

# John Howard

SOCIETY OF OKANAGAN & KOOTENAY

**Annual Report 2021-2022**



# JOHN HOWARD SOCIETY OKANAGAN & KOOTENAY ANNUAL REPORT

2021/2022





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## OUR MISSION

To create a safe, healthy, and inclusive community for all

## OUR PROGRAMS

Justice Services, Supportive Housing & Housing, Community Outreach & Inclusion, Education & Employment, Nutrition, Health, & Harm Reduction

## OUR CLIENTS

Adults who have been marginalized by circumstances such as poverty, substance use, addiction, mental health challenges, criminal justice system involvement, and/or complex neurodevelopmental and trauma histories.



# JOHN HOWARD OKANAGAN & KOOTENAY BOARD OF DIRECTORS

## Henri Cullinan – Chairman of the Board

The Board of Directors of JHSOK had a productive 2021-22 year with much accomplished. In the fall, the board, Executive Director and the senior leadership team met for strategic planning, developed our strategy screen and carved out our unique JHSOK Identity Statement. This work was part of our agency wide foundational work in developing a JHSOK Culture Deck.

We welcomed a new board member – Pam Moore – who brings with her experience from the Journey Home Task Force and the Healthy Community Specialist for Interior Health. Currently, Pam sits on the Citizens Advisory Committee (CAC) with Correction Services Canada. Geoff Barrow, represented JHSOK at the Provincial level by sitting on the board of directors for JHS BC. From this place, Geoff was able to ensure that the unique situations, opportunities, and challenges of the Interior BC were included in strategic decision making at JHS BC. Additionally, Geoff, was appointed to the John Howard Society of Canada board of directors, again bringing the voice of the interior BC to the national stage. JHSOK continued our membership and commitment to the John Howard Society name and remain an important affiliate in the JHS brand.

In May 2021, the Kelowna Integrated Court was launched. The program brought together stakeholders working in the criminal justice system to see a new kind of court program that recognizes the complex situations of some people who are criminal justice involved such as neuro-developmental disability, history of trauma, mental health challenges, and addictions. The Kelowna Integrated Court's judge, crown counsel, defense, Interior Health, and community partners work together to implement a sentencing for the offender that holds them accountable while also ensuring appropriate connection to supports and services. JHSOK is proud to be a critical partner in the court's success.

JHSOK continued its internal focus this year on streamlining administrative and financial systems to respond faster and ensure that our relationships with funders, vendors, and stakeholders are well managed. The board is proud to present an exemplary audit report with no issues.

Looking ahead, JHSOK is well underway to accreditation – a journey that started in 2019 but had to be put on hiatus due to COVID. We hope to see our agency fully accredited by spring 2023. With COVID mostly behind us, we anticipate and look forward to growth, exploring new opportunities and new partnerships in the coming year.

# JOHN HOWARD OKANAGAN & KOOTENAY BOARD OF DIRECTORS 2021-2022



HENRI CULLINAN

Chairman of the Board



MIKE WOODRUFF

Board Treasurer



CAMILLE WOLOCH

Board Member



PAM MOORE

Board Member



GEOFFREY BARROW

Board Member



LISA HOTTE

Board Member

# EXECUTIVE DIRECTORS REPORT

Patricia Bacon



This past year has been successful with many accomplishments.

For the second year in a row, JHSOK kept its focus inward on Human Resources priorities in recruitment and retention, developing a strong workplace culture and brand, and aligning our programs and systems across an agency that has had grown substantially since 2019.

We made a significant investment in developing a strong JHSOK brand and workplace culture that is focused on innovation, collaboration, meaningful client outcomes, and investment in employee development. The new **JHSOK Culture Deck** was introduced to the leadership team and board of directors in spring of 2022. Much of the work for upcoming fiscal year will be to disseminate the culture deck to all employees. We adopted an internal communications platform as a critical means to build organizational culture, communicate cultural values, make communications between leaders and employees seamless and more accessible.

Human Resources work focused on improving employee recruitment, retention, and engagement through many innovations. We improved retention rates across all departments. The “John Howard Badass” video features 18 employees in a 3-minute video that centers JHSOK as an employer of choice for people ready to work in the sector.

We developed a strong JHSOK Identity Statement alongside our newly crafted Strategy Screen. We clarified our workplace culture with a renewed commitment to innovation, collaboration, meaningful client outcomes, and investment in employee development.

In May 2021, the Kelowna Integrated Court was launched thanks to incredible collaboration and support from City, Crown Council, community lawyers, IH, BrainTrust and others.

JHSOK engaged with other nonprofits working in the sector throughout the interior at the Operator’s Summit; engaged with MHSU and IH on Complex Care and maintained strong relationships with partners throughout the Okanagan.

As we continued to deliver high quality programs for the Okanagan’s most vulnerable, we are proud to have continued on-going strong relationships with our funding partners at BC Housing, CLBC, IH, and grant funding bodies this past year at United Way Society, Okanagan Foundation, and Reaching Home.

Thank you so much to our community supporters, our local and provincial funders, our community partner organizations, and to the rest of the fabulous JHSOK team I have the pleasure to work with.

# MEET THE SENIOR TEAM



AMANDA BARRETT

Senior Director of Housing Services

Amanda has been with JHSOK since May 2008. As a Registered Social Worker, Amanda's passion is to enhance human well-being and help meet the basic and complex needs of all people with a particular focus on those who are vulnerable.



MICHELLE FEHR

Director of Finance & Administration

Michelle has been with JHSOK since March 2015. Before JHSOK, Michelle finished her degree of BCIT, while working in the for-profit world in Vancouver. Working in the non-profit sector has always been a goal of hers and so JHSOK was a perfect fit.



MATTHEW SMITH

Director of Community Living Services

Matt started at JHSOK in March 2020. Matt has a passion and dedication for Community Living and the people that the program serves. He brings over 20 years of experience in leadership roles and studied at Mount Royal University in Calgary finishing with education in Sports Administration.



ANDREA SAGE

Director of Shelter Services

Always passionate about community organizing and intent on continuing her career within social service supports. Andrea was thrilled to join JHSOK in 2015. Her employment activities with JHSOK have been life-changing, in the best possible ways.



MICHELLE LABOUCANE

Senior Director of Justice Services

Michelle moved to Kelowna and joined JHSOK in 2014 and has been involved in Restorative Justice Practices since 1997. She finds working with individuals that are involved in the justice and legal system fulfilling and helping individuals achieve their goals is the most rewarding.



HAILEE ROGERS

Director of Housing First

Hailee has been working with JHSOK since May 2016. She completed her Bachelor's degree with a major in psychology from UVIC before starting to work with JHSOK. Hailee comes from a long line of social service workers, and she knew from a young age that this was the career field she wanted to work in.



STEVE DE LUCA

Director of Residential Services

Steve has been with the agency since 2015. As a Forensic Outreach Worker, Steve has a passion for working alongside those who struggle with mental illness, substance misuse and those involved in the criminal justice system. In Fall 2020 Steve moved into the Justice Services Coordinator role and was particularly proud of working with the Kelowna Integrated Court.



KEVIN HEIDE

Director of Building Operations

Kevin Heide has been working with JHSOK since December 2015. Early in his career he obtained his BC Journeyman Refrigeration Certificate and went on to build companies in both the HVAC and Landscape Construction industries. The last 17 years working in the non-profit sector for a variety of organizations has given him a passion for helping people.



# SENIOR DIRECTOR OF HOUSING SERVICES

Amanda Barrett – Senior Director of Housing Services

The Senior Director of Housing Services role provides strategic vision, planning expertise and operational leadership to achieve quality improvement goals for our housing programs.

Last year, we have seen:

1) Alignment of the Housing Services Food Program, encompassing a program-based philosophy, including the creation of a Mission Statement and guiding principles focused on improving the nutritional status and general health of clients. JHSOK recognizes the important connection between a healthy diet and a person's ability to participate in daily activities.

2) Alignment of the Health Care Program encompassing a program-based philosophy, including the creation of a Mission Statement and goals that uses a harm reduction approach to support participants in independently securing stability in health, medications, and access to care supports. The HCP assists participants in developing independence in directing and navigating their own health care.

This Program has provided care to 107 clients this year delivering a range of health care activities in wound care, connection to mainstream health care services, homemaking care, personal hygiene and medication administration assistance. A significant increase in improved health and wellness has been achieved.

*"To expand staffing opportunities within Housing Services and manage our operational needs, Housing Services Leadership engaged in a project whereby all Housing Services employees be fully cross trained. This commenced in April 2022 and continues. The leadership team worked together to ensure that schedules were managed to accommodate cross training, creation of schedules, management of Payworks, manage staffing concerns, etc. Because of the consistent messaging in promoting this project from leadership, as well as on-going communication and collectively working together, we have to date been successful in managing this new venture and reaching our goals."*

- Amanda Barrett, BSW, RSW  
Senior Director of Housing Services

3) We continued with our Harm Reduction Coordination program to deliver training to our employees and improve harm reduction practices for our clients. The training program improved our ability to respond and overturn overdoses in all our facilities.

4) The pilot Peer Worker Program that ran from August 2021 through March 31, 2022, provided employment opportunity in Cornerstone Shelter. Peer Workers experienced improved health and wellness, self-efficacy, and a sense of belonging. Due to the program's success, we have continued the program in April 2022 in Cornerstone Shelter, expanded to Housing First, and acquired funding for a Coordinator.

5) JHSOK commenced a 6-month Managed Alcohol Program (MAP) pilot project for Cardington Apartments participants in January 2022. MAP safely stabilizes consumption and/or replacing non-beverage alcohol with beverage alcohol as a harm reduction strategy to minimize the personal harm and adverse societal effects of severe alcohol dependence. Results to come next year.

Goals for next year include:

- Maintain and expand our enhanced harm reduction programs.
- Cross train all our housing services employees.
- Continue to collaborate in the community to provide quality care to our population served.

*“My good News story is getting to see the Managed Alcohol Program piloted at Cardington. It has been a pleasure to see the program at work. I began advocating for a specific participant to be on the program in 2020. Put in loads of research to get the program off the ground and now I get to see how this participant is benefiting from the program. He can now keep his suite clean, has been sleeping through the night, eating and gaining weight and complains less about simple life stressors. This experience and shown me that JHSOK values my innovative ideas and is willing to take a chance supporting it's staff and participants.”*

*- Stephanie Vogt  
Manager, Cardington Residential  
Apartments*

# JUSTICE SERVICES

Michelle LaBoucane – Director of Justice Services

Over 773 people connected or participated with our justice services programs.

**Kelowna Integrated Court:** JHSOK's role was focused on collaborating with the court team on release case management, and supporting individuals' access to mental health, substance use, and housing services. With our Community Supports Initiative program overlapping with the court, we were able to leverage the outreach support to our clients. By the end of the 2022 fiscal year, 35 individuals came before the Kelowna Integrated Court. A major highlight of 2021-2022 was the amazing collaborative work amongst upwards of 15 different agencies.

We continued our work in the **Okanagan Correctional Centre** by assisting clients with requests such as Birth Certificate Applications, SIN Applications, advocacy and providing programs. We connected with 374 inmates.

**Probation Outreach program** provided services to 79 people who were serving a probationary order and/or homeless with reintegration into community from corrections.

The **ACES Employment Program** now in its 5<sup>th</sup> year proved to be successful and many program participants completed training and achieved their employment goals. A total of 131 participants took part this year. Program participants secured employment in the fields of construction, traffic control, health care, production and retail. The program included new streams (Peers and Persons with Disabilities) that successfully met the needs of a more people. Thanks to the continued support of JHSOK staff and participants for making this year's ACES program a success.



Steve De Luca presenting at the Kelowna Integrated Court

*“One referral I received was for wound care. Once I met this gentleman he was quite gruff, and did not chat, mainly just answered any questions I asked. We started a wound care regimen. After many visits and improvements on his wound he became chatty and looking forward to our appointments. This gentleman went from never wanting any care, to accepting care, to looking forward to care and then ensuring we booked his next visit prior to me leaving his current appointment with me. Once we had his wound healed he was ready to discuss other health concerns. The resident stated he never had anyone care long enough to stick around and help him through his tough times.”*

*- Trish Seymour  
Health Care Coordinator*

Volunteers of the **Kelowna Parole Volunteer Program** have dedicated hundreds of hours to help people on parole to successfully navigate reintegration and to increase social inclusion. Our program was featured on Kelowna Capital News: “KCR: Volunteers shape the direction of people’s lives”.

The **Restorative Justice** and **Shoplifting Prevention Programs** serve as alternatives to having a criminal record that could adversely affect a persons future. Stressful life events reported by participants as contributing factors in their decision to shoplift included the pandemic, financial difficulties, mental health and addiction issues, parenting challenges, relationship issues, bereavement, health issues, work related challenges, and cost of living challenges. Participants were connected to resources throughout the Central Okanagan area, and most participants reported feeling much more able and equipped to manage their challenging life circumstances after completing the program. 152 individuals participated in the program.

**Forensics Outreach Services** supported clients by maintaining healthy meaningful lives in the communities of Kelowna, Penticton, and Hedley. Ten individuals deemed by the courts to be, Not Criminally Responsible due to Mental Disorder were supported in accessing a wide range of services and supports such as bank appointments, taxes, and applying for housing. Various recreational activities included going for walks or hikes, fishing, playing cribbage, going for lunch, and ice-skating.



Michelle LaBoucane standing by the new Justice Services office on Pandosy St.

# HOUSING FIRST

Hailee Rogers – Director of Housing First

Last year was a big year for Housing First! We served 191 different participants, with 39 exits fourteen were into different housing. Sadly, several of our participants passed away due to drug poisoning. The frontline team had their hands busy with COVID-19, managing crises, hosting resident activities, and overall providing client care. We have all adjusted to the many changes in the pandemic, we have built connections with community partners, and we have seen an improvement in our relationship with neighbors!

We started doing Structural Inspections in May, which are more comprehensive suite inspections. We still have regular monthly cleanliness inspections which allows our building and maintenance teams to be more responsive to suite damage. This helps participants to be more mindful of how they treat their suites as concerns are being noticed and addressed quickly.

We started engaging in participant meetings in July. allowing for our staff and participants to communicate and get feedback on what's working for them. One take away from these meetings was the revamp of our guest policy within the building. Many of our participants maintain intimate relationships with other participants, but do not want to live with their partner in a couple's suite.

*“Peer worker story-*

*I had a participant come for an interview and it is how he arrived that was most notably delightful. This participant is known to dress in a particular fashion, as if though he is ready for combat on the daily. However on this day when he arrived promptly for his 11am interview, he was dressed to kill. He wore a long sleeved black collared shirt, Black slacks, his cowboy hat and cowboy boots. He partook in his interview with great knowledge of the subject matter and I could tell how proud he felt this day. We have been witness in seeing how proud he is of the work he does for us here at Samuel Place. He has asked to be our sole custodian, as he wants to keep our building looking pristine with the best-polished floors John Howard will ever see. This has been a great moment for us here as a team and for the participant as well.”*

*- Marison Nadon*

*Manager, Samuel Place Housing First*



Stephan Village Full-Time Team

Each of our buildings had 10+ participants test positive for COVID-19 simultaneously in August. This situation tested our creativity in client care as many of our participants are immunocompromised. We were able to have them spend time alone outside and couples who were positive simultaneously were granted the option to stay together to ward off the loneliness of isolation. BC Housing provided funds for colouring books, crosswords, and other supplies so our clients stayed entertained. We lost one participant to COVID-19.

As fall started and COVID-19 had slowed, we were able to allow guests back in the building which resulted with our clients feeling less isolated and happier. In October, we were able to start doing activities such as pumpkin carving, BINGO, and arts & crafts nights.

We were able to give a new bath towel, toiletries, chocolate, and a lighter as a small Christmas gift to our clients. Everyone was appreciative, and one participant shared they had never owned a new towel before. Each site received a basket of snacks and hot beverages, as a special thank you to holiday working staff.

2022 feels the most “normal” with the lifting of COVID-19 restrictions, gardens being prepped, more participant activities being planned, and we have seen a reduction in staff turnover allowing us further coaching and mentoring. In person staff meetings have started again bolstering staff morale, allowing for more frequent Naloxone drills, and enhancing client care collaboration. We are excited to see how much more we can grow and improve as a team throughout the 2022-23 year.

*“We have an individual in our program who had a long history of challenges with polysubstance use and homelessness. He was admitted into hospital for detox. He stated “if I would have walked out the day I wanted to, I would have committed suicide” – he decided to remain at the hospital and seek treatment. This is what he has accomplished over the last year: Obtained visits with his daughter. He gets to see her for a week every month, has maintained sobriety, obtained his L and purchased a vehicle, obtained employment, and he continues to work on getting custody over his daughter.”*

*- Amanda Mason  
Program Manager  
Community Living Services*



# SHELTER SERVICES

## Andrea Sage – Director of Shelter Services

Cornerstone held 558 clients this past year, the highest since opening in 2017. We started this fiscal year masked up with the pandemic, late in the summer we had a “COVID Cluster”, but we ended the year with big, open smiles.

The Increased support from the JHSOK Health Care Program, has been a tremendous benefit to us. Having the Health team attend Cornerstone once or twice per week allows clients to become more comfortable and increase trust with the presence of health care workers. The support of the team has provided much needed relief from inappropriate medical referrals and clients now have access to active supports at medical appointments, if required, and minor wound care can now be treated onsite, where clients feel most comfortable.

The Harm Reduction Coordinator has been providing knowledge & skills to train Harm Reduction 101, 201 and drug poisoning drills to all of our Shelter Services staff. The Introduction of Fentanyl testing strips last year, has become a well-used resource against drug toxicity problems.

Covid has caused us to close some of our site chairs and created staffing limitations. Despite that, in February 2022 there were three simultaneous drug poisoning events, with all the victims surviving, just one example to show the undeniable successes of Cornerstone’s ODPS services.



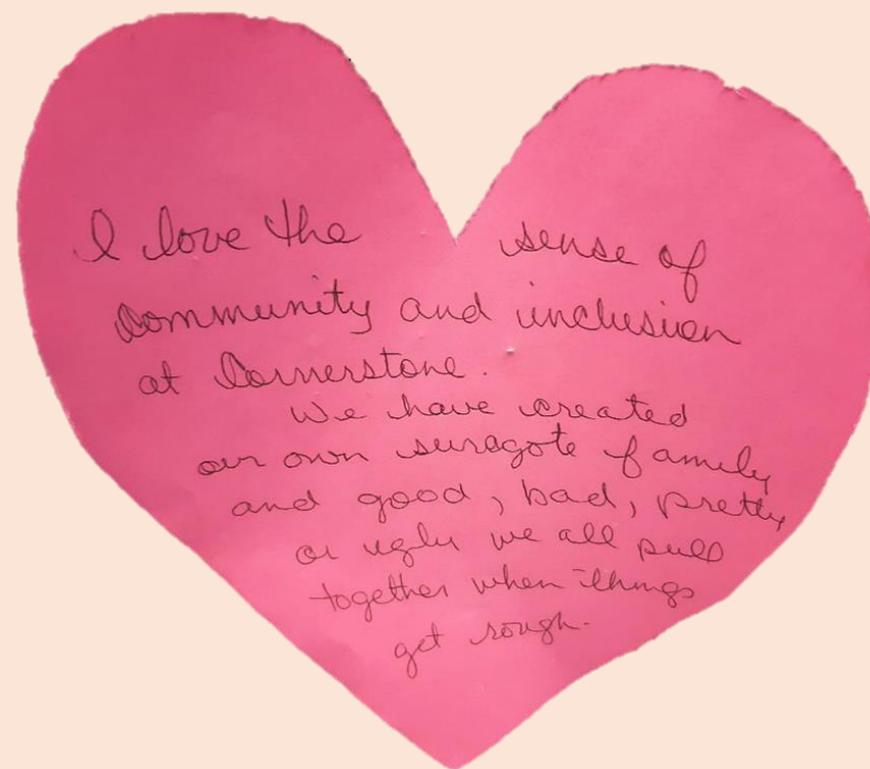
*“Rogers Communications opened a Customer Care Solutions office in Kelowna in September 2020 and they have an exciting Employee Volunteer Program, as part of the organization’s mandate. Cornerstone was the fortunate recipient of a volunteer day. Eighteen Rogers employees gave a day of painting in October 2021. The Rogers team collected nearly \$650 from staff donations to pay for the painting materials, and they painted the 2<sup>nd</sup> floor of Cornerstone. A client had previously pointed out to me that the building that houses the Cornerstone Community did not necessarily feel that welcoming, so the opportunity to paint the entire floor in one day was a true dream come true.”*

*- Andrea Sage  
Director, Cornerstone Shelter*

The introduction of the Peermanship Program was an excellent addition to Shelter Services in 2021. Peermanship recognizes the plethora of talent and skills within the client base. Staff have regularly noted the energy & skills of Cornerstone clients, witnessing acts of volunteerism, performing various activities around the building, including cleaning, support at ODPS and special tasks, such as painting & decorating. During the summer, Justice Services Director, Michelle LaBoucane, advised access to funds able for use in developing peer-based programming. Shelter Services Management, along with the vital assistance of other Housing Services Managers and the JHSOK Harm Reduction Coordinator began meeting in July to develop the program. Following industry best practices and thorough research, introduction of a robust program, with many excited participants, came to Cornerstone in August. Positive results of this program include greater client engagement in services and has led to increased involvement with both JHSOK harm reduction & health care programs, and staff noting more accountability within the peer group, such as community support & self-care.

We returned to pre-COVID capacity of 80 persons.

We also “tech-ed up” our building with the introduction of more cameras and electronic unlocking door devices, 16 more pods added to the 2nd floor, a volunteer led painting, and the creation of a vestibule entry system with electronic doors, camera communication and locked area for admissions on the main floor.



# BUILDING OPERATIONS

Kevin Heide – Director of Building Operations



This past year was busy, our Community Living Services (CLS) saw the shutdown of 3 rental properties, one new rental property on Hollywood was added, and major interior renovations were needed for the two new office spaces we acquitted. The two offices we gained were for Justice Services located on Pandosy St. and Community Living Services on Baron Rd.

This year, our Maintenance Manager has been busy coordinating an average of 7 suite turnovers per month throughout our different residential buildings, each requiring repairs & painting touchups for a yearly total of 85. And we have acquired a second maintenance vehicle.



Our second maintenance vehicle

*"I have a staff member that would make small talk to our clients at dinner service and would always listen to our clients. One day my staff person asked if it would be able to put perogies on the menu. I said sure and the new menu was posted in the buildings with perogies. The client that requested them saw me, came running up to me and started to cry because my staff listened to his request and made him feel valued. To this day he still thanks my staff and myself for taking the time to listen."*

*- Jason DiGeorgio  
Manager, Food and Kitchen Services*



New Justice Services Office



New Community Living Office

# COMMUNITY LIVING SERVICES

Matt Smith – Director of Community Living Services

Community Living Service (CLS) has had stable growth and strengthened our partnerships with Community Living British Columbia (CLBC) and Interior Health (IH) this past year. Both these partnerships are important going forward in the work we do with individuals with complex needs.

We have moved out of downtown and into a windowed office on Baron Road. Our staff are appreciative of seeing daylight and we are thankful to Henri Cullinan and Ecora for the donation of office furniture.

Our Outreach community Program grew this year with 27 referrals while 20 individuals were discharged from the program, and we provided over 1400 hours weekly in supports throughout our service area.

Some of the highlights from this past year include finding housing for a highly complex individual in Kelowna. This led to increased connection and engagement with the support staff. The individual is currently still housed.

We have countless individuals that have found and maintained employment. One individual we support got married!

In our Live in Models, for the past year, we moved one program from a residence on Ladner to a Residence on Hollywood. CLBC has been looking to increase capacity at our live-in models and we have been trying to accommodate their request. We have increased capacity at two of our programs, Hollywood and Bemrose with mixed success. We will continue to look for ways to increase capacity at our live-in models in the upcoming year.



*“With support from OCI staff and Chris Hart from the ACES, a person that we serve celebrated 1 year of successful employment. To honor her success CLS and ACES planned a small surprise party to celebrate this outstanding accomplishment. Later that day the individual called OCI staff to thank everyone for the big surprise and being part of her success.”*

*- Holly Bedard  
Manager, Community Living Services*



We have gained 5 home shares this past year and hired a part time Home share Coordinator position with hopes of it becoming a full-time role.

We had one manager leave CLS, hired a new manager and at the same time re- aligned our managers to geographical regions (North Okanagan, Central and South). This resulted in better workflow for all front-line staff giving a clear understanding of manager roles and who they report to.

We have trained all staff in Non-violent Crisis Intervention (NVC), Mental Health First Aid (MHFA), Applied Suicide intervention skills training (ASIST) and in Naloxone usage.

This past year, finding quality staff continues to be a hurdle in general, not to mention the added effects of Covid. One area that has helped us with this challenge, is that we are being used by local colleges for practicum students, which has proven to be a pipeline for recruitment of new staff.

*“I met with a new client today that is looking for stable long term housing. We met at our Bemrose property. He was over the moon to see the space that would be HIS... Not shared with anyone. Myself and the CLBC facilitator that was present were happy to see this young man that was over joyed that we could have his own space. After they young man drove away we were talking (Myself and the facilitator) that these really good news moments don't come around too often and it is important to cherish them. I was told that the young man is a person of few words... today he was all words... It was one of my most rewarding days at JHSOK...”*

*- Matt Smith  
Director Community Living Services*



# RESIDENTIAL SERVICES

Steve De Luca – Director of Residential Services

**Cardington Apartments** is a 30-unit supportive housing development. Participants at Cardington engage in wellness planning with on-site Residential Support Workers, connecting with our partners at Interior Health, and accessing additional community resources as needed.

We supported 49 individuals, 67% of those engage in substance use. Mental health issues are also common amongst our participants, with mood and psychotic disorders being the most common. Most of the participants state that their overall health, and well-being has improved since joining and rate Cardington Apartments as “excellent”.

Cardington Apartments expanded on our Harm Reduction approach in January by launching a Managed Alcohol Program (MAP) as a pilot study. The pilot program has enabled participants to improve their health, increase their independence, and individuals have reported having a more positive outlook on life.

**New Gate Apartments** is a supportive housing building that housed 53 individuals last year. Through our work with community partnerships, we helped our participants accessing community services, life-skills support, employment, and/or social and recreational activities.

*“My team has been working on building a sense of community within our building, and we now have monthly pot lucks, monthly breakfast and a monthly building event in which about half of our very large building attends. One thing I took away is allowing participants to come up with ideas and be involved in the planning, which seems to get more people interested when their peers are asking, as opposed to me planning and asking them to attend. “*

*- Brooklyn Frank  
Manager of Stephen Village*

Staff worked with Forensic Psychiatric Services at **1043 Harvey House** to provide medication administration assistance, emotional support, life skills, outreach, and leisure activities for those found not criminally responsible on account of mental disorders.

**1033 Harvey House** is a Supportive Housing unit and Community-Based Residential Facility for federal offenders. Five beds are reserved for federal offenders being supervised by Correctional Services Canada (CSC) in the community while serving their sentences. The remaining five clients reside in a Supportive Housing environment for various reasons. Staff at this site support all clients including emotional and life skills support, medication administration assistance, connecting to community resources, computer literacy, and more. Staff also assisted CSC clients with grocery shopping and budgeting each week.

Through case management, staff and clients collaboratively work on goal setting and future planning to ensure successful transitions into alternative housing and the next stages of community supervision. Three offenders completed their day parole and were able to reintegrate back into the community this past year.

**COVID** was a challenge for all our staff and clients last year, but through those limitations we adapted how we celebrate the Christmas holidays at Cardington, and ensured participants received support at our Harvey Houses. As the pandemic began to lessen in severity, we restarted in-person events and outreach support such as: case meetings, grocery shopping, outdoor trail walks etc. This has dramatically increased moral through all our residential buildings

*“One offender struggled with social anxiety and used recycled cardboard/materials to make art projects that were therapeutic for him. He donated these various art projects to places like KGH, Kelowna urgent care, and his doctor's office. In one of the photos, you'll see that he made an ambulance to thank paramedics and healthcare staff during the pandemic with little signs saying, "thank you, heroes." He made multiple cars and helicopters with propellers and wheels that span with super detailed engine parts. During his time at 1033, he must have made at least 20 displays, some at least 4 ft tall!”*

*- Ana Boateng  
Manager of Harvey Houses*



# PEER PROGRAM

Last year, with funding obtained through Justice Services, a working group comprising of the Senior Director of Housing Services, Harm Reduction Coordinator, and Housing Services Leadership Team was established. The mission was to improve the quality of services at Cornerstone Shelter by engaging people with lived or living experience to participate in daily operations through meaningful employment opportunities that pays a living wage. The working group engaged in information gathering through consultation with the Interior Health Peer Coordinator and Vancouver Coastal Health. The contents of the BCCDC Peer Engagement Principles and Best Practices were adopted as the framework for this project.

As a result, participants began engaging in harm reduction and health-enhancing programs and strategies. 8 peers engaged in case management and achieved housing. 12 peers regularly engage with services offered by MHSU. 3 peers reconnected with natural/family supports. There was also an observable improvement in sleep hygiene.

The use of fentanyl testing strips have increased and most of the testing has been completed by Peers. On multiple occasions when a particularly toxic substance arrived at shelter these substances exited the shelter environment within 24 hours compared to 3-5 days in buildings without Peers.

Peers also inform and support staff in OPS enhancements, including the establishment of a substance prep table and re-establishing time limits within the OPS. Through participant testimony we learned that people engaging in this program self-identified as being less engaged in criminal or high-risk behaviors previously utilized to supplement income. Participant testimony also indicated an increase in feelings of self-worth, productivity, and community participation.



*"I have wanted to be involved in peer programming for years, and after learning we had received funding to launch a pilot program, I knew I had to be involved. Our pilot program at shelter was an overwhelming success, as we witnessed positive changes in sleep, eating, mood, managing substance use, and overall health for many of those involved. Since evolving into a full-fledged program and taking on the name of Peermanship Program, it has spread to the rest of the Housing Services buildings and we continue to witness success."*

*- Devon Le Claire  
Peermanship Program Coordinator*

# STATEMENT OF OPERATIONS

## John Howard Society of Okanagan & Kootenay Statement of Operations

For the year ended March 31	Budget	2022	2021
<b>Revenue</b>			
Subsidies	\$ 6,262,125	\$ 6,634,726	\$ 6,701,354
Contract income	4,389,052	4,453,857	4,340,526
Rental income	1,117,515	1,167,598	1,086,518
Grants	92,400	249,395	336,192
Other income	245,783	369,939	308,325
Interest income	960	2,839	2,099
Amortization of deferred capital contributions	-	23,159	18,543
	<u>12,107,835</u>	<u>12,901,513</u>	<u>12,793,557</u>
<b>Expenses</b>			
Advertising and promotion	9,000	3,165	3,486
Bank charges and interest	3,100	10,183	11,197
Cleaning supplies	83,400	161,045	150,688
Conferences and workshops	1,000	276	602
Insurance	74,200	107,068	93,088
Interest on long term debt	310,319	310,319	321,453
Licenses, dues and fees	8,400	6,748	10,285
Office	259,200	388,506	242,553
Other housing	30,500	30,889	69,083
Other programs	1,125,978	1,114,297	1,016,596
Professional fees	45,100	38,301	44,071
Property taxes	460	13,987	711
Rental	185,465	114,595	143,192
Repairs and maintenance	426,835	484,169	355,072
Meals	-	587,677	490,718
Security	-	50,341	30,243
Telephone	195,971	203,056	192,501
Training	47,847	21,387	24,769
Travel	141,500	135,634	147,084
Utilities	311,826	293,529	213,621
Wages and benefits	8,597,035	8,649,840	8,360,088
	<u>11,857,136</u>	<u>12,725,012</u>	<u>11,921,101</u>
Excess of revenue over expenses before amortization and other items	250,699	176,501	872,456
Amortization	374,850	374,850	359,724
<b>Excess (deficiency) of revenues over expenses</b>	<b>\$ (124,151)</b>	<b>\$ (198,349)</b>	<b>\$ 512,732</b>

# OUR FUNDERS



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