

Hobden House (HH) is a 17-bed Community Residential Facility (CRF) contracted by the Correctional Service of Canada (CSC) to provide a stable home environment with added structure for men on conditional release from both federal and provincial correctional institutions. HH provides food, amenities, and 24-hour staff assistance with their integration to the community.

We assist residents develop personal plans, reviewing and updating them as necessary. Our staff members strive to create a **foundation for change** based on the individual needs of our residents to become contributing members of the community. We provide the opportunity—for some it is the first time in their lives—to enjoy living as productive citizens.

Hobden House provides a safe place for our residents to reside, to learn, and to try another way if they did not succeed on their previous attempts to live pro-socially, structure to their lives, mentorship, and support in their efforts to integrate to the community.

## Admission Criteria

Hobden House does not exclude any individual requesting service based on their offence. Referrals are received from the New Westminster Parole Office of the Correctional Service of Canada; potential 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 Hobden House.

**Hobden House will consider all referrals that 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

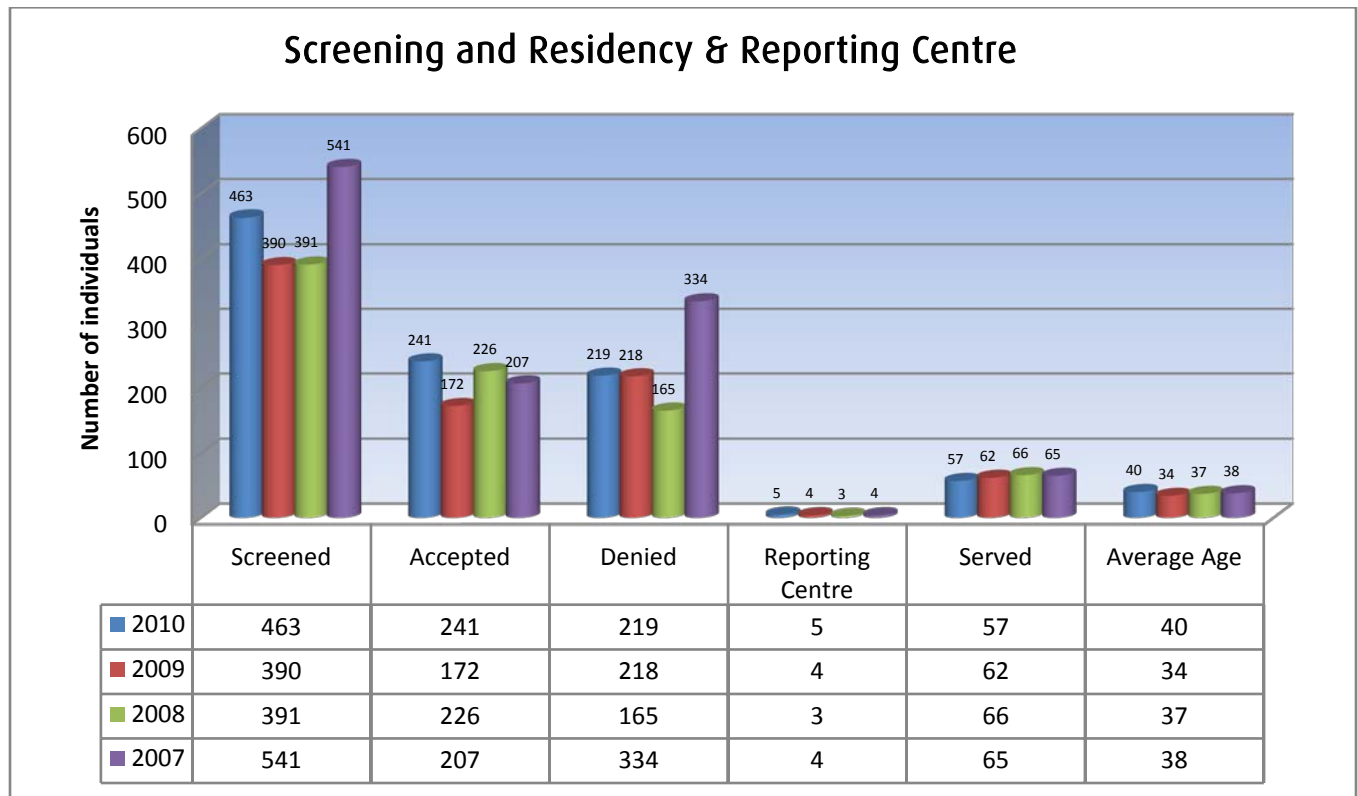
**Hobden House is not an appropriate placement for those who are:**

- 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

## Population Served

This year Hobden House **screened 463** potential applicants and **accepted 241** or **52%** compared to 44% last year resulting in 73 more individuals being screened and 69 more being accepted. This increase in the number of acceptances may be due to: 1) the rise in individuals screened to Hobden House (however the number of individuals denied residency remained constant) and/or 2) The

strategies discussed at weekly screening boards on how to manage various types of risk in the community, allowing us to take higher-needs individuals.



The screenings board (Community Corrections Intervention Board or CCIB) at the New Westminster Parole Office meet on a weekly basis to screen potential applicants. This Board allows for a case management/team approach by giving Community Residential Facility (CRF) Managers, Parole Officers, Program Managers and Psychologists a venue to discuss each case and make informed decisions.

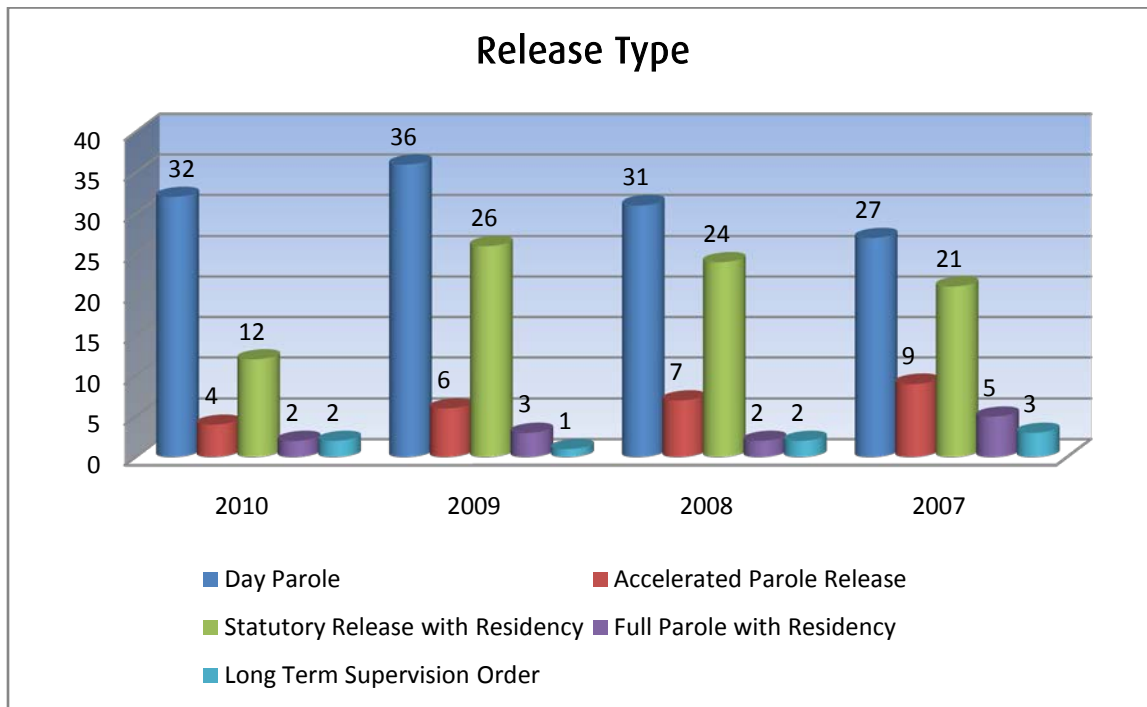
Hobden House served 52 for residency and 5 Reporting Center Clients, bringing the amount served to 57 individuals this year. The average age was 40 years—the first year that the average age for residents has broken the 40 year old mark. The length of residency has risen to 6.8 months from 4.3 in 2009 and the highest since 2004. Reporting center individuals’ average reporting contract time is slightly longer than a month which is shorter then individuals with a residency condition.

	2010	2009	2008	2007	2006	2005	2004	2003	2002
Average length of stay in months	6.8	4.3	4.6	5.1	2.01	3.6	9	8	6

Hobden House representatives continue to build relationships with incarcerated persons at all the institutions through regular institutional visits (with the exception of William Head Institution because of distance, though we attended information fairs at William Head and if an individual must be seen we have John Howard Victoria see them for us). Hobden House staff work with incarcerated individuals on their release plans to the community. By providing in-reach work we develop long term working relationships with the incarcerated persons. By building these relationships, the

Manager may send a Letter of Support to the National Parole Board and attend their hearing, providing further support.

The occupancy rate for 2010 was 96.5% up .03% from 2009 of 96.2% and up approximately 2.3% from 2008 of 94.2%. New Westminster Parole continues to fill our beds in a timely fashion helping keep our occupancy rate high. In addition, we do not discriminate when screening on offence type and prefer to screen on whether we can manage an individual's risk. This means that we will accept some individuals that other CRFs will not.



This year individuals on statutory release with residency accounted for 12 of our 52 residents. This is a decrease of 14 individuals from the previous year. Individuals on day parole accounted for 32 of the 52 residents. This past two years has seen a decrease in the number of individuals residing at Hobden House.

Ethnicity	2010	2009	2008	2007
European descent	40	41	52	46
Aboriginal	6	6	3	5
Black Canadian	1	1	1	3
South Asian	7	2	3	7
Asian	3	4	3	3
Middle Eastern/North African	0	5	3	0
Latin American	0	1	1	0
Pacific Islander	0	2	0	0
<b>Total</b>	<b>57</b>	<b>62</b>	<b>66</b>	<b>65</b>

European remains the largest ethnic group for the last three years.

### Releasing Institutions

	2010	2009	2008	2007
CRF Transfers	13	7	1	3
Temporary Detention Unit	12	11	13	5
Ferndale	9	11	13	16
Mountain	7	4	13	7
Treatment facilities	3	4	0	2
Kent	2	3	4	7
Mission	2	2	0	0
Pacific	2	4	4	3
Regional Treatment Center	2	3	4	0
<i>Out of Province</i>	2	2	1	3
Kwi	1	2	0	3
Matsqui	1	3	0	9
William Head	1	2	6	3
Provincial Institutions	0	4	7	3
Regional Reception and Assessment Centre	0	0	0	1
<b>Total</b>	<b>57</b>	<b>62</b>	<b>66</b>	<b>65</b>

The number of individuals released from Ferndale continues to decline. The rise in CRF transfers can be explained by the limited available bed space at Hobden House at the time of release. These individuals had to be placed at alternative CRFs. Hobden House continues to accept a large number of individuals from the Temporary Detention Unit.

### Residents' Most Serious Charge at Intake

	2010	2009	2008	2007
Aggravated Assault	0	2	1	3
Armed Robbery	3	3	9	0
Arson	1	0	0	0
Assault	0	2	2	0
Assault with weapon	2	2	2	0
Breaking and entering	1	4	10	5
Counterfeiting	0	0	0	1
Extortion	0	0	1	0
1st/2nd degree murder	5	3	3	6
False Pretences	0	2	0	0
Fraud	3	3	3	6
Importing/exporting drugs	0	0	0	1
Kidnapping/forcible confinement	3	2	0	0
Manslaughter	7	2	0	0
Motor Vehicle	3	0	0	1
Non-culpable	0	0	0	1
Obstruction of justice	0	2	0	0
Possession of controlled substance	1	0	0	0
Possession of firearm	0	2	0	0
Possession of stolen property	0	2	6	1
Robbery	11	21	19	16

Sexual assault	8	2	3	6
Theft	1	2	3	6
Trafficking	8	6	4	12

The above chart shows:

- The vast majority of Hobden House residents are serving federal or provincial sentences for multiple charges. Only the most serious charge is identified.
- Robbery convictions are down by 10 and armed robbery has remained constant for the last two years.
- Breaking and entering and possession of stolen property are down but trafficking convictions are up.
- First/second degree murder is up, as is manslaughter.

### Changes in Service

The relationship between New Westminster Parole and Hobden House continues to be positive. The CRF/NWP meetings are a positive experience for both the CRF and NWP staff to discuss issues and find solutions to ensure the smooth and safe operation of the CRFs. The meeting venue rotates between the CRFs and NWP. The meetings include the NWP Area Director, parole officer supervisors, the managers and/or the CRF executive directors and guests, with information flowing back and forth to the CRFs and NWP. In addition, this year at CCIB, members are given a Security Intelligence Office (SIO) report on individuals who have gang connections.

JHSLM's Case Administration Management System (CAMS) became fully operational this year, improving the smooth flow of information from one program to another and reducing the time to reactivate a file. Paper consumption has decreased and staff enjoy remote access to the system.

### Community Needs Assessment

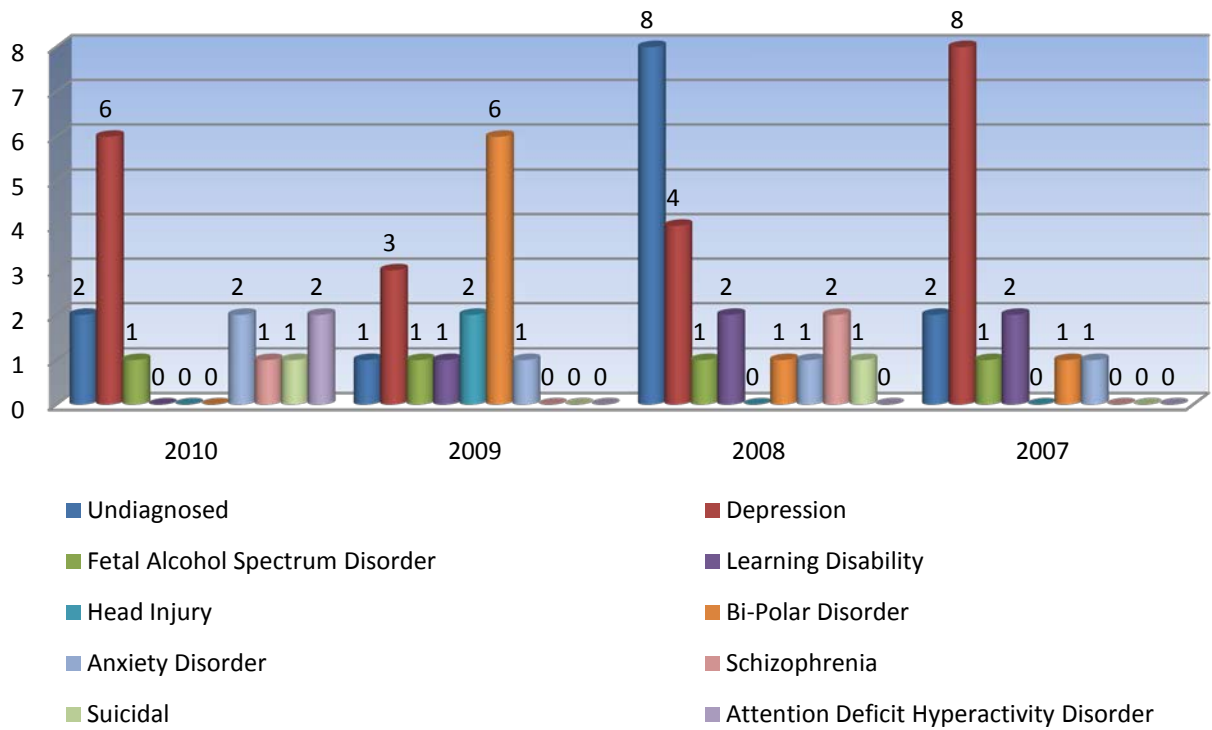
Alcohol and drug issues continue to be the dominant issue that our residents struggle with: 84.2% of all Hobden House clients while in 2009 the residents coping with these issues amounted to 88.7% of all the clients, a decrease of 4.5%. Only 15.7% residents who arrived and departed did not have an abstain condition out of the 57 residents served for 2010. The statistical information on medical issues is likely not truly representative of all the issues residents have because it is not mandatory that a resident disclose their medical information. The statistical information only reflects the physical needs that the resident has disclosed either in the institution or to the CRF staff.

### Medical Issues

	2010	2009	2008	2007
Alcohol and drug misuse issues	48	55	62	52
Allergies	1	1	1	0
Asthma	0	6	0	1
Brain injury	2	3	0	0
Cancer	0	0	0	1
High cholesterol and blood pressure	5	4	1	0
Crohn's disease	1	0	0	0

Diabetes	2	1	1	3
Drug allergies	0	0	0	0
Emphysema and lung problems	0	0	0	0
Epilepsy	0	0	1	0
Gout	2	2	0	0
Hearing	0	0	3	0
Heart problems	2	3	1	1
Hepatitis	5	6	11	4
Hernia	2	1	0	0
High blood pressure	0	0	0	4
HIV	1	1	1	0
Injuries in backs, joints and limbs	10	11	1	6
Kidney problems	0	0	0	0
Lupus	1	0	0	0
Methadone	1	4	6	6
Migraines	0	0	1	1
Missing limb	0	0	0	0
Nerve damage	0	0	0	0
Pacemaker	0	0	0	1
Sleep apnea and sleeping issues	1	0	0	3
Skin issues	1	0	0	0
Testosterone	0	1	0	0

### Mental Health Issues



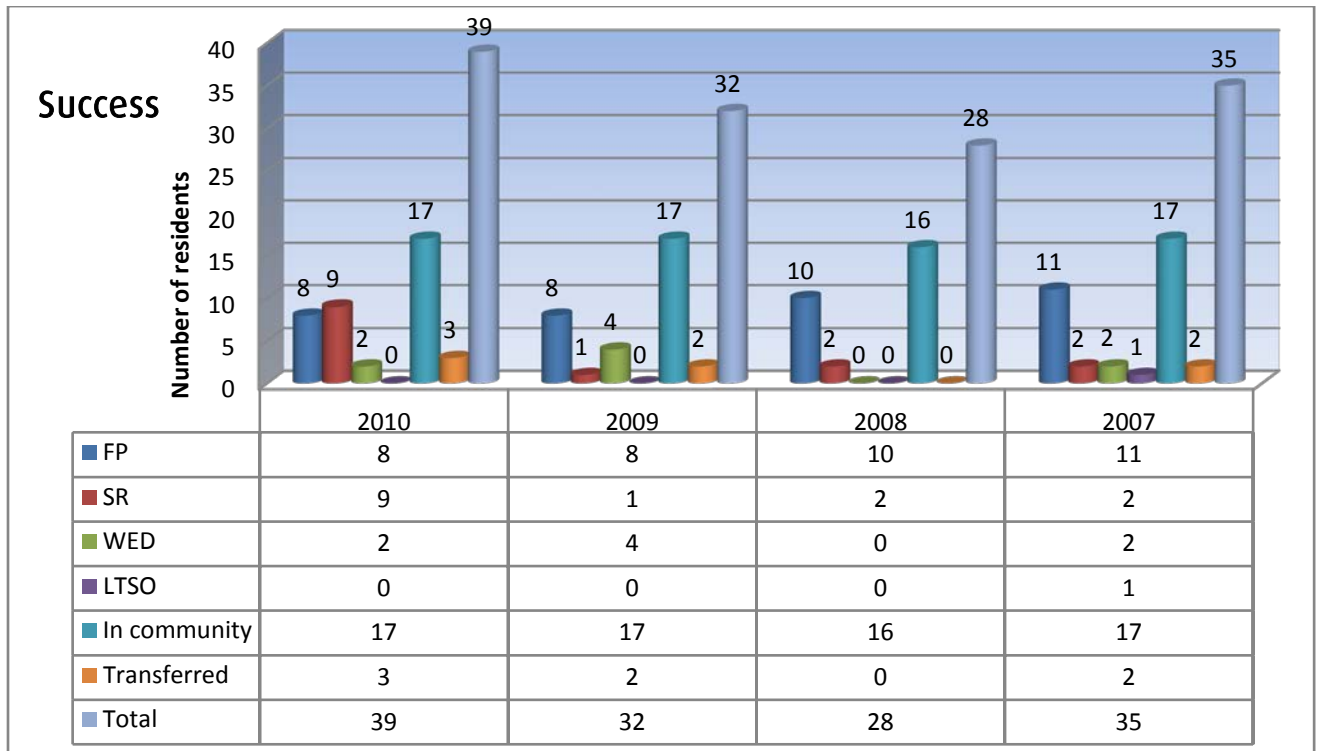
The above graph shows the number of residents with mental health issues remained the same as last year. There was an increase in the residents diagnosed with Depression. Persons with FASD remained the same but persons head injury is down. The greatest change was in the number of residents diagnosed with a Bi-polar Disorder, down 6 from the previous year.

### Permanent Program Goals

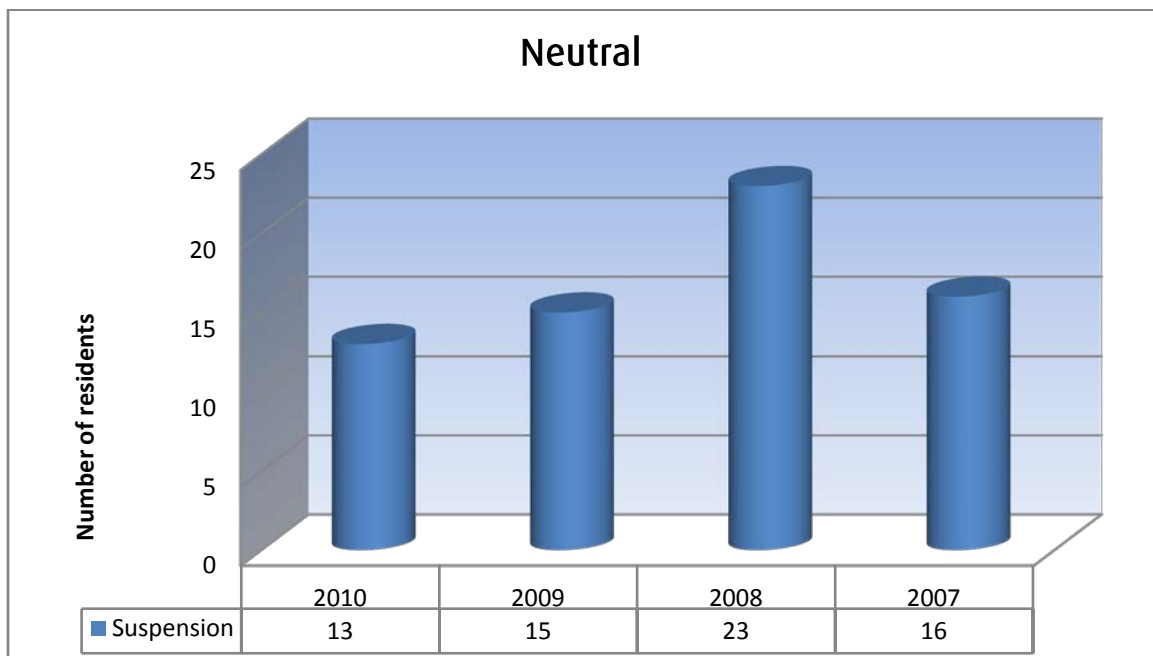
- To assist and support men on federal and provincial parole in their efforts to reintegrate to the community.
- To bridge the gap from the institution to the community.
- To keep the community safe by monitoring the resident's whereabouts in the community
- To be advocates, counsellors, role models, coaches, and mediators of our residents to support their positive efforts to change.
- To continue to upgrade and maintain the residence.
- To continue gathering statistics and other relevant data to ensure the program meets consumer needs.
- To receive feedback from the stakeholders and residents to assist with making positive changes to the program.
- To upgrade the office equipment as needed.

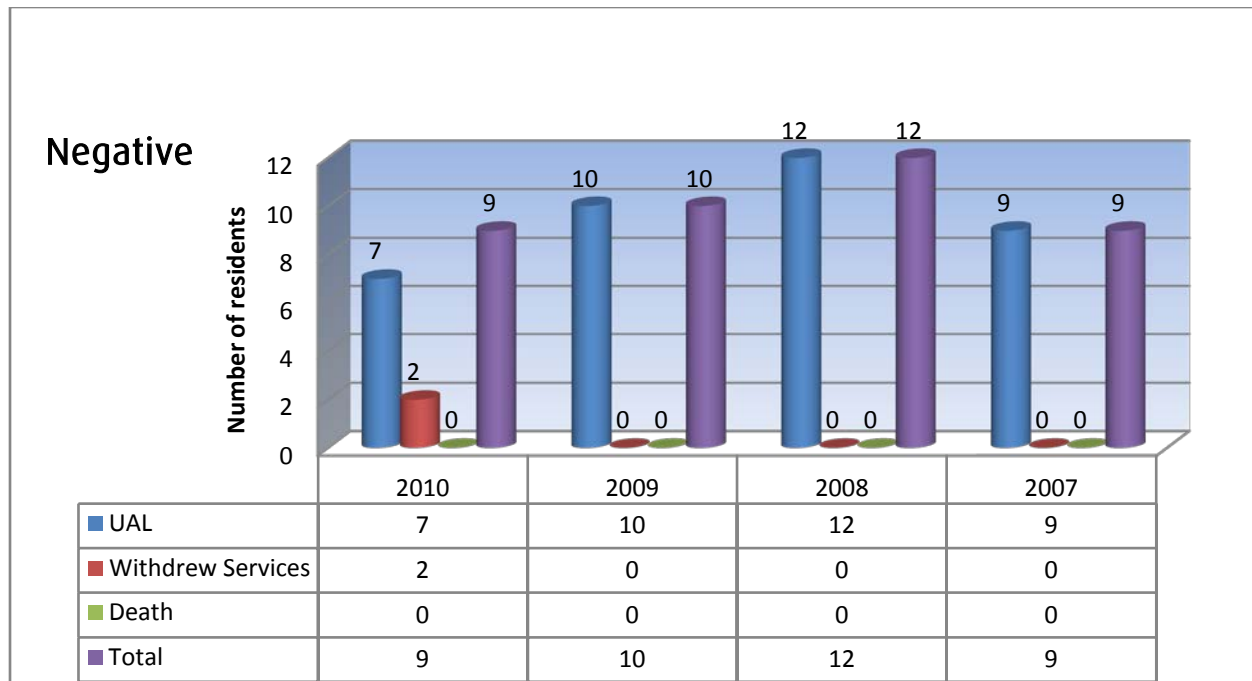
### Review of Last Year's Goals

Action	Outcome
To attend the institutions at a minimum of 10 visits per year	We surpassed this goal by 8 visits.
To complete stakeholder, staff, and consumer surveys and increase the rate of return.	Hobden House completed the consumer surveys. Results discussed later in this report.
To complete staff evaluations within set time frames.	The staff evaluations were on time with the exception of 3 full time staff and 3 casuals who were one month late.
For staff to have exposure to the CCIB Screenings and Parole Board Hearings.	Achieved. More than half of the full time and casual staff has attended CCIB.
To develop a statistics template for CCIB screenings and institutional visits.	Completed. Hobden House has a 2 templates developed in the Access Program for CCIB and Institutional visits.
To purchase a garden shed to store garden tools.	This goal has not been attained.
CAMS to be fully operational.	Attained.
Looking at ways we may be able to manage incarcerated persons with ties to community gangs.	Continuing to assess.
Improve our case management/team approach with the institutions and Community Parole.	Plan will be operational in fall of 2011.
Develop a five year strategic plan for the program.	This goal has not been attained.



The above graphs show that 39 residents or 68.4% of the total residents reached Full Parole, Stat Release, Warrant Expiry, remain in the community, continued to report to Hobden or transferred to another CRF and succeeded in transitioning back into the community, compared to 60% in 2009—an increase of 8.4%. Another 13 residents or 22.8 % were suspended and 7 residents or 12.3% went Unlawfully at Large (UAL).





**Some Characteristics of Residents that went UAL**

**Some Characteristics of Residents that did not go UAL**

Scores vary from 10 to 20 with the average 16.8 on the weighted compliance scale	Same
Had a relapse plan	Same
Motivation level medium to high	Same
Unable to set realistic goals	Able to set realistic goals
Trouble primary relationship	Positive primary relationship
Described by staff as needy	Described by staff as patient
Late for curfews	On time for curfews
High energy, challenge rules, avoid chores	Follows rules, does chores
Has difficulty maintaining commitments	Carries through with commitments
Have a minimum of 2 community supports	Same
Easily influenced by others both positively and negatively	Not easily influenced by others
Some had a day program/work some not	Same
Have substance abuse issues	Same
Security classification ranges from minimum to maximum	Same
The number of residents that went UAL, reached FP or WED had the same number of 3 scores on the checklist	Same
Age range mid 20's to 40's	Same
All had a minimum of 2 CSC programs	Same
Majority were on their first federal sentence	Same
Some had mental health needs	Same
Some were in treatment programs in past	Same

There are no major changes to the UAL chart. The behavior that stands out for those that went UAL compared to those residents that did is not being able to set realistic goals, having problems in their

primary relationship, being late for curfews, being easily influenced, challenging rules and having difficulty maintaining commitments. Our statistics show scores on the UAL checklist (weighted compliance scale) ranged between 12 and 21. All of them had relapse plans, all had community support, all had substance misuse issues, all had been in programs and most had been in substance misuse treatment programs in the past. In addition, security classification did not appear to be a factor, nor did release type.

### Statistical Data On Residents That Went Unlawfully At Large

<i>Mot Level</i>	<i>Sentence Length</i>	<i>Length of Stay</i>	<i>Age at Release</i>	<i>Day Prog</i>	<i>SIR</i>	<i>Substance misuse</i>	<i>Support System</i>	<i>CSC Programs Completed</i>	<i>Release Status</i>	<i>Mental Health</i>	<i>Score On UAL Scale</i>
<i>M</i>	<i>9 y 3m 4d</i>	<i>29 days</i>	<i>46</i>	<i>n</i>	<i>-6</i>	<i>Yes</i>	<i>Family</i>	<i>3</i>	<i>SRR</i>	<i>N/A</i>	<i>14</i>
<i>M</i>	<i>9 y 3m 4d</i>	<i>32 days</i>	<i>46</i>	<i>n</i>	<i>-6</i>	<i>Yes</i>	<i>Family</i>	<i>3</i>	<i>SRR</i>	<i>N/A</i>	<i>14</i>
<i>M</i>	<i>3y 7m 5d</i>	<i>14 days</i>	<i>25</i>	<i>SA</i>	<i>4</i>	<i>Yes</i>	<i>G/F</i>	<i>2</i>	<i>SRR</i>	<i>YES</i>	<i>7</i>
<i>M</i>	<i>14yr 3m</i>	<i>153 days</i>	<i>42</i>	<i>counselor</i>	<i>6</i>	<i>Yes</i>	<i>Friend</i>	<i>6</i>	<i>FPR</i>	<i>N/A</i>	<i>12</i>
<i>L</i>	<i>4y 2m</i>	<i>22 days</i>	<i>41</i>	<i>n</i>	<i>-15</i>	<i>Yes</i>	<i>Family</i>	<i>4</i>	<i>SRR</i>	<i>YES</i>	<i>21</i>
<i>L</i>	<i>3y 6m</i>	<i>8 days</i>	<i>34</i>	<i>n</i>	<i>-10</i>	<i>Yes</i>	<i>Family</i>	<i>3</i>	<i>SRR</i>	<i>YES</i>	<i>19</i>
<i>L</i>	<i>5y</i>	<i>11 days</i>	<i>31</i>	<i>N</i>	<i>-4</i>	<i>Yes</i>	<i>Sister, Friend</i>	<i>3</i>	<i>SRR</i>	<i>YES</i>	<i>17</i>

### Efficiency

From April 1, 2010 to March 31, 2011 the representatives of Hobden House screened 463 potential applicants for residency and reporting centre. 241 individuals were accepted and 219 were denied. The occupancy rate for Hobden House for the fiscal year 2010 to 2011 was 96.5%, or 16.4 residents per day, up .03% from 2009 of 96.2%. This .03% rise in the occupancy rate may have roots in the following:

- New West Parole Office making a diligent effort to keep the CRFs full.
- Fewer residents were suspended: 13 versus 15 residents from the previous year and less than the high of 23 suspensions for the 2008 fiscal year
- Increased staffing 3 days per week has allowed staff more time to be proactive in assisting residents. In addition it has allowed staff to introduce residents to community activities that they might not have participated in, for example attending soccer games, football games and other pro-social events in the community

### Consumer Satisfaction Surveys

This year **6 residents** filled out our consumer survey. The residents rated the various aspects of their experience with Hobden House on a scale from 1 to 7 with 1 being the lowest and 7 being the highest. Below are the results:

	<b>2010</b>	2009	2008	2007
What is your level of trust with the staff?	<b>5.1</b>	6.7	6.75	6.2
What is your level of safety at Hobden House?	<b>5.6</b>	6.5	6.75	6.4

Are you satisfied with staff's ability to address your concerns?	5.6	7	6.75	6.2
Are you satisfied with the food that is provided at HH?	5.3	6.8	6.75	6.8
Are you satisfied with your intervention plan?	6	6.8	6.75	5

In addition, consumers were asked:

Where do you think we can improve?

**Responses:** Unlock the food cupboards.

What do you think we do well at Hobden House?

**Responses:** Talking with kindness. Courteous, friendly, well mannered and very helpful!

What can we do differently to help you reach some of our goals?

**Responses:** Single rooms. You are pretty helpful already. More frequent one on ones about how the goals are going.

## Analysis

This is the 8<sup>th</sup> year of statistical information and we are noticing:

- The average age of our residents has risen this year to break the 40-year mark.
- Suspensions have declined for the past two years.
- The average length of stay has risen to 6.8 months from 4.3 months last year.
- Robbery and robbery convictions are down.
- Breaking and entering and possession of stolen property are down but trafficking convictions continue to rise.
- 1<sup>st</sup> and 2<sup>nd</sup> degree murder and manslaughter is up.
- Our consumer satisfaction survey indicates the residents with satisfied with the service they receive but not as satisfied as in 2009.

## Next Year's Goals

- To attend institutions at a minimum of 20 visits per fiscal year.
- To attend one Inmate committee meeting at every Institution to present Hobden House as the preferred CRF to reside at on Conditional Release
- To complete stakeholder, staff and consumer survey and increase the return rate.
- To complete staff evaluations within set time frames.
- For staff to have exposure to the CCIB and PBC if budget can accommodate.
- To purchase a shed to store garden tools.
- To purchase a new freezer.
- Continue to examine ways to manage incarcerated persons with ties to community gangs.
- Improve our case management system.

*- Pat Gilbert*