



JohnHoward
SOCIETY OF OKANAGAN & KOOTENAY

Annual Impact Report 2025-2026

JohnHoward
SOCIETY OF OKANAGAN & KOOTENAY

CONTENTS

Land Acknowledgement..... 3

Our Year At a Glance..... 4

A Message from Our CEO..... 5

A Message from Our Chair..... 6

Creating Home..... 7

Building Independence..... 9

Fostering Skills..... 11

Leading the Way..... 13

Financials..... 15

Thank You..... 16



LAND ACKNOWLEDGEMENT

With gratitude and respect, the John Howard Society of Okanagan & Kootenay acknowledges that our work takes place on Indigenous land. Our programs are situated on the traditional, ancestral and unceded territory of the Syilx, Secwépemc and Nlaka'pamux peoples.

We are committed to always working in partnership with Indigenous peoples, and to consult and take their lead when working on their land and with their communities.

The disproportionate rates of incarceration, poverty, and homelessness among Indigenous peoples (First Nations, Inuit, and Métis) are rooted in colonization, including the legacy of residential schools, the 60's scoop and the racism that continues to this day.

We cannot respond to social and criminal justice issues without addressing the underlying social determinants that place Indigenous People at greater risk of negative experiences with the judicial system, housing precarity, and poor health. We support the [Calls to Action](#) released by the Truth and Reconciliation Commission of Canada. We also recognize the importance of the self-determination of Indigenous peoples as stated in the [United Nations Declaration on the Rights of Indigenous Peoples](#).

As a non-Indigenous organization, we acknowledge our own privilege and role in the systems of colonization, and we strive to dismantle them. We are committed to decolonizing our own work through ongoing process of self-education to improve our awareness of Indigenous issues and to increase the cultural competence of our staff and board members.



OUR YEAR

At a Glance



424

people supported
through housing



2,400+

goals set by clients
across all programs



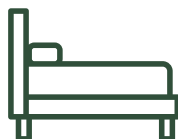
195,000+

meals served



86

clients moved from
transitional to
permanent housing



99,048

occupied bed days
in Housing Services



90%

successful hospital
discharge referrals



250+

people received
justice support



84

healthcare-related
goals achieved



50,000+

hours of Outreach &
Community
Inclusion support
provided

A MESSAGE FROM OUR CEO

There is a lot to look forward to at JHSOK.

Looking Ahead - With a new strategic plan in place, I'm excited about the coming months and year ahead. Our strategic plan is our compass for what's next for JHSOK. It gives us an opportunity to step back and ask important questions: What are we doing well? Where do our stakeholders need us to be, and most importantly, what do our clients need from us next?

Centering Clients - Our clients are at the centre of these conversations. Living with dignity, success, and wellness is the lens we use to make decisions, develop our programs, and plan for the future. Everything we do comes back to helping our clients achieve their own goals and build independence.

Growing Organizationally - As an organization, we will keep growing and evolving. By developing our teams, expanding our knowledge and building capacity, we are poised to deliver programs with excellence in shelter, housing, justice, and outreach in the Okanagan. As we once again achieved three-year CARF accreditation for community living and outreach, our team is eager and inspired to continue delivering exceptional programs and to continue building on what we already do well with continuous growth and improvement in mind.

Sharing Impact - JHSOK has always delivered results, but maybe we've been a little shy at waving our flag.

There are so many celebrations of success for our clients both big and small that happen across JHSOK every day, and we will make them more visible to our community, through our newly revisioned website and socials.



In the days, months, and years to come, we will use our voice to advance our shared community understanding of where the system is failing to deliver for the people in the Okanagan who live with vulnerability. We hear from our clients every day about what is working, what is difficult, and what needs to change. That gives us an important perspective, and we have a responsibility to bring it forward as an advocacy organization.

I'm looking forward to continuing our work with our clients, our teams and our community.

Patricia Bacon
Chief Executive Officer

A MESSAGE FROM OUR CHAIR

Immense Impact in Our Community

JHSOK has had immense impact in our community over the past year. As Board Chair, I am proud to see the work being accomplished by JHSOK programs and staff to provide individuals with stable housing, nutritious meals, life skills, justice and system navigation support, and valuable tools that individuals can use to build stability, independence and wellbeing.

Having grown up with justice work in my family, I've always known that it is important to challenge the narratives we create about people and to ensure that everyone has fair and equitable access to justice services and essential resources. This is an important part of the work that JHSOK does. Through the housing, community outreach, justice and employment programs, JHSOK is meeting marginalized individuals where they are at and offering the supports they need to overcome barriers they often experience in society.

Thank you to the staff, funding partners, and community supporters who have contributed to this work over the past year. Your commitment has helped JHSOK continue to make a meaningful difference throughout this region.

Mary Butterfield
Board Chair





Safe, stable housing is the foundation we build upon.

We provide a range of housing options and supports that help people feel safe and at home.

Creating Home

CREATING HOME

Housing is the foundation for stability, health and independence.

This year, JHSOK supported 424 people across our housing programs, providing safe and supportive homes at different stages of their journeys. The average length of service across Housing Services was more than 2 years, reflecting the ongoing support many clients receive as they work toward their goals. In one of our Community Housing programs, 90% of clients stayed for more than one year.

We also successfully placed 90% of people referred following discharge from Kelowna General Hospital into Cornerstone shelter, helping ensure they had a safe place to go rather than returning to homelessness after receiving healthcare.

Beyond providing a place to live, our teams help people build stability and plan for what comes next. Through housing navigation and our internal placement work, we continue to help clients find housing that best meets their individual needs, goals and circumstances.

The Housing Continuum



Our housing continuum supports people from shelter, through transitional housing, toward permanent or market housing.

“

I am satisfied and content with all facets of STEP Place... programs are knowledgeable and staff are very approachable and understanding

-Resident, STEP Place





Everyone deserves the chance to move forward.

Through personalized goal setting, practical support and meaningful opportunities, we help people build the confidence and connections they need to thrive.

Building Independence



BUILDING INDEPENDENCE

Independence looks different for everyone.

JHSOK works alongside people to identify their goals, build skills and strengthen the connections that support a meaningful life in the community. More than 2,400 goals were set by clients across our programs. For Community Living Services clients, progress was celebrated through 155 individual goals achieved throughout the year.

For many, progress also means building relationships and a stronger sense of connection: 62% of CLS clients reported that they have been able to create positive social connections. Across the Okanagan, our OCI teams provided more than 50,000 hours of support, while 250+ people received justice support focused on their individual needs and goals. This work was strengthened by Correctional Service Canada volunteers, who contributed more than 205 hours of direct service, helping people build the skills, confidence and connections they need to move forward.

“

I feel that John Howard has given me independent life. I hope that the Society continues in a helpful way for those in need.

-Participant





New skills open doors to new possibilities.

Through workshops, training and hands-on learning, we help people gain the tools they need to find employment, achieve goals and enjoy life.

Fostering Skills

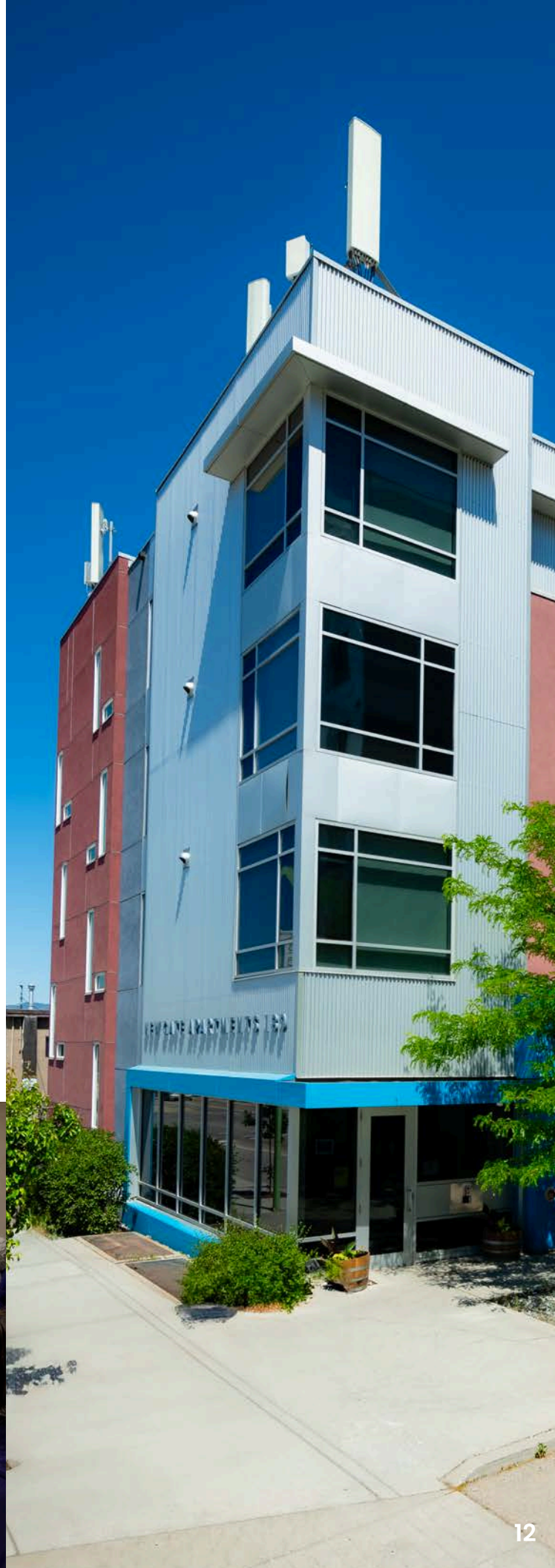


FOSTERING SKILLS

Building practical skills and confidence can help people make informed choices and create a more positive future.

Through targeted programs that build skills, awareness and personal responsibility, 154 people participated in our Shoplifting Prevention Program, while 30 participants took part in Stop Taking it Out on Your Partner (STOP) training. We also celebrated the completion of the A Person-centred and Tailored to Work (APT) Program, which supported 280 participants with fundamental skills such as writing a resume, completing applications, preparing for interviews and participating in co-op work placements.

To support people beyond individual programs, JHSOK's dedicated Housing Navigators and Life Skills Workers help clients explore housing options and provide practical workshops on topics such as budgeting, healthy relationships, harm reduction, housing readiness and more. Together, these supports give people practical tools they can use to strengthen their skills and build stability.





Bringing people together.
Sharing knowledge.
Strengthening our work.

Leading the Way

LEADING THE WAY

JHSOK was honoured to co-host the first John Howard National Conference since 2019, on the unceded lands of the syilx people in Kelowna, BC, alongside the John Howard Society of BC and John Howard Society of Canada.

More than 60 delegates from across Canada, from as far away as Nova Scotia and Newfoundland, came together for two full days of learning, connection and collaboration. Through panels, plenary sessions, breakout sessions and networking, participants shared ideas and explored the challenges and opportunities facing our sector.

JHSOK's leadership was represented throughout the conference. Patricia Bacon, CEO, joined speakers from Nova Scotia and Ontario for the Growing JHS Capacity Through Housing panel, presenting on "A Continuum of Right Fit, Right Time Housing."

Michelle LaBoucane, Director of Justice Services, also shared her expertise during the Alternatives to Incarceration session, highlighting JHSOK's work and insights in restorative justice programming.



“

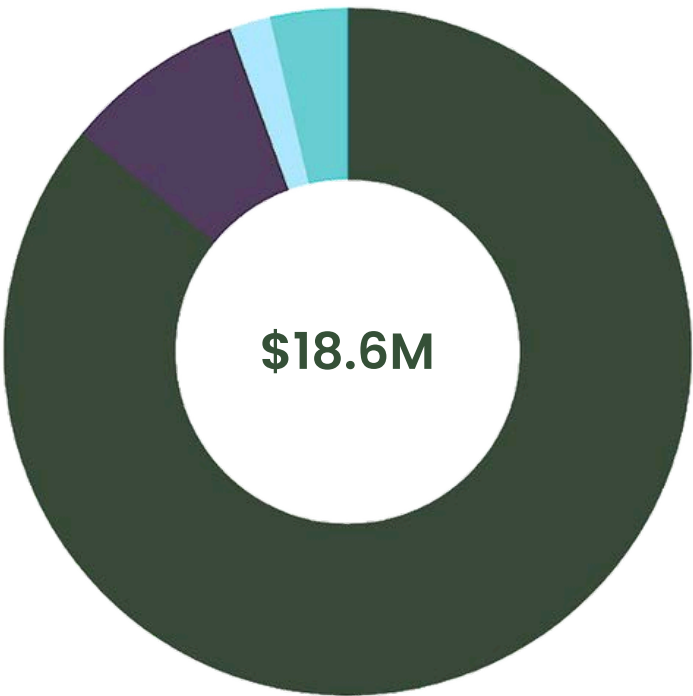
There is an appetite among many to address underlying problems and help those in need. We have much to offer in that regard.

*- Catherine Latimer
Executive Director, JHS Canada*



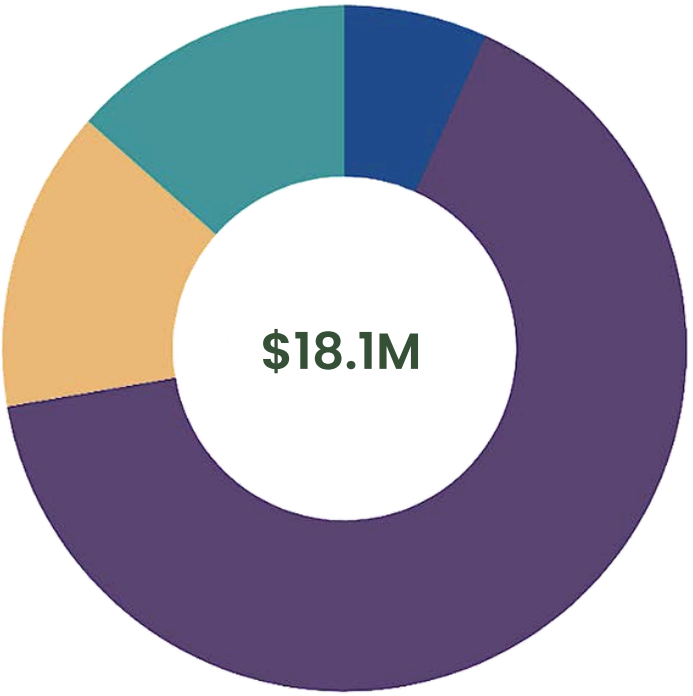
FINANCIALS

Revenues



- Contracts & Subsidies: \$16,060,131
- Rental: \$1,589,150
- Grants: \$352,681
- Other: \$681,429
- Total Income: \$18,683,391

Expenditures



- Administration: \$1,234,918
- Wages & Benefits: \$11,931,507
- Program Costs: \$2,573,542
- Facilities & Operational Costs: \$2,452,413
- Total Expenditures: \$18,192,380

For a complete overview of JHSOK’s financials, visit www.jhsok.ca.

THANK YOU

The work we do at John Howard Society of Okanagan & Kootenay is made possible through the support of our dedicated funders, partners, donors, and community.



www.jhsok.ca