

# JohnHoward

SOCIETY OF OKANAGAN & KOOTENAY

**Annual Report**  
**2019- 2020**

Strengthening Communities

## **VISION**

**A SAFE,  
HEALTHY AND  
INCLUSIVE  
COMMUNITY  
FOR ALL.**

**WE CONSIDER IT A  
PRIVILEGE TO SERVE  
OUR COMMUNITY  
THROUGH HOUSING  
INITIATIVES LIKE  
SUPPORTIVE HOUSING,  
RESIDENTIAL, AND  
SHELTER SERVICES.**

## **VALUES**

### **INTEGRITY**

We advocate for others and do the right thing – we take pride in everything that is fair, honest and knowledgeable and build trust in doing so.

### **COLLABORATIVE**

We engage and work to create a greater impact through diversity and cooperative problem solving.

### **PERSON-CENTRED**

We adapt our approach to the individual with empathy and compassion to support their personal journey. We encourage individuals to restore relationships through accountability.

### **DETERMINED**

We strive for excellence in all we do, and are leading the way for a better, brighter future by championing new ideas, practices, and approaches to service with resolve and a drive to push forward.

### **RESILIENCE**

Through our agility, tenacity and capacity, we adapt and respond to the ever changing local and regional community dynamics and challenges making a difference for the people we serve.

## **MISSION**

**WE WORK TO  
STRENGTHEN COMMUNITIES  
BY SUPPORTING PEOPLE  
WITH A COLLECTIVE  
VOICE ON SOCIAL AND  
CRIMINAL JUSTICE  
ISSUES.**

# ABOUT US

We are a registered charity and social service agency operating in the Okanagan community for more than 60 years. Our organization has a strong history of assisting individuals experiencing a variety of challenges and social issues such as poverty, homelessness, mental health concerns, neurodevelopmental disabilities, and involvement in the criminal justice system.

Our goal is to contribute to community wellness by offering services that support clients in a number of areas, including providing and assisting with housing, community reintegration, advocacy, and support with mental health and addictions, while learning how to be accountable to others and responsible for themselves. It is important to have compassion balanced with strength so that we may provide the best in care for all of our program participants.

The work of JHSOK is possible because of the combined drive and effort of staff and volunteers, interagency collaboration, partnerships with funders, support by the community, and by the amazing and resilient people we serve.





# Henri Cullinan

## Development Manager, Urban Planner, Board Chair

The John Howard Society of Okanagan & Kootenay remains an enterprising, strategic, and responsive society devoted to providing a compassionate pathway to change for the most vulnerable citizens in our communities. We are able to accomplish this through the energy and commitment of our staff, the synergy fostered among our executive leadership, the support of our network of partners and volunteers, and the dedication of our Board of Directors.

Over the past year we have elevated our role in our region by extending the reach and scope of our services. We are proud that we have been able to provide a comprehensive continuum of care for so many. We firmly believe that our success is the community's success. And yet we remain acutely aware of the growing need for our services – a need driven by widespread poverty and the hopelessness which often accompanies that condition. Much work remains to be done if we are to ensure that the least fortunate in our community have access to safe housing, inclusive care, and compassionate support.

On behalf of the Board of Directors, I am proud to share just a few of the many positive developments achieved during the past year:

- Stephen Village will be opening in 2020. It provides 51 affordable housing units for individuals with diverse needs including mental health concerns and substance misuse. All residents are provided with appropriate supports to address their needs including, healthy meals, life skills, harm reduction strategies, and engagement with the community.
- Samuel Place was also opened this year and is a Housing First Supportive housing project offering embedded supports, including healthy meals, harm reduction strategies, and wellness planning, to address the often-complex needs of those living there.
- On the justice services front we have continued to provide outreach services to individuals incarcerated in the Okanagan Correctional Centre and to support the successful transitioning of them upon their release.
- All of this has been done while remaining fiscally responsible

and nurturing our relationships with other groups serving the needs of our clientele including the BC Non-Profit Housing Association, Community Living BC, the Journey Home Society, and the Downtown Kelowna Association.

• Finally, all of this was done while responding to the risks and dislocation posed to our staff and clientele by the COVID 19 pandemic. We are proud and grateful that through the efforts of our staff all have remained safe during this challenging time. The question is 'where do we go from here?'. Looking to the future, JHSOK will focus on consolidating the tremendous growth we have experienced over the past several years. From the Board's perspective that will include reviewing and developing our strategic plan to guide our future growth and ensure that we continue to remain faithful to our fundamental goals and values. From an operational point of view, we will focus on developing our organizational structure and administrative supports. This will be done under the leadership of our new executive director, Patricia Bacon, whom we were excited to welcome to our team this past August.

Patricia will have to assist her, our directors and managers who have my enduring and heartfelt gratitude for all that they have done and continue to do on behalf of our organization and those that we serve. The directors and managers have, in turn, the tireless efforts of their teams, all of whom work together, often in difficult circumstances, to strengthen and expand our outreach across the Okanagan Valley and Kootenay Region. To all of them, on behalf of the Board, I say it takes the unity of a collaborative community working towards one vision, to plant hope and change in the lives of those it serves, and you have helped bring this dream to life.

Finally, from the perspective of JHSOK and the broader community, we look forward to building on the relationships we have with our partner organizations and to fostering new relationships, all in the service of the goal of building stronger communities.

# Board of Directors



**Mitch Walker**  
Vice- Chair

Director of Gladue Services – BC First Nations Justice Council

Co-Founder and Vice-Chair of the Gladue Writers Society of British Columbia

Instructor – Okanagan College – School of Criminal and Social Justice

Board Member since August 2018

## **How do you feel you can contribute and impact the organization?**

I have a unique combination of education and experience in the Criminal and Social Justice fields. As an educator, I have worked with a diverse population of students and fellow instructors, both in rural and urban settings. Being able to communicate to them the value of the work John Howard is doing is very important to me. As of June 2020, I have taken a role as the Director of Gladue Services for the BC First Nations Justice Council. I am tasked with implementing a systematic approach for Gladue across BC, while aiming to ameliorate the conditions for Indigenous men and women in the criminal justice system.



**Mike Woodroff**  
Treasurer

I believe that everyone in our community has the right to live with dignity and equality, and deserve the opportunity to grow and make positive change in their life. In working with the JHSOK it gives me an opportunity to contribute and help create an inclusive community for all.

## **What were your highlights from the 2019/2020 year?**

On a personal level, we have all had to adjust our personal routines to Covid-19. It has been both challenging and rewarding, and a constant reminder of the important work that the John Howard staff undertake for those who are most vulnerable.

With John Howard, throughout 2019/2020, I have been able to participate in many important criminal and social justice initiatives, including advancing the need for more restorative justice based services in the communities we serve.

Our continued diligence and commitment to our core principles of collaboration, integrity, determination and resilience remain of utmost importance, as we strive to improve the lives of those in need.

I have a passion and strengthen for community and helping people who are experiencing barriers within their life, this resonates with my family values as well. With a strong background in business management and strategic planning, I feel I can have a positive impact on the board and organization. With drive, vision and passion anything is possible.



**Stephanie Baziuk**  
Board Member



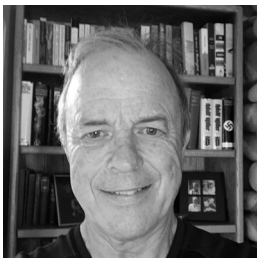
**Lisa Hotte**  
Board Member

Lisa Hotte has been a board member for one year. Lisa is from Northeastern British Columbia and is privileged to reside as a guest of the Syilx Okanagan territory and to serve as a JHSOK Board Member. Lisa has a background in social work and in the field of criminology and shares the restorative justice values of JHSOK. Lisa has worked with judges, lawyers, the Legal Aid Society and Indigenous communities to address the issues of Indigenous overrepresentation in the justice system and increase public knowledge of the historic and ongoing relationship between Canada and Indigenous people. Lisa has experience working with the court system to work towards alternate solutions to incarceration for Indigenous offenders as well as working towards the development of a First Nation court in the NE.

Camille Woloch has been on the board of directors for five years. She currently works for the Public Guardian and Trustee of British Columbia as a regional consultant. She holds a Bachelor of Social Sciences from the University of Ottawa.



**Camille Woloch**  
Trustee Public Guardian



**Geoffrey Barrow**  
Board Member

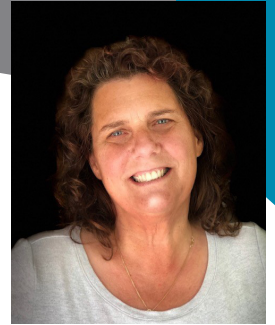
I joined the board of JHSOK in February 2020 after volunteering with the Society for several years. It is both a privilege and an inspiration to be part of the Society, all of whom share a desire to



# Patricia Bacon

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## Executive Director



### John Howard Society of Okanagan & Kootenay - Looking Forward

As the newest arrival to the John Howard Society of Okanagan & Kootenay family, I'm honored to be invited to provide the looking forward message at this year's AGM.

The past year has been a period of exceptional growth for JHSOK: a continuously expanding Community Living Outreach Program, two new Housing First Programs (Samuel Place and Stephen's Village), a winter & COVID response Shelter Program (Fuller) and Overdose Prevention Sites at housing first and shelter programs.

Looking forward to 2020-21, we see a period of strengthening, alliance, partner and community engagement, strategic planning, and achieving accreditation. Our goals will be focused on the employee and persons-served experience as we develop a culture of exceptionalism for the people who work here and the people we serve. The year ahead also brings us opportunity to enhance the persons served experience at JHSOK through the provision of holistic wrap around health and wellness programs such as health system navigation, accompaniments, and expanded outreach services.

# Message from our --- Leadership Team

Another amazing year for the John Howard Society of Okanagan and Kootenay! In October 2019, we celebrated the successful first year anniversary of Hearthstone, the first Housing First project in the Okanagan. In Winter, 2019, we were offered opportunity via BC Housing to again operate an Emergency Shelter, Fuller Place and did so successfully. Community Living Services (CLS) continues to expand with constant contracts via Community Living British Columbia. JHSOK continues to be at the forefront of the community for executing creative ways to house our community's vulnerable population. And Justice Services has continued its steady growth through the Shop Lifting Prevention Program, as well as, but not limited to making significant strides toward Community Court.

We move into 2020 and what year 2020 has been! We have and will continue to persevere through a global pandemic (COVID-19). One of our values is resilience, and wow, did we ever showcase this value this year!

In 2020, the original Fuller Place was closed, however when the pandemic occurred (March 2020), BC Housing again offered and JHSOK accepted opportunity to continue the contract under a different model whereby Fuller Place is a shelter for those individuals vulnerable to COVID-19. We also opened our second Housing First model, Samuel Place in March 2020. We provided new opportunities to our community's vulnerable population while continuing to provide consistent support to said population.

From 2019-2020, we have seen significant growth in our Agency, specifically over 200 employees! Your never wavering passion, creativity, patience, dedication and kindness does not go unnoticed. We thank and acknowledge you!



# Amanda Barrett

## Director of Residential Services

### New Gate Apartments

New Gate Apartments provides 49 self-contained bachelor suites to participants who are able to reside independently requiring minimal supports. New Gate Apartments has supported and housed 57 participants over the last year, 7.02 percent of those individuals being Indigenous. New Gate Apartments is operated 24/7 and is staffed with Residential Support Workers (RSW) who are available to provide support to participants and liaise with community partners.

New Gate Apartments commenced an outreach program in September 2019, which includes having a second Residential Support Worker on-site twice a week to assist our participants with community based activities and appointments, as well as, additional on-site support. Our participants have the opportunity to be supported by an RSW in weekly nature walks, goal development, various community appointments, meal preparation and grocery shopping, to name a few. This newly developed program has been of great success as our participants actively engage in the program.

New Gate Apartments has continued to host 'Social Saturday', which is an opportunity for all participants to engage in social conversation with one another, and staff, while enjoying hot coffee and treats supplied by JHSOK. In addition, this year, a Christmas party was hosted in the New Gate Apartments lobby. Participants were provided with treats, music and crafts to enjoy while taking part in decorating the communal Christmas tree. These on-site activities foster positive relationships and build a sense of community within the building.

New Gate Apartments has not experienced any overdose related deaths, in the last year. New Gate Apartments does not offer an OPS, however, harm reduction supplies and naloxone kits are available for participants, as well, New Gate Apartments staff support in developing care plans to ensure safety and wellbeing of our participants. New Gate Apartments staff continue to work with our participants from a harm reduction approach and trauma informed lens.

 **Total Sample**

**57**

 **Exits**

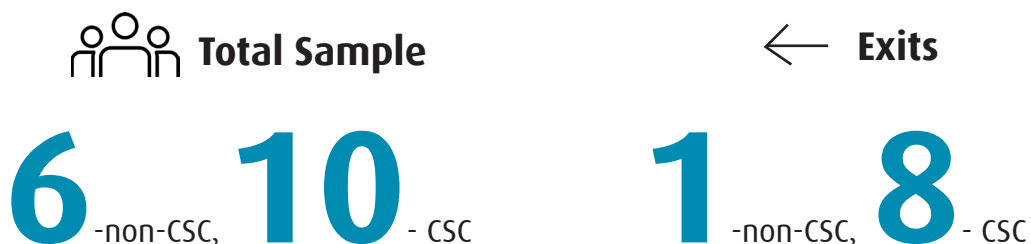
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## 1033 Harvey House

1033 Harvey House is a supportive housing unit and Community-Based Residential Facility (CBRF) for federal offenders. At this site, staff support 10 clients at full capacity. Five of these beds are reserved for federal offenders who are being supervised in the community while serving their sentences (Correction Service of Canada (CSC) clients). The remaining five clients reside in a supportive housing environment for various reasons (e.g. history of homelessness, history of mental health and/or substance related issues, disability, etc.). Staff at this site provide all clients with support in many ways, as needed; including: emotional support, life skills, medication administration, connecting to community resources, computer literacy, etc. Staff also assist CSC clients with grocery shopping and budgeting each week. Staff and clients collaboratively work on goal setting and future-planning to ensure successful transitions into alternative housing and/or the next stages of community supervision (e.g. day parole to full parole).

1033 Harvey House staff are responsible for specific elements of offender supervision on a daily basis, such as monitoring curfews, visual checks, monitoring logbooks (for sufficient detail and accuracy), and ensuring offenders are following their individualized conditions. Staff are also responsible for reporting any discrepancies or concerns with offenders to CSC. Staff have built a strong working relationship with CSC staff over the course of the year, promoting effective and proactive communication between teams.

Over the course of the year, staff have built healthy relationships with all clients served, creating a safe and healthy living environment for all. Staff also implement a chore schedule to ensure that all clients are contributing to the care and maintenance of the property on a regular basis. These efforts have successfully created an atmosphere of community and belonging within the house. Staff and clients regularly participate in group activities such as cribbage, and clients cooperatively participate in communal meals at least once per week.



## 1043 Harvey House

At 1043 Harvey House, staff work closely with Forensic Psychiatric Services (FPS) to supervise and provide support to clients who have been found Not Criminally Responsible due to a Mental Disorder (NCMD) and support their reintegration into community. The types of support provided vary based on the unique needs of the individual, but include: medication administration, emotional support, life skills, outreach, and leisure activities. For example, when clients experience struggles with mental health, staff make themselves available to listen empathetically, offer coping strategies, and assist in the problem-solving process. Over the course of the year, staff have successfully implemented and executed individualized care plans for added support when a client's mental or physical health needs are higher than normal. Life skills support have taken form in assisting with English literacy skills, grocery shopping and budgeting, preparing and cooking meals as a group, connecting clients to community resources, computer literacy support, etc. Outreach support provided to clients often includes transportation to medical appointments or community services (e.g. Canadian Mental Health Association (CMHA) Wellness Centre, Narcotics Anonymous (NA)/Alcoholics Anonymous (AA) meetings) and leisure activities (e.g. bowling, mini golf, movies, etc.).

1043 Harvey House staff are also responsible for monitoring and documenting any behavioural concerns or changes in the mental and physical health of clients, and reporting said changes/concerns to the FPS case management team. Over the course of the year, staff have maintained a good working relationship with the FPS Team, such that all important and relevant information is relayed between teams quickly and efficiently to ensure the best support and care is being provided to our shared clients.

1043 Harvey House staff and clients have worked together to maintain a clean and safe living environment by building relationships of mutual respect, and sharing responsibility for maintaining the property. Clients have also actively engage in planting and using vegetables and fruit in the communal garden throughout the growing season.



**Total Sample**

**9**



**Exits**

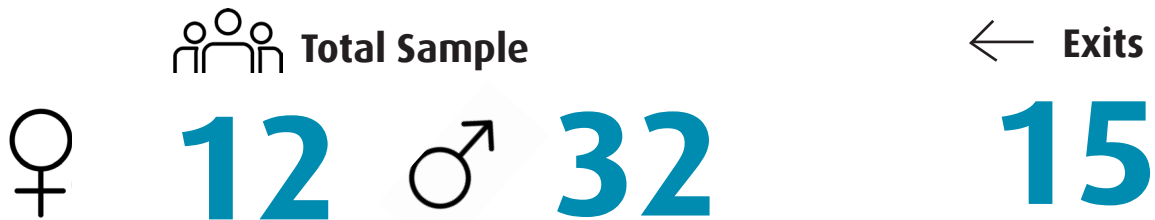
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## Cardington Apartments

Cardington Apartments is transitional supportive housing for those who are homeless or at-risk of homelessness. Cardington consists of 30 self-contained Batchelor suites, each suite includes a fully operational kitchen, living room/bedroom and a bathroom. Cardington offers support through staff 24/7. Participants and staff work together to identify goals geared towards readying the participant for long-term permanent housing. Such goals would include, accessing support for Mental Health or Substance Use, obtaining ID, applying for work, engaging in hobbies or interests, working on life skills, such as cleaning a home, completing laundry and cooking healthy meals.

Cardington has a strong focus on Harm Reduction. Over the past year Cardington has continued to allow the use of alcohol consumption in participant suites and Cardington Apartments has had an increase in participants utilizing the Overdose Prevention site. Through these programs we are able to open the dialog between staff and participant to ensure the safety of our participants. Allowing alcohol to be consumed in suites has reduced the levels of alcohol consumed off property and therefore increases the safety of our participants. Participants have commented that they now consume less because now they do not feel pressure to consume the entirety of their purchase before they return home. With the OPS we are assisting with eliminating the stigma of substance use by allowing a safe non-judgmental space, this space also provide the opportunity to ensure safe practices. A pipe-exchange program has also been implemented and is being used regularly by the participants. Participants are also feeling more comfortable in asking for clean supplies, which we provide when requested. This opens up dialog for staff to educate and remind participate in safe use.

At Cardington Apartments we want to provide a space where participants can explore their hobbies and interests. Staff and participants enjoyed going out for a pizza and bowling, fishing up at beaver lake which included a campfire, backyard BBQ's with a Hawaiian theme, cooking classes and Art nights and Bingo. Cardington continues to carry on the traditional Thanksgiving, Christmas and Easter Dinners for all of the participants. For many, this is a highlight of their holidays



# Hailee Rogers

## Director of Housing First

Housing First has experienced a lot of change over the past year and it has been positive! In March 2020, we opened Samuel Place and welcomed 53 residents into their new home. Staff took prepping our new building during a global pandemic (COVID-19) in stride. They have been on the frontlines of fielding any concerns that our residents may have experienced, and stepping in when external supports were unable to provide services due the pandemic.

Throughout this year we have housed 108 individuals within Housing First. We will see these numbers increase again next year with the opening of Stephen Village. Of these 55, we have had 73 men and 32 women, with 29 of our residents being Indigenous. We have had ZERO fatal overdoses and our staff have reversed approximately 20 overdoses!!

A huge aspect of harm reduction is building a community and connecting with others this is what at its core how Housing First operates. The staff are motivated to implement these programs to create a deeper understanding and relationships with our residents. We could not ask for a more motivated eccentric group of staff and we truly believe each staff member has their own set of skills that are valuable pieces to the puzzle.

Hearthstone has overall had a positive year. Lots of social programming was implemented such as, movie day, a community garden, art day that included activities such as making dream catchers and tie dying bandanas (for COVID masks!).

As we move into a new year we will continue to find our groove with new leadership, new buildings, and new residents. Training opportunities are in the forefront to ensure our staff have the tools to excel in their roles, and creating positive connections within the neighborhoods we are located. We will be continuing to implement new harm reduction tools to ensure the safety of our residents and are finding more ways to implement social programming to create a community. With updated policies and procedures to guide the way and a team of individuals motivated to grow and flourish, this will be our best year yet!!





# Andrea Sage

## Director of Shelter Services

JHSOK Shelter Services offers safety & shelter to adult residents, who often refer to our projects as “home”, as a point of access to the continuum of housing services available in the Central Okanagan. Cornerstone continues to provide a warm indoor environment that is open 24/7 to adults of assorted circumstances, including couples and those accompanied by their pets. Onsite services include access to multiple shelter staff, storage for personal possessions, access to health & wellness services, daily meals and overdose prevention services. We work in full cooperation with the RCMP Downtown Enforcement Team, Downtown Kelowna Association On-Street Services, Interior Health, BC Housing and the City of Kelowna, towards building a safe downtown. On November 30, 2017, Cornerstone Shelter, contracted as a “Temporary Emergency Winter Shelter”, opened its doors at 7pm and began to immediately welcome 80 very cold, very wet human beings inside, after living rough on the street. Cornerstone continues to operate, yearly, as Kelowna’s first truly low-barrier, harm reduction focused shelter for marginalized adults, offering overdose prevention services, therefore saving lives.

Up until the recent COVID crisis, client numbers were consistently maintained at a daily minimum of 80 people, reaching as high as 100 during extreme cold weather situations. With the onset of the pandemic (mid-March 2020), in order to accommodate safe spacing distances and concern for potential spread of virus, client numbers were set at 48, which is the number that completed this reporting year on March 31, 2020.




The fiscal year of 2019/2020 brought extra opportunities, with the addition of floor-mat programming for cold-weather emergency relief. During the months of November, December, January & February, Cornerstone Shelter, at 425 Leon Avenue, was required to answer the call to provide indoor shelter to those suffering without shelter in the cold. Cornerstone would welcome 12 – 20 souls into the upper level of the building to escape the frigid outdoor temperatures, in support of the City of Kelowna’s extreme cold weather protocol. It is important, and incredibly satisfying, to note that while there were occasionally spaces

available with other shelter providers, Cornerstone was often the only choice for those still vulnerable outside; that is, they would rather endure the harsh environmental elements, rather than register at another facility with higher barriers in place.

Another exciting Shelter Services project was the Fuller Bridge to Housing project, which operated December 2019 – March 2020. This partnership with BC Housing, offered 40 clients slated for upcoming housing opportunities, mainly with upcoming JHSOK properties, the chance to assist in the successful transition from the frenetic atmosphere of shelter projects to the much slower pace of living solo.

There were many client success stories, including a young couple who had never known the peace & privacy of their own home. Indeed, during their entire relationship, they had either been living in shared spaces or rough on the street. They began their housing journey with JHSOK at Cornerstone, moved to the Fuller Bridge project and finally into their suite at Samuel Place. Another indigenous male, a victim of the 60s scoop, separated from his family as a youngster – who once shared how he never had a bed, never mind sheets, until he moved into the care of the Province of Saskatchewan – who had struggled with alcohol & other substance for many years and was trying desperately to remain free of all substance. Shelter life was very difficult for this gentleman, as the noise and energy was often too much to bear, causing frequent relapses in sobriety. However, upon learning of an upcoming space with JHSOK Housing First project, Samuel Place, he checked in with the Bridge Family & Youth Services detox program a week prior to moving, as he “wanted to start clean & fresh in this great home”.

It is indeed a privilege for the JHSOK Shelter Services team to be involved with the life-changing opportunities provided when human beings are offered the basic human right of shelter.

	<b>Male</b>	<b>328</b>
	<b>Female</b>	<b>147</b>
	<b>Non-binary</b>	<b>5</b>

	<b>Indigenous</b>	<b>143</b>
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	<b>Non-Indigenous</b>	<b>337</b>
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	<b>Serving Ages</b>	<b>19-79</b>
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# Kevin Heide

## Director of Building Operations

### Building Operations Team:

- Brea Lewke, Building Operations Administrative Assistant
- Richard Howard, Maintenance Manager
- Willy Dyck, Custodian
- Antonio Quijada, Custodian

2019 – 2020 has been a very busy year for Building Operations.



This year we were able to renovate the JHSOK main offices, renovate 1033 Harvey House, implement Fuller Place Temporary Shelter, implement 2 new CLS Houses & set up Samuel Place Apartments scheduled to open April 1st, 2020.

- In September, 2019 we were excited to add Brea Lewke to the operations team to take on the role of Building Operations Administrative Assistant. With JHSOK doubling our residential apartment buildings from 2 to 4, and soon the addition of our 5th apartment building scheduled to open September, 2020, we will have increased our residential numbers from approximately 105 to 255 in the last 3 years. Brea has been a huge help in administering the rental contracts, rents and transitions.
- This year **Richard Howard** our Maintenance Manager, has been kept busy with over 50 suite turnovers throughout our different residential buildings each requiring repairs & painting touchups. That's an average of 1 every week! The new van acquired in the spring of 2019 has been essential in his day to day operations. The load of repairs and maintenance triggered the decision to add one more Maintenance Technician in the new year 2020/21.

## Residential Buildings & Shelters:

- Cardington Apartments: 30 Units
- New Gate Apartments: 49 Units
- Hearthstone Apartments: 46 Units
- Samuel Place: 50 Units
- Stephen Village (Construction began May, 2019): 51 Units
- 1033 Harvey House: 10 Units
- 1043 Harvey House: 9 Units
- Cornerstone Shelter: 80 Beds
- Fuller Place Shelter: 40 Beds
- JHSOK Community Living Services (CLS) Housing
- Springfield House (JHSOK owned): 3 Units
- Fleming House (rented): 3 Units
- OVR1 House (rented): 1 Unit
- OVR2 House (rented): 1 Unit
- Raymer House (rented): 1 Unit (decommissioned in November, 2019)
- Bemrose House (rented): 1 Unit
- Heritage House, Vernon (rented): 2 Units

## Some of our Projects: 1033 Harvey House



- In June 2019, the majority of the house saw brand new vinyl plank flooring installed, and walls and ceilings painted. A new carpet runner was installed to protect the grand staircase.”
- In November 2019 the roof was re-shingled complete with 7/16” OSB sheeting.
- In December all the trees were pruned as well as major limbs were removed from the large Black Locust tree in the front yard. This tree was also re-enforced with cables to prevent possible wind damage protecting both the tree and the home in the future

## Fuller Place (Temporary Transitional Shelter Housing)



In November 2019 Fuller Place Transitional Shelter Housing was commissioned to temporarily house 40 individuals that would eventually transition to Samuel Place scheduled to open April, 2020.

## Samuel Place



In September, 2019 the cranes were brought in to begin the lifting of the modular structures that was soon to become Samuel Place.

53 Residents



In March, 2020 we received occupancy to our new building!

## Stephen Village



Construction began in May, 2019 scheduled to open Sept. 1, 2020

57 Residents

# Matthew Smith

## Director of Community Living Services

Community Living services continues to have tremendous growth. We have become the agency of choice when dealing with individual with multiple complex needs. We continue to strengthen our relationships with our community partners and our funders, particularly with Community Living British Columbia.

Outreach Community Supports (OCI)-OCI has seen growth in the central Okanagan region this fiscal year. Currently we service over 114 individuals through out the Okanagan providing over 1500 hours of support weekly. Some of the highlights for this year have been including: providing supports for stable housing for individuals with complex needs, assisting with courts dates, access other community services, assisting with employment opportunities

Home Share-Currently we have 8 individuals that are in home shares. This is broken down to 6 in Kelowna and 2 in Penticton. We continue to build up capacity within our home shares and are actively looking to increase the numbers of individuals that we support.

Live in model- Currently we have 2 live in models (staffed 24 hour). One in Kelowna and one in Vernon. We have great success in providing housing for an person served that was considered extremely challenging (in Kelowna). We are looking to add capacity to our live in model.

Looking Forward - The upcoming years is going to be a challenging year to deliver services. We are currently in the midst of a pandemic delivering services in a safe and timely fashion is going continue to be challenging. The team at JHSOK is always up to the challenge and is looing forward to providing community leadership during this difficult time.



**Opened 2 live-in model resources**



**Total Sample 187**



**Indigenous 59**



**Male**

**124**



**Female**

**61**



**Exits**

**25**



# Michelle LaBoucane

## Justice Services Manager

Justice Services saw an increase in services being accessed throughout the Central Okanagan and we have had interactions with individuals from all over the Okanagan and the Kootenay area.

The Justice Services staff continue to address needs in our communities and try to find creative solutions to better support our clients. Our highest referrals per month was 62 in August 2019, and the lowest was 22 in July of 2019. In March when we closed the office due to COVID-19 we received 47 referrals.

Our Justice Services Coordinator – South Okanagan teaches Shoplifting Prevention, Restorative Practices, Get Out and Stay Out, and a new program that we are developing called Changing Directions to inmates at the Okanagan Correctional Centre. An interesting event happened in the summer of 2019, a wildfire threatened the Okanagan Correctional Centre and many inmates were transported to other correctional centres until the threat subsided. For a short period of time, the OCC Coordinator and the JS Manager worked with agencies and collaborative teams in other communities which forged new relationships in the corrections world.

Our Justice Services Coordinator-Central Okanagan has developed a new program after FedEx donated \$2,500 (USD) to purchase ID Printing supplies. The new Temporary ID program offers our clients the chance to apply for Government approved forms of ID such as BCID, bank cards, and birth certificates. Lack of ID is a barrier for those whose are trying to better themselves. Some of the Justice Services staff have received their Commissionaire of Oaths and Affidavits status which helps to facilitate the process.

With the influx of Shoplifting Prevention Program referrals, we were able to qualify for a grant to support a part time Justice Services Caseworker. We received 168 referrals for shoplifting in 2019-2020. That is a huge increase from the 65 participants from the last fiscal year. This year the Justice Services saw our programs grow, with the addition of the Probation Outreach and the Forensics Outreach Programs.

The Stop Taking it Out on your Partner Program (STOP) ran 3 times this past fiscal year, with 14 participants in each series. The program facilitators at William and Associates Counselling Services and the Manager of Justice Services delivered a presentation to the Ministry of Children and Family Development about the program and how to refer clients. We have increased our referrals from the Ministry from one to 13.

ACES Employment Programming joined the Justice Services to provide support for staff and clients, as ACES is delivered primarily at the Okanagan Correctional Centre in Oliver.

The Manager of Justice Services, was able to attend the Bi-annual Justice Symposium in Edmonton in May 2019, as well attend the inaugural AGM for the Restorative Justice Association British Columbia in Richmond. The manager also took on the role of team lead for the KoAST and Greater Westside Hub Tables, which are agency and service lead meetings developed to address those at elevated risk in the community. The JS Manager also supervised the communications and marketing helping to rebrand and recreate new marketing material.

## Client Statistics Per Program by



Persons Served

Probation  
Outreach

63

Restorative Justice

15/20

Shoplifting  
Prevention Program

191

OCC Outreach  
Services

330

Forensics  
Outreach

18







STOP

42  
Men









**2019 – 2020 ACES Employment Outcomes  
(As of March 23/2020 - Narrative Report)**

	<b>Completions</b>	<b>25</b>
	<b>Transfer</b>	<b>1</b>
	<b>Achieved Outcomes/Employed</b>	<b>65</b>
	<b>pursing further education/training</b>	<b>2</b>
	<b>unemployed/seeking work</b>	<b>5</b>
	<b>lost Contact/Unknown Status</b>	<b>2</b>

**ACES & YATP List of Program Participants:  
2019 - 2020 (As of March 23/2020)**

	<b>Participants Registered in ACES</b>	<b>25</b>
	<b>Transfer</b>	<b>1</b>
	<b>Participants Registered in YATP</b>	<b>10</b>

<b>Program Statistics</b>	<b>ACES :</b>	<b>YATP:</b>
	<b>17/26</b>	<b>4/10</b>
	<b>employed</b>	<b>employed</b>
	<b>65%</b>	<b>40%</b>

**2019 – 2020 YATP Employment Outcomes  
(As of March 23/2020 - Narrative Report)**

	<b>YATP Intake</b>	<b>10</b>		<b>employed</b>	<b>40%</b>		<b>Un - employed</b>	<b>40%</b>		<b>re-incarcerated at OCC</b>	<b>2</b>
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# Michelle Fehr

## Director of Finance

Overall, JHSOK ended the year in a surplus position of \$307,084, up from last year's surplus of \$123,698. We experienced large growth this year and expect the same growth to continue in our 2020-2021 budget. Revenues were up on the prior year by \$2.2 million, for a total of \$9.2 million.

The biggest growth in revenues we saw came from Hearthstone's first full year in operations and the opening of Fuller Place, which contributed to the increase in subsidies from BC Housing by \$980k. We also experienced growth in our contract revenue of \$929k, mostly with our Community Living Services outreach programs growing \$629k over the prior year. The expenses relating to the above mentioned growth raised wages by \$1.5 million and operating/program expenses by \$440k on prior year.

We saw an increase in donations by \$4k, for a total of \$21k. Thanks to all our donors that contributed to making this our largest donation year yet!

	<b>Budget</b>	<b>2020</b>	<b>2019</b>
<b>Revenue</b>			
Subsidies	5,389,856	<b>4,613,884</b>	3,632,266
Contract Income	2,819,175	<b>3,400,733</b>	2,470,964
Rental Income	527,194	<b>753,646</b>	602,400
Grants	167,136	<b>339,104</b>	175,924
Other Income	60,450	<b>117,310</b>	129,027
	<b>8,963,811</b>	<b>9,224,677</b>	<b>7,010,581</b>
<b>Expenses</b>			
Wages and benefits	5,708,995	<b>5,781,990</b>	4,297,786
Operations	2,558,640	<b>2,321,009</b>	1,881,230
Amortization	342,052	<b>342,052</b>	349,611
Administration	419,752	<b>472,542</b>	358,256
	<b>9,029,439</b>	<b>8,917,593</b>	<b>6,886,883</b>
(Deficit)/Surplus	- 65,628	<b>307,084</b>	123,698

# JHS

[www.johnhowardbc.ca](http://www.johnhowardbc.ca)

