

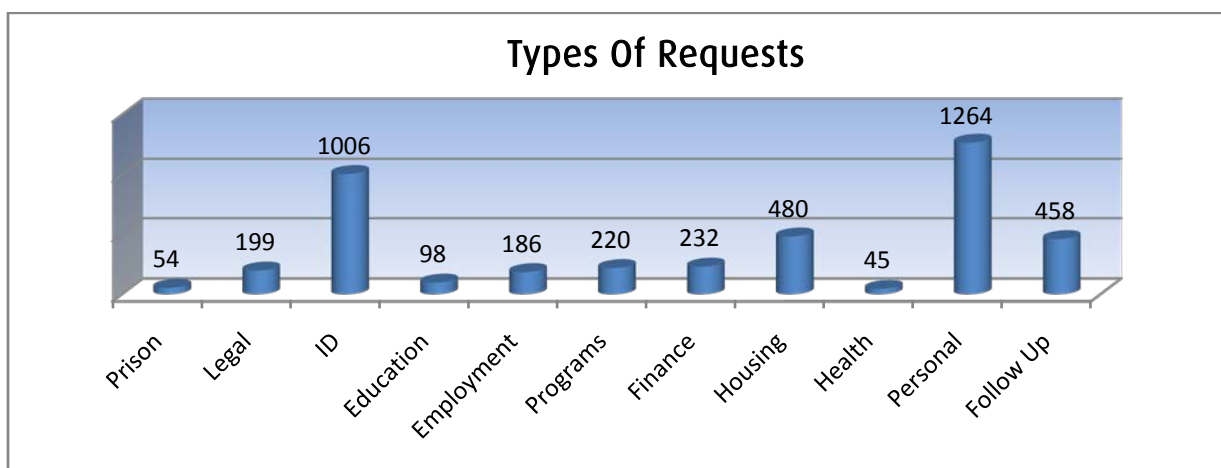
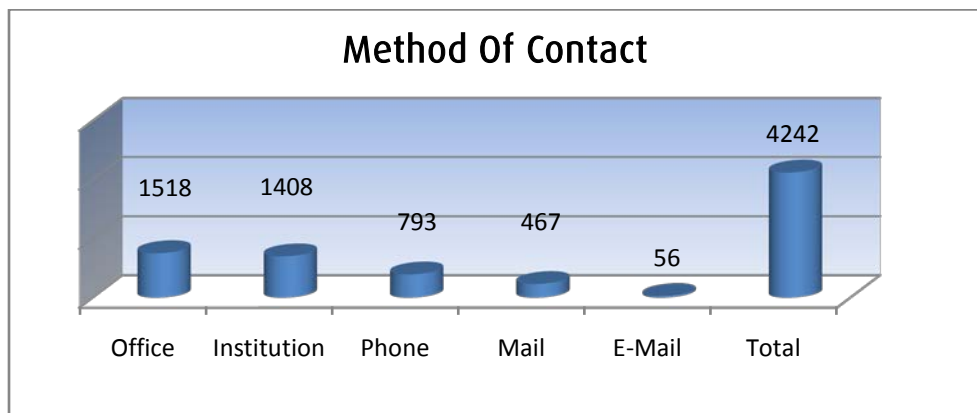
The John Howard Society of the Lower Mainland’s Community Services Office (CSO) assists individuals with obtaining identification; locating and maintaining safe, affordable housing; referrals to employment, substance abuse treatment, mental health, and income tax resources; and many other requests. The CSO is open Monday to Friday from 9:00 to 4:30. Five programs work out of the CSO: Choices and Consequences, Employment Preparation, Volunteer and Practicum Students, Youth Advocacy, and Homelessness Partnership Strategy.

**Admission Criteria**

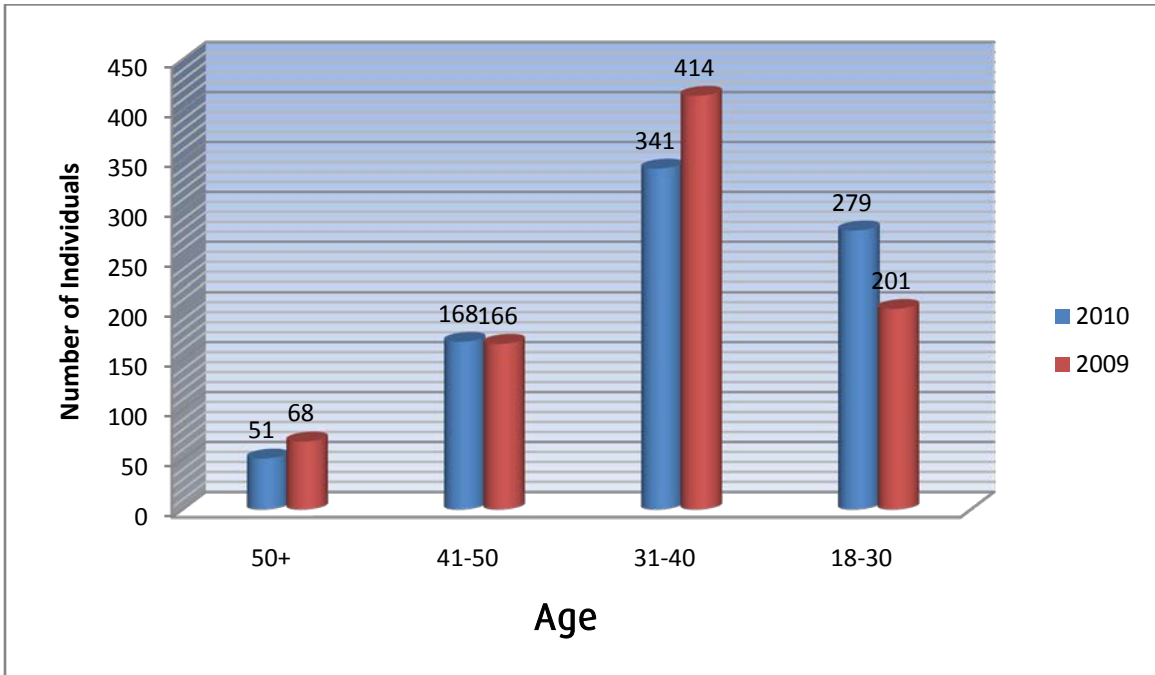
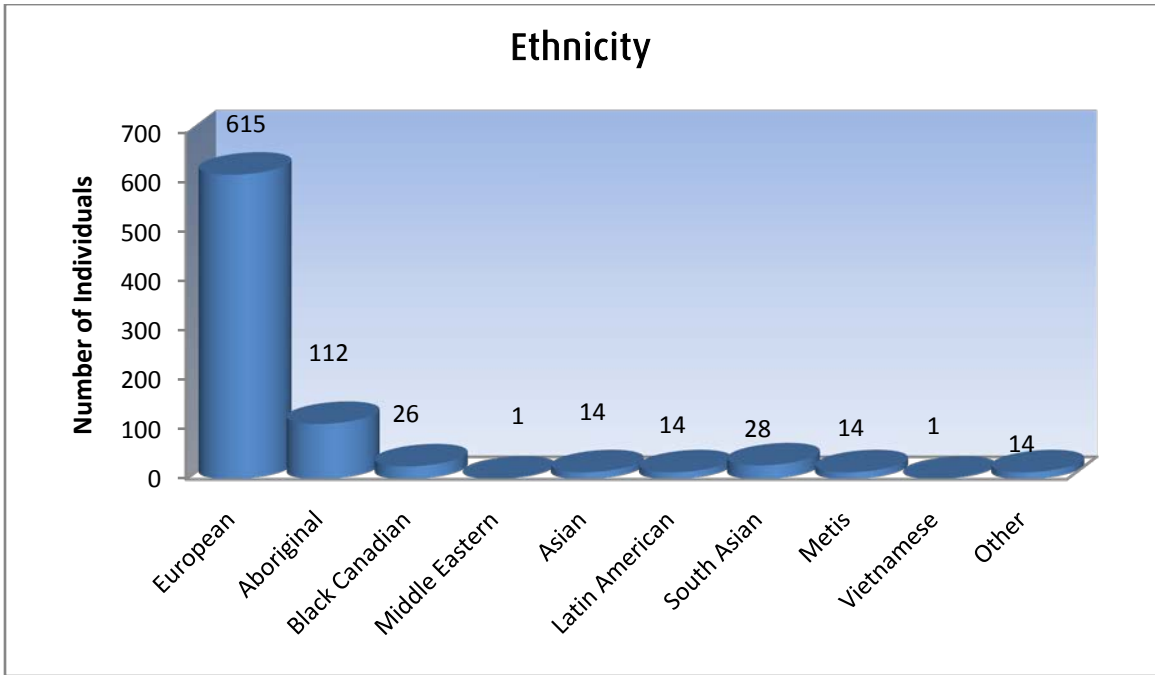
Community Services assists people impacted by the criminal justice system, with developmental disabilities, persistent mental health conditions and who pose a risk for homelessness.

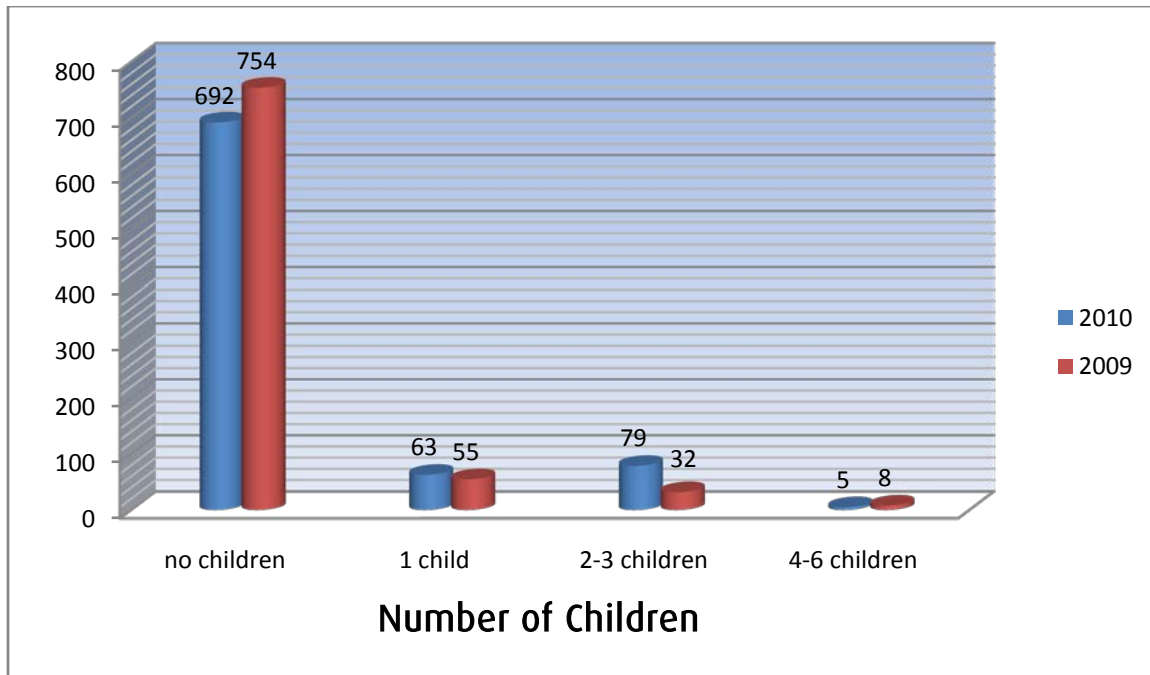
**Population Served**

This year the Community Services Office served a total of **839 individuals**, with a total of **3242 contacts** (defined as every time we have *any* contact with *any* individual). **4242 requests** were made (up from 3586 in 2009). On average, each individual had about 5 different requests and interacted with JHSLM staff about 4 times.



“Personal” includes housing, identification documents, clothing, and furniture.





Of the 839 clients served this year, 147 have children between 0 - 12 years compared to 95 the previous year.

### Change in Service

In 2010, the Community Services Office employed a full time Reconnect Worker in order to address client requests, and manage the practicum student and volunteer work force, facilitating consistent attention to detail across client cases.

### Community Needs Assessment

This year, as in previous years, the majority of requests were for personal needs like housing and obtaining identification.

### Review of Last Year's Goals

Action	Outcome
Hire a Reconnect Worker	Achieved.
Facilitate Workshops & Groups to Educate and Provide Information for our Consumers	Partially Achieved. This goal will continue into the next reporting year.
Meet CARF Standards	Achieved. On-going.
Expand & Improve on our Collection of Statistical Data	Achieved. The Community Service team has worked very hard this year to identify the information that needs to be

	reported to reflect outcomes.
Secure Funding Revenues to Sustain Program Deliverables	Not achieved. The goal for the following year is to apply for secure funding through the United Way. Our contract with United Way will end in March 2012.
Partner with Community Agencies to Provide Counseling Services at Consumers' Request	The Community Service team referred individuals to counseling services in the community.
Have Case Administration Management System (CAMS) be Fully Operational	Achieved.

**Effectiveness**

The Community service office responded to 4242 requests, serving 839 individuals with all requests completed within required time frames. Of these requests, 4223 had a positive outcome, 15 were neutral and 4 ended with a negative outcome.

**Efficiency**

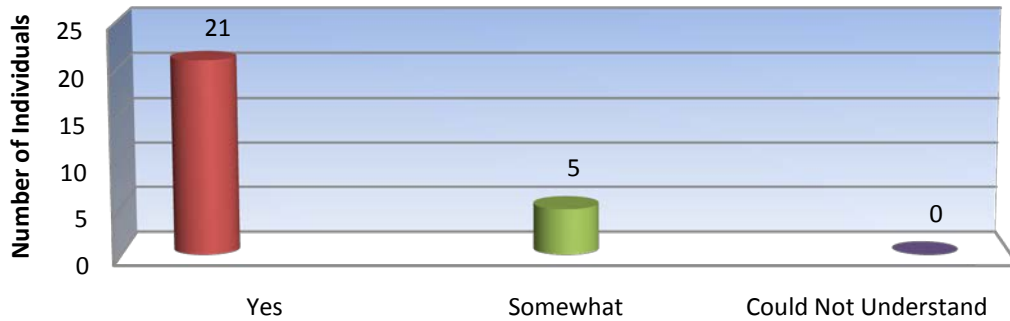
The Reconnect Worker's Schedule, along with the practicum and volunteer schedules have been arranged to ensure the Community Services Office has appropriate staffing levels to respond to requests promptly. Strategic plans are completed and are reviewed on a regular basis.

**Consumer Satisfaction**

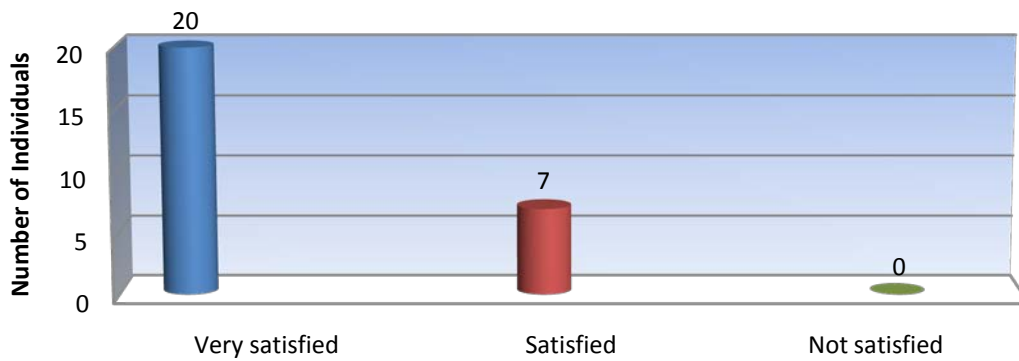
Consumer satisfaction surveys were made available in the Community Service Office and were also distributed to correctional institutions in B.C.. Of the 40 sent out to institutions, 19 were returned. 3 surveys were filled out at the Community Services Office for a **total of 22 surveys**.



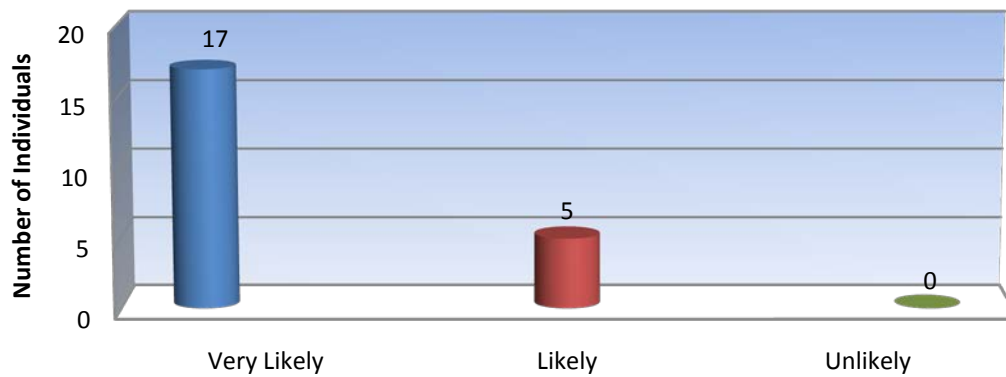
### Was the information provided by the staff helpful and easy to understand?



### Are you satisfied with the level of safety provided at the Community Services Office?



### How likely would you be to contact us for further assistance?



## **SUMMARY**

Community Services had a successful year implementing changes to reporting and case management. The Community Services team improved their delivery of service by offering more community support and opportunities to build relationships, and offer additional support for both our Homelessness Partnership Strategy and Outreach programs, which means more opportunities for individuals' access to resources and support in the community.

Community Service team looks forward to continuing to improve quality of service. We would also like to thank all the volunteers and practicum students who volunteered their time at the Community Service office to make this year successful.

## **Next Years' Goals**

- Hire and train a Program Coordinator.
- Host a Community Forum.
- Facilitate workshops or groups in the Community Service office to educate and provide information for our clients.
- Secure funding revenues to sustain program deliverables.

*-Louise LaFleur*