There were many new and exciting changes throughout the Justice Education Society (JES) this year. Many different projects were undertaken by our British Columbia, Digital and International Programs.

The BC Program had another strong year of introducing over 20,000 students and community groups to our BC courts. We also continued to provide in person help to immigrants and parents going through separation. The Mapping Her Path project published a needs assessment report on the gender inequality in the legal profession.

This year saw the launch of the BC school’s curriculum development project. We continue to work on creating a legal capability framework for law-related education for grades 5 to 12 in BC.

Our Ask JES service underwent a significant expansion. The service expanded its scope to answer a broad range of everyday legal issues by way of chat, email and, since January 2017, by phone. The service also expanded to support three more websites. These changes have led to an increase in the number of British Columbians we are able to help.

The Digital Program continued to deliver new courses and web-based resources focused on building the legal capabilities of residents throughout BC. Furthermore, we launched our first ever national website, Familieschange.ca, with customized service for each province. We also continued our work on projects that focused on increasing access to justice for California and the New England states.

The International Program continued to work in Guatemala, Honduras and El Salvador to provide crucial technical training to prosecutor and other justice personnel. The project in Panama, supporting the transition to an adversarial system, had many milestones of success this year. In July 2016 we started an exciting new project in Guyana focused on strengthening their criminal justice system.

JES held its first Champions’ Breakfast to thank the contributions of our law firm champions who make it possible for us to provide vital legal education to British Columbians.

This year was a critical year for JES as it prepared to say farewell to our dedicated founding Executive Director Rick Craig. For more than 25 years, Rick’s commitment and passion has shaped JES to be a well-respected leader in the public legal education sector. I want to personally thank him and wish him all the best.

I would like to also introduce and welcome Sonia Poulin as our new Executive Director. Sonia brings two decades of leadership experience to JES and a track record of leading increasingly complex operations within the legal sector.

The dedication and hard work of our employees allows us to continue making a difference in the lives of so many. We could not have achieved so much without the support of our Board of Directors, generous funders, donors, experts, and volunteers. I’d like to thank everyone who has been involved in bringing JES another year of success and improving access to justice for people around the world.

President of the Board, Mr. Justice Peter Voith
JES creates innovative programs and resources that improve legal capability and increase access to justice. To serve our diverse range of clients and stakeholders, we operate three distinct programs: the BC Program, the Digital Program, and the International Program.

OUR BC PROGRAM

We provide legal education and information that reaches more than 700,000 people each year. Over the last 25 years, we have introduced over one million British Columbians to BC's justice system.

Our BC Program also serves Northern British Columbians, immigrants, and separating parents by providing legal information and education.

OUR DIGITAL PROGRAM

JES has recognized expertise in applying digital technologies to improve legal capability and increase access to justice.

Each year, our web resources help an estimated 1 million users address their legal issues. Over the last year, our team has produced web resources for users in every Canadian province, as well as, California, Ohio, Connecticut, Vermont, and Maine.

OUR INTERNATIONAL PROGRAM

Internationally, we build the capacity of justice systems, increase access to justice for women and children, and provide legal education and information. Over the last decade, we have provided training and resources in 15 countries. We have staff and active projects in Guatemala, Honduras, El Salvador, Panama, and Guyana.

A MESSAGE FROM OUR FOUNDER

JES has evolved a lot over the past 28 years. In the beginning it was core funded by government and had a primary focus on the education of students and the public about the structure and operation of the B.C. court system. Today, it is a dynamic organization, with diverse funding from many sources. It provides public legal education to hundreds of thousands of British Columbians annually and develops digital resources that are used throughout Canada and the United States.

In addition, the JES International Program has evolved to include a range of justice development projects in 5 countries: Guatemala, El Salvador, Honduras, Panama and Guyana. JES has been able to play a significant role in helping these countries evolve their justice systems so as to address extreme levels of violence, insecurity and corruption. Over the past 28 years, JES has developed and implemented social justice projects and activities in 14 countries based in Africa, Asian and the Americas.

During the past year, one of the priorities has been to restructure the JES Schools Program to support the new B.C. curriculum and to re-orient its focus to legal capability. The Society has also expanded the Ask JES service, providing legal help by live chat, email and phone. The Law Foundation of B.C. has funded both of these initiatives and we thank them for their support.

The JES International Program has expanded tremendously. Our primary funding comes for Global Affairs Canada and we thank them for their support. JES is diversifying our funding sources through new multi-year projects funded from both the United States and from Sweden. This is significant as it allows JES to build better infrastructure and it reflects the growing recognition of the important work of the JES International Program.

Business development has been one of the priorities this year. By the fall of 2017, as three current international projects will conclude, we expect to be engaged in as many as six projects. These projects will provide as much as $30 million over the next 5 years. To implement these, JES will need to grow and strengthen its management systems and this will be a priority focus for the new Executive Director.

All of these achievements would not have been possible without the passion and tireless energy of both the JES Board and JES staff - this past year and in past years. We have created a family, with offices in Canada and three other countries, that deeply believes in what we do and goes the extra step to ensure that what we do does make a difference.

I want to personally thank all of you who have supported and continue to support the diverse social justice work that JES does in Canada and abroad. It has been my honour to work with you. Thanks to you, JES is poised to do even more in the future.

Sincerely,
Rick Craig
Our BC Programs

ASK JES

Ask JES is a service that provides British Columbians with personalized legal information. Ask JES is delivered through a partnership with UBC’s Law Students Legal Advice Program (LSLAP). Live help is available each Monday to Friday from 11am to 2pm. During offline hours the public can submit questions and receive answers by email or a return phone call.

The Ask JES legal help service is now available on six websites. We also expanded the scope to include a broad range of everyday legal help issues such as family law, working, wills, and housing. This entailed a holistic review and expansion of the question and answer knowledge base relied on by our LSLAP first responders. To better serve our users we continue to work on adding new and reviewing existing content to ensure legal accuracy.

Furthermore, in January 2017, we expanded to include an Ask JES phone service where British Columbians could call in and get legal help over the phone. To meet this new need for phone service delivery we changed our software provider to ZenDesk. This change has been positive as it allowed for more functionality and better system management. In the three-month time period since the integration of phone services Ask JES responded to over 1400 inquiries.

PARENTING AFTER SEPARATION (PAS)

In-Person

JES continued to provide in-person PAS workshops. We had 1156 participants register for the 74 sessions we delivered in New Westminster, Port Coquitlam, and Richmond. Over 84% of surveyed participants said they felt the course helped them understand the experience of separation/divorce. While 78% felt that the course helped them understand their own feelings about separation/divorce.

Online

We continue to deliver PAS online. In 2016/17 we had 3,889 registered users and issued 2,535 certificates. We have also been working on creating an updated version of online PAS to make it more modern and relevant. We expect our new site to replace the old one within the next year.

MAPPING HER PATH

In 2016/17 Mapping Her Path was in its second year of its three-year project plan. We continued to develop new ideas to meet the pilot project objectives that came out of our needs assessment. We implemented our first pilot through partnerships with the University of Victoria (UVic) and the University of British Columbia (UBC) by conducting two workshops for female law students. When commenting on the overall relevance of our workshops, students gave the sessions an average rating of 90%. The students gave a similar rating when asked if the information in each session was useful.

Early Career Women Lawyers Forum (ECWL), a panel of women lawyers called to the bar within the last five years, was formed to ensure user-centered input and programming. We continued to develop our relationship with Law Society of BC, Canadian Bar Association BC, Women Lawyers Forum, UBC, UVic, and our Mapping Her Path Advisory Committee. These relationships helped us create a strategic plan of execution for our pilot projects to be implemented in the coming year.

PAS- FINANCES

We continued to deliver our in-person three-hour PAS Finances workshops. There were 16 workshops delivered in Vancouver, Port Coquitlam, and Victoria. In 2016/17 the number of registered participants was 11% higher than in 2015/16.

JUSTICE SYSTEM EDUCATION PROGRAM (JSEP)

The JSEP has been a cornerstone of JES since our founding 1989, and it continues to provide experiential education in the field of legal learning that is unique in the province.

With the curriculum for schools in BC having undergone a dramatic revision in the past year, putting a greater emphasis on critical thinking skills and experiential learning, JES finds itself on the leading edge of the new pedagogy and in a position to be a leader for directing the development of legal curriculum in the province. JES continues to provide exceptional service with a focus on legal capability at five staffed locations: Kelowna, Surrey, Victoria, and two Vancouver Courthouses. We have expanded service to many more non-staffed locations throughout BC.

We provide legal education and information that reaches more than 700,000 people each year.
NORTHERN NATIVE PUBLIC LEGAL EDUCATION (NNPLE)

The NNPLE continues to provide culturally-sensitive public legal education outreach programs for Aboriginal communities throughout Northern BC. The NNPLE coordinator, based in Prince George, provides ongoing support to northern communities and schools by way of education on legal capability, the law and the BC justice system.

The geographic region covered by the NNPLE includes the northern two-thirds of BC from 100 Mile House to the Yukon border and from the Haida Gwaii to the Alberta border. We have taken on the responsibility to coordinate the Communities Against Sexually Exploited Youth (CASEY) program and have used materials developed for this program in the NNPLE program.

SPEAKERS BUREAU

We have also been developing a Speakers Bureau platform for legal educators that will be launched next year. Partnerships have been formed with Crown Counsel, Victim Services Branch, and Sheriff Services. In the future we expect to also partner with the RCMP and Defence Counsel.

THE VOLUNTEER PROJECT

This last year we embraced the expansion of the Volunteer Project and implemented it throughout the province in many programs. We are proud to announce our partnership with CDI College. JES is a host agency for CDI practicum students for the following programs: Paralegal, Legal Administration and Law Enforcement Studies. In addition to our practicum students, our programs continue to rely on our amazing volunteers who may be post-secondary students, law students, retired professionals, or court staff.

COURT INFORMATION PROGRAM FOR IMMIGRANTS (CIPI)

CIPI, in operation since 1993, has staffed locations in Vancouver and Surrey. We provide immigrants with legal information about the law when they are involved in court related matters. The information provided through the program’s activities helps new immigrants to understand and gain confidence in Canada’s legal and court system. CIPI is unique in its focus on the court system, protocol and processes. Many new immigrants come from countries with very different justice systems than Canada. We can help them appreciate and understand the important features of the Canadian system. This year, we expanded our language capabilities to include Farsi in addition to French, Spanish, Hindi, Punjabi, Mandarin, and Cantonese.
Our Digital Program

JES has recognized expertise in applying digital technologies to improve legal capability and increase access to justice.

FAMILIES CHANGE CANADA
In October 2016 we launched FamiliesChange.ca, a new national website to help kids, teens and parents deal with separation, and divorce. This website, a Canadian first, includes age-appropriate information to help all family members deal with a parental break-up. Information is regionalized to provide the right legal information and services appropriate for each province in both English and French. FamiliesChange.ca was produced in conjunction with provincial agencies across Canada.

New England
This year we also had the opportunity to expand our families change website to three American states: Connecticut, Vermont and Maine. In partnership with these states we were able to adapt our content to create sites with information specific to each jurisdiction.

California
We continued our partnership with California to adapt our online course PAS: Finances. This initiative included a rewrite of content and new recording of videos in English and Spanish. The new website is scheduled to launch in 2017.

PROVINCIAL COURT JUDICIAL APPLICATIONS
JES has been contracted by BC Provincial Court to produce a customized tool to accept applications for appointments to the court. This project will convert the paper-based application process into a fully online process and is scheduled to go live in the fall of 2017.

RENTING IT RIGHT
This year, we renewed our partnership with Tenant Resource & Advisory Centre (TRAC) to create Renting It Right Part 2: Rights & Responsibilities, an extension of Renting It Right Part 1: Finding a Home, produced in 2015.

This project focuses on the rights and responsibilities of tenants and landlords during their renting relationship. Our course allows British Columbians to better understand their legal rights and gives them practical tools for dealing with tenancy disputes. Renting it Right is a free course that offers a certificate of completion endorsed by LandlordBC.
MEDIATE BC

We have been contracted to produce a new website for Mediate BC. Project development will include the creation of a series of databases to manage mediator rosters, and a user-friendly public facing website to promote mediation services in dispute resolution.

ONLINE DISPUTE RESOLUTION

Contracted by the Legal Aid Society of Orange County California, JES is producing a customized online dispute resolution platform for their small claims court. This platform is based on the one developed for SmallClaimsBC.ca and is set to launch late 2017.
Our International Programs

We continue to work internationally on strengthening criminal justice systems in Central America and the Caribbean through capacity building programs in Guatemala, Honduras, El Salvador, Panama, and Guyana.

This past year JES supported justice institutions around the world to improve security and access to justice for all members of society. We worked with numerous law enforcement agencies to build capacity in investigation, prosecution and trial of criminal cases and to disrupt gangs and organized crime. Our work was made possible by the support of Global Affairs Canada (GAC) and the Bureau of the International Narcotics and Law Enforcement Affairs (INL).

COMBATTING GANGS AND CRIMINALITY IN CENTRAL AMERICA, JUNE 2015 - JULY 2017

In July 2015 we began a project in the Northern Triangle of Central America (Guatemala, Honduras and El Salvador) to combat gangs and criminality. This project was funded by the Anti-Crime Capacity Building Program of Global Affairs Canada (ACCBP).

Honduras

In Honduras, we provided support to the Technical Criminal Investigation Agency (ATIC), a specialized investigative unit within the Public Prosecutor’s office dedicated to high impact investigations. An example of an ATIC investigation is the case of Berta Caceres, a world-renowned environmental activist who was assassinated in her home on March 2nd, 2016. According to ATIC’s Director, the investigation was managed using critical major case management skills and two of the three lead prosecutors in the case participated in JES trainings. JES-trained video experts and crime scene analysts also worked on the case. The investigation led to the detention of eight suspects with more arrests expected.

Our training of ATIC in forensic video analysis, criminal intelligence, major case management, and crime scene examination played a key role in bolstering the capacity of ATIC to take on large scale operations.

El Salvador

In El Salvador our work was focused on security training for prosecutors and judges. In 2015 and 2016, El Salvador was rated the world’s most violent country outside of war zones. Judges and prosecutors work under constant threat because of pervasive gang violence. In partnership with the Public Prosecutor’s Office, we developed the Prosecutors’ Protection Program which has been implemented at the national level in El Salvador. We also trained over 200 prosecutors and judges in risk assessment and avoiding and responding to threats. We are partnering with the INL to broaden and continue this training.

In 2016, our work supporting criminal analysis in El Salvador contributed to the success of “Operation Jaque”, a large scale operation to disrupt and capture gangs. The operation took an intelligence-led approach uncovering details about gang operations, logistical resources, finances, organizational leadership and territorial structures. The operation resulted in the arrest of more than 70 alleged members of the Mara Salvatrucha gang. In an innovative effort to disrupt gangs, El Salvadorian prosecutors also publicly revealed that the egalitarian approach promoted by gang leaders is a fiction: unbeknownst to their followers, gang leaders are amassing huge fortunes and are, on occasion, extorting their own businesses to cover their tracks.
Guatemala
In Guatemala, we continued to build capacity in major case management and criminal analysis. Leaders of the Criminal Analysis Unit in Guatemala partnered with us to train analysts and develop strategic applications in Honduras, El Salvador, and Panama. This partnership developed out of the success of our previous support of the Criminal Analysis Unit. This “South-to-South” cooperation has produced excellent results in combating transnational crime through the exchange of fingerprints between eight regional countries and Interpol. Results exceeded expectations in a pilot exchange between Guatemala and Interpol where 20 sets of fingerprints identified 13 individuals. This continuing initiative has the potential to become a best practice for Interpol to integrate throughout Europe, Asia, and Africa.

STRENGTHENING ANTI-CRIME CAPACITY IN PANAMA, OCTOBER 2015 - AUGUST 2017

Since 2015, Panama’s transition from the inquisitorial to the adversarial criminal justice system continues to be supported by JES. Our work is primarily focused in the Third Judicial District of Panama, Chiriqui/Bocas del Toro, which transitioned to the new system in September 2015. This project is our first in Panama and is funded by the ACCBP.

Our training in Panama has taken a new problem-based-learning approach. Rather than listening to prepared presentations participants are taught to generate approaches and solutions to cases onto which our experts platform their own expertise and experience. This approach results in powerful and appropriate learning and transference of skills to the workplace.

The major case management approaches we teach, such as regular team briefings, effective tasking, and improved communication, were recently applied in a high profile kidnapping case. Three suspects accused of kidnapping a 30-year old businessman were initially released from custody due to lack of evidence but were rearrested once a JES-trained prosecutor took over the case and applied her major case management training. The prosecutor stated “[I was] able to get better results in less time in a more effective way”.

We also worked to build capacity in forensic analysis of video evidence by donating equipment and by providing training and technical assistance. A small unit is currently in place within the Institute of Legal Medicine and Forensic Sciences and video evidence has been presented in several cases.

Investigators, prosecutors, and judges in the capital, Panama City, are keen to receive the same JES training as their counterparts in Chiriqui/Bocas del Toro.
In 2016 we implemented two complementary projects in Guyana, one funded by the ACCBP and the second by the INL. On our ACCBP project we worked in Georgetown to increase capacity of the Guyana Police Force (GPF), prosecutors, and magistrates in crime scene analysis and processing, investigation, case preparation, legal knowledge, and trial management.

The ACCBP project also created a forensic video analysis unit within the GPF to allow the collection and analysis of video evidence. As a result, the evidential value and integrity of video evidence has been enhanced.

Our donated techniques and equipment brought success in the Kaieteur News case in which three suspects were accused of throwing a grenade at a newspaper publisher’s car. A JES-trained video analyst presented evidence from CCTV cameras in the area identifying the suspects’ vehicle and all three suspects were committed to stand trial in the High Court.

Such high-profile successes have changed public attitudes to video evidence. The GPF Assistant Commissioner reports that businesses are now installing CCTV cameras “because they recognize too that it is a deterrent or it can assist the police after the commission of a crime.”

Building on the successes of the ACCBP funded project, we expanded the work in Georgetown to the rest of the country with our INL funding. We also increased our work in public and media outreach. In March 2017, we provided specialized media relations training to the senior management and public relations officers of the GPF. This training helped them develop and deliver key principled messages, field questions, and use a variety of communication tools and platforms.

We will continue our work on media outreach. Award-winning investigative reporter Kim Bolan, of the Vancouver Sun, will lead a seminar for members of the Guyanese media to enhance their understanding of the justice system.
Get Involved!

JES is always open to hearing from investigators, lawyers, judges and translators who are interested in collaborating with us - particularly those with Spanish language skills.

"[Working with JES] in the Guyanese context has been and continues to be a rewarding experience for me. I urge everyone who receives a call from JES to participate in one of their projects, here or abroad... You will not regret it!"

- Judge Michael Hicks (retired), Provincial Court of British Columbia
Thank You
to our funders, donors, board members, experts, staff, and volunteers
for another great year!

STATEMENT OF OPERATIONS

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<th>EXPENSES</th>
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<td>Excess of revenue (expenses) for the year</td>
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