

JohnHoward

SOCIETY PACIFIC

2019-20 ANNUAL REPORT PLAIN LANGUAGE SUMMARY

We are proud to introduce our first plain language annual report summary. Produced in collaboration with some of our service users from across our programs, this summary provides key highlights from our 2019-20 year using accessible language and design techniques.

OUR YEAR IN FOCUS

Over the years, we've done a lot of growing as an organization, with more services being delivered in more communities than ever before. As a result, we have changed our name to *John Howard Society Pacific* to better represent where we work and who we serve.

IMPACT AT A GLANCE



3,312

people served



26

programs delivered



111

housing units



59%

increase in our budget
over the last 3 years



375+

rental subsidies provided to
people at risk of homelessness



513

people assisted to find and
maintain safe, affordable housing



234

Staff

78

Volunteers & Practicum
Students

64

Home Share
Providers

10

Board
Members

working to build a safe, healthy & inclusive community for all

NEW PROGRAMS AND SERVICES



PEER MENTORS

Our Peer Mentors program assists people with opioid use disorders to safely transition to the community from prison. Peer Mentors are people who have been through the prison system themselves, which provides clients with a unique sense of shared understanding, positive role modeling, and connections to community services.



FORENSIC OUTREACH

Forensic Outreach provides services to people with mental health and addiction challenges so they may live independently in the community. By connecting service users to the resources and supports that they need, such as employment, mental health and tax services, the program promotes being part of the community in a safe way.



SUPERVISED HOUSING AND REINTEGRATION PROGRAM (SHARP) IN THE YUKON

SHARP provides people transitioning to the community from prison with 24-hour monitoring and support in a safe, communal housing environment in Whitehorse, Yukon. Our staff assist residents to identify and meet their needs, and advocate for them in the community.

CONTINUOUSLY GROWING AND IMPROVING OUR PROGRAMS



ENHANCING SUPPORTS FOR PEOPLE AT RISK OF HOMELESSNESS

Last year, nearly 75% of people in our Community Case Management Services (CCMS) were homeless, at risk of homelessness, or had unstable housing. In response, we opened Kensington House: a safe and stable transitional home with added supports that assist CCMS clients to meet other needs, such as those related to employment, education, and health.





109

people
participated in
ACES this year



EXPANDING EMPLOYMENT SERVICES FOR PEOPLE IN BRITISH COLUMBIA

Our Acquiring Community-Based Employment (ACES) program provides people facing barriers to employment with employment training, certifications and support. We now provide a new stream of the program to individuals who have experienced violence or trauma, and began delivering ACES in and around Prince George.

REAFFIRMING OUR DEDICATION TO DELIVERING THE HIGHEST QUALITY OF SERVICES POSSIBLE



CARF is a non-profit organization that helps organizations like ours to show our commitment to providing quality services. We are proud to have maintained our CARF accreditation since 2005, and were awarded the highest level of certification available following our March 2020 evaluation for:

- Community Housing
- Host Family and Shared Living Services
- Supported Living

BUILDING A MORE ACCESSIBLE COMMUNITY



60,621
people visited our
websites this year

600+
people have read
our blog since it
started in February,
2020



We created a new network of websites that make it easier for people to learn about the services available to them through 7 John Howard Societies across BC.

We also created a new blog that provides information on the work that we do and social and criminal justice issues that impact our community.

Check out our website and blog at
WWW.JHSPACIFIC.CA

RESPONDING TO THE COVID-19 PANDEMIC:



COMMUNITY SUPPORT INITIATIVES

Our Community Support Initiatives reduce the spread of COVID-19 by providing the following services to individuals eligible for release in BC's provincial prisons:

- Release plans that address individual needs and goals, accompanied by personal support to achieve them
- Services that support a safe and successful reintegration to community, such as those related to employment, education, health, food, and addiction support
- Housing assistance



SUPPORTING PEOPLE TRANSITIONING FROM PRISON

During COVID-19, our halfway house teams worked to find and secure short-term housing for individuals that were required to self-isolate as an initial step in their transition from prison to the community. Our teams found creative housing solutions - such as the use of mobile homes - which allowed us to provide 24-hour supervision and support to individuals. Through these strategies, we were able to promote the health, safety and wellbeing of residents and the wider community.



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As we reflect on our last year as John Howard Society of the Lower Mainland, I am so proud of what we have accomplished and where we are headed as we start a new chapter as John Howard Society Pacific.

Our team is committed to providing the people we serve with the best individualized forms of support possible so that they can take part as full citizens in their community.

This plain language summary is just one small way that we push ourselves to be more accessible, inclusive, and accountable in all that we do.

– Mark Miller, CEO

Our work would not be made possible without our incredible volunteers, staff, Board of Directors, donors, funders and partners. We are so thankful for our dedicated community!

This plain language summary was produced in partnership with Barry Doucette, Jason Flack, Shiv Kumar, and Brent Woodman.

WWW.JHSPACIFIC.CA

Our full annual report is available on our website!