



JUSTICE EDUCATION  
SOCIETY

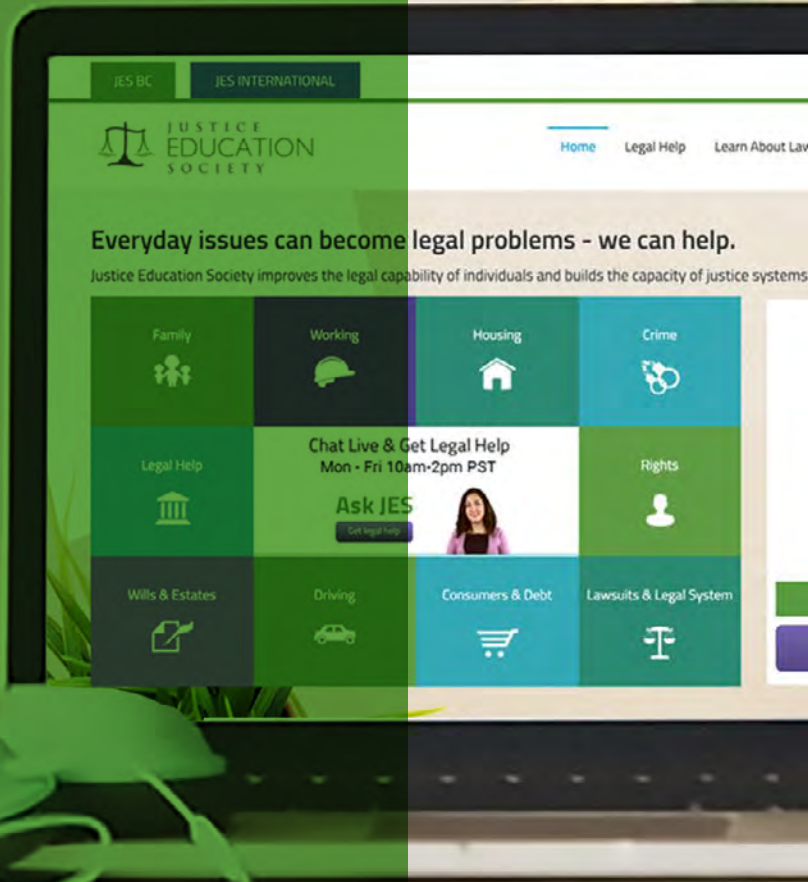
# 2018/19 ANNUAL REPORT

justice for all



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## MESSAGE FROM OUR PRESIDENT

This is an auspicious year for Justice Education Society (JES) – celebrating 30 years of public legal education and 20 years of capacity building in the justice sector at the international level. JES has come a long way. From basic accessibility and legal education, it now creates innovative programs and resources that improve legal capability and increase access to justice in Canada and abroad.

The JES International Program has gained a reputation for best practices, delivering integrated training programs and ensuring they are effectively and sustainably implemented, while working closely with government agencies abroad.

With the leadership of Chief Executive Officer, Sonia Poulin, JES is on solid footing, strengthened financially and administratively to be nimble and adaptive for the future. I am retiring from the Board of Directors, confident that the organization will continue to deliver on its mission: We empower people to access and deliver justice in Canada and globally.

**Mr. Justice Peter Voith**



## MESSAGE FROM OUR CHIEF EXECUTIVE OFFICER

JES has been at the forefront of access to justice and capacity building for 30 years! We're proud of what we've accomplished, creating accessible and innovative programs at home and abroad, gaining a reputation for best practices and contributing to system change. We have attracted the best talent and we are confident that our team, experts and volunteers will continue to thrive and maintain JES in its unique position in the justice sector.

We're excited about the future. We have a new strategic plan in place, solidifying our foundation and setting our direction for the next three years, well prepared to strengthen our programs and strategically position JES within the justice sector. To symbolize our progress, we have a new logo that pays tribute to our roots while symbolizing our collaborative approach as we move forward.

**Sonia Poulin**





## 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.

JES delivers legal help through a series of services and resources, as described below.



Last year,  
JES provided  
legal help to

**one in  
seven**

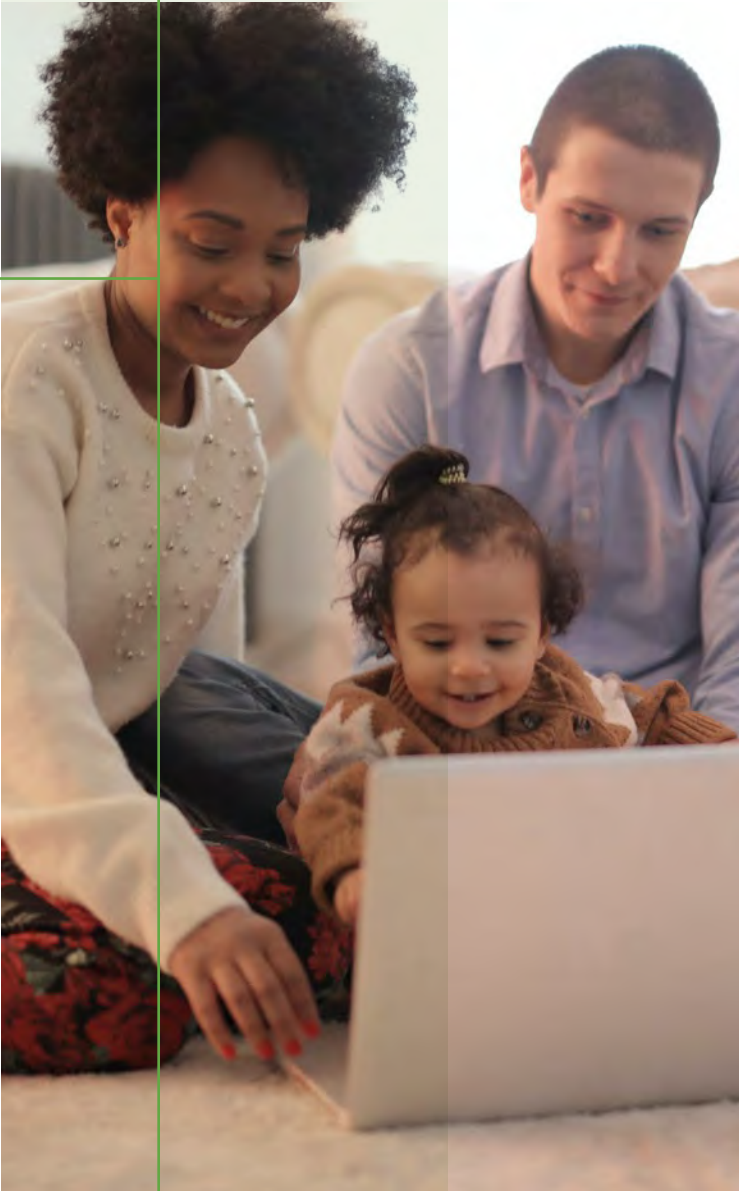
**British Columbians.**

### Ask JES

Launched in 2013, JES provides a toll-free phone number and live chat through six legal help websites to enable British Columbians to get answers to their legal questions. The Ask JES legal help service provides expert answers to more than 7000 inquiries each year. This year, Ask JES will be launched on new court forms available through Ministry of the Attorney General, as well as the Online Parenting After Separation course, enabling people with questions to call or chat live. Ask JES is supported by the Law Foundation of BC, staffed by UBC law students, and managed by JES.

### Court Information Program for Immigrants (CIPI)

JES staff and volunteers provide multilingual assistance to respond to the needs of court users whose first language is not English. Front-line services provide legal help in Mandarin, Cantonese, Punjabi, Hindi, and Spanish. Last year, this program helped more than 2000 British Columbians to better understand their legal issues, prepare for court, and gain confidence in BC's justice system.



### Online Legal Help

JES publishes and maintains a series of websites that help British Columbians learn about the law, understand legal processes, and take the next step to address their issues. These websites are the go-to online resource for all of British Columbia.

- [SmallClaimsBC.ca](#)
- [SupremeCourtBC.ca](#)
- [CourtOfAppealBC.ca](#)
- [RentingItRight.ca](#)
- [HowToSeparate.ca](#)
- [FamiliesChange.ca](#)
- [LegalRightsforYouth.ca](#)
- [VictimsInfo.ca](#)

### Law Coach BC

As a result of research conducted in 2018, JES will pilot Law Coach BC in September 2019 with funding support from the Ministry of the Attorney General (Family Justice Services Division). This new legal help service assists British Columbians to resolve family law issues without going to court.

For a fixed fee of \$400, Law Coach BC will provide clients with personalized guidance by phone and email to help them move through the early stages of separation and divorce. Services are based on client need and include: expert coaching, mediation, co-parenting tools, legal advice and referrals to BC family law resources and services.

# 700,000+

British Columbians used  
JES websites last year.



# Legal Education

JES' Schools program provides experiential learning through in-person court visits and in-class education using legal education teaching resources.

## ▼ Northern Native Public Legal Education Program

For more than 20 years, JES has been providing culturally-sensitive public legal education outreach to BC Indigenous youth, Band members, Elders, teachers, and youth support workers throughout northern BC. In December 2018, JES submitted a proposal to the Law Foundation to expand our Indigenous Program province-wide. Funding was approved and the newly named Justice System Education Program for Indigenous People (JSEP-IP) will launch in September 2019.

## ► Justice System Education Program (JSEP)

This foundational program has introduced over one million people to BC courts. During the past year, more than 800 schools and community groups visited 19 courthouses across the province to learn about the law and BC courts, watch trials, and receive presentations from justice professionals. Over 1000 judges, lawyers, sheriffs, and police donated their time to make presentations to groups. This coming year, all attending groups will be able to select from a range of new legal topics developed in 2018: Restorative Justice, Contract Law, Employment Law, Dispute Resolution, and more.



## Legal Education Curriculum Resources

In 2016, the BC Ministry of Education introduced a new curriculum for students. Its core principle is to help students develop the knowledge, skills, and understanding they need to be positive members of society. Rather than focusing on subject matter, teachers work to help students research, think critically, and communicate effectively. The new approach to the curriculum is fully aligned with the JES strategy to improve the legal capability of BC youth. Funded by the Law Foundation of BC, JES produced 200 legal online education teaching resources in 2018. Over the next two years, JES will produce more than 600 new legal education teaching resources.

## Parenting After Separation (PAS) Courses

JES is contracted by the BC Ministry of Attorney General to provide in-person PAS workshops in New Westminster and Vancouver. This year, JES delivered the program to 385 participants through 42 sessions. Separating parents may choose to attend in-person PAS workshops, or take the Online PAS course, developed by JES. Over 4500 participants took the Online PAS course last year, accounting for more than half of all PAS attendees in BC. JES worked on an updated version of Online PAS in early 2019, to be launched at the end of 2019.







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Staff  
Locations

---

13

Volunteer  
Locations

Supported by over

---

1000+

judges, lawyers,  
and sheriffs.

---

830

groups with

---

25K

participants  
visited BC  
courts.

---

25

Legal education  
workshops with

---

600+

participants.

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.

## Application Development

### Online Dispute Resolution (ODR) ▼

In 2013, JES launched Canada's first online dispute resolution (ODR) platform for court. Since late 2018 JES has made ODR 2.0 feature-rich, with improved design and functionality. JES ODR 2.0 is expected to be applied to SmallClaimsBC.ca in 2019.



### BC Court Forms ▲

JES is working in partnership with BC Ministry of Attorney General, Court Services Division on the development of new court forms for British Columbia.

The development methodology combines a guided pathway approach with plain language questions; contextual, on-page help; and personalized, on-demand assistance (Ask JES, live chat, SMS, phone, email). Users and data are at the centre of the court form initiative.

JES contributed to new family forms, and produced 12 civil forms for Provincial Court and Supreme Court.

### Building a Technological Program to Support Victim Services in Guatemala

The JES Digital team works with JES International to develop an online platform to support victims of gender-based violence in Guatemala. The platform will include a public website that informs Guatemalans of their rights regarding gender-based violence, how to report it, and where to get help. In addition, the platform will include a web application to provide government and community service workers with tools to enhance client service delivery. The application will enable victim service workers to capture client data, track client services received, and provide national and regional reporting on gender-based violence anywhere in the country.



## Web Development

### Renting It Right ►

Since 2017 JES has worked in partnership with Tenant Resources Advisory Centre (TRAC) to produce BC's leading source of information for tenants: [www.RentingItRight.ca](http://www.RentingItRight.ca).

In early 2019 JES started working with TRAC to further enhance the website, which will continue into 2019/20 fiscal year.

### Families Change ▼

In 2016, JES launched FamiliesChange.ca with specific information available in English and French for each of the provinces.

JES has been developing three new sections: Yukon, Northwest Territories and Nunavut, to be launched in September 2019. This will make the Families Change website Canada's first truly national legal help family law resource. In addition, the platform has been extended with jurisdiction-specific information for California, Connecticut, Vermont, and Maine.



### National Resources for Self-Represented Litigants

JES was contracted in 2018 by the Canadian Judicial Council (CJC) to produce a series of national resources for self-represented litigants. JES produced three Handbooks for Self-Represented Litigants: Family Law, Civil Law, and Criminal Law. The handbooks provide practical information to understand legal processes, prepare for trial, and access regional resources and services.

### Digital Translation Research

Google Translate and other digital translation applications are in many legal help websites in North America. With funding from the Law Foundation of British Columbia, JES conducted research in 2018 to assess the comprehension of digitally translated legal help content. The research objective was to gain insights – and establish best practices – regarding the implementation of digital translation for our sector.

JES found that there was not a significant difference in the comprehension levels of respondents, whether the legal help content had been translated by a professional or by Google Translate. We considered the primary language of respondents and the reading level of the source material. The research is now complete and the report will be published in Fall 2019.





## Video Production

JES has in-house ability to produce professional videos. 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 the 50<sup>th</sup> Anniversary video for the Law Foundation of BC, resulting in a contract for a new video highlighting the work of law foundations across Canada. For the BC Council of Administrative Tribunals (BCCAT), JES produced videos to support the education of administrative justice professionals, and videos for a Hearing Skills course. This fall, JES is working on more video resources for BCCAT's online courses, with production beginning in early 2020.



JES International Program has earned a reputation for best practices in the international justice sector, working with institutional partners to deliver practical, integrated, and impactful training that strengthens the effectiveness and accessibility of justice systems in the countries where we work. In the past year JES has engaged in several new ambitious initiatives with a particular focus on strengthening the rule of law in cases of gender and sexually based violence. JES' current portfolio includes six active projects in the countries of Guatemala, El Salvador, Honduras, Panama and Guyana.

## Guyana: Strengthening the Criminal Justice System

Funded by the Bureau of International Narcotics and Law Enforcement Affairs, U.S. Department of State, the Strengthening the Criminal Justice System project in Guyana works to strengthen the Guyanese criminal justice system by improving crime and crime scene investigations, case preparation, and trial advocacy, and ensuring media and public support for justice system reform, as well as developing the capacity of the Guyanese criminal justice system to work with Forensic Video Analysis.

This project began in 2016 and this year received a 2-year extension through 2021, in clear support of the continuing impact that JES has had in the country. The focus of the extension is on institutionalization of best practices, including building the capacity of the 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. Part of the process of sustainability is handing over more responsibility to the Guyana Police Force (GPF) trainers who will, in turn, collaborate with international project experts to train their colleagues throughout the county. The project also continues its collaboration with the judiciary of Guyana as they implement initiatives to improve efficiency, effectiveness, and fairness of the criminal justice system.





“

**Magistrate Rushelle Liverpool** reflected, “the conference and boot camp really gave me a deeper appreciation of the concept of fairness. I was particularly impressed with the principles and techniques available and utilised by the judges to ensure accused persons are treated fairly and given a chance at rehabilitation wherever possible. This is done while still ensuring that the interests of the public remain paramount. I intend to adopt as much of those principles and techniques as I can and to share them with my colleagues.”

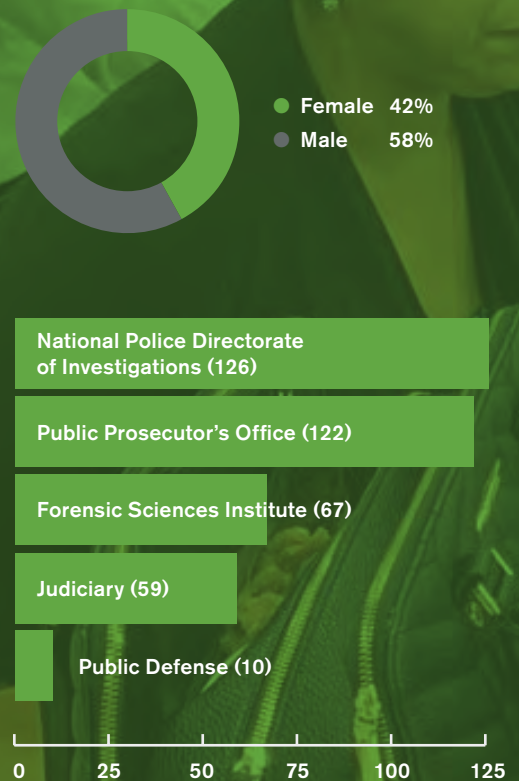


From left to right: Senior Magistrate Ally-Seepaul, Principal Magistrate Latchman, and Magistrate Liverpool.

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.



Figure 1 – Training Participants by Gender and institution in PANAMA



▼ Trial presentation training,  
Panama City – March 2019.

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

Global Affairs Canada funds the Anti-Crime Capacity Building Program as part of its strategy to reduce security threats to Canadians, affected populations where Canada engages, and globally from international crime and/or terrorism. JES is providing critical support to strengthen the response of national agencies and institutions to successfully challenge and disrupt organized criminal groups and corruption in Panama in the context of the recently introduced adversarial criminal justice system.

JES provided training to personnel from key justice institutions including the Public Prosecutor's Office,

National Police Department, Institute of Forensic Sciences and the Judiciary. In addition to increasing capabilities, the integrated training across institutions fosters mutual understanding of priorities and methods, and it is beginning to positively affect the justice system as a whole.

This year JES introduced a three-module program (Major Case Management and Investigation, Trial Preparation, Trial Presentation) to the high crime urban areas of Panama City and Colón for the first time. The objective is to enhance coordinated capacity in areas of legal frameworks, institutional processes, and the strategies necessary to optimize the impact of Forensic Video Analysis and Criminal Intelligence Analysis. In addition, JES developed a new curriculum for specific investigative techniques to increase fundamental skills in areas such as note-taking and interviewing. The upcoming year will see a major emphasis on the institutionalization of the program with replications lead by local trainers supported by JES experts.

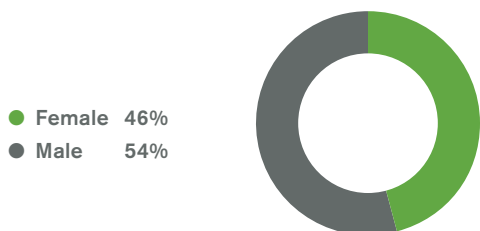


# Northern Triangle Regional Program: Strengthening Criminal Investigations and Evidence Sharing in Central America

The Northern Triangle project is funded by Global Affairs Canada's Anti-Crime Capacity Building Program. Since 2017, JES has supported the institutions of the criminal justice systems in Guatemala, Honduras and El Salvador by strengthening investigations and analysis and by improving information sharing between countries to combat organized crime structures and related transnational gang activity.

JES has designed specialized training programs in Criminal Intelligence Analysis, Forensic Video Analysis, Anti-Corruption and Protection, based on the particular needs and capacities in each country, with the goal of establishing a standard for best practices across the region. Participants of analysis training report that the project activities have increased their skills and knowledge and helped them develop their own strategic intelligence based on course content. In this upcoming year the focus will be on establishing standards and consolidating opportunities to share knowledge across agencies and between countries to improve the prosecution of organized crime in the region.

**Figure 2 – Training Participants by Gender and Country in the NORTHERN TRIANGLE region**



El Slavador (324)

Honduras (250)

Guatemala (66)

100 200 300 400

▼ Canadian expert Carl Prophet (right), with JES Senior Project Officer Erick Toledo (left), provide physical protection training for the security detail of the Attorney General's office in Guatemala – June 2019.





# Honduras: Justice for Victims of Gender Based Violence

The Justice for Victims of Gender Based Violence project runs from 2018 to 2023 with the support of Global Affairs Canada in partnership with the Government of Honduras. The project works with the Public Prosecutor's office, National Police, Supreme Court of Justice, Ministry of Human Rights, and civil society organizations to improve the justice system's response to crimes of sexual and gender-based violence (SGBV). The project is designed to strengthen the capacity of justice workers in their response, investigation, preparation, presentation, and judicial due process of sexual and gender-based crimes against women, girls and LGBTQI people.

JES provides institutional stakeholders with a combination of training and coaching, supports existing community-based initiatives, and introduces pilot

projects in impactful areas to promote more effective investigations and to raise awareness through high-level seminars. This year, JES established its new office in Honduras to support the project, and the local team initiated the development of a six-module large scale training course, to be rolled out progressively to police, investigators, criminal prosecutors and judges. The first course will be delivered to the National Police Academy where 25 percent of the new recruits are women. The project is one of the first initiatives in Honduras that seeks to improve access to justice for victims and reduce high levels of impunity of SGBV crimes at the national level.

▼ **Diagnostic workshop on victim services held in Tegucigalpa. JES Honduras Project Director, Gloria Avila (centre), with JES Subject Matter Expert, Susanne Dahlin (right) – January 2019.**



# Guatemala: Institutional Justice Strengthening Project

This year the Attorney General of Guatemala signed a Memorandum of Understanding with JES approving the Guatemalan Institutional Justice Strengthening (GIJS) Project which was designed by JES through a comprehensive diagnostic. The implementation phase started on August 1, 2018 with funding from the Swedish International Development Agency (Sida), to be executed over a four-year period.

Designed in close collaboration with the Attorney General's Office, the project is divided into four key areas of impact, all of which aim to strengthen Public Prosecutor's services for vulnerable victims of crime, including women, Indigenous people, seniors, persons with disabilities and the LGBTQI community. The role of JES is to provide technical support, ensure the responsible execution of activities and evaluate outcomes.

## Performance Platforms

The first focal area of the GIJS project is the development of improved technological platforms, with particular emphasis on the Prosecutor's Office for Women and the Performance Evaluation Unit, which included a baseline assessment for restructuring operations and updating files, with the expectation of reducing the existing case management backlog by over 20%. Within the fiscal year 3,582 case files were digitized.

## Vulnerable Victims Services

The second area of the GIJS project focuses on improving victim services for vulnerable populations, especially women, disabled people, senior citizens and the LGBTQI community. JES built two innovation offices to improve accessibility to the Public Prosecutor services in Guatemala City, which will act as a pilot for developing new regulations and expanding to regional offices in subsequent years. JES also provided capacity building for the Victim Services management team on the diverse needs

of the LGBTQI community. Additionally, JES began promoting the Law for the Immediate Response to Missing Women with the first of 24 regional workshops for police and civil society, to be followed by the introduction of a protocol for local search teams throughout the country.

## Capacity Building and Wellness

The third cross-cutting area of the project focuses on improving the capacity and wellness of the staff at the Public Prosecutor's Office. JES supported several knowledge exchanges in the areas of human rights and regional prosecutions, and provided scholarships for eight senior members of the Capacity Building Unit to participate in a Public Sector Management course. The project also set the groundwork for training analysts and investigators within the Prosecutor's Offices in Human Rights and training in Crimes Against the Environment, a process that will continue through to the end of the project.

## Indigenous and Remote Access to Justice

Within the fourth focal area of the project, JES is improving access to justice for Indigenous people and remote communities. An early milestone was JES' facilitation of the first national meeting between Indigenous authorities and prosecutors, with over 280 attendees from every region of the country, an auspicious beginning to a process of regular meetings at the regional level. Additionally, with eleven distinct native languages spoken in Guatemala, JES conducted a baseline study to develop a new Interpreters Network for the Public Prosecutor's Office, and contracted several cultural and historical experts to support active cases.





▲ First national meeting of Indigenous Authorities with Public Prosecutors held in Panajachel, Guatemala, Attorney General of Guatemala Dr. Consuelo Porras Argueta (centre), US Ambassador Arreaga (left of centre), and Swedish Ambassador Kompas (right of centre) – October 2018.



# Guatemala: Building a Technological Platform to Support Victim Services

JES' Technological Platform Project, funded by Global Affairs Canada (2017 – 2021) is developing a web-based tool to improve the ability of the Prosecutor's Office to support victims of violence in coordination with other government institutions and civil society while also providing information to victims of violence on the services available to them, and capturing robust and meaningful data about response to victims in Guatemala. On February 25<sup>th</sup>, 2019, the Attorney General of Guatemala, Dr. María Consuelo Porras, signed a Memorandum of Understanding with JES to establish an official partnership with the Prosecutor's Office for the creation of the platform.

Beyond the early design and development of this innovative service, JES spent the year actively engaging with and organizing the future beneficiaries of the platform as an integral part of our user-centric design approach. Moreover, to ensure that the services developed meet victim's needs JES has partnered with Fundación Sobrevivientes, a local civil society organization that has over 20 years of experience in providing support services to victims of violence.

JES staff did extensive participatory research to analyze the current processes for responding and attending to victims of violence, within and outside of the Prosecutor's Office, identifying the strengths and needs of the Victim Services Office from the Prosecutor's Office and for organizations in the referral networks. JES's representative, a Poqoman Maya lawyer, engaged in community outreach with leaders from 19 different Indigenous communities, and subsequently developed a strategic proposal to create culturally relevant technological content and bridge digital divides in rural and remote communities. As a result of Ana's work, JES now has a database of 650 Indigenous and community leaders who can serve as key intermediaries that can use the tools and information provided through the website to support victims of violence in their communities. Next year the project team will collaborate with stakeholder to complete the complex iterative development of the platform to ensure it addresses gaps and needs.

▼ Provincial Access to Justice workshop in Quetzaltenango, Guatemala – February 2019.



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This project financed by the Government of Canada, seeks to strengthen the response of public institutions and civil society organizations to the diverse needs and rights of victims of crime in Guatemala, especially women and vulnerable victims groups, through the use of technology that will improve access to information and the coordination of victim services.”

**Dr. Consuelo Porras Argueta,**  
*Attorney General of Guatemala*

## Statement of Operations

Year ended March 31, 2019

### REVENUE

Grants earned	4,125,104
Donations	90,000
Gaming	85,783
Fees for service	70,410
Interest and other	7,778
	<b>4,379,075</b>

### EXPENSES

Salaries and benefits	2,361,546
Contractors	760,017
Travel and accommodation	498,155
Office and other	224,670
Program materials	160,626
Equipment purchased for projects	151,556
Rent	73,998
Workshops	47,033
Professional	42,190
Training and development	32,920
Insurance	18,617
Amortization	8,933
Advertising	4,764
	<b>4,385,025</b>

Excess of revenue (expenses) for the year	<b>(5,950)</b>
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Thank You to our funders, donors, board members, experts, staff, and volunteers for another great year!



OUR FUNDERS



OUR CHAMPIONS



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.

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