**Community Residential Facility Program Plan**

**Community Residential Facility Mission Statement**

To assist offenders in their rehabilitation goals by providing a stepping stone and accepting them into the community for re-integration with the community as productive citizens. This is achieved by providing services that will best meet their individual needs (e.g. Detox, 90 day Treatment Program, Halfway House Residency, Counseling, Outreach, etc.) in a safe and secure environment, where the structure will assist to ensure a minimum risk to the community while providing the best opportunity for clients to meet the conditions of their release.

**Community Residential Facility Vision Statement**

Provide 44 parolees with services to help with their reintegration into the community.

**Contractual Agreements**

Every year, Harbour Light and the Correctional Services of Canada agree upon a Statement of Work. This contract stipulates all obligations of both parties in this binding agreement. Please see attachment #1 for current Statement of Work.

**Goals, Objective and Tasks**

**Goal: To provide suitable housing and accommodations to clients**

**Objective**: To create an environment that promotes pro-social values, while eliminating prison like attitudes and behaviours.

**Tasks**: Treat clients with continued dignity and respect.

**Tasks:** Employ a non-authoritative position when addressing issues related to compliance with rules and regulations and or dealing with other concerns related to attitude and behaviour.

**Tasks:** Encourage clients to use other terms besides `jail house` lingo (i.e. my cell, etc.)

**Tasks:** Maintain a zero tolerance policy for individuals for incidents of violence and or threatening behaviour.

**Tasks:** Not identifying residents of the CRF by labels reinforcing their involvement with the Criminal Justice System (i.e. convict, criminal, offender, inmate, FPS#, etc.)

**Goal**: **To provide support and access to resources to promote reintegration**

**Objective**: To improve both intra- and inter- department communications.

**Tasks**: Maintain up to date case notes within the department.

**Tasks:** Ensure that all issues and concerns are raised at weekly staff meetings with ample time to discuss the matter sufficiently.

**Tasks:** Ensure a CRF representative is in attendance at other department staff meetings relevant to our clients.

**Tasks:** Ensure all pertinent client related issues are communicated between staff in a timely manner.

**Goal**: **To observe, monitor, and report** **on clients to ensure client, staff, and public safety**

**Objective**: To further increase our community resources and internal resources.

**Tasks**: Ensure in house resources are utilized according to their specialized skills.

 **Tasks:** Increase specialized staff on site.

**Tasks:** Utilize volunteers from Salvation Army, Vancouver Parole and other community resources.

**Tasks:** Seek out additional funding.

**Community Survey**

Community needs are assessed through weekly `screenings` presented by CSC at the Community Corrections Intervention Board (CCIB). Twice yearly CRF staff also attend Information Fairs at 7 institutions in the Fraser Valley and on Vancouver Island. In addition, CRF staff performs ongoing institutional interviews with clients who are potential clients, or who have been at Harbour Light previously and are seeking a return.

Clients are also encouraged to participate in a survey prior to their departure. The results of these surveys are periodically discussed at staff meetings to improve upon services provided to clients.

The CRF also has a designated representative from the community who reviews all our screening decisions and comments regarding potential clients to our facility. Any concerns noted by the community representative are discussed with management.

Please see attachment #2 for supporting documentation:

* CCIB Schedule
* Information Fair Registration
* Client Survey
* Staff Meeting Minutes
* CCIB Community Representative Acknowledgement

**Description of Target Population**

The target population is adult males serving a conditional release from a federal or provincial institution as well as from pretrial. The bulk of the clients are screened for placement in a residential facility months before their release dates. The manager of the CRF program conducts an electronic review of the reports (CSC maintains records on a computerized database, Offender Management System) on clients to ensure an appropriate fit with the Harbour Light programs. In addition, halfway house managers, parole officers, parole officer supervisor, CSC program manager, community employment counselor, all meet on a weekly basis to complete a Community Corrections Intervention Board (CCIB) meeting and discuss various cases put forth. Acceptable clients are identified from the institutions or another CRF facility while awaiting bed space at Harbour Light CRF.

**Organizational Chart**

Please see attachment #3 for current organizational chart.

**Program Description**

The Correctional Residential Facility (CRF) program provides residential services, case management and counselling support to individuals on conditional release from Federal Institutions. In partnership with Correctional Services of Canada (CSC), the program enrolls up to 44 clients at a time, helps them address various concerns, and prepares them for a safe re-integration into the community. The goal of the CRF is to assist CSC in reintegrating offenders into society while maintaining the safety of the public. Over the course of a year, the program provides over 15,000 bed-days. The CRF program staff are part of a case management team that works concurrently with CSC and other professionals to plan and supervise a safe and successful reintegration of clients into the community.

**Operations**

The operation of the program includes: ensuring the safety and security of other clients, the facility and the community through appropriate supervision of clients; providing specific counselling services to clients with specialised needs and providing a urinalysis program to CSC for internal and external corrections clients through the Front Desk Department of Harbour Light. The CRF staff are an integral part of the overall case management team and work on a daily basis with community parole officers, parole officer supervisors, CSC mental health teams and CSC program facilitators.

**Client Monitoring**

Clients are monitored through formal regular contacts and meetings with CRF staff, and through ongoing informal contacts. Clients are required to formally sign in and out of the facility through the front desk. In and out logs are regularly monitored by staff. Clients are also monitored through feedback from other staff observations and interactions. Other client monitoring includes ongoing formal and informal case conferencing with CSC staff and other professionals involved in case management and monthly case plan reviews. The use of CCTV cameras are also utilized to monitor clients 24 hours/day. In addition to these, spot checks and call-ins are also utilized to ensure appropriate client monitoring. All relevant information in always passed on to CSC in a timely manner.

**Admission Criteria and Procedure**

Potential clients for residency in the CRF are referred by the CSC. The CRF manager conducts a thorough file review as well as attends a weekly Community Corrections Intervention Board (CCIB) meeting to discuss potential cases with the case management team. General criteria implemented includes such factors as, (1) length of sentence, (2) reintegration potential or motivation level, (3) institutional behaviour, (4) mental health, (5) substance abuse, (6) release history, (7) criminal history, (8) risk to reoffend, (9) staff and client safety concerns, (10) public safety, and (11) intangibles. Once a client is accepted to a CRF, it is up to CSC as to where this offender will be placed based on suitability and bed availability.

**Client Assessment Tools and Process**

Clients are assessed on a number of different criteria to determine their progress in the community. The information from these assessments is shared with the entire case management team, including CSC. Two main areas the CRF focuses on in assessing clients are progress in programs or progress with employment/education.

**Treatment Programs**

Tools used to assess clients participating in treatment programs are:

* Treatment Tracker
* Weekly Treatment Meeting Minutes
* Weekly CRF Meeting Minutes
* 90 Day Substance Abuse Program Reports
* Case Notes
* Reports from Program Facilitators
* Resident Action Plans

**Employment/Education**

Tools used to assess clients’ employment/education:

* Outreach Worker Referrals Report
* Outreach Worker Orientation/Assessment Report
* Weekly CRF Meeting Minutes
* Case Notes
* Collateral Contact with Parole Officer
* Resident Action Plans
* External Agency Job Fairs

**Process**

The above mentioned assessment tools are utilized to determine how the client is progressing against his release plan. All information is discussed with the case management team which includes CSC. Based on these assessments and discussions with CSC, the case management team may decide to intervene to ensure the client is meeting all the demands of his release plan.

**Discharge Criteria and Procedure**

The Correctional Services of Canada determines when clients shall be discharged by suspending their release by way of issuing warrants. The CRF also has the option to withdraw services if the client is non-compliant with CRF rules and/or policies. In this case, the CSC would suspend the client’s release due to a breach of their residency condition.

**Follow-up Process**

After a client is discharged, a follow-up process can be initiated which can include:

1. Post-suspension interview
2. Collateral contact with the Community Parole Officer
3. Collateral contact with Institutional Parole Officer
4. Communication with client via phone
5. Communication with client via mail
6. Contact client’s next of kin

Of note, a follow-up process is not part of the contractual agreement with the Correctional Services of Canada, but is something Harbour Light strives to do to ensure rapport is maintained with clients.

**Client Rights to Service**

Client Rights

* To be treated with respect as well as dignity as a human
* To be in a safe, clean, healthy environment
* Freedom of religious or spiritual belief
* To not be discriminated against on the basis of: race, age, sexual orientation, religion or spiritual beliefs
* Feeling welcomed and a part of the Harbour Light family
* Access to 12 Step programs in Harbour Light
* To be in a cared for and well-maintained facility

Client Responsibilities

* Treating themselves and other with respect and dignity
* Keeping their environment clean, safe and healthy
* To be open-minded to others’ religious and spiritual beliefs
* To accept people regardless of race, age, sexual orientation, religion or spiritual beliefs
* Ensuring new clients feel welcomed
* To be open and honest with CRF management staff and all other members of their CMT
* Adhere to the rules and requirements of the CRF

**Program Components (description, expected outcomes)**

**Components**

* Client reintegration
* Public Safety

**Description**

* 44 CRF beds (30 single bunks, 7 double bunks)
* 24 hour Support Attendant staffing (2 staff on 3 rotating shifts)
* 7 CRF Staff (See section “Program Staff”)
* 3 meals per day plus snack
* Case management
* Outreach Worker
* Mental Health Counseling
* Substance Abuse Counseling
* Residential Treatment Program
* Detox
* Chaplaincy
* Urinalysis Testing (~1200 urinalysis tests conducted annually)
* Volunteer Work Experience Program
* Reporting Center
* Music Therapy
* Learning Center
* Client monitoring
* Ready to Rent Program
* Smudges

**Expected outcomes**

* Clients develop skills to successfully reintegrate into society and are less likely to reoffend
* Public feels safer knowing Harbour Light is monitoring offenders in the community

**Staffing**

Please see attachment #4 for a detailed layout of staff patterns and qualifications, and the chart below for staff representation.

CRF Program Manager

CRF Assistant Manager

Substance Abuse Counsellor

Outreach Worker

Program Caseworker

Mental Health Worker

High Risk Caseworker

 **Volunteer Opportunities**

Clients are encouraged to volunteer their time while staying at the CRF through a variety of opportunities. These include various volunteer opportunities offered through the Volunteer Work Experience Program (VWEP). Clients are also encouraged to volunteer for our foodline ministry. Client works with the VWEP Coordinator in order to be assigned to various volunteer opportunities throughout the facility. The time commitment varies between the opportunities but each is recognized in its unique non-monetary way.

**Other Agencies Providing Service**

* Vancouver Police Department
* High Risk Offenders Unit
* The John Howard Society
* Belkin Enhanced CRF
* Circle of Eagles Lodge CRF
* Guy Richmond CRF
* Dick Bell Irving CRF
* Vancouver Board of Parks and Recreation
* LINC Society
* Carnegie Community Center
* Remedy’s Pharmacy
* Three Bridges
* Native Health Society
* Health BC
* Vancouver East Side Walk-In Clinic

The above mentioned agencies all work to either manage offenders in the Pacific Region or assist them by providing services. All CRFs in the region are part of the BC & Yukon Halfway House Association (BCYHHA) and all work in collaboration with Vancouver Police as well as CSC to ensure the safe reintegration of offenders into the community.

**Budget**

Funding contracts are negotiated annually with Correctional Services Canada. The CRF Manager, Executive Director, and Director of Operations and Residential Services are involved in the negotiation process. Please see attachment #5 for the CRF program budget.

**Program Evaluation and Improvement**

Outcomes in the CRF are measured through various methods of communication and tracking including, but not limited to:

* Treatment Tracker
* Monthly CRF Reports
* SAMIS Statistics
* Resident Action Plans
* Collateral with Parole Officers
* Collateral with Treatment Counselors
* Collateral with Program Facilitators
* Treatment Reports
* Case management System Statistics
* Weekly CRF Case Management Meetings
* Formal Program Evaluation

All of the above outcome measures are reported to our primary funder, Correction Services Canada as well as internal departments such as administration and finance.

The evaluations we use and trackers we update reflect our upkeep of current funding, aid in possible increase of funding through each term (i.e. high risk offended funding, outreach worker funding, mental health worker funding) and assist is SWOT analysis of the program.

The processes we use are an ongoing tool in the upkeep and improvement of our daily and overall program functioning. During weekly staff meetings such results come up for discussion, which is followed by improved and/or changed policies, operational adjustments, and overall information gathering for how what we do each day reflects the overall population we serve.

Please see attachment #6 for Harbour Light’s Program Evaluation Process.

Please see attachment #7 for formal CRF Program Evaluation conducted in 2018.