

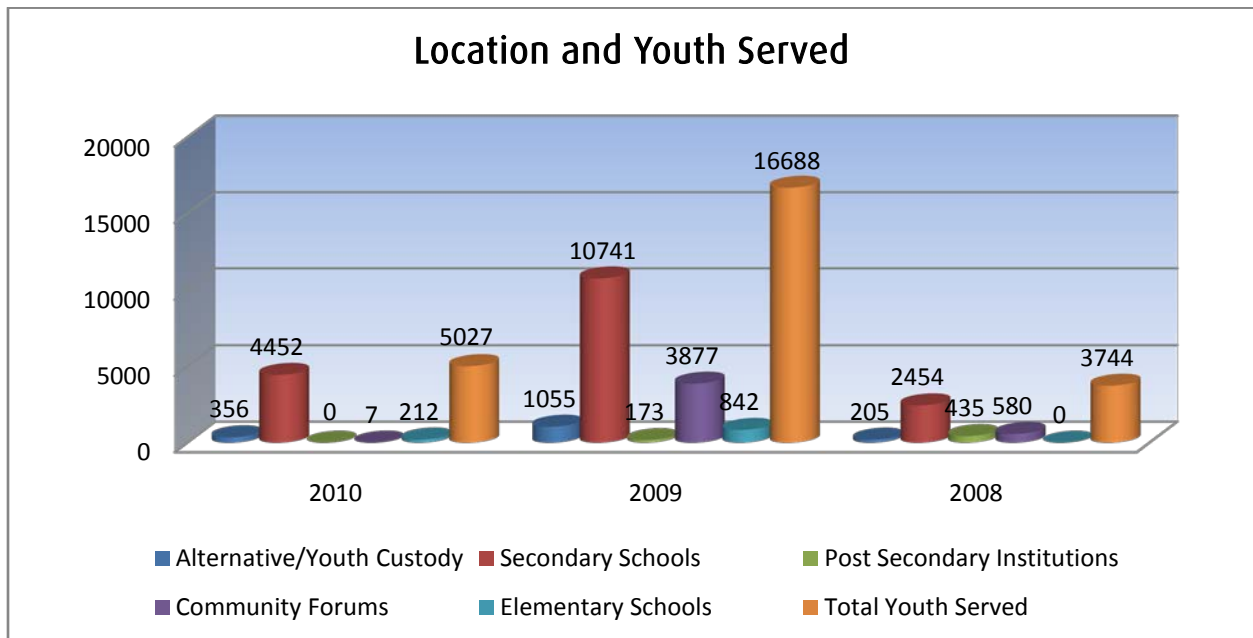
## CHOICES & CONSEQUENCES PROGRAM

The Choices and Consequences program educates primarily at-risk youth (aged 9-18) about the impacts of crime, gang life and bullying. Sessions are typically in a classroom setting at mainstream and alternative schools, or youth detention and community centres. Speakers have been impacted by the criminal justice system and share their personal stories of the pivotal moments that led them into contact with the law, while also offering a message of hope and illustrating how they have learned to make positive choices.

### Admission Criteria

Teachers, instructors, professors, and community groups contact the John Howard Society of the Lower Mainland's Program Facilitator when they want to book a Choices and Consequences speaker presentation. Schools and community organizations are asked to make a small donation to the Choices program.

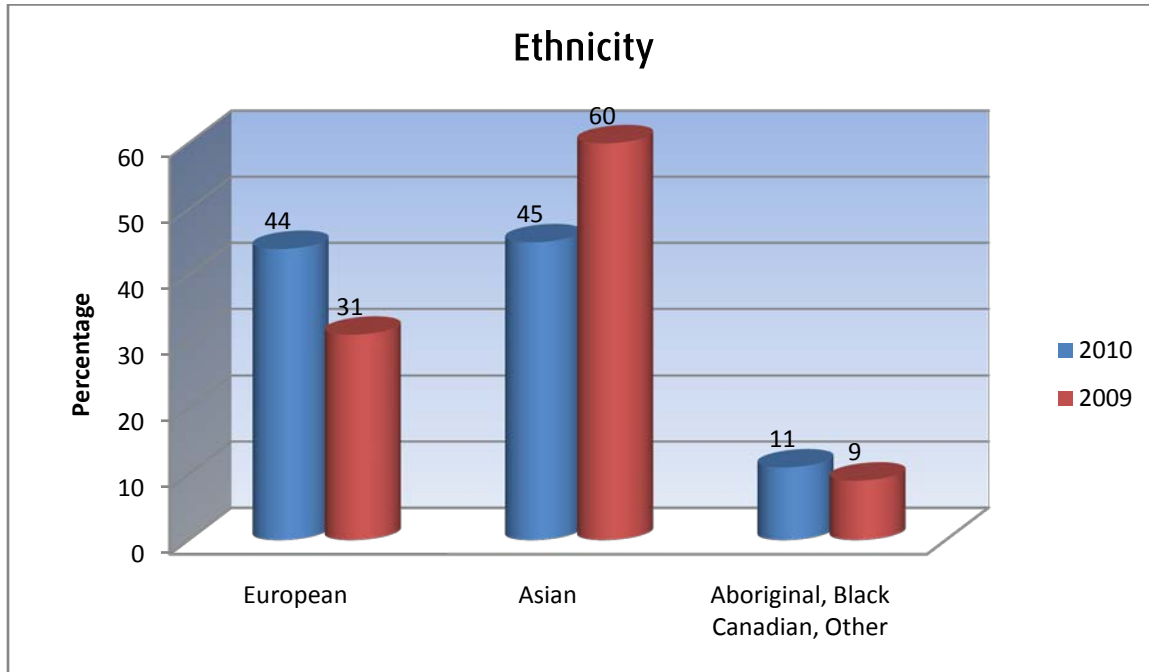
### Population Served



Year	2010	2009	2008
Locations Visited	35	168	54
Number of Presentations	41	254	114
Total Clients	5027	16,688	3,744

## Client Demographics

45% of the total youth served were Asian and 44% were of European ancestry. The chart shows that there was a decrease of 15% of Asian youth served from 2009.



Ethnicity	2010	2009
European	44%	31%
Asian	45%	60%
Aboriginal, Black Canadian, Other	11%	9%

## Changes in Service

There were some challenges with data collection this reporting year due to staff turnover and volume of youth served. The goal for the next reporting year is to improve on our data collection, and increase the return rate for satisfaction surveys.

## Community Needs Assessment

Over the past year the Choices and Consequences program has seen a need for personalized talks to smaller groups of children and youth.

## Program Goals

- Utilize a diverse pool of volunteers of varied age, ethnic and socio-economic backgrounds to reflect the populations they serve.
- Speak to a wide variety of youth and community groups throughout the calendar year to educate and inform them about the consequences of criminal activity.
- Provide youth with information to help them make informed choices and break the stereotyping that makes gang affiliation look attractive to some youth.
- Provide an opportunity for Choices and Consequences speakers to use their experiences positively and give back to the community.

## Review of Last Year's Goals

Action	Outcome
Increase funding revenues to sustain program deliverables	Not achieved. The agency received a \$6,000 grant for 2011. This is a decrease of \$14,000 we received in 2010.
Expand the program by recruiting new volunteers	2 new volunteers were recruited this reporting year.
Expand the audiences to include more parents and community service providers	Due to changes in the program, the focus was more on recruitment and rebuilding the program to target smaller groups of youth.
Meet CARF standards	Choices program will continue to implement CARF standards.
Improve on the collections of statistical information	Partially Achieved. Statistics are collected and inputted into an access program. Monthly reports were completed.
Develop a strategic plan.	Achieved.

## Effectiveness

A program facilitator was hired in the fall 1 day a week to recruit new Choices speakers, and schedule presentations at different locations targeting children and youth.

## Efficiency

The Choices and Consequences Program ensures it remains relevant to the youth it serves. The facilitator routinely surveys the Integrated Gang Task Force, educators, parents, politicians, community leaders, teachers and students, for input and feedback, which is carefully considered.

## Consumer Satisfaction

Out of 5027 youth served in 2010, **76 returned the consumer satisfaction surveys**. The youth who completed the survey rated their satisfaction in five areas as listed below:

Overall how satisfied are you with the Choices Program?

	<b>Very Satisfied</b>	<b>Satisfied</b>	<b>Dissatisfied</b>	<b>Total Surveys Returned</b>
<b>2010</b>	63	13	0	76
<b>2009</b>	1934	622	3	2559

Was the information provided by the speaker(s) helpful?

	<b>Very Helpful</b>	<b>Helpful</b>	<b>Not Helpful</b>	<b>Total Surveys Returned</b>
<b>2010</b>	51	25	0	76
<b>2009</b>	1831	711	17	2559

Was the information provided easy to understand?

	<b>Yes</b>	<b>Somewhat Well</b>	<b>No</b>	<b>Total Surveys Returned</b>
<b>2010</b>	71	5	0	76
<b>2009</b>	2551	7	1	2559

How well did the Speaker(s) present the information?

	<b>Very Well</b>	<b>Somewhat Well</b>	<b>Not Well</b>	<b>Total Surveys Returned</b>
<b>2010</b>	69	7	0	76
<b>2009</b>	2497	62	0	2559

How likely is it that the presentation will influence people's choices?

	<b>Very Likely</b>	<b>Likely</b>	<b>Not Likely</b>	<b>Total Surveys Returned</b>
<b>2010</b>	50	16	0	76
<b>2009</b>	2457	95	7	2559

As the above survey shows consumer satisfaction with the program was 100%, an increase of 10% from 2009.

## **SUMMARY**

This year the Choices and Consequences Program delivered fewer presentations than in previous years because of a lack of resources and program closure for the summer months. The changes this year allowed the program to recruit new volunteers with different backgrounds and stories. The Choices Program requires more funding to operate at its full potential.

The goal for next year is to secure more funding for the program to be fully operational. We will also recruit new volunteers and continue to build positive relationships with the educational system in order to facilitate presentations that will meet the current needs of the youth in our communities.

#### **Next Year's Goals**

- Increase funding revenues to sustain program deliverables.
- Recruit more Choices speakers for 2011-2012.
- Host a Community Forum.
- Improve return rate for satisfactions surveys.

*- Louise LaFleur*