

Guy Richmond Place (GRP) is an 18-bed Community Residential Facility (CRF) under contract with the Correctional Services of Canada (CSC) to provide a stable home environment with added structure for men on Conditional Release from both federal and provincial correctional institutions. GRP is safe and hospitable, providing food, a clean furnished room with cable, linens, and laundry amenities. All residents have access to two communal televisions, a DVD player, and a resident's phone line with voice mail, a weight room, and a computer with access to the internet.

GRP staff continuously offers support, advocacy, and information on community resources to all residents as they reintegrate into the community facing obstacles such as obtaining housing, employment, personal identification, BC medical coverage, banking services, transportation, and recreation passes. With the assistance of staff, practicum students and volunteers, GRP is able to meet the needs of each individual resident. We provide a supportive, homelike environment to assist individuals to become responsible citizens.

### Admission Criteria

Referrals are received from the Vancouver Parole Officer of the Correctional Service of Canada. Applicants are screened on a weekly basis. Accepted applicants' files are reviewed by a community representative to ensure that each person adheres to the screening criteria of GRP.

**Guy Richmond Place will consider individuals who meet the following criteria. Individuals must:**

- be on conditional release from a federal or provincial correctional institution
- be accepted to GRP by either the House Manager or Director of Programs after a review of their correctional file
- be able to live in a group setting
- have made some progress in dealing with the criminogenic factors that prompted the offence for which they were incarcerated—they must have accepted responsibility for their actions

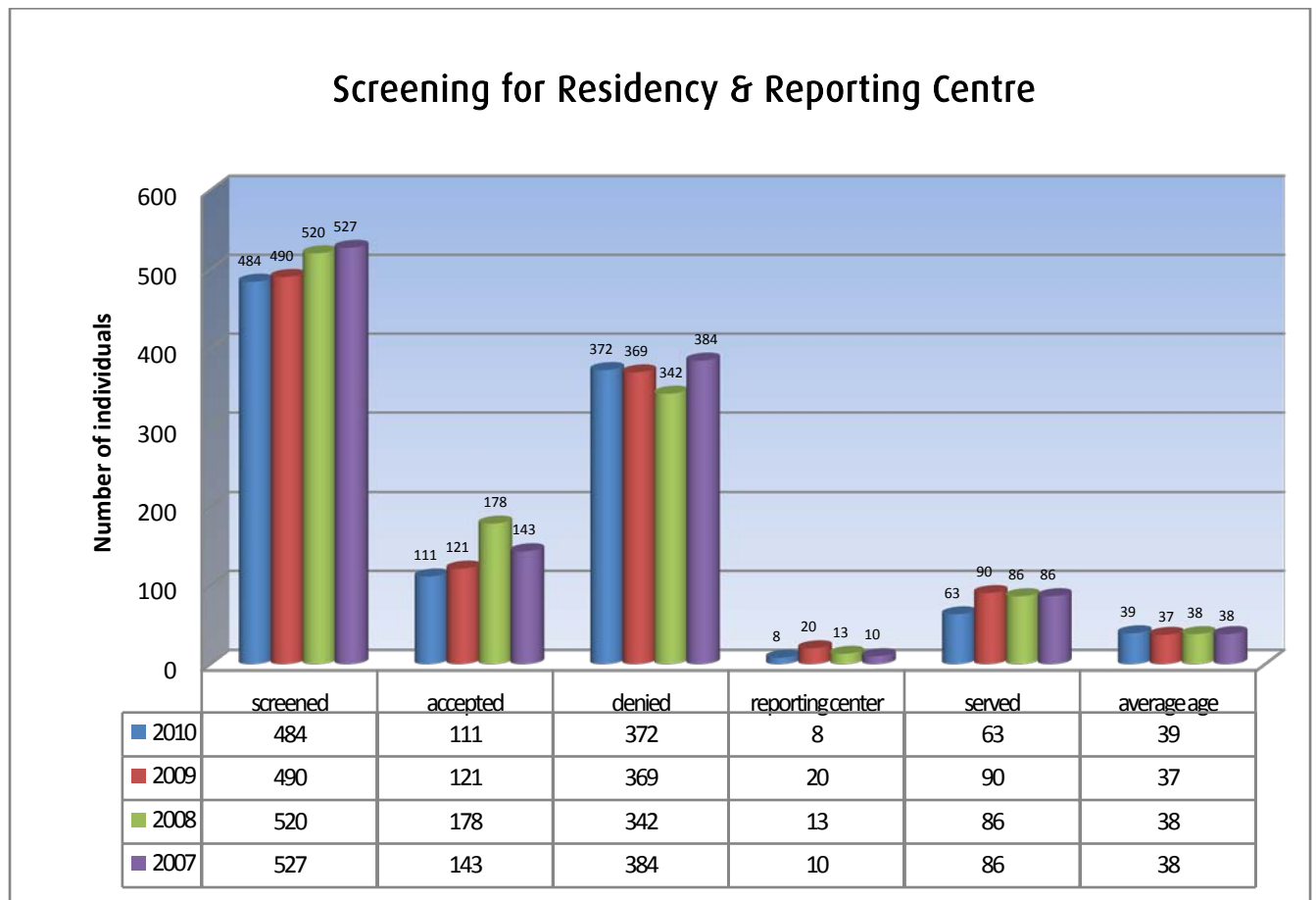
**Guy Richmond Place is *not* an appropriate placement for those who are:**

- physically challenged by the layout and design of the house, which is not wheelchair accessible
- participating in significant and untreated substance misuse
- refusing treatment for mental health issues
- refusing treatment for sexual abuse and violence issues

In September 2008 Vancouver Parole introduced a weekly screenings board (Community Corrections Intervention Board or CCIB) at the Vancouver Parole Office. This Board allows for a case management/team approach by giving CRF managers, parole officers, program managers and psychologists a venue to discuss each case and make informed decisions.

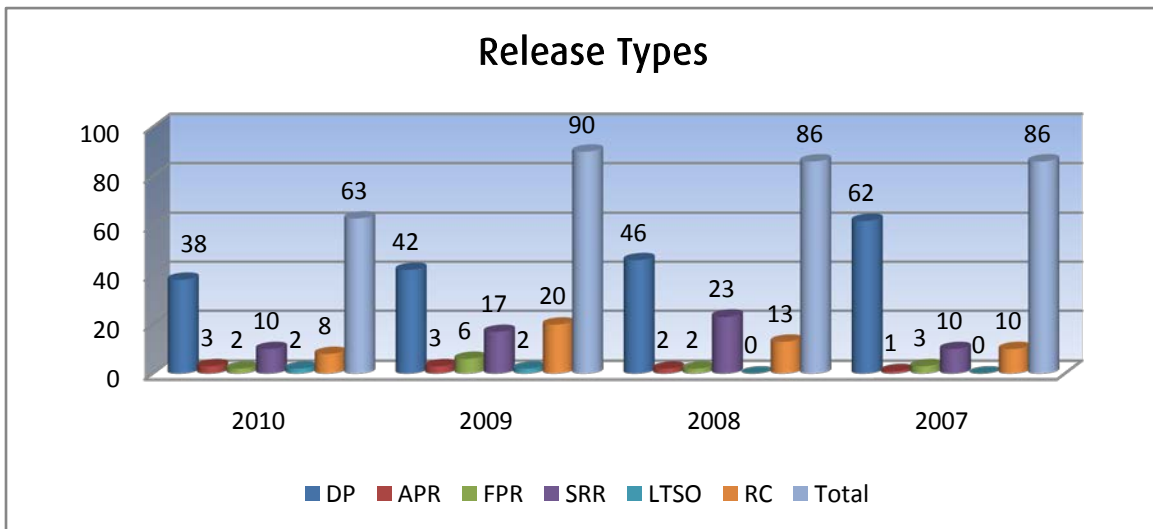
In 2010 (actually measured from April 1<sup>st</sup>, 2010 to March 31<sup>st</sup> 2011), GRP screened **484** applicants, accepted **111 (23%)**, and **served 63 individuals (13%)**, whose average age was 38. The **average stay** was **6.9 months** (compared to 5.3 months in 2009). The slight decrease in acceptance rates

from last year—2%--include safety concerns regarding gang members in halfway houses, CSC transitioning their new program model in the Pacific region and the abolishment of Accelerated Parole Release.



In 2010, GRP served **55 residents**. The longest stay was 1234 days and the shortest was 1 day. The average length of stay was 207 days—an increase of 48 days compared to the previous year. GRP had a 95 % occupancy rate (the same as last year). During 2010, the average bed day was 17.30. In 2009, the total number of residents served was 70 and the longest stay was 1096 days while the shortest stay was 1 day. The average length of stay was a 159 days. The average age of the residents this year was 39 years old. Last year the average age was 37 years old. In addition to providing service to 55 residents, GRP provided service to 8 reporting center individuals for a total of 63 individuals served. In 2009 GRP provided service to 70 residents and 20 reporting centre individuals for a total of 90 individuals served. The number of reporting center individuals decreased by 12 this year and has decreased almost by half from 2007 when we served 13. Out of the 8 reporting center individuals, 4 reported once and one reported 13 times. The total number of visits was 66 up slightly from last year’s 60 visits. The average number of visits per individual was 3.3.

The majority of residents over the past three years have been on day parole (**DP**) or statutory release with residency (**SRR**) and reporting centre (**RC**) individuals on statutory release. This year there was a decrease in the number of residents on Full Parole who had a residency condition (**FPR**) and two residents were on Long Term Supervision Orders (**LTSO**). (**APR** stands for Accelerated Parole Release.)



Ethnicity	2010	2009	2008	2007
European	35	38	42	54
Aboriginal	13	33	18	3
Métis	0	0	0	4
Black Canadian	2	1	3	1
South Asian	2	2	9	4
Asian	9	14	9	13
Not included elsewhere	2	2	5	7
<b>Total</b>	<b>63</b>	<b>90</b>	<b>86</b>	<b>86</b>

As shown, Caucasian remains the largest ethnic group over this three year period with a continued moderate decrease this year. The chart also reflects a decrease in the number of Aboriginal offenders compared to last year, however on par with the numbers reflected in the 2 years previous to this.

### Releasing Institutions

	2010	2009	2008	2007
Ferndale Institution	15	12	20	24
<i>Out of Province</i>	7	7	6	7
Matsqui Temporary Detainment	6	8	7	13
Mission Institution	5	5	7	1
Fraser Regional Correctional Centre	5	4	7	1
William Head Institution	4	1	1	7
Pacific Institution	3	0	2	1
Mountain Institution	3	12	6	4
Kwkwëxwelhp Institution	3	7	6	4
Belkin House (Salvation Army)	3	8	5	5
Matsqui Institution	3	7	9	17
Maple Ridge Treatment Centre	2	3	5	1
Nanaimo Correctional Centre	1	0	0	0
Regional Treatment Centre	1	3	1	1
Ford Mountain Correctional Centre	1	1	0	0
Harbour Light Centre (Salvation Army)	1	0	0	0

Burnaby Youth Custody Services Centre	0	4	0	0
Kent Institution	0	1	4	0

This year there was a slight increase in the number of residents who came from Ferndale and a slight decrease of the number of residents who came from Matsqui and Mountain Institutions. Approximately the same number came from TDU and Pacific. The chart shows that the majority of residents this fiscal year came from Ferndale, Mission, TD Unit and out of province transfers.

### Residents' Most Serious Charge at Intake

	2010	2009	2008	2007
Aggravated assault	1	0	0	0
Armed robbery	3	0	0	0
Arson	0	0	0	0
Assault	2	4	6	5
Attempted murder	0	0	1	3
Breaking and entering	9	10	1	10
Conspire to commit indictable offence	0	1	4	3
Dangerous operation of a motor vehicle	1	0	1	1
Extortion	0	0	0	0
Forcible confinement/kidnapping	3	1	1	5
Fraud	5	4	0	1
Impaired driving causing death	0	0	1	0
Importing or exporting drugs	1	0	0	0
Laundering proceeds of crime	0	1	1	1
Manslaughter	3	12	3	3
Murder	6	15	12	11
Obstruction of justice	1	0	0	0
Possession of property obtained by crime	0	1	4	6
Possession of drugs for purpose of trafficking	3	12	18	15
Poss. weapon for dangerous purpose	4	0	0	0
Production of controlled substance	2	0	1	3
Robbery	14	15	21	11
Sexual offence	4	14	10	5
Theft	1	0	1	3

Residents are most often charged with multiple offences. The above chart lists the **single most serious offence** per resident at time of intake. As the chart shows, the majority of residents admitted this year were charged with robbery, breaking and entering, fraud, sexual offences, murder and manslaughter.

### Changes in Service

In September of 2010, a new CRF manager was hired for GRP, vacancies filled, and a new team developed. The main objective was to continue building a stronger team through improved training. The Manager attended Leadership and Management Workshops through Canadian Management Professional Services and the Justice Institute of British Columbia. In addition, the Manager and staff

attended the British Columbia Yukon Halfway House Association (BCYHHA) meetings and Correctional Service of Canada CRF meetings. The Manager and staff also attended Federal Institutions and Parole Board of Canada Hearings.

We continue to ensure 6 training shifts for all new staff members. In addition, new staff complete 16 hours of training through the Moodle training site provided by the BCYHHA. Staff attended Boundaries Training, Non-Violent Crisis Intervention Training, Motivational Interviewing Training, Sex Offender Training, Mental Health Training, De-Escalating Violent Situations Training, Dual Diagnosis Training, and First Aid. One member of our staff team is now certified as a Motivational Interviewing Facilitator. Since receiving this training she has facilitated two classes within the Lower Mainland to agencies that are members of the BCYHHA.

Achieving last year's outcome of having our Case Administrative Management System (CAMS) fully operational was one of the biggest changes this year (July 2010). Less time is required and the quality of staff notes has improved. This supports the JHSLM's commitment to move to a more paperless work environment. The sharing of information has improved with the implementation of CAMS. Another benefit of this system is its accessibility from anywhere in the world. Lastly, if an individual returns to us, their file can more easily be reactivated.

The staff assault in December, 2010 brought another change: three days of additional staffing that scheduled from 5 p.m. to 1 a.m. to improve safety as residents return to the house throughout the evening. This additional staff person spends time assisting residents with job searches, resume building, applying for schooling, completion of taxes and most importantly, developing realistic goal setting with residents. In reviewing the incident (management and CSC held meetings for staff and residents to debrief), it became apparent that JHSLM needed to train more staff in CISM and ensure it is part of our training plan. All parties involved spoke to the importance of building strong professional relationships between staff and residents. Residents pointed out the importance of knowing who they are, not just from a risk management point of view, but also as individuals. In response to this suggestion from residents, Guy Richmond Place will continue to look for ways to improve our case management system.

## Community Needs Assessment

GRP played an active role in assisting individuals to bridge from the Institution to the community by responding to letters received from incarcerated individuals:130 letters from individuals in institutions (double the number we responded to in 2009). In 2008, we responded to 49 letters from individuals. Incarcerated individuals write to GRP as a way to introduce themselves. These letters assist us in making screening decisions. When we attend informational fairs twice a year we encourage all incarcerated persons to write us letters.

	2010	2009	2008
Ferndale	3	2	4
Mountain	2	2	1
Kent	1	1	0
William Head	0	0	0
Kwikwexwelhp	0	0	1

Matsqui	1	4	4
Mission	1	3	4
Pacific-RTC	1	5	0
Number of trips	8	9	7
Number of interviewees who came to GRP	6	4	5
Total individuals interviews	51	73	55

Meeting individuals face to face is the most effective way to assess if they are a suitable candidate for JHSLM. This year, the GRP Manager and staff visited Mountain twice, Mission once, Matsqui once, Ferndale three times, and Pacific and Kent each one time: a total of eight day trips to the institutions and a total of 51 interviews completed. We completed two telephone interviews this year and 4 post suspension interviews. 6 of the 51 individuals that were interviewed came to GRP, a slight increase over the previous year.

Although only a small number of incarcerated individuals that we interviewed actually came to GRP benefits of this institutional in-reach include: a) educating incarcerated individuals and Institutional Parole Officers about services like us that are available in the community, b) advocating for individuals who are having difficulty navigating the system and c) building professional working relationships with correctional and parole officers.

Residents of Guy Richmond Place typically face many barriers when reintegrating into the community from the correctional system. Some of these include completing taxes, finding employment with limited skills, obtaining a B.C. Medical Services Plan number, recovering missing/lost identification, and re-establishing relationships with family and friends. Physical, medical and mental health issues continue to challenge individuals as well.

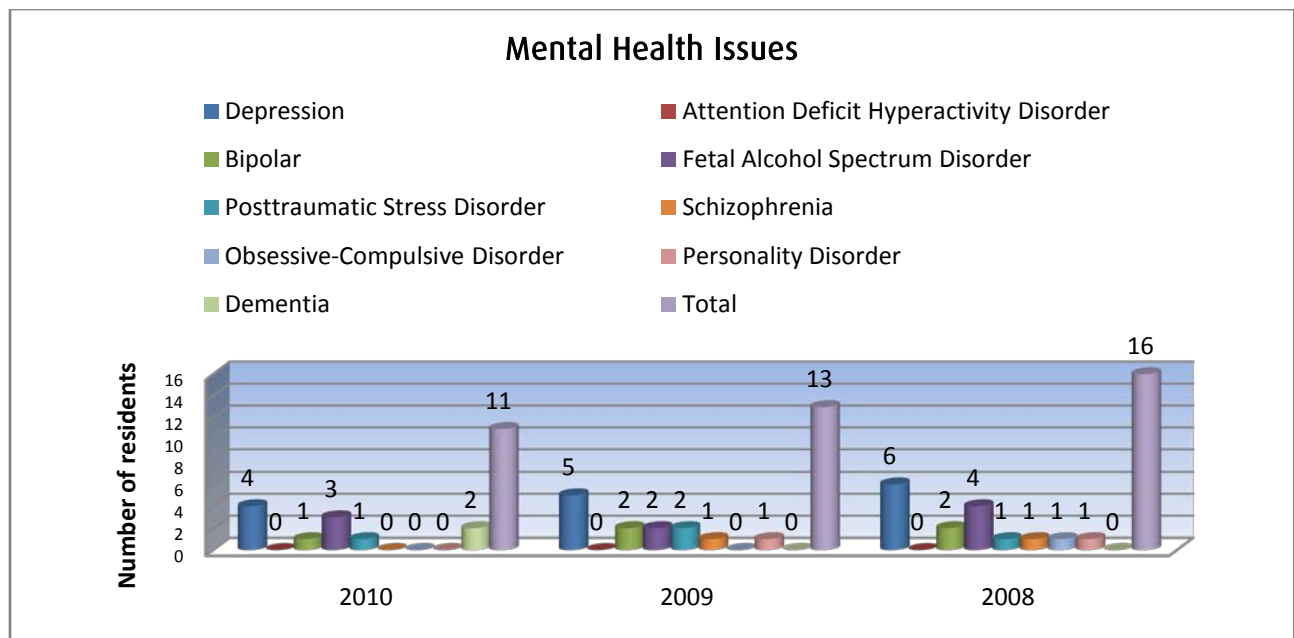
The following three charts show a breakdown of resident’s medical needs, metal health issues and types of substance misuse. Many residents often suffer from both a mental health and a substance misuse issue, making assistance complex and challenging due to limited resources and the resident’s ability to self-manage in the community. As staff continues to search for medical, mental health and substance misuse treatment resources for our residents, our ability to address the dynamic needs of our residents continues to improve.

## Health Issues

The chart below categorizes the substances that residents most often misuse, though not all residents would identify themselves as having a substance misuse issue but rather that they are a “recreational user.” This information is from residents’ correctional files. During 2010, 65% of residents had a substance misuse issue compared to 70% in 2009 and 76% in 2008.

Types of Substance misused	2010	2009	2008
No substance misuse issues	22	20	29
Heroin	11	8	10
Alcohol	9	22	12
Cocaine	8	15	14
Tetrahydrocannabinol (THC)	6	13	10
Methamphetamine; "Crystal Meth"	5	5	6
All	2	0	10
Unspecified	0	0	4

Types of Health Conditions	2010	2009	2008
Angina	1	0	0
Arthritis	0	0	0
Back, joint and limb injuries and issues	4	0	2
Crohn's disease	0	0	0
Dental issues	1	0	0
Diabetes	0	2	1
Eye ulcers	0	0	0
Hepatitis	1	3	2
HIV/AIDS	0	3	3
Heart and circulatory issues	3	1	3
Hearing impaired	0	0	0
Methadone	6	4	5
Major organ dysfunction	2	0	0
Sleep apnea	1	2	0
Substance misuse issues	41	63	66
Thyroid issues	2	0	0



This year, approximately 18% of our residents had mental health issues. Depression has been the most common issue over the last four years. In that same time span, GRP has had with residents diagnosed with Personality Disorder, Fetal Alcohol Spectrum Disorder, Anxiety Disorder, Bi-Polar Disorder, Schizophrenia and Obsessive-Compulsive Disorder.

## Analysis

This year's data shows that GRP continues to support residents to be successful on parole. Ten residents were granted Full Parole, three reached Warrant Expiry, four reached Statutory Release and 31 remain in the community. Six residents transferred to other CRFs. The number of suspensions was up slightly from 14 to 15. Five of the 15 returned to the program after being suspended. There was a total of three residents who went Unlawfully at Large (UAL) this year.

The overall success of the residents at GRP and the steadiness in suspensions and UALS is due to a combination of factors. Guy Richmond is a smaller CRF that offers individualized care and builds healthy relationship with its residents. A graduated curfew allows residents to spend more time with the staff when they first arrive and this helps the resident feel accepted and integrate into the culture at GRP. The facility is clean and has a home-like atmosphere which helps residents feel more comfortable at GRP. GRP is reluctant to accept untreated substance abusers and residents with an extremely poor release history until we have developed a relationship with them in the institution.

This year we seen a decrease in the number of individuals served. The decrease in the number of individuals served in 2010 (63 compared to 90 in 2009) can be explained by the increase in the average of length of stay, which was 207 days (an increase of 48 days over the average in 2009). This may be partially attributable to staff training in Dual Diagnosis, Mental Health Training, and De-escalating Potentially Violent Situations.

Another factor is that 38 of the 63 residents we served this year were on Day Parole and ten residents were on Statutory Release with a Residency Condition, two were LTSO's, three were on Accelerated Parole, two were on Full Parole with Residency and eight were reporting centre individuals. In general, residents who are on day parole participated in their correctional plan and were motivated to address their risk factors. Statutory release with residency cases are less likely to address their risk factors and are unhappy with having an imposed residency condition and therefore may be more likely to go UAL or be suspended.

The most serious charge at intake was murder—similarly to last year with an increase in the number of individuals convicted for armed robbery, breaking and entering, and possession of a weapon for a dangerous purpose.

The most common health concern among residents is substance misuse issues. Forty-one residents reported substances being an issue. The two most common substances used by residents this year were alcohol and heroin, followed by cocaine and THC. We saw an increase in the areas of heroin, alcohol and cocaine use and a decrease in THC use this past year.

Three residents went UAL this year. All three were on Day Parole, had substance issues and none of them had a primary relationship. One had been in residential treatment before they came to GRP and the other two had completed programming to address substance misuse issues. Two of three that went UAL used alcohol, one used heroin and two used cocaine.

One returned to the house and two were picked up on new charges, one for an assault on a Guy Richmond Place staff member and the other for shop-lifting. In addition, two were revoked. Their ages ranged from 33 to 42 and their length of stay was between 7 and 148 days.

### Characteristics of the 3 residents who went UAL in 2010-11

- Substance misuse issues
- Had a relapse plan
- Had been in treatment programs for substance use
- Employed and motivated
- At least 2 positive community supports
- Late for curfews, missed call-ins, high energy, continuous “drama” and crisis, will challenge rules
- Had difficulty maintaining a commitment to goals (school, work and family)
- Easily influenced by other residents both positively and negatively
- Breached conditions at least one
- Older than 33
- May have a mental health issue
- Described by staff as needy
- Unrealistic goals

### Characteristics of the 38 residents who have a history of substances use but did not go UAL

- 4 were receiving treatment for mental health issues
- 3 were on methadone
- 11 had more than a year of abstinence from drugs
- All had participated in some type of programming to address their substance use
- Very committed to stay drug free
- Realistic goals
- Described by staff as patient
- At least 2 positive community supports
- 1 had a committed primary relationship

The chart below shows some statistical information on the residents who went UAL

<b>Length of Stay</b>	148 days	64 days	7 days
<b>Age at release</b>	42	41	33
<b>SIR</b>	-10	-13	n/a
<b>Day Program</b>	Full time work	CSC program	Full time work
<b>Re-offended while UAL</b>	Yes	No	Yes
<b>Relapse Plan</b>	Yes	Yes	Yes
<b>Substance misuse</b>	Yes	Yes	Yes
<b>Type of release</b>	Day	Day	Day

	Parole	Parole	Parole
<b>Support system</b>	Friends	Parents	Parents / Sister
<b>Mental health issues</b>	No	No	No
<b>Motivation level</b>	Medium	High	High
<b>Score on UAL scale</b>	13/30	14/30	19/30

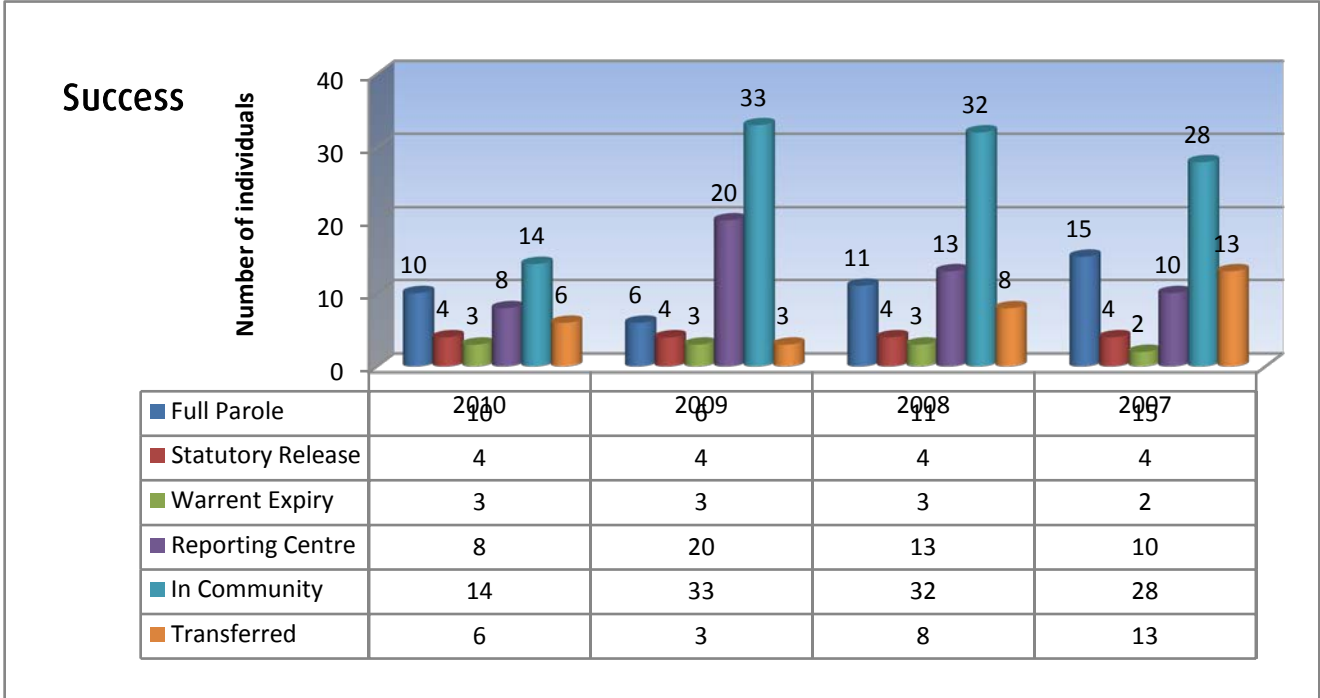
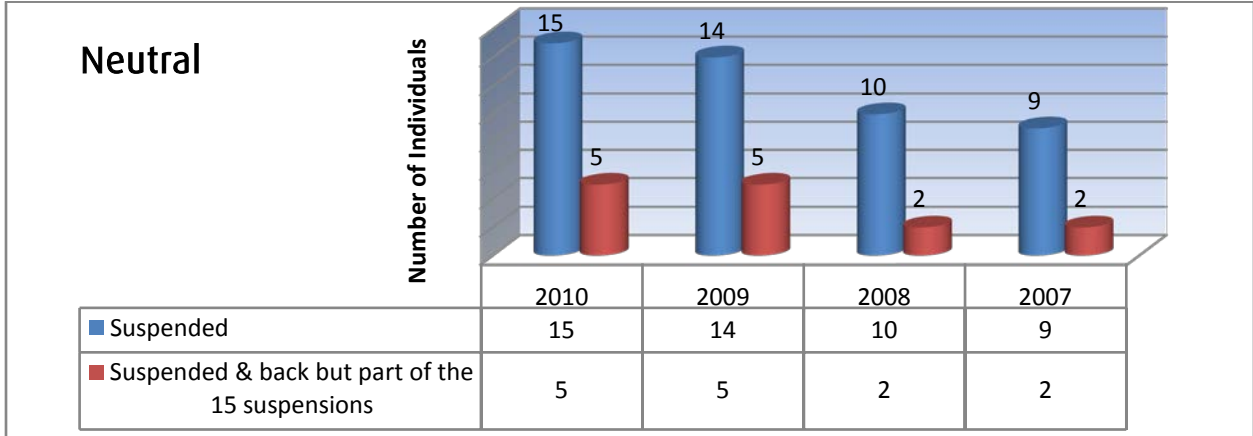
### Review of Last Year's Goals

Action	Outcomes
Complete four team building exercises.	The GRP team went bowling for an afternoon at Rev's bowling centre. The staff reported really enjoying it and looked forward to more events in the future.
Complete staff evaluations	3 of the 4 full time staff members have completed evaluations. Our casuals have the 1, 2 and 3 month evaluations completed.
Develop more specific jobs/tasks for practicum students and volunteers.	Achieved. This year GRP had 1 summer student and one practicum student. The goal for the practicum student was to correspond with a potential resident in the institution and then complete an institutional visit to determine suitability in our program. Also, our practicum student attended Community Corrections Intervention Board meeting when the potential resident was being screened for residency. Our volunteer assisted one of our resident's with the use of his leisure time. They took him on outings of interest, and got him familiar with the community. They went for coffee, saw movies, car shows, and went to a community recreational centre to play billiards. Since this time the resident has gained full time employment and is awaiting housing in the East Vancouver area.
Have CAMS fully operational.	Operational since July 2010.
Improve our case management/team approach with institutions and community parole.	Achieved: the Manager attends CRF/CSC meetings within the community and CCIB on a weekly basis.
Entering institutional visits into CAMS.	A staff member has been trained in Microsoft Access and we have decided to use this program to track our institutional visits instead of CAMS.
Examining ways we may be able to manage incarcerated persons with ties to community gangs.	This goal has not been achieved as we are still trying to determine with our partnerships the best strategy to take when dealing with organized crime.
Continue to work with the high risk offender unit and the Vancouver Police Department.	Achieved as we continue to accept residents who are assigned to the high risk offender unit. The Manager communicates with the Vancouver Police Department Community Liaison officer for background information on potential residents.
Develop a strategic plan for the next 5 years.	Not achieved. This goal will be carried over into the new year looking at a 3 year plan.
To develop a vocational program.	This was achieved by our Agency as there was a summer

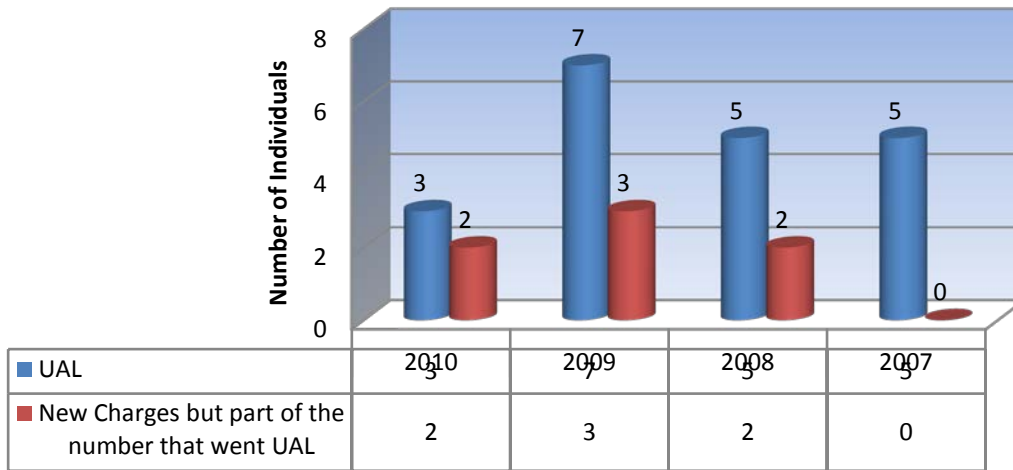
vocational program. Guy Richmond Place had a resident who was a participant in the program. This program was created to assist individuals of all programs within the JHSLM to gain employability skills to help with successful reintegration.

**Effectiveness and Efficiency**

The program continues to measure the effectiveness and efficiency of our program through strategic plans that are reviewed on a regular basis; person centered case plans with S.M.A.R.T. goals (specific, measurable, attainable, relevant and time-bound); consumer, stakeholder and employee surveys; and ensuring we meet CSC contractual obligations and CARF standards. GRP screened 484 applicants with screenings completed within the set time frames and maintained an occupancy rate of 95%.



## Negative



45 residents (71.4%) of the total residents reached Full Parole, Statutory Release, Warrant Expiry, remain in the community, continued to report to GRP or transferred to another CRF and succeeded in transitioning back into the community, compared to 77% the previous year. Another 15 residents or 23.8 % were suspended and 3 residents or 4.8% went UAL compared to 8% the previous year. In 2010, terms of residency ranged from 1 day to 1234 days. The average length of stay this year was 207 days, in 2009 the average was 159 and in 2008 the average resident resided at GRP for 148 days. In 2010 GRP served 63 individuals, in 2009 served 90 and in 2008 served 86 individuals.

## Resident's Use of time

	2010	2009	2008
Working	18	30	40
Family	8	10	9
School	2	5	6
Looking for housing/work	8	14	0
Church	1	0	0
Support groups/workers	2	0	0
Hobbies and activities	5	0	0
Volunteering	1	1	3
Friends	4	0	0
CSC program/psychologists	5	4	9
Adjusting to society	6	24	16
Immigration	0	1	0
Medical	3	1	3

As the above chart shows, 41.3% of the residents in 2010 were working, volunteering, going to school or attending CSC programs compared to 44% in 2009. In 2010, we continue to see a number

of residents looking for work and housing. However, due to the tough economic times, the residents report that it is far more difficult to find full-time employment and that most employers are now requiring criminal record checks.

## Satisfaction Surveys

Residents were asked to rate the categories below on a scale of 1 (lowest) to 7 (highest).

	2010	2009	2008
What is your level of trust with staff?	6.5	6	5.6
What is your level of safety at GRP?	6.7	6	5.8
Are you satisfied with staff's ability to address your concerns?	6.7	6	5.9
Are you satisfied with the meals provided by GRP?	5.8	5.6	5.6
Are you satisfied with your intervention plan?	6.9	5	6.4

This year 10 resident surveys were completed out of 13 distributed (77%). Feedback from residents on their discharge questionnaire stated they were able to complete CSC programming, save money, secure employment, reintegrate into the community and stay drug free. Some additional achievements included getting ID, a recreational leisure pass, going on community outings and reconnecting with family. They also stated that they met great people at GRP (both staff and residents). Things they disliked included being doubled bunked, the small size of the rooms, and resident meetings. They did not like the call-in procedures, curfews and weekend pass restrictions.

GRP staff and management look forward to working with our partners, stakeholder and residents during the 2011-12 year to continue to improve our practice and find efficiencies so that all those impacted by our program see excellence.

## Next Year's Goals

- Complete 3 team building exercises.
- Complete all staff evaluations within allotted time frames.
- Make improvements to our case management system which includes reviewing position descriptions, shift schedules, staff documentation and a review of our intervention plans.
- Enter institutional visits into CAMS.
- Continue to examining ways to manage incarcerated persons with gang affiliations.
- Continue to work with the High Risk Offender Unit and the Vancouver Police Department.
- Update the strategic plan.
- Increase the number of SSR residents.
- Increase our acceptance rate by 10%.

- *Ryan Jamieson*