
Employment Preparation Program	Vancouver Apartments
Forensic Outreach	Volunteer & Practicum Student Program
Fraser Street Apartments	Willow Place
Frey Place	

## On behalf of the JHS Pacific,

The achievements made throughout the year and the delivery of our incredible programs and services listed here would not be made possible if it were not for the collective efforts of our Board of Directors, senior leadership, staff, Home Share providers, volunteers, funders, community partners, and service users. Thanks to each and every one of you for being such important members of our team & community at JHS Pacific.





# JHS

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