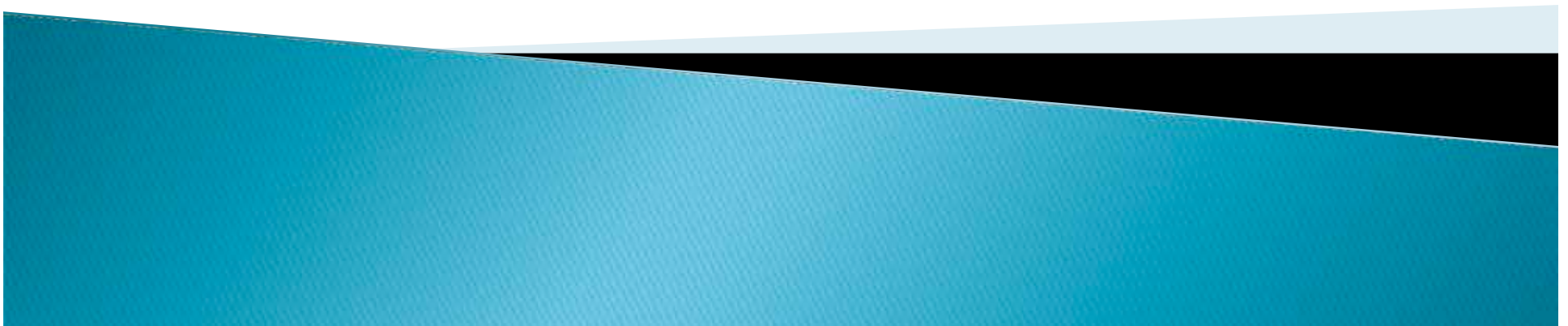


The LifeLine Service

Your light at the end of the tunnel...



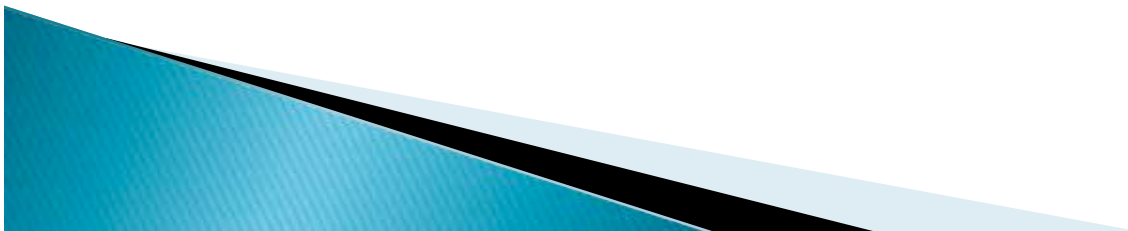
Annual Savings: \$125 million

- ▶ 4,345 lifers in Canada
 - ▶ 429 are serving an indeterminate sentence
 - ▶ 22% of the prison population
 - ▶ Approximately 36% are on parole
 - ▶ 1,718 inmates in the community!
-
- ▶ Source : Evaluation Report : Lifeline program
July 2009



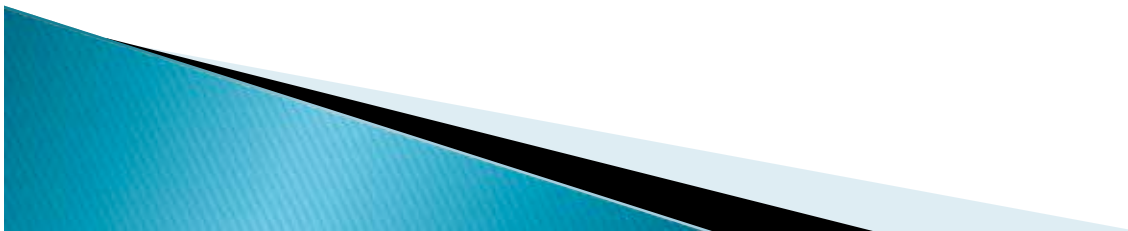
Safety Before Savings

- ▶ Success rate: 99.5%
- ▶ A cost-effective approach and a win-win situation for everyone!



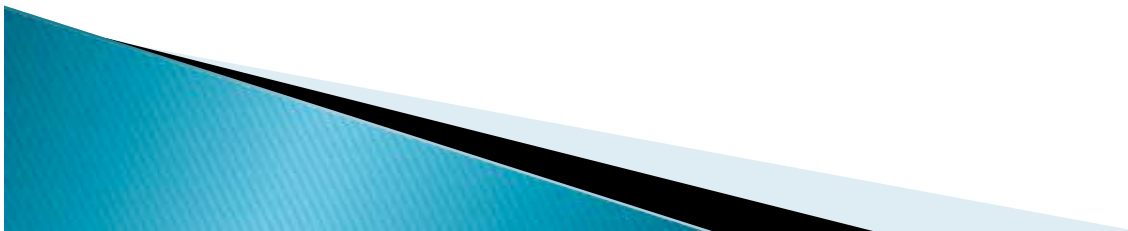
Background

- ▶ 1988... Tom French, volunteer
- ▶ 1990... Task force (Donner Foundation)
- ▶ 1991... Tom French, in-reach worker
- ▶ 1998... Blueprint for implementing program nationally developed and National Resource Group established




Who Is Involved?

- ▶ The Correctional Service of Canada
- ▶ The National Parole Board
- ▶ Community agencies (Maison Crossroads, St. Leonard's Society, Elizabeth Fry Society, etc.)



Profile of LifeLine In-reach Workers

- ▶ Paroled lifer
 - ▶ Successfully reintegrated into the community for five years
 - ▶ Recognized as responsible role model
 - ▶ Knowledgeable about needs of lifers at each stage
 - ▶ Effective helping skills
 - ▶ Knowledgeable about the correctional system
 - ▶ Demonstrated emotional maturity
- 

LifeLine: Three Components

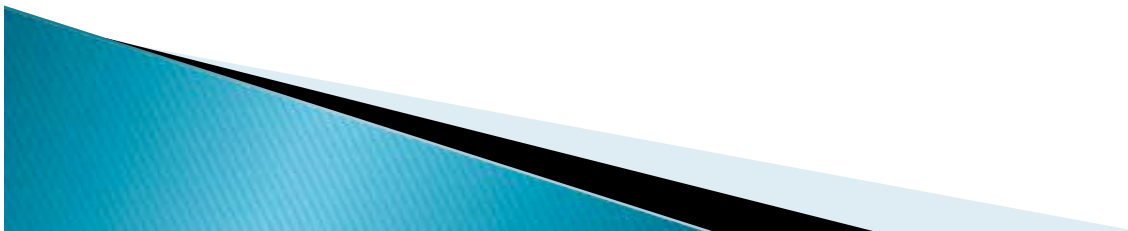
- ▶ In-reach Program
- ▶ Community Services
- ▶ Public Awareness
 - Crime prevention
 - Garnering support in the community
 - Promoting special projects and positive role models



Role in Institutions

To Be the CMT's Best Resource!

- ▶ Establish contact with lifers (modules)
- ▶ Motivate and encourage lifers to get involved
- ▶ Encourage lifers to take advantage of programs offered
- ▶ Promote positive relations with CMT
- ▶ Assist lifers in their transfer process
- ▶ Promote positive relations with lifers' families



Role in Institutions (cont'd)

- ▶ Be there in times of crisis
- ▶ Highlight clients' progress
- ▶ Assist and prepare clients for hearings
- ▶ Prepare clients for judicial review and speak about their accomplishments
- ▶ Prepare clients for their return to the community: anxieties, fears, realities



Meeting With CMT

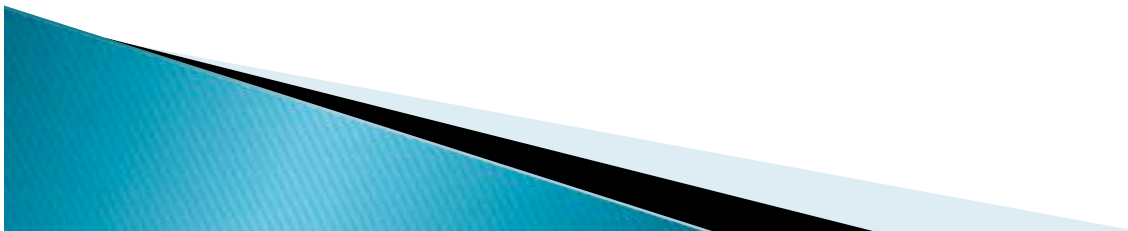
- ▶ Prior to meeting: know clients
- ▶ Reassure CMT about our role
- ▶ Identify expectations of clients in order to foster attainment of goals in correctional plans
- ▶ Carefully explain to CMT that we will do our utmost to encourage clients to follow through on its recommendations
- ▶ Provide CMT with sufficient and clear information to help it make the right decision
- ▶ Talk about clients and their progress, citing examples from their daily lives



Working With Our Clients

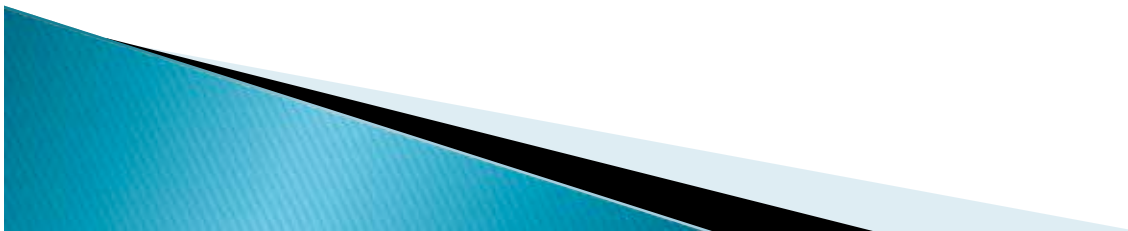
Our Advantage...

- ▶ We, too, were behind bars once
- ▶ We went through the same things
- ▶ We attained the goal they're trying to reach
- ▶ We made it, and we can help them make it



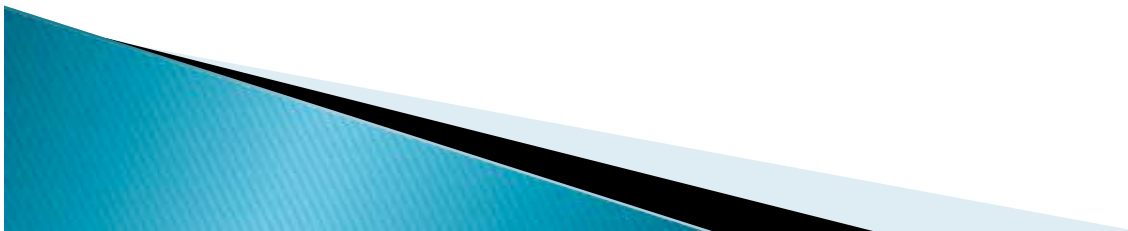
The Interview: Our Main Tool

- ▶ Set the stage: who we are and what we can/can't do
- ▶ Friendly but professional attitude
- ▶ Integrity and honesty
- ▶ Listen...and wait for the right time to tell them the most important thing of all:
“Stop the blame game and get to work on yourself!”




Life Sentences: Four Stages

- ▶ Adjusting
- ▶ Integrating into the prison environment
- ▶ Preparing to return to the community
- ▶ Reintegrating into the community



Stage 1: Adjusting

In a maximum-security environment

- ▶ Grief, denial, anger, bargaining, depression, acceptance
 - ▶ Empathy, moral support, moral support and more moral support!
 - ▶ Accurate information: prison rules, phone calls, family, visits
 - ▶ Appropriate choices: friends, job, relations with staff
 - ▶ Modules offered at RRC
- 

Adjusting (cont'd)

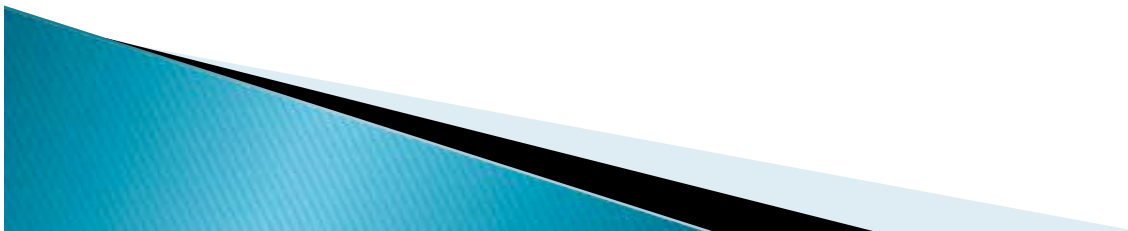
- ▶ Meeting immediate needs
- ▶ Identifying future needs in terms of programs
- ▶ Many times, our frequent interaction with our clients gives us the inside track on how this stage is progressing and when it has been completed, which we can then discuss with the CMT



Stage 2

Integrating Into the Prison Environment *In a medium–security environment*

- ▶ Accepts sentence
- ▶ Works on crime–causing factors
- ▶ Changes attitude and behaviour
- ▶ Sets realistic goals in line with correctional plan
- ▶ Works on employment options



Integrating Into the Prison Environment (cont'd)

▶ Our role:

1. Provide information as required (psychological/psychiatric assessments: break jargon down into everyday language)
2. Provide constant support
3. Motivate clients
4. Keep clients mindful of goals
5. Make sure required programs are completed before transfer to minimum security



Integrating Into the Prison Environment (cont'd)

- ▶ More frequent meetings with CMT
 - Assess clients' progress and make sure that CMT is also aware of their progress
 - Make sure that clients understand and accept CMT's expectations
 - Identify right time for transfer to minimum security



Stage 3

Preparing to Return to the Community


In a minimum–security institution

- Programs either completed or almost completed
- Clients are applying what they've learned or are well on their way to doing so
- Values have changed gradually
- First contact with outside world in sight
- Judicial review in sight for some clients
- Work and school



Stage 3 (cont'd)

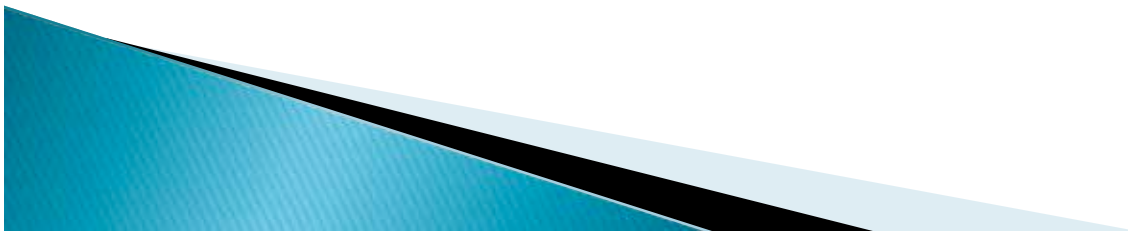
Preparing to Return to the Community

- ▶ What do we mean?
 1. Completion of high-school programs
 2. Work and its demands
 3. Changes in society
 4. Need for gradual reintegration
 5. Fears that clients have or won't admit
 6. Emotions surrounding contact with outside world
 7. Honesty and receptiveness to help
 8. Following instructions
 9. Getting out and staying out of prison
- 

Stage 3 (cont'd)

Preparing to Return to the Community

- Start of National Parole Board hearings
- Talking about accomplishments
- Transitioning to new values
- Attitude towards victims
- Risk assessment
- Requirements for each hearing



Stage 4: Reintegrating Into the Community

- ▶ Transitioning from theory to practice
 1. Finding a place to live
 2. Finding a job and coping
 3. Relearning how to live with family
 4. Budgeting
 5. Organizing free time
 6. Identifying and talking about fears
 7. Getting over the shock of getting out (adjusting)



Outreach

- ▶ After spending anywhere between 10 and 35 years behind bars, inmates can be expected to have significant special needs when they return to the community.
- ▶ Going from total dependency on CSC to independence can be very challenging.



Working in the Community (cont'd)

One-on-one support throughout the integration process, plus

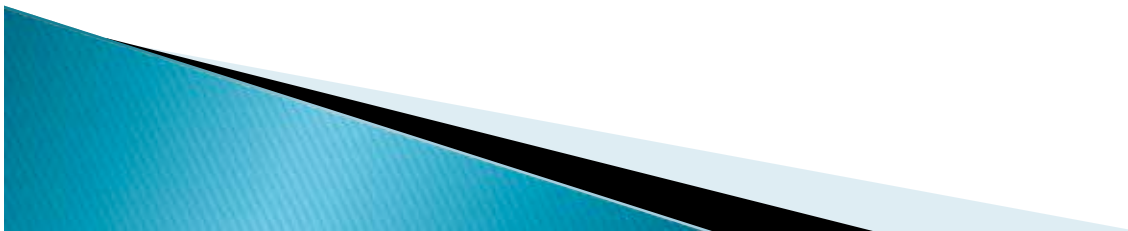
- ▶ Meetings with community agencies
- ▶ Meetings with clients' families
- ▶ Meetings with POs and counsellors at half-way houses
- ▶ Meetings with post-suspension clients
- ▶ Meetings with employers, landlords, government agencies, etc.



Public Awareness

Some 80 awareness-raising activities annually:

- Mainstream media
- Social groups, e.g., churches, Kiwanis and Richelieu Clubs, community agencies
- Schools, Cégeps and universities



Special Achievements

- ▶ Assurance project
- ▶ Made presentations at international conferences
- ▶ Participated in the fact finding portion of the Blue Ribbon Panel on Corrections
- ▶ Deinstitutionalization project
- ▶ MIRE project
- ▶ Free furniture
- ▶ Lifer resource strategy
- ▶ Joint conferences: in-reach workers and clients
- ▶ Résidence Leo's Boys

