

The John Howard Society of the Lower Mainland provides affordable housing to those who have multiple barriers challenging their ability to live independently in the community. Safe and affordable housing allows individuals to transition from being in conflict with social justice to being caring and contributing members of the community.

Tims Manor began operation on November 1st, 2007. It has 10 two-bedroom units, six of which are furnished and accommodate 12 individuals on Conditional Release (these individuals are offered JHSLM Outreach services). The remaining four units are for any other individuals, couples, or families with limited income in need of affordable housing.

Tenants living at Tims Manor who are part of the Outreach Program are referred by The Correctional Services of Canada (CSC). An individualized care plan is developed for each resident in collaboration with their parole officer and the Outreach Worker which outlines personal goals and areas in their lives they need to work on. The building is staffed with one full time on-site Outreach worker serving only individuals referred by CSC. The Outreach staff assists individuals with life skills to provide them with valuable tools to help them move forward in their lives. As dictated by each person's needs and abilities, examples of such life skills include the following:

- Budgeting and Money Management – assistance with monthly budgeting to cover bills, saving money, and opening a bank account.
- Nutrition and Food Preparation – assistance with food purchasing and preparation as well as menu development for healthy meals.
- Health Management – ensuring tenants attend all necessary medical appointments as well as comply with medication requirements.
- Recreation and social opportunities – support and encourage activities that build community, positive relationships, and wellness.
- Social Skills – role model positive behaviour and instruct residents how to manage conflict appropriately, develop and maintain friendships, and act appropriately in social settings.

Admission Criteria

The Outreach program at Tims Manor contracts with The Correctional Services of Canada and sets out the following admission criteria. Residents must:

- be on Conditional Release under federal jurisdiction
- be at risk of homelessness due to disabilities or marginalization
- be able to live independently.
- qualify for income assistance or earn less than the government definition of low income.
- have rent that exceeds 30 per cent of their income
- have a willingness to work with the Outreach Worker to achieve personal goals

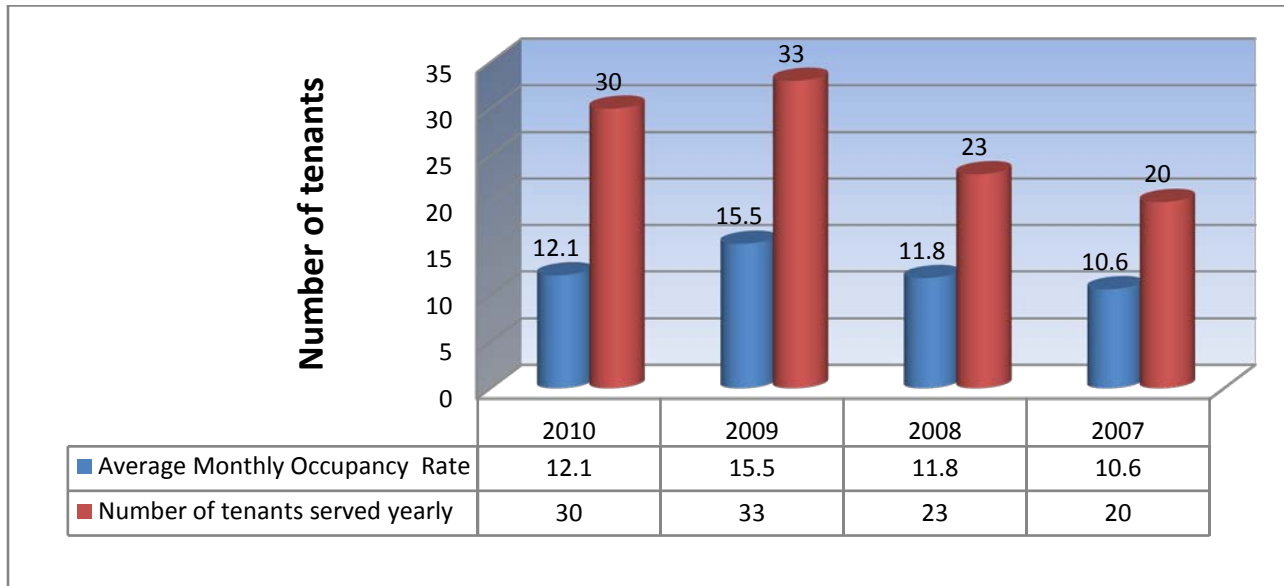
Residents may also have mental and physical health concerns, and be dealing with substance misuse issues.

Tims Manor is *not* appropriate for individuals:

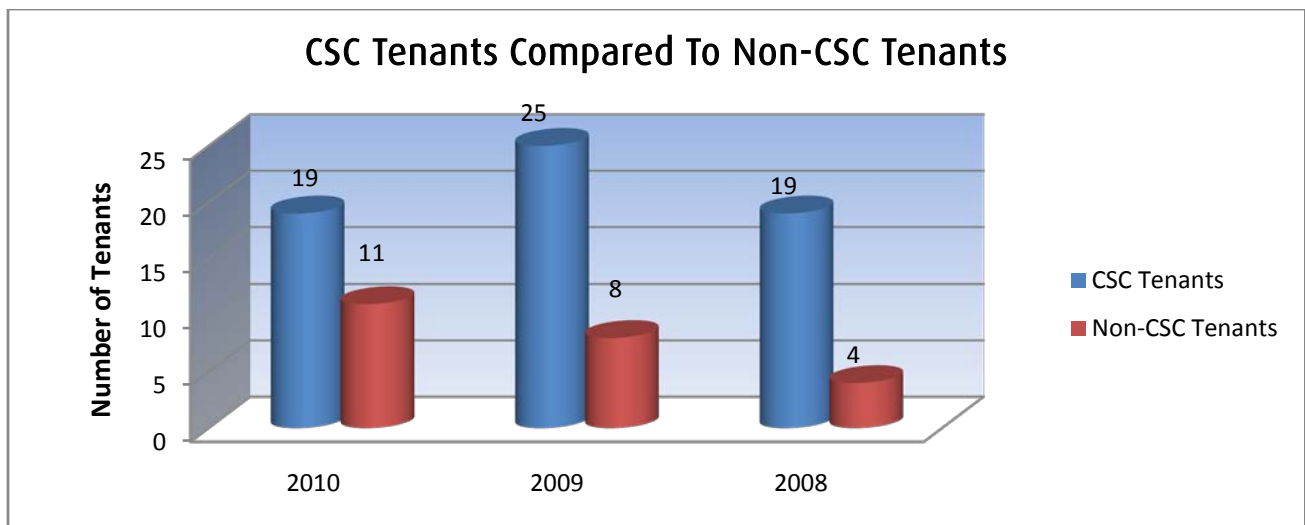
- participating in significant and untreated substance misuse
- Requiring wheelchair accessibility
- refusing treatment for sexual abuse and violence issues

As the demand for affordable housing is high, the JHSLM assesses each applicant’s need for housing based on criteria which includes their income, current living situation and personal and family requirements. This ensures that priority is given to households in the greatest need.

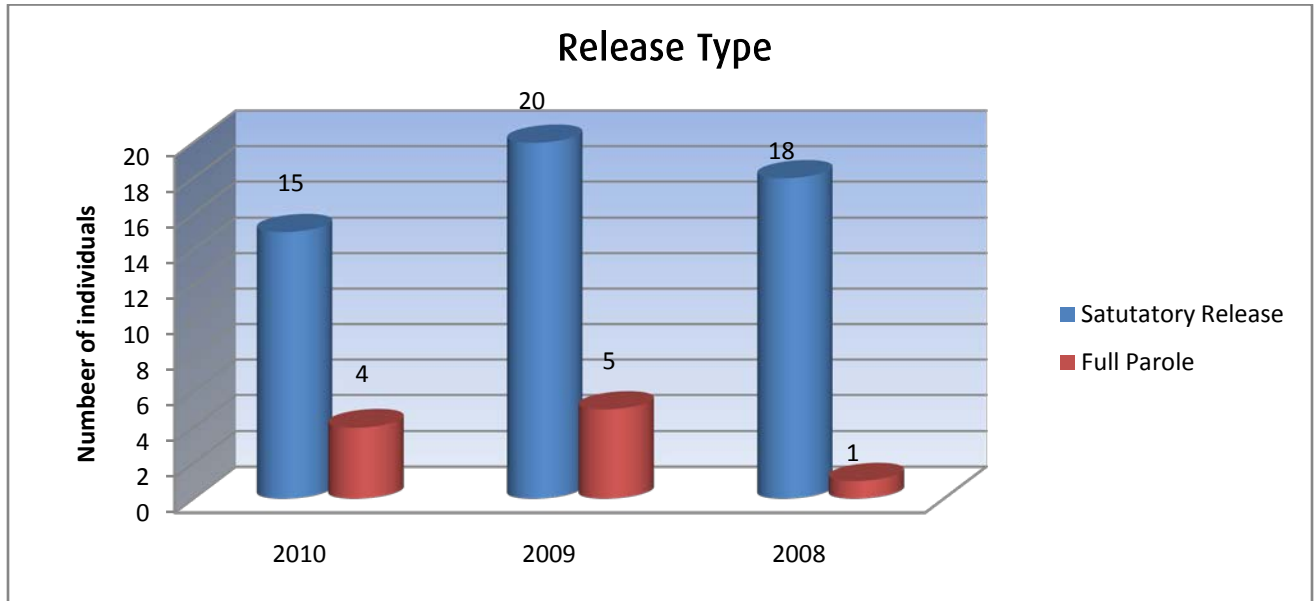
Population Served



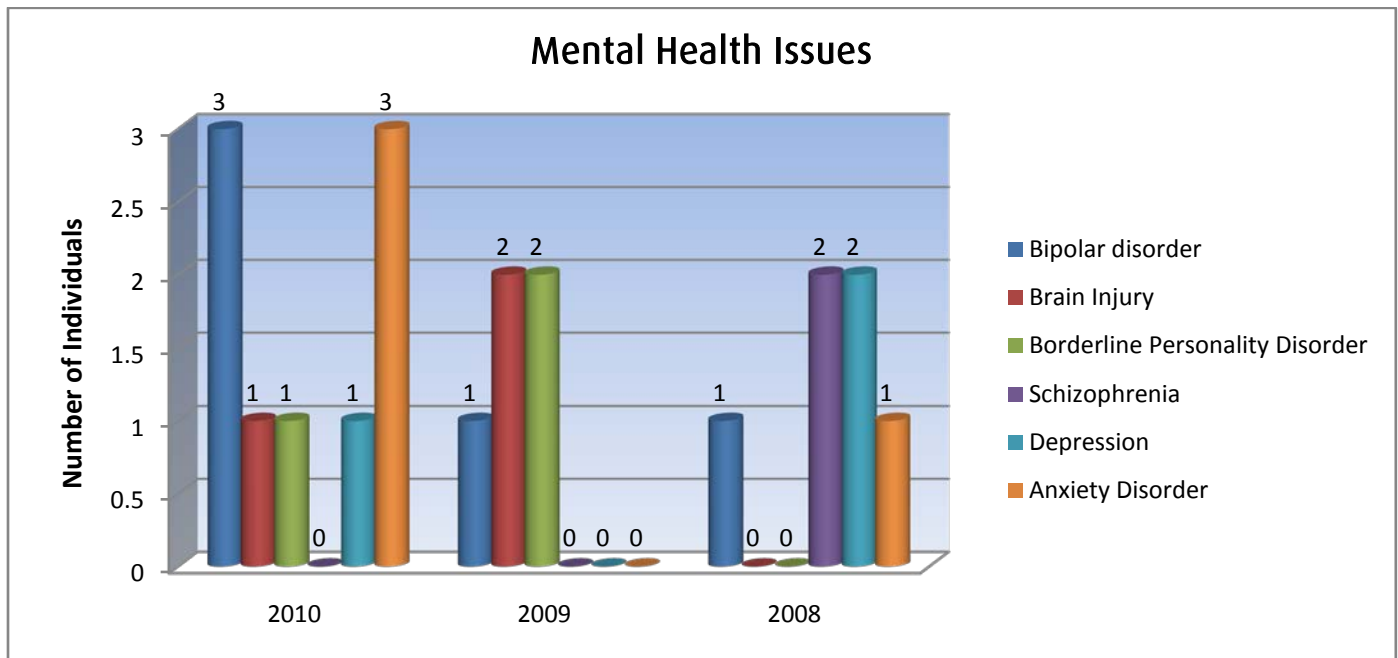
Tims Manor’s average monthly occupancy rate this year is down from last year but higher than the previous two years. In addition, there was considerably less turnover this year.



JHSLM served 19 CSC tenants and 11 non-CSC tenants this year for a total of 30 tenants. The average age was 45 with the range being between 27 and 68 years old. Twenty-nine of these tenants were male with only one being female. Only one tenant reached their Warrant Expiry date and moved into a non-CSC suite as opposed to five last year. This is due to the fact that space was limited as the non-CSC suites remained full and stable throughout the year.

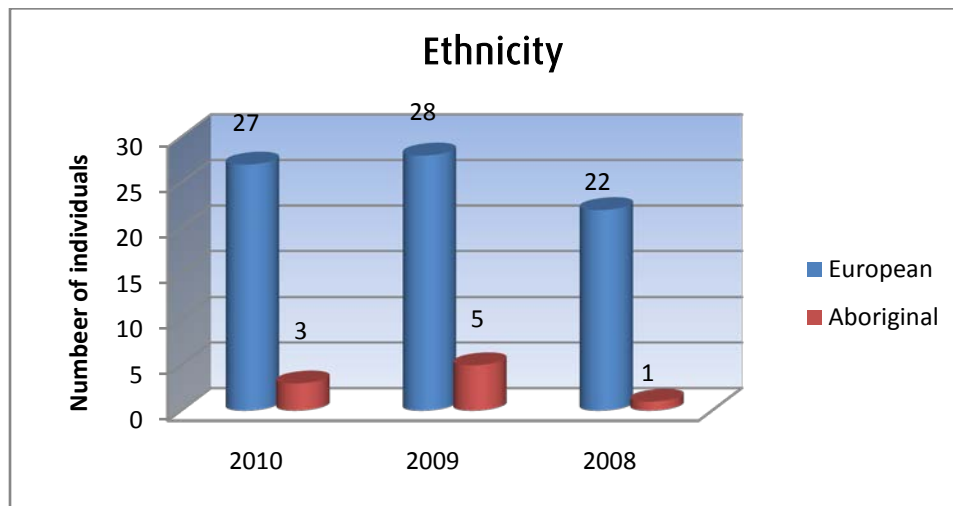


There were four individuals residing at Tims Manor this year on Full Parole, one less than last year but three more than in 2008. Having more individuals on Full Parole will remain a goal for next year.



There were more individuals with mental health issues residing at Tims Manor, this year making up 47% of the tenants. There were a total of 9 this year, 5 last year and 6 the year before. The mental

health issues included Bipolar disorder, brain injury, Borderline Personality Disorder, Depression and Anxiety Disorder. The John Howard Society employs a full time Mental Health Outreach Worker in the Fraser Valley area to assist with these individuals living at Tims Manor.



The ethnicity of the 30 tenants is similar to last year with 27 being European and 3 being Aboriginal in 2010.

Changes in Service

A new Mental Health Outreach Worker, who assists with the Mental Health clients at Tims Manor, was hired this year—a person who had previously filled in and was therefore already familiar with the program, making the transition easy on staff and tenants. The challenges remain the same with issues around finding compatible roommates, substance misuse and struggles with money management, although these issues were not as problematic in as previous years.

The furniture in the CSC suites was in need of replacing. All old and worn furniture was thrown away this year and replaced with new furniture, leaving the suites in above standard condition.

Community Needs Assessment

Following are some of the issues the tenants and staff had to deal with over the reporting period (similar to last years' issues):

- Many tenants were unable to budget their money and had to use the food bank on a regular basis.
- Lack of legal identification needed to open a bank account and cash checks.
- Smoking is not allowed in the building and remains an issue with many tenants not abiding by this part of their lease.
- Tenants struggling with substance misuse issues.

- Tenants who are suspended or go Unlawfully at Large leave their belongings, which end up having to be packed and itemized by staff and stored at the building. Sometimes these items are not retrieved.

There have been some changes with The Ministry of Social Development in terms of applying for assistance. This has been challenging for both tenants and staff. In the past, upon being released from an institution, clients have been able to go to the Ministry office and apply for and receive shelter and support funds on the day of release. Other times the application process can be started when the individual is still incarcerated so they are set up and issued funds upon release. When this does not happen, the individual needs to apply in the community. This can be challenging as individuals often have to wait up to two weeks for an intake appointment, leaving them with very little funds and unable to pay rent, therefore being unable to move in and leaving them to find temporary accommodations until they can receive funds. Ideally the application process should be started prior to release.

Review of Last Year's Goals

Goal	Outcome
To have full occupancy and not fall below an 85% occupancy rate	Not achieved. The average occupancy for the year was 61%.
Continue to work closely with the Abbotsford Parole Office	Achieved.
Recruit volunteers	Not achieved. Although a practicum student from The University of the Fraser Valley was recruited and completed their practicum at Tims Manor this year.
Decrease the amount of tenant turnover	Achieved. This was the most successful year to date. Although fewer tenants were served, more remained in the building or successfully moved out as opposed to going UAL or being suspended.
CAMS to be fully operational	Achieved.
Update the strategic plan and training plan	Achieved.
Facilitate more group activities	Not achieved.
To expand on the type of statistics collected	Achieved.
To have more families residing at Tims Manor	Not achieved.
To increase the number of tenants on Full Parole to promote stability	Achieved. There were four individuals residing at Tims Manor.

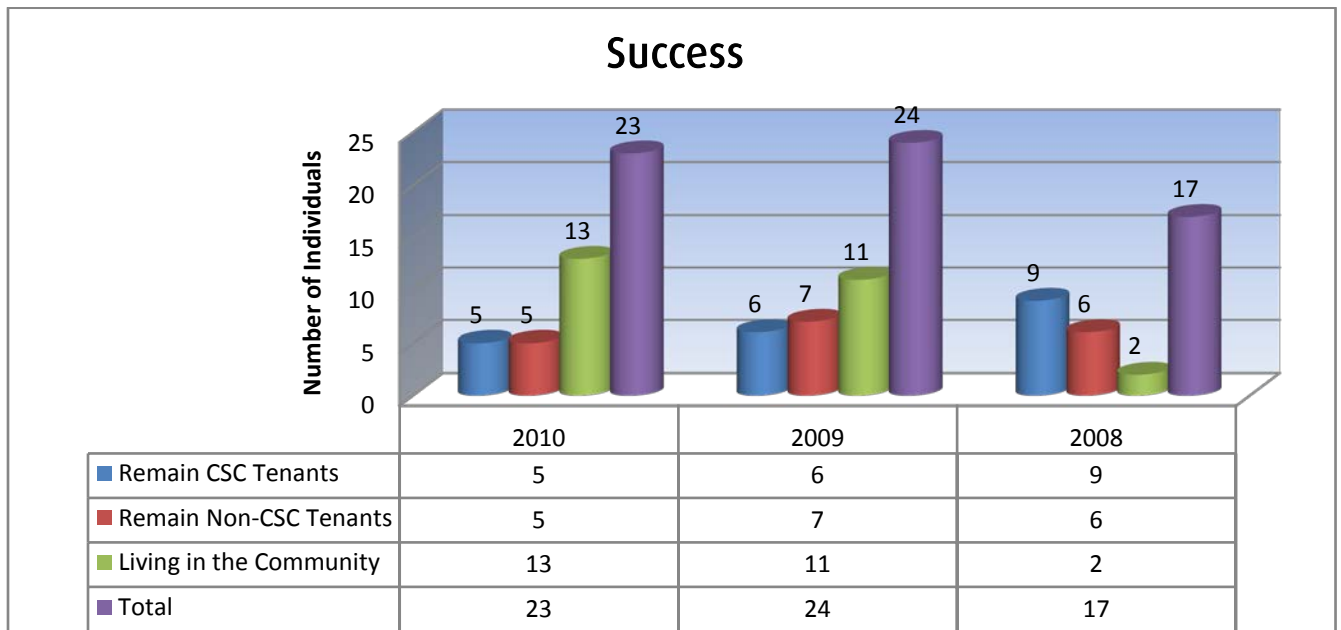
Program Goals

- Enhance the independence, dignity, personal choice and privacy of the persons served.

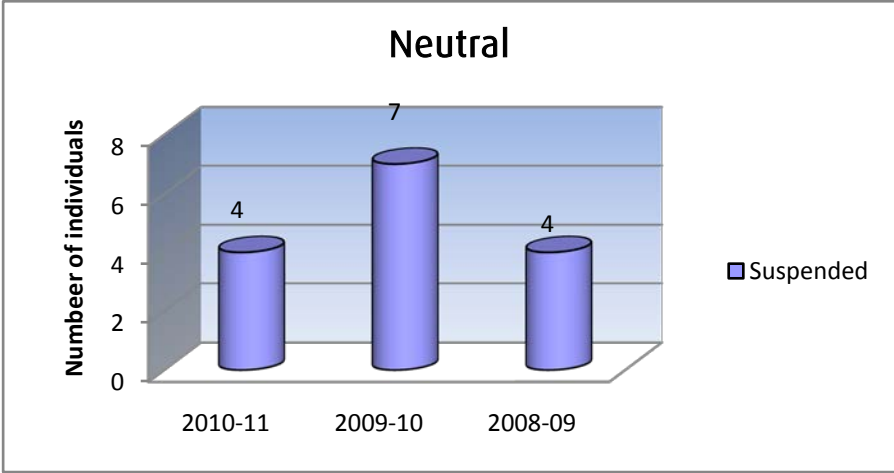
- Support and encourage individuals to participate in activities that build community and positive relationships.
- Support activities that keep tenants safe in the housing site.
- To maintain the fiscal integrity of the housing services.
- Provide clients who are at risk for homelessness with stable, affordable housing.
- Advocate for individuals on housing needs and the need for affordable housing in the communities in the JHSLM region.
- Ensure that tenants know they are important as individuals and are valuable members of society.
- Assist tenants to become or continue to be a part of their community.

Effectiveness and Efficiency

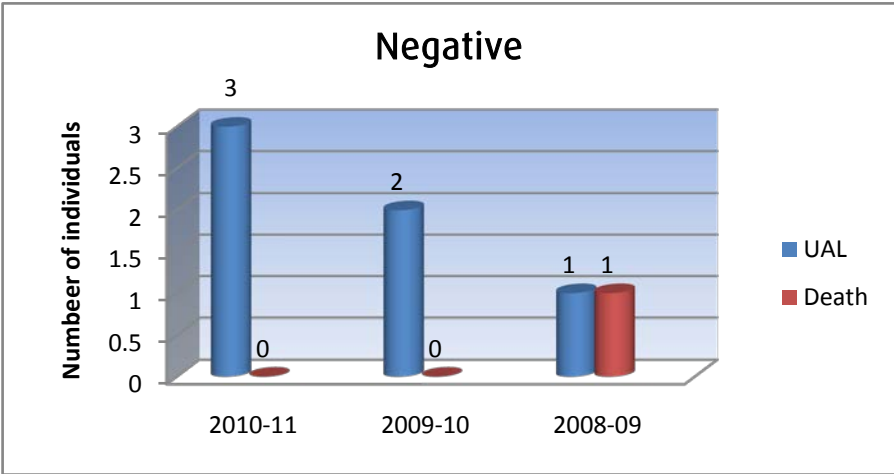
- Referrals were handled in a timely manner.
- The program expenses stayed within budget.
- Repairs were completed as scheduled and within budget.
- New furniture was purchased for the CSC furniture suites.
- Tenants were connected to various community resources like the food bank, doctors, recreational centers, drug and alcohol programs and other supports.



The success rate was higher this year than in previous years. This year, 23 out of the 30 tenants either remained at Tims Manor, or successfully moved out into the community without being suspended or going UAL. This made for a 77% success rate—higher than the 73% in 2009 and 74% in 2008. This was the most successful year since the building opened in 2007.



4 tenants were suspended for the year 2010, down from seven the previous year.



Three tenants went Unlawfully at Large (UAL) this year.

Satisfaction Surveys

Seven satisfaction surveys were received out of 13 handed out. Tenants were asked to rate 4 questions on a scale of 1 (lowest) to 7 (highest). Overall the ratings were high and the tenants are very satisfied with the service. In addition to these four rated questions, the tenants were asked to comment on where we can improve, what they think we do well and what we can do differently to help them reach their goals. Some feedback received from the tenants was that they feel safe and that the building is clean and the staff is helpful. A few tenants expressed the need for urinalysis testing on all tenants to keep the building clean and safe.

	2010	2009
What is your level of trust with staff?	6.6	6.9
What is your level of safety at Tims Manor?	6.5	6.8
Are you satisfied with staff's ability to address your concerns?	7	7
Are you satisfied with your care plan?	6	5.6

Analysis

Although the program continues to struggle with issues such as compatibility of roommates, addictions, and money management, it has become well established and stable after four years. The building appears to now be viewed as a desirable place to live. The success rate this year was the highest it has ever been. There were fewer suspensions, less turnover, and most individuals who left Tims Manor moved out on good terms into their own private residence.

Next Year's Goals

- To have full occupancy and not fall below an 85% occupancy rate
- Continue to work closely with the Abbotsford Parole Office
- Update the strategic plan and training plan
- Increase the number of tenants on Full Parole
- To try and increase the number of families residing at Tims Manor
- To try and increase the number of female tenants

- *Melanie Jarvis*