

2019/20 ANNUAL REPORT



justice for all





CONTENTS

Message from our President and Chief Executive Officer	3
JES BC Program	4
Legal Help	4
Legal Education	5
JES Digital Program	7
Web Development	7
Video Production	7
International Program	8
Guatemala: Institutional Justice Strengthening Project (GIJS)	8
Guyana: Strengthening the Criminal Justice System	10
Honduras: Justice for Victims of Sexual and Gender-Based Violence	11
Guatemala: Building a Technological Platform to Support Victim Services	13
Northern Triangle: Strengthening Criminal Investigations and Evidence Sharing in Central America (Guatemala, Honduras, El Salvador)	14
Panama: Strengthening Anti-Crime Capacity in the Context of Transition to the Adversarial Legal System	15
Financials	17



MESSAGE FROM OUR PRESIDENT AND CHIEF EXECUTIVE OFFICER

The past year has offered JES an opportunity to reflect on its dynamic history as one of the first organizations dedicated to public legal education and capacity-building in the justice sector. We focused our efforts on taking the lessons we have learned during the past 30 years as a leader in the justice sector and implementing the new strategic plan.

With the support of our capable team in Canada and internationally, and in collaboration with institutional partners, government agencies, as well as justice and education professionals, we have created hundreds of new legal education teaching resources, launched new legal help services, delivered training to justice sector professionals in Central America and Guyana, and strengthened the efficiency of their justice systems.

In March 2020, the World Health Organization (WHO) declared COVID-19 a pandemic and our focus turned to the health and safety of our team members, volunteers, experts, and the communities in which we work. We took steps to adapt and prioritize safety by pausing our in-person training, adjusting to working from home and shifting all our meetings online.

Our biggest challenge in 2020–2021 involves figuring out how to best respond to British Columbians' and all our stakeholders' needs, while remaining sensitive to their challenges and stresses. We will carry forward our energy dedicated to creating accessible, integrated, and innovative programs and resources into the new year and beyond.

We extend our sincere thanks to our staff, volunteers, funders, champions and friends for their continued support, dedication and belief in the importance of our mission to empower people to access and deliver justice in Canada and globally.



**Madam Justice
Lauri Ann Fenlon**
President, Board of Directors



Sonia Poulin
Chief Executive Officer



Legal Help

The Justice Education Society (JES) continues to be one of the leading providers of legal help to British Columbians, with a range of resources and services to help with everyday legal issues – like employment, housing, family law and more.

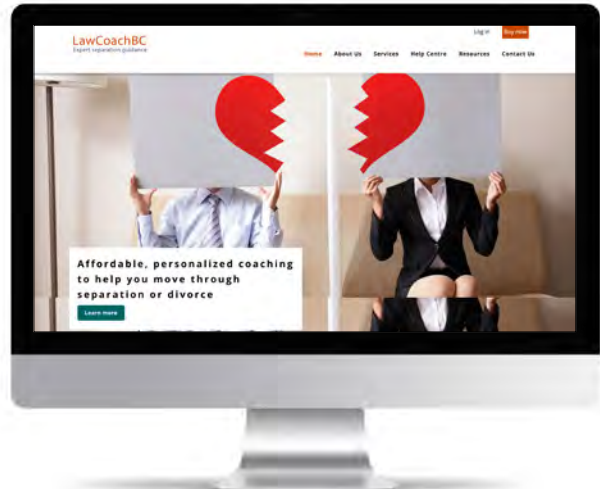


Ask JES

The Ask JES legal help service provided assistance to British Columbians asking legal questions about court, rights, wills, family law, housing and lawsuits.

In Fall 2019, Ask JES was incorporated into the Online Parenting After Separation course, allowing users with questions to call, text or chat live.

In 2019/20, Ask JES responders supported 6600+ inquiries



Online Legal Help

JES helps British Columbians deal with their legal needs through 15 unique legal help websites. JES continues to be a leading provider of online resources for self-represented litigants, youth, and immigrants. Over 100,000 users took JES online courses devoted to renting rights and family law.

Law Coach BC

In December 2019, JES launched an innovative new service called Law Coach BC. For a fixed fee of \$400, Law Coach BC provides expert, personalized guidance by phone and email to help clients move through their separation and divorce. Services are based on client needs and include: expert coaching, mediation, co-parenting tools, legal advice, and referrals to BC family law resources and services.

Court Information Program for Immigrants (CIPI)

JES provides multilingual assistance to British Columbians with legal questions. Located in courthouses in Vancouver and Surrey, JES provided legal help in Mandarin, Cantonese, Punjabi, Hindi, and Spanish. This year, this program helped more than 2000 British Columbians to better understand their legal issues, prepare for court, and deal with their legal issues. In 2019/2020, JES presented legal information and education workshops to settlement agencies and community groups in multiple languages.



Legal Education

JES has been providing legal education to youth in BC for more than 30 years. Our Schools program provides experiential learning through in-person court visits and in-class education through legal education teaching resources.

Justice System Education Program (JSEP)

During the past year, more than 20,000 students across BC visited 18 courthouses and received education to enhance their legal capability. Thanks to the dedication of judges, lawyers, sheriffs, court staff, and police across the province, JES was able to deliver 760 educational programs.

“Students exude maturity and increased wisdom following these sessions. They often express gratitude for the experience as they are able to observe some of the realities of human nature and behavior that is happening in our community.”

– TEACHER

Furthermore, JES provided professional development workshops to over 180 participants including teachers and community groups. Teacher workshops highlighted the importance of introducing students to the justice system, law as a life skill, the benefits and methods of teaching legal understanding, available teaching resources and legal help services.

20,000+

students received education to enhance their legal capability through JSEP

125

participants received Indigenous-themed professional development training workshops



Justice System Education Program for Indigenous Peoples (JSEP-IP)

In September 2019, JES expanded its Northern Native Public Legal Education Program based out of Prince George to all of BC. The program was rebranded to the Justice System Education Program for Indigenous Peoples (JSEP-IP). With these changes JES has been able to provide culturally-sensitive public legal education outreach to BC Indigenous youth, Band members, Elders, teachers, and youth support workers throughout the lower mainland, Vancouver Island, BC coast and Northern BC.

In 2019/2020, JSEP-IP provided Indigenous-themed educational presentations for 438 students and Indigenous-themed professional development training workshops for 125 participants. JES was able to empower Indigenous youth through 7 youth-at-risk workshops.

Legal Education Curriculum Resources

JES is engaged in the 2-year curriculum development project to integrate legal education into social studies curriculum for British Columbian students in Kindergarten to Grade 12. The first year of the project saw the development of grade specific curricular frameworks, and the creation of 51 lesson plans and resources by BC teachers.

Communities Against Sexually Exploited Youth (CASEY)

JES provided legal education on sexual exploitation to youth and professionals working with youth in Prince George through a series of workshops. CASEY was able to build awareness, skills and empathy for over 150 students. In March 2020, JES held its annual CASEY conference for intermediaries working with youth. Guest speakers included RCMP Victim Services, Prince George Sexual Assault Centre, social workers, a youth worker, an ex-gang member, Lheidli T'enneh Territory Elder, and an Online Safety Expert. The conference was a success in large part thanks to our CASEY Committee of dedicated volunteers.

Legal Education Curriculum Resources

JES is engaged in the 2-year curriculum development project to integrate legal education into social studies curriculum for British Columbian students in Kindergarten to Grade 12. The first year of the project saw the development of grade specific curricular frameworks, and the creation of 51 lesson plans and resources by BC teachers.

Parenting After Separation (PAS)

As of Fall 2019, the Government of BC suspended all in-person sessions of PAS, making JES—through online PAS—the primary provider of PAS certificates in BC. The online PAS course, developed by JES, had over 4500 participants in 2019/2020. JES launched a new version of Online PAS in December 2019. This version had updated content and videos to enhance user experience and reflect diverse families.



The JES Digital team supports the work of JES BC and JES International programs. JES is unique as a justice sector non-profit organization in that we have in-house web development and video production capacity. The JES Digital Program has received international recognition for applying digital technologies to improve access to justice and increase the capacity of justice systems.

Web Development

Legal Help BC

As a result of COVID-19, new rules and policies related to health, courts, employment, and housing were frequently announced.

In Spring 2020, JES launched LegalHelpBC.ca to better support the public in accessing the broadest range of COVID-19 legal information from one primary source. This new website publishes COVID-19 legal information in question and answer format, collected from over 20 organizations. Reviews and updates were done daily to ensure the currency and relevance of the information.

Families Change

In Fall 2019, JES launched FamiliesChange.ca for Yukon, Northwest Territories and Nunavut in English and French, making it Canada's first coast-to-coast-to-coast legal help family law website.



Renting It Right

JES has been working in partnership with the Tenant Resources Advisory Centre (TRAC) to produce BC's leading source of information for tenants: RentingItRight.ca.

This year, JES was contracted by TRAC to further enhance the website and develop a third part to the Renting it Right course focused on the dispute resolution process.

Video Production

JES provides more legal help in video format than any other Public Legal Education Information (PLEI) agency in BC. Beyond improving access to JES legal help and legal education resources, JES has been contracted by external agencies to produce their videos.

In Spring 2019, JES produced and showcased the 50th Anniversary video for the Law Foundation of BC. JES also produced a video for the Provincial Court of BC celebrating and commemorating their 50th anniversary.



The JES International Program focuses on strengthening the capacity of local institutions and civil society organizations to deliver more effective and equitable justice in the countries in which we work. While the projects we undertake are diverse, ranging from fundamental skills training to improve the investigation and management of major crimes to the redesign of victim services around the needs and rights of vulnerable populations, they are consistent in their objective of installing sustainable local capacity with the support of Canadian and regional experts. Currently, JES has six ongoing projects in the countries of Guatemala, El Salvador, Honduras, Panama and Guyana.

Guatemala: Institutional Justice Strengthening Project (GIJS)

Funded by the Swedish International Development Agency (SIDA), the Guatemalan Institutional Justice Strengthening (GIJS) project (2018–2022) completed its second year of activities focused on improving the efficiency of the justice system in Guatemala

and providing better access to justice for victims, women and vulnerable groups. This four-year project is conducted in direct collaboration with the Public Prosecutor's Office (Ministerio Público) of Guatemala and is divided into four key areas of action.

Technological Performance Platforms

This year, JES supported the Prosecutor's Office for Women in implementing a Zero Paper policy, transforming all archives and active case files to digital files. This new case management system guarantees sound digital case management for the future and quality service for victims at the Prosecutor's Office for Women and will be expanded to include all Prosecutor Offices in Guatemala. In addition to reduced environmental impact, this platform allows for more efficient digital case management, which guarantees a victim-centered prosecution process and improves the capacity to coordinate and streamline processes. The shift towards digital case management was done through the active participation of prosecutors and the Women's Secretariat. As a result, JES digitized 1.1 million documents corresponding to 22,802 cases, and reduced case management backlog by 40% at the Prosecutor's Office for Women. As of November 2019, all new cases in this office are managed digitally, from the presentation of a case to the litigation stage.

Working closely with the Performance Evaluation Unit (UED), JES provided technical support to the Public Prosecutor's Office in updating their internal correspondence system, effectively increasing the efficiency of case management systems and procedures and reducing case backlog by 50%. A procedure mapping system was also designed to strengthen institutional procedures and performance evaluation baselines and enable continuous improvement of all internal procedures. A case projection management system was designed to minimize case management backlog and evaluate performance evaluation based on the number of solved cases.



▲ Launch of the Missing Women’s Alert in Quetzaltenango, Guatemala

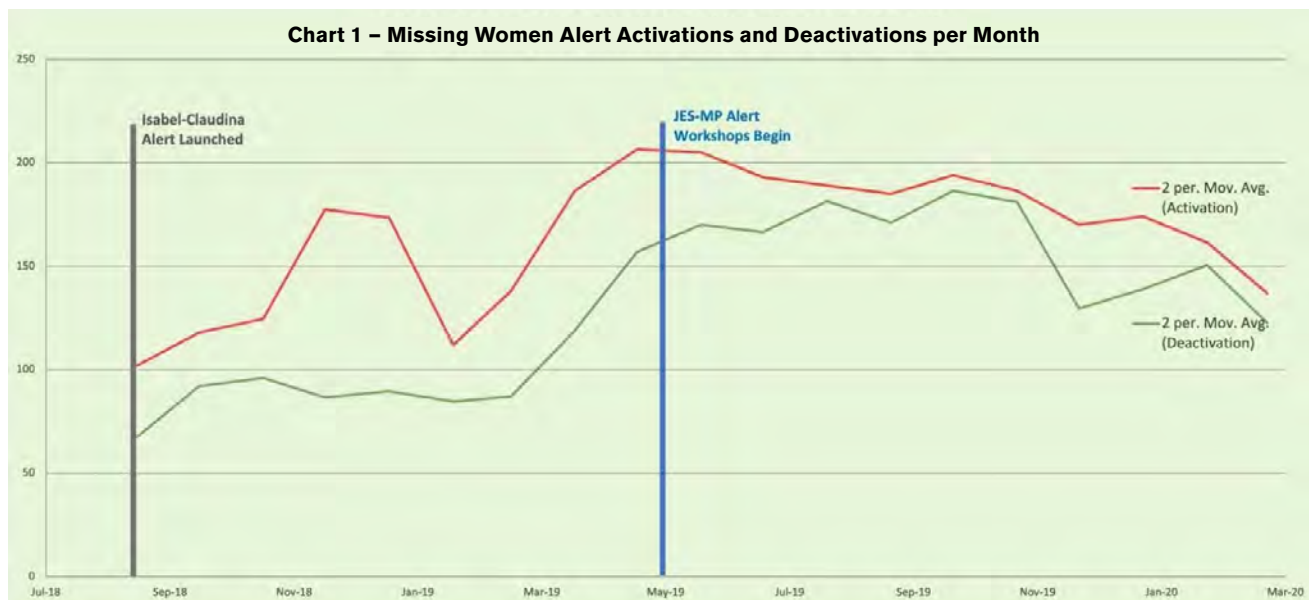
Vulnerable Victims Services

The project's second area of action focuses on improving victim services for vulnerable populations, including women, disabled people, senior citizens and the LGBTQI+ communities. This year, JES provided technical assistance in designing a Victims Accessibility Protocol for the Public Prosecutor’s Office. The new protocol, which was developed in consultation with vulnerable victim groups and non-governmental organizations and was approved in March 2020, provides the technical designs and requirements for new access ramps in 18 prosecutor offices across Guatemala, increasing accessibility for disabled victims by 40%.

Another important achievement was the training of over 1,500 justice sector and civil society representatives to improve Guatemala’s response to Missing Women. JES introduced the normative framework for the Isabel-Claudina Alert for Missing Women, built and approved the search team methodology and implemented response protocols across the country, including in rural areas. These activities have significantly improved the success rate of locating missing women, from an average of 66% to 89% (see Chart 1).

JES also developed a strategic plan for the implementation of an institutional Gender Equality Policy for the Public Prosecutor’s Office, as well as a monitoring tool for its implementation.

Chart 1 – Missing Women Alert Activations and Deactivations per Month



Capacity Building and Wellness

This third area of focus aims to improve the capacity and wellness of staff at the Public Prosecutor's Office. In November 2019, JES and the Capacity Building Unit (UNICAP) redesigned the institutional [Distance Learning Platform](#), for online training of 11,000 administrative, prosecutor and technical staff. The platform is linked to Performance Evaluation Systems for automatic integration of performance indicators, and training will be linked to the new Digital Case Management System to ensure ongoing access to resources for all prosecutors.

Access to Justice for Indigenous Peoples and Remote Communities

The fourth area of action of the project focuses on improving access to justice for Indigenous peoples and remote communities. In 2019–2020, JES conducted over 25 meetings between Indigenous authorities and Public Prosecutor officials across Guatemala to improve collaboration in the investigation and prosecution of crimes in Indigenous communities. JES also supported cultural studies and court testimonies by experts, and prosecutor awareness seminars. JES also initiated the development of the Indigenous Interpreters Network system, which will allow Indigenous people to access services at the Public Prosecutor's Office in their native languages.

This year a notable accomplishment for the project was a successful Magistrates Study Tour which supported the Judiciary of Guyana to begin developing an education plan for magistrates, to be implemented through the recently established Judiciary Education Institute (JEI). In September 2018, a Judge of the Supreme Court of British Columbia used his extensive expertise in judicial education to facilitate a seminar for 13 magistrates to draft a two-year education plan including strategies to bring about change and to highlight the most important judicial education needs and priorities. JES expects that the impact of the successful study tour will continue to resonate in Guyana as Magistrates initiate several peer activities with the Judicial Education Institute.

Crime Scene investigation in Guyana ►

Guyana: Strengthening the Criminal Justice System

Funded by the Bureau of International Narcotics and Law Enforcement Affairs (INL) of the U.S. Department of State, the Strengthening the Criminal Justice System project (2016–2021) continues to receive strong local and international support due to the sustained impact it has had in Guyana. The project aims to improve crime and crime scene investigations, case preparation, and trial advocacy; ensure media and public support for justice system reform; and develop the capacity of the Guyanese criminal justice system to work with Forensic Video Analysis.

This year, JES continued to focus on law enforcement professionalization, including building the capacity of supervisors of the Guyana Police Force, implementing quality assurance procedures and tools that address deficiencies in investigations, and working more directly in police divisions by providing coaching and mentoring. JES conducted train-the-trainer sessions with the Guyana Police Force, who in turn will collaborate with international project experts to train their colleagues throughout the country. JES also continues its work with the judiciary of Guyana, as they implement initiatives to improve efficiency, effectiveness, and fairness of the criminal justice system.





▲ *Forensic Video Analyst in Guyana*

One of the main results of the project in 2019–2020 has been the increase in the use of technology, such as CCTV footage, by the Guyana Police Force (GPF), improving the quality of major crime investigations. The GPF also increased their use of video-recording equipment for interviews with accused persons, which has contributed to greater transparency of police investigations and decreased the likelihood of the Defense objecting to this evidence.

As a result of JES' work with the judiciary, Magistrates were also able to dispense cases more effectively by using and understanding CCTV footage, video-recorded police interviews and other forensic evidence in Magistrate Courts and High Courts.

Total Participants Trained in Guyana (2019 –2020)

Guyana Police Force	218
Judiciary / Magistrate	50
Guyana Forensic Science Laboratory (GFSL)	8
Other	7
Director of Public Prosecutors (DPP) Office	1
Total	284



▲ *Crime scene technician looking at evidence*



▲ *Former RCMP Superintendent Doug Kiloh (right) on file review with the Guyana Police Force*

Honduras: Justice for Victims of Sexual and Gender-Based Violence



▲ *Training of judges in the presentation, evaluation and sentencing of SGBV cases*

Padilla and Cattrachas, an advocacy and support group for LGBTQI+ victims of crime.

After conducting an initial diagnostic study, JES built the curriculum of four courses in collaboration with the National Police, the Public Prosecutor's Office, and civil society organizations. JES produced two short videos, one for first responders to Sexual and Gender-Based Violence (SGBV) crimes and another to raise awareness about LGBTQI+ violent deaths in Honduras. A seminar on the Basics of Criminal Investigations was also conducted. These activities helped to improve SGBV crime investigations by improving the approach, analysis and follow-up for cases of homicides with a gender-based perspective.

A workshop was conducted with the judicial authorities to address the key findings of JES' initial diagnostic and to discuss the application of Conventionality Control for SGBV cases. JES also developed the curriculum and produced training tools for two courses on SGBV case preparation, evaluation and sentencing. The first train-the-trainer session and two replica events were held, reaching 71 judges, and a practical guide for applying Conventionality Control in SGBV cases was designed and finalized with participants during these sessions.



▲ *JES experts meeting the National Police and the Public Prosecutor's Office in Honduras to discuss training needs to improve the investigation and prosecution of SGBV cases*

Funded by Global Affairs Canada (GAC), the Justice for Victims of Sexual and Gender-Based Violence project (2018–2022) embarked on its second year with the signing of the Bilateral Agreement between the Government of Honduras and the Government of Canada. JES initiated its implementation plan, identifying critical local and international experts, signing an inter-institutional agreement with the Public Prosecutor's Office and securing collaboration agreements with civil society partners, such as the Women Studies Centre "Centro de Estudios de la Mujer" (CEM-H), victim help organization Visitación

▼ *JES coordination and operations workshop with gender-based victim services providers*



JES met with the Technical and Operational Teams (ETO) and the regional coordinators for the Victims Response Unit (MAIE) to improve the coordination and operation of services provided to victims, while the Women Studies Centre (CEM-H) conducted a diagnostic and mapping of the ETOs. JES held a workshop on victims' Risk Assessment and Safety Planning for MAIE coordinators and facilitated a workshop on the rights of sexually diverse persons (LGBTQI+) in Honduras.

Guatemala: Building a Technological Platform to Support Victim Services

Funded by Global Affairs Canada (GAC), JES is building a technological platform to improve access to justice for victims of violence in Guatemala, through the Building a Technological Platform to Support Victim Services project (2017–2021).

The project aims to improve the capacity of the Public Prosecutor's Office of Guatemala to provide services for victims of violence, especially women and members of vulnerable groups, and to provide public information for victims of violence. JES works in collaboration with civil society organizations, Indigenous leaders, and other government institutions.

In 2019–2020, JES continued to work in close collaboration with the Public's Prosecutor's Office to develop the platform's structure, architecture and functionalities and to ensure a gender and culturally sensitive approach to victim services. Working with civil society organizations and the Department for Victim Services, JES defined the messaging, outline and content for the public-facing website, including a gender-sensitive and victim-centred approach, tools and learning resources. Based on previous findings and the needs expressed by different communities and future users, JES developed approximately 60% of the platform's user interface.

To guarantee the engagement of its future users,



▲ *JES Meeting with the Victims' Referral Networks and Organizations in Santa Catarina Pinula, Guatemala*

JES conducted 12 in-person and digital outreach meetings with organizations and institutions in the referral networks across Guatemala. An online survey was conducted, gathering feedback from 497 representatives of referral organizations, 144 victim care professionals and 46 coordinators of the referral network of the Public Prosecutor's Office to improve the relevance and technical components of the platform.

JES also conducted outreach meetings with Indigenous leaders and representatives to ensure that the website will be inclusive and support the particular needs of victims of violence in their communities. The platform will be made available in Spanish and four Mayan languages.

JES presented the project to the National Assembly of Referral Networks, which gathered 251 participants from the different victim services referral networks in Guatemala, as well as from international networks. The event provided an opportunity for JES to collect constructive feedback from network members on the platform which will be launched next year.

Northern Triangle: Strengthening Criminal Investigations and Evidence Sharing in Central America (Guatemala, Honduras, El Salvador)

Funded by Global Affairs Canada (GAC) through the Anti-Crime Capacity Building Program (ACCBP), JES' Northern Triangle project (2017–2021) is providing support to justice and security institutions in Guatemala, Honduras and El Salvador to strengthen their capacity to disrupt organized criminal groups, consolidate the rule of law and improve the safety of justice operators.

In 2019–2020, JES continued its work to develop the capacity of criminal intelligence analysis and surveillance, through specialized training for 156 analysts and 49 police investigators in the region.

JES provided a pioneering training program for analysts on anti-corruption focusing on forensic

financial investigations in Honduras, considered crucial for the continuation of anti-corruption efforts in the country. The project also began activities to increase the region's capacity to share evidence and intelligence across borders, co-hosting a 3-day seminar and workshop in El Salvador on human trafficking in the region.

The project continued to provide security training for the protection of justice system personnel, such as judges and prosecutors in all three countries. JES trained 560 individuals from various institutions, professional roles and backgrounds with 98% of participants reporting that the protection skills learned in the sessions will be useful for their personal security.

Total Participants Trained in Northern Triangle (2019–2020)

Country	Female	Male	Total
Guatemala	124	251	375
Honduras	163	130	293
El Salvador	45	189	234
Total	332	570	902

▼ *Security skills training for the security staff of the Supreme Court of Justice, provided by JES Canadian experts in El Salvador in 2019*





▲ JES Trial preparation course in Panama

Panama: Strengthening Anti-Crime Capacity in the Context of Transition to the Adversarial Legal System

Funded by Global Affairs Canada's Anti-Crime Capacity Building Program (ACCBP), JES' Panama project focuses on strengthening institutional processes within the justice and security agencies in the country. Panama's bolstered capacity to combat organized crime (OC) reduces the possibility that Panamanian criminal networks may create stronger links with OC that operate in Canada.

Through this year's training, police and prosecutors improved their capacity to coordinate investigations to present more compelling cases in court, allowing them to achieve more positive outcomes. The interaction with Canadian experts and regional professionals has been well received in providing participants with broader perspectives of Adversarial Criminal Justice System (SPA) implementation in different contexts.

The problem-based training methodology that JES brought was new to me. The trial preparation course has helped me organize my evidence to present it in a much more effective way in trial. This has been of paramount benefit now that the adversarial legal system is in implementation, as it makes much more use of circumstantial evidence.”

Sadhira Ashby, Panamanian attorney and JES facilitator

Panamanian police, investigators and prosecutors are applying the skills learned in JES trainings in their work, and especially value the possibility of working together with members of other institutions of the justice system. Surveys confirm that 100% of participants have an improved ability to use specialized techniques and 99% of responding participants report that the newly acquired skills will be useful in their roles.



The implementation of the adversarial legal system has demanded permanent training to our personnel. JES courses have contributed greatly to fulfill this need and have allowed us to enhance communication and collaboration among different justice institutions. We are now able to tackle our training processes from a strategic perspective that focuses on the development of the justice sector as a whole”.

Ricardo González, Attorney General's School for Training

Total Participants Trained in Panama (2019–2020)

Training Theme/ Course	Female	Male	Total
Major Case Management	41	63	104
Special Investigation Skills	12	31	43
Trial Preparation and Presentation	154	112	266
Deployment of Technical Evidence	26	12	38
Crime Intelligence Analysis	6	14	20
Total	239	232	471

▼ **Canadian expert Brett Halgren provides specialized staff training in Forensic Video Analysis at the National Institute for Forensic Sciences of Panama (IMELCF)**



Statement of Operations

Year ended March 31, 2020

REVENUE

Grants earned	6,922,654
Gaming	97,000
Donations	45,442
Fees for service	83,640
Interest and other	(5,177)
	7,143,559

EXPENSES

Salaries and benefits	3,244,414
Contractors	1,864,721
Travel and accommodation	699,412
Equipment purchased for projects	447,408
Program materials	398,676
Office and other	248,122
Rent	102,982
Bank charges	23,831
Professional	23,574
Insurance	19,067
Amortization	14,361
Board	9,942
Advertising	5,129
	7,101,639
Excess of revenue (expenses) before foreign exchange	41,920
Realized foreign exchange gain (loss)	55,913
Unrealized foreign exchange gain	118,968
Excess of revenue (expenses) for the year	216,801

Thank You to our funders, donors, board members, experts, staff, and volunteers for another great year!



OUR FUNDERS



The Justice Education Society creates innovative programs and resources that improve legal capability and increase access to justice.

To serve our diverse range of clients, stakeholders and funders, the Society operates three distinct programs: the BC Program, the Digital Program and the International Program.

OUR CHAMPIONS



JES Head Office
#260 – 800 Hornby Street,
Vancouver, BC, Canada V6Z 2C5

t +1 604-660-9870
f +1 604-775-3476
e info@justiceeducation.ca

JusticeEducation.ca