

Annual Report *2006*



COMMITTED TO OUR CLIENTS SUCCESS
SINCE 1991

Often the longest journey one takes is from the head to the heart

Table of Contents

Message from the Executive Director>	2
Mission & Values Statement>	3
Introduction>	4
Effectiveness>	5
Client Satisfaction>	9
Cultural Demographics>	10
Drugs of Choice>	11
Referrals>	12
Utilization Review>	14
Quality Assurance>	15
Efficiency>	16
2007 Goals>	17



Message from the Executive Director

The year 2006 has proven to be another eventful year in the evolution of InnerVisions. We are extremely committed to developing a learning agency so all involved - whether they be staff, clients, family members, or Board Members - can all get the opportunity to be the best that they can be. That was clearly demonstrated as InnerVisions won two of the prestigious Donner awards; ranking us number one in the country for the delivery of our services, as well as number one in the country for the running of our organization. This colossal effort is because of the fantastic people at all levels who give of their time, hearts, and beliefs that it is possible to do great things as a team.

The biggest challenge we faced this year is in obtaining some sustainability of the plants we operate from. We have secured Hannah House for 40 years and have purchased both Prairie Avenue houses in Port Coquitlam, a magical time for Innervisions indeed.

Hannah House continues to thrive and prosper. Research literature reflects women's needs are somewhat different than men's and we as an organization we are committed to continual improvement in terms of our program development and delivery. I salute Kim, Leslie, and Marie, as well as the other women that work at Hannah House as they are the ones that make Hannah House the safe haven that it is and are committed to the cause.

The men's centers continue to thrive and prosper through the leadership of, Jerry, Frank and Clancy, not only in the running of the organization, but also in the fantastic training methodologies we have developed. We emphatically believe that the key to our future and well-being for everyone is contained in the ongoing training that we deliver to people that want to be involved with the InnerVisions organization. This simple concept is the cornerstone of our organization.

The Family Program continues to be an integral part of the continuum of InnerVisions, not only for the families of clients but also for the residents of the communities in which InnerVisions operates. We are convinced that addiction is a family disease, and continue to be committed to trying to deliver services that can reconnect family groups. Again, we are very fortunate to have found a sponsor for the upcoming year.

I would like to thank the Board of Directors for their continued commitment to the vision of InnerVisions, and as community leaders their willingness to roll up their sleeves and to help us make this organization a strong, vibrant, caring, committed to excellence, organization. We are continuously looking at various ways to develop self-sustainability while adhering to the principles that make InnerVisions what it is. We still have a ways to go, but looking back over the last 15 years, "wow" . . . have we come a long way!

Sincerely,

Billy Weselowski, MA
Executive Director

Mission & Values Statement

Our Mission

We are real people, who have ourselves recovered from the horrors and loneliness of addiction. We provide an escape from the brutality and degradation of addiction in a safe and structured centre. We apply a rigorous program and follow a proven plan to ensure success for everyone.

Our Values

As a group, and as individuals, we are committed to your success. To be able to ensure this we operate from a distinct set of values. The team is diverse, flexible and genuine. We emphasize unwavering honesty, tempered with great compassion. We promote a trusting, safe and supportive environment with clients, as well as with staff. Ultimately, we are passionate, courageous, and above all, spiritual, in all our affairs.

- InnerVisions Recovery Society is committed to providing support recovery services to individuals suffering from the effects of substance misuse.
- InnerVisions is a board-directed organization committed to providing a safe, affordable program for individuals to experience quality, easily accessible, supportive recovery.
- We believe that no one should be overlooked and that when the window of opportunity opens, an addict should have access to immediate assistance.
- We use an intensive twelve-step philosophy, and other community supports to help the addict reintegrate into society.
- Networking with a variety of community resources, we believe all members of the community that require service should have the opportunity to participate in a recovery program.
- Our programs are offered to a diverse population that includes all ethnic, social, religious, and economic backgrounds.
- We refer to after-care programs.

We serve the lower mainland region primarily, but not exclusively, with preference given to the Tri-City / Maple Ridge area. We take referrals from Doctors, Employers, Detoxes, Alcohol and Drug Service Providers, Corrections, and Social Workers. Clients need to have a desire to become abstinent in order to come to InnerVisions.

“Our Goal is to help”

Introduction

In 2006, InnerVisions was recognized at the prestigious Donner Canadian Foundation Awards as the #1 addiction treatment and prevention program in the country

INTRODUCTION

The following program evaluation information for 2006 was presented to the InnerVisions Executive Committee for comment. The Executive Committee meets regularly to review and evaluate all areas of the program and organization.

“Keep your mind open to change all the time. Welcome it. Court it. It is only by examining and re-examining your opinions and ideas that you can progress”

***Dale Carnegie
The Leader In You***

“We emphasize unwavering honesty”

290 clients went through the men's program in 2006. Of these, 190 successfully completed (73%) and 72 did not complete. When clients first come our centre they enter into our 3-day Stabilization Program; clients who do not complete this program are not reflected in

completion statistics (24 clients) also clients who did not complete the program due to medical complications (4 clients) are not included in the statistics. The average time in Treatment for all clients who completed the program was 68 days, and the average time in Treatment for all clients who did not complete the program was 24.5 days.



Our Men's centre is located in Port Coquitlam, BC. Located only 30 minutes from all major attractions in the Lower Mainland (Vancouver area), Port Coquitlam offers one of the finest living and recreational environments in British Columbia.

A follow-up survey was administered in February 2006. Information was gathered directly from former client files that had been closed for at least 3 months.

Methodology: A random sampling of over 10% of our total admissions was our goal (3/4 who completed the program and 1/4 who did not). Thus, every person admitted had an equal chance of participating. Staff would try on 3 occasions to contact the random sampling.

Overall, 35 clients were randomly sampled; 25 who completed the Program and 10 who did not complete. 7 of the 25 who completed the program (28%), and 1 of the 10 who did not complete the program (10%) responded. It is important to note that, although our CARF requirements state we need only follow up on 10% of former clients, in previous years we have felt that the number of clients that responded was inadequate. Our intentions in undertaking this survey were to produce an authentic sampling, so presently we survey closer to 20%, rather than 10%, hoping to contact a greater amount of individuals. It should be noted that significance should be inferred to those we could not reach or that did not reply; our experience tells us that those that do not reply, or that are not at the phone number initially given, may not be clean.

InnerVisions helped 290 Men in 2006

Program Effectiveness

2006 Residential Outcome Study based on a Random Sampling of 212 Clients

Completed Program (7 respondents)	2006
1) Achieve and maintain abstinence	85%
2) Improved physical health	85%
3) Improved mental/emotional health	85%
4) Improved relationships with family	85%
5) Employed or in academic/vocational training	85%
6) Improved legal situation	85%
7) Involved in continuum of care	46%
8) Improved housing conditions	93%
9) Found program effective	93%

Did Not Complete Program (1 respondent)	2006
1) Achieve and maintain abstinence	0%
2) Improved physical health	100%
3) Improved mental/emotional health	0%
4) Improved relationships with family	100%
5) Employed or in academic/vocational training	0%
6) Improved legal situation	100%
7) Involved in continuum of care	0%
8) Improved housing conditions	100%
9) Found program effective	0%

Our follow up survey captured the following anecdotes from clients when asked what aspects of our program helped them:

- “A life changing experience”
- “Because of you guys, I have things to look forward to, and a second shot at being a human being”
- “You have helped me to see that I matter”
- “I’ve found me again”
- “I wouldn’t have gotten clean without you guys”
- “I feel like a new man”

“I’ve found me again”

The Women's Program

219 clients went through the Women's program in 2006. Of these, 119 successfully completed (63%), and 71 did not complete. When clients first come to our centre they enter into our 3-day Stabilization Program; clients who do not complete this program are not reflected in



Hannah House is located in Maple Ridge, BC. Surrounded by natural beauty, blessed with abundant clean air and water, Maple Ridge is a community proud of its heritage and optimistic about its future.

completion statistics (21 clients) also clients who did not complete due to medical complications are not included in the statistics. The average time in Treatment for all clients who completed the program was 63 days and the average time in Treatment for all clients who did not complete the program was 20 days.

A follow-up survey was administered in February 2006. Information was gathered directly from former client files that had been closed for at least 3 months.

Methodology: A random sampling of over 10% of our total admissions was our goal (3/4 who completed the program and 1/4 who did not). Thus, every person admitted had an equal chance of participating. Staff would try on 3 occasions to contact the random sampling.

Overall, 30 clients were randomly sampled; 20 who completed the Program and 10 who did not complete. 8 of the 20 who completed the program (40%) and 1 of the 10 that did not complete the Program (10%) responded. As with the Men's Program, we surveyed closer to 15% rather than 10%, hoping to contact a greater number of individuals.

InnerVisions helped 219 women in 2006

Program Effectiveness

2006 Residential Outcome Study based on a Random Sampling of 162 Clients

Completed Program (8 respondents)	2006
1) Achieve and maintain abstinence	100%
2) Improved physical health	75%
3) Improved mental/emotional health	62%
4) Improved relationships with family	62%
5) Employed or in academic/vocational training	62%
6) Improved legal situation	100%
7) Involved in continuum of care	83%
8) Improved housing conditions	83%
9) Found program effective	92%

Did Not Complete Program (1 respondents)	2006
1) Achieve and maintain abstinence	0%
2) Improved physical health	100%
3) Improved mental/emotional health	0%
4) Improved relationships with family	0%
5) Employed or in academic/vocational training	0%
6) No new alcohol/drug related legal problems	100%
7) Involved in continuum of care	0%
8) Improved housing conditions	0%
9) Found program effective	0%

Our follow up survey captured the following anecdotes from clients when asked what aspects of our women's program helped them get clean:

- "Lots of love there"
- "Staff are wonderful"
- "It was a big help in understanding my life"
- "I feel like I have found a home here"
- "This place really opened my eyes to reality"
- "Helped me gain a foundation"

"I feel like I have found a home here"

Client Satisfaction

During a client's seventh week of Treatment, we invite them to fill out survey that asks them to rate their present level of satisfaction with our services.

Satisfaction surveys (25 from the Men's Program, and 25 from the Women's) were selected at random; the results are as follows.

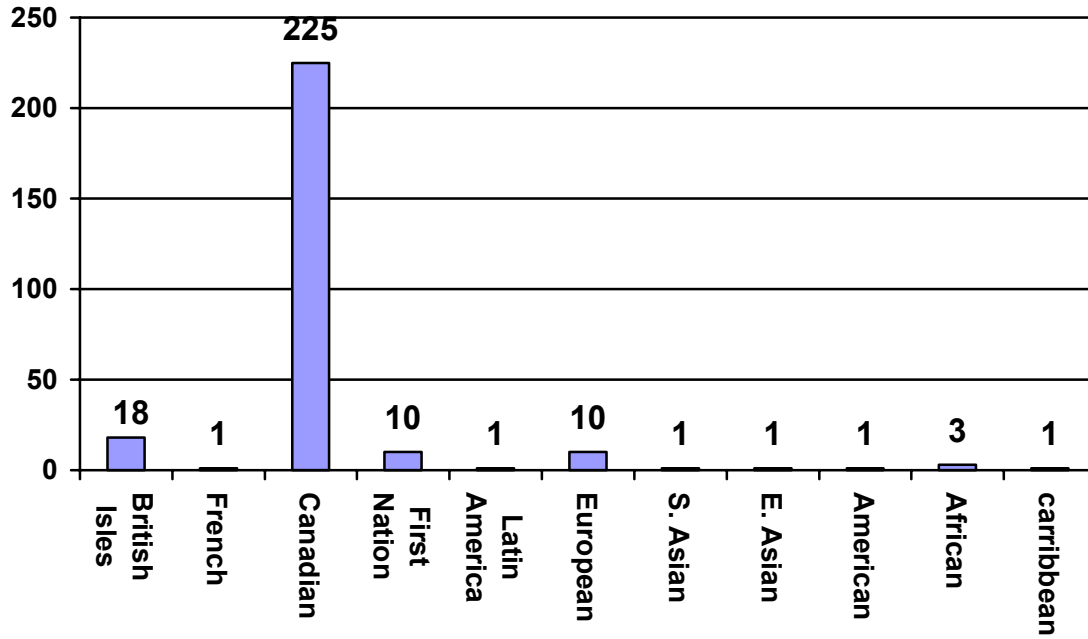
<i>The Men's Program</i>				
	Poor	Fair	Good	Excellent
The support I received from InnerVisions was:	0%	0%	48%	52%
The length of time it took me to get in was:	0%	12%	40%	48%
The staff's skills, knowledge and ability was:	0%	0%	40%	60%
The counsellors' ability to understand me was:	0%	4%	40%	56%
Overall, as a service I would rate InnerVisions:	0%	4%	20%	76%

<i>The Women's Program</i>				
	Poor	Fair	Good	Excellent
The support I received from the Women's Program was:	0%	0%	28%	72%
The length of time it took me to get in was:	4%	20%	20%	56%
The staff's skills, knowledge and ability was:	0%	0%	40%	60%
The counsellors' ability to understand me was:	0%	0%	24%	76%
Overall, as a service I would rate the Women's program:	0%	0%	20%	80%

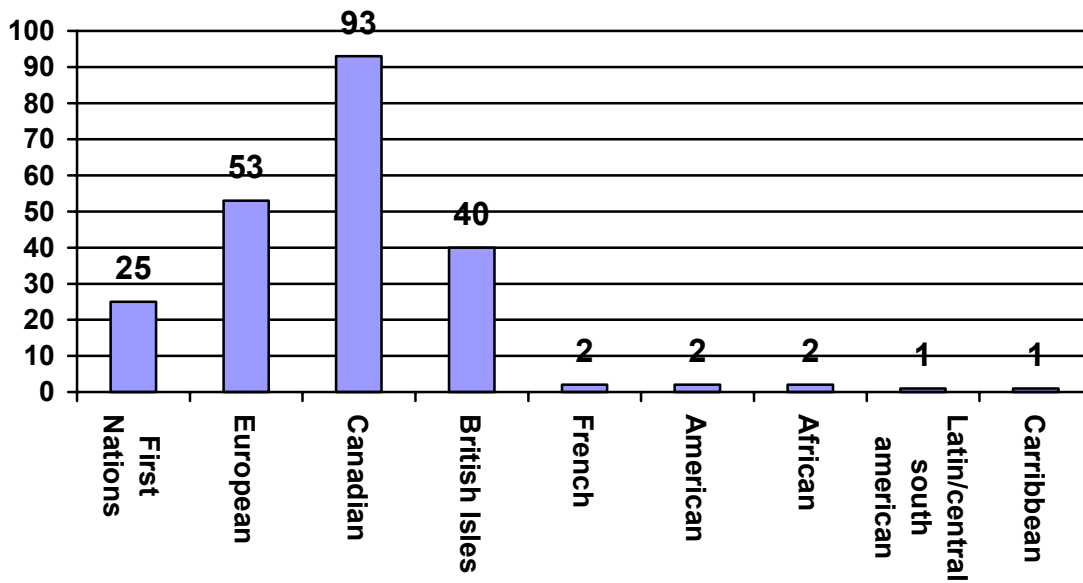
Grade "A" Overall

Cultural Demographics

2006 Men's Ethnic Breakdown



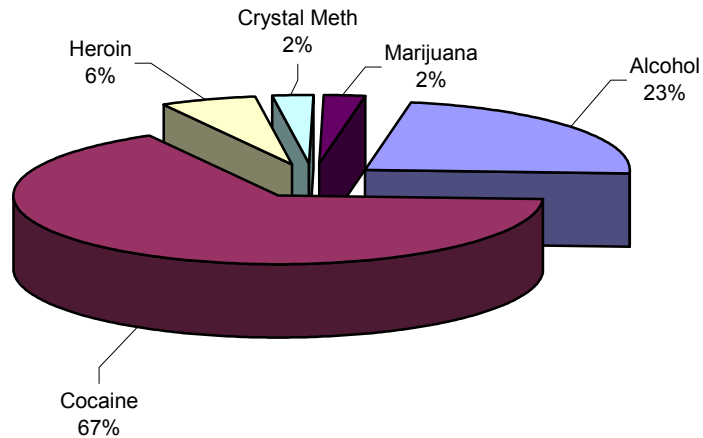
2006 Women's Ethnic Breakdown



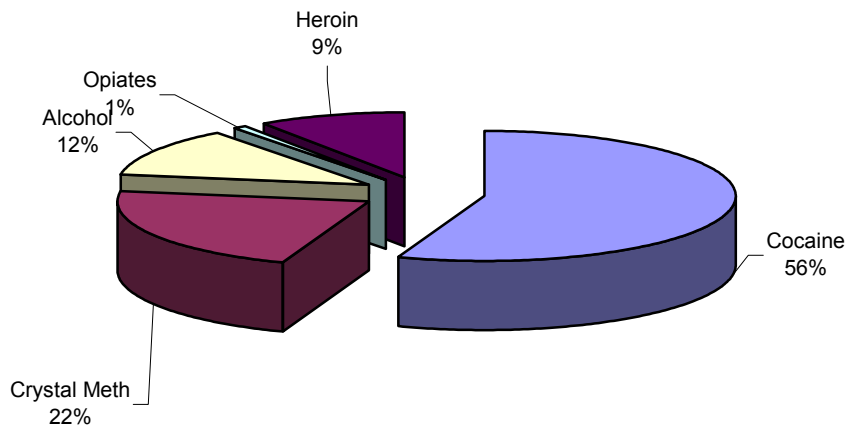
Culturally Diverse

Drugs of Choice

Men's Program – Drug of Choice (Top 5)



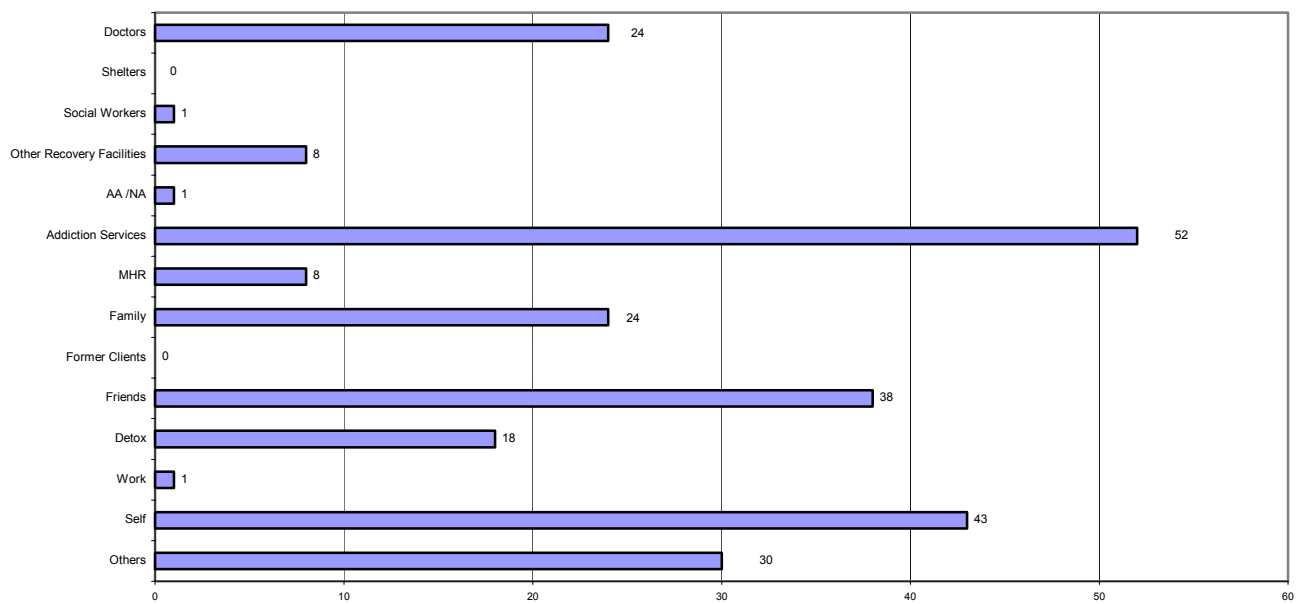
Women's Program – Drug of Choice (Top 5)



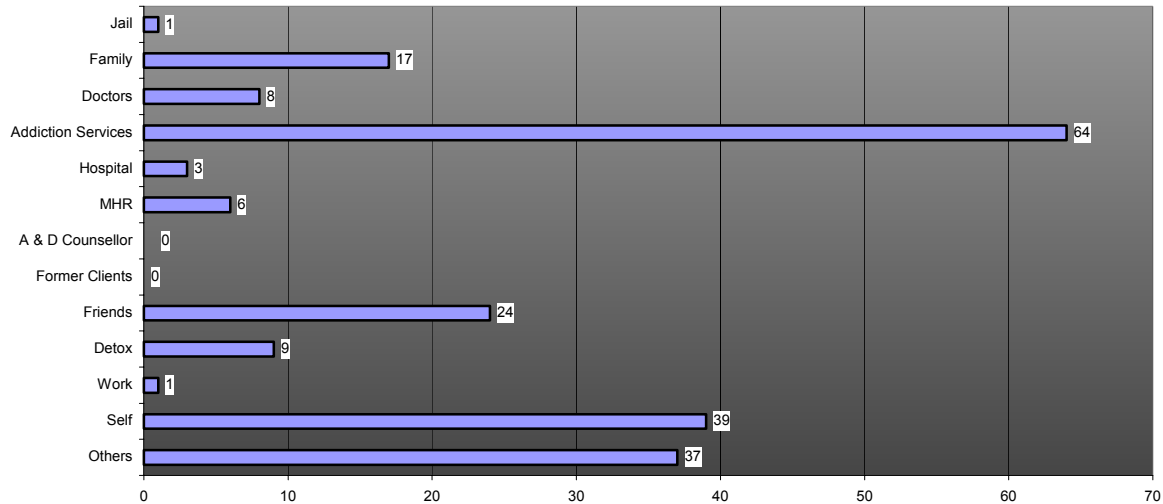
Cocaine tops the list for the 6th straight year

Referrals

Men's Program – Referral Source



Women's Program – Referral Source



Several times throughout the year InnerVisions had clients who were waiting to get into treatment. All clients waiting to get into treatment are placed on a waiting list according to when they called the center. Staff encourage the prospective client to make contact with the Centre every day, and a colour-coded legend identifies whether the client should remain on the list, whether they have found an alternate service, or indicates they could not be contacted.

InnerVisions has been and always will be fully committed to have a nation wide, toll free, 24 hour help lines:

Men's Program 1-877-939-1420
Women's Program 1-866-466-4215.

Our belief is when the window of opportunity arises InnerVisions wants to be able to provide immediate assistance.

Men's Program – Wait Time

The average 2006 wait for clients on the wait list, from initial call to intake was 11.5 days (based on 4 month random sample). Last year the average was 18 days

Men's Program – Occupancy Rate

InnerVisions Men's Program had an occupancy rate of 98% for 2006.

Women's Program – Wait Time

The average 2006 wait for clients on the wait list, from initial call to intake was 10.4 days (based on 4 month random sample). Last year the average was 19 days.

Women's Program – Occupancy Rate

The Women's Program had an occupancy rate of 98% for 2006.

Quality Assurance

The Executive Committee provided a quarterly review for the residential program of a random sampling of both open and closed files. Items checked included: timely assessments, whether the treatment plan reflects the result of the assessment and client preferences, and were the services documented as per InnerVisions policies.

Men's Program – File Review

For 2006, there was a 100% compliance rate for timely assessments and treatment plans, 100% compliance rate that the treatment plan reflected the result of the assessment and client preferences, and 93% compliance rate for services documented as per InnerVisions policies.

Women's Program – File Review

For 2006, there was a 100% compliance rate for timely assessments and treatment plans, 100% compliance rate that the treatment plan reflected the result of the assessment and client preferences, and 90% compliance rate for services documented as per InnerVisions policies.

Continuous Quality Control

Efficiency

The efficiency measure for the both Residential Treatment Centre programs (Men's & Women's) is annual fees paid per residential client bed days. To figure out the average cost paid per day, the following formula is used:

Financial Efficiency

$$\frac{\text{Client Fees Paid}}{\text{Number of Days}} \div \text{Beds} = \$57/\text{day}$$

The average daily fee paid directly by our clients is \$57.00.

Compared to other facilities that house people for drug related issues, InnerVisions is extremely cost efficient.

Cost Comparison (2002 figures)

Shelter Costs	\$42 / day (average)
Drug Related Hospital Stay	\$1235 / day (approx.)
Drug Related Jail Term	\$156 / day (average)


Therefore, in terms of fair market value, the cost of someone attending Treatment at InnerVisions registers favourably when weighed against what it costs to house them in these other facilities.

Cost efficient and accountable

2007 Goals

Our Annual Strategic Planning Sessions brought to light the following goals for our organization, which we aim to accomplish in the upcoming year:

InnerVisions Goals for 2007



Planning for our future . . .