



City of Richmond

Report to Committee

To: Planning Committee
From: Terry Crowe
Manager, Policy Planning
Re: **SOCIAL SERVICES INVENTORY**

To Planning - Oct 21, 2003
Date: September 18, 2003
File: 4055-01

Staff Recommendation

That the report entitled "Social Services in Richmond" (A Social Services Inventory and Analysis), August 31, 2003, be received for information and the Richmond Community Services Advisory Council be thanked for their work.

Terry Crowe
Manager, Policy Planning

Att. 2

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CONCURRENCE OF GENERAL MANAGER

Staff Report

Origin

At the January 2003 meeting of the General Purposes Committee, during discussion regarding the 2003 City Grant Program (report from the Manager of Customer Services dated December 9, 2002) questions were raised about the need to better coordinate services among local service agencies to eliminate possible duplication and indicate how this could be accomplished.

On February 10, 2003 Council passed the following motion:

“That Social Planning staff (RCSAC staff liaison) work with RCSAC to provide an inventory of social services in Richmond and outline a strategy ensuring co-ordination among social service groups in the delivery of services and the procurement of funds prior to September 1st, 2003”.

On April 14, 2003, Council allocated funds for the preparation of a Social Services Inventory and Analysis. This did not include the development of a coordination strategy.

This report presents findings of the requested Social Services Inventory and Analysis (**Attachment 2**).

The RCSAC has provided a cover letter for the report that provides additional comments (**Attachment 1**).

Findings Of Fact

In June, 2003, the City contracted Don Cameron Associates to prepare the Social Services Inventory and Analysis. The project was overseen by a steering committee consisting of:

Francis Li, RCSAC
Michael McCoy, RCSAC
Brenda Reynolds, RCSAC
Brian Wardley, RCSAC
Kari Huhtala, City Staff
Lesley Sherlock, City Staff
Anne Stevens, City Staff

“Social Services in Richmond”, A Social Inventory and Analysis (**Attachment 2**), was submitted in August 2003.

Comments:

1. Participating Organizations:

For the purpose of the Inventory, organizations eligible for City Grants (registered not-for profit societies) that administer social services to Richmond residents were asked to complete a survey (**Attachment 2**, Appendix).

- Of 23 agencies deemed eligible to participate, 22 responded, resulting in a 96% response rate (for a list of participating agencies, see **Attachment 2**, p. 3).
- Participating agencies reported on a total of 91 social service programs (**Attachment 2**, Appendix).

2. Results

(1) Service Gaps:

Service gaps in Richmond were identified in three ways:

- programs where clients were turned away,
- programs with waiting lists, and
- through an open-ended question asking participants to identify major gaps according to their perspective.

Most agencies (82%) reported turning clients away, maintaining waiting lists, or both, in 30 of the 91 programs offered, representing a wide range of target groups and service types. Perceived gaps cover a similarly wide range of target groups and program areas.

(2) Service Overlaps:

No areas of exact service overlap, in which both service type and client group were identical, were identified.

(3) Funding Context:

The funding of social services administered by not-for-profit agencies in Richmond:

- comes primarily from the Provincial government (73%);
- the remainder comes from the federal government, foundations, funding organizations, financial institutions and private donations; and
- less than 2% of the total funding is provided by the City of Richmond.

In 2003, funding decreases (primarily due to decreased Provincial gaming and other funding) have far surpassed increases, and the same trend is anticipated in 2004.

Year	Number of Agencies Reporting Funding Increase/Decrease	
	Increase	Decrease
2003	1 (donations)	8 Agencies: - 3 BC Gaming funding - 2 other Provincial cutbacks - 3 unspecified
	Expected Increase	Expected Decrease
2004	2 (donations & partnerships)	9 Agencies - 5 Gaming &/or other provincial cutbacks - 4 unspecified

Three of those organizations facing decreased funding in 2004 have already experienced funding reductions in 2003 (Volunteer Richmond, Developmental Disabilities Association, and Richmond Committee on Disability). This results in a total of 14 of 22 agencies, or 63% of organizations surveyed, grappling with funding cuts in this two-year time-frame.

In face of these decreases and other factors affecting the stability of not-for-profit funding, agency staff reported spending increased time on fund-raising activities.

This additional and growing strain on agency resources results in:

- less time for the administration of services,
- less time for networking and collaboration, and
- a climate of "survival and competition".

(4) Suggestions Identified in the Inventory

In the report, suggestions were identified for both the City of Richmond (Council, staff and City Grants Program) and the RCSAC.

(a) City of Richmond

(i) *City Staff:*

- *visit agencies and meet staff*

(ii) *City Council:*

- *receive delegations presenting social service agency reports*

(iii) *City Grants Program:*

- *provide a greater amount of stability in funding for social service agencies by entering into longer term agreements that extend beyond one year to a maximum of three years*
- *continue to support, particularly for agencies where the majority of their budget is devoted to Richmond citizens, operating expenses and infrastructure funding*
- *remove the need to provide "innovative approaches" as a principle of funding*
- *remove the requirement from Richmond City Grants Policy to "provide evidence of having sought funding from a variety of sources"*
- *make it possible to apply for the City Grants Program by electronic means and eliminate the need to provide an original plus three copies*

(b) RCSAC

- *improve understanding of social services by Council, Staff and the community*
- *enhance communication and coordination*
- *encourage networking, identify emerging issues, regularly assess social services issues and needs, and promote cooperation and collaboration*

3. Other Inventories

Other organizations providing social and community services have their own service listings, (e.g., Richmond Health Services, Ministry of Children and Family Development, RCMP, School District #38). These may be used in conjunction with the attached inventory for a wider perspective on available services.

Richmond Youth Services Agency has prepared an inventory of youth services in Richmond and conducted a gap analysis. This document may be useful in respect to City Grants decision-making regarding youth programs.

The United Way and the Affiliation of Multicultural Societies and Service Agencies (AMSSA) are also mapping immigrant services by community, to be completed later this fall.

4. Further Work

In the RCSAC's cover letter (**Attachment 1**), the following areas were identified for possible further analysis:

- service duplication and specialization; and
- definitions of social and community services.

The RCSAC believe that further analysis would result in a more thorough understanding of the social service sector in Richmond by Council, City Staff and the community, and they propose that another more "in-depth" study be undertaken.

The RCSAC will also be examining its own role in light of comments made in the survey responses.


Financial Impact

None.

Conclusion

Council requested the RCSAC to prepare an inventory of social services in Richmond.

The Inventory was completed with a conclusion that there is no such duplication of service. (i.e., service type and target).



Lesley Sherlock
Social Planner
(4220)

LS:cas



RCSAC | RICHMOND COMMUNITY SERVICES
ADVISORY COUNCIL

15 September 2003

Mr. Terry Crowe
Manager, Policy Planning
City of Richmond
6911 No. 3 Road
Richmond, BC V6Y 2C1

Dear Mr. Crowe

We wish to thank the Mayor and Councillors for the opportunity for the Richmond Community Services Advisory Council to participate in developing and completing the recent Inventory of Social Services in Richmond. We believe this was a significant project and look forward to participating in other such projects with Council.

One of the key findings in the report indicated that there is no duplication of services. We support the finding, but would suggest to Council that this should then be explored in a broader context. There should be further work done in clarifying duplication and specialisation. We would cite this by emphasising that, as in the medical field where a brain surgeon and heart specialist are both doctors their function remains significantly different. The same can be said in the field of social services that one counsellor may specialize in domestic abuse and another counsellor in child abuse. In referencing this we would respectfully submit that some further study could provide a more detailed, systemic overview of the community social service system. We believe that this would result in a more thorough understanding of the current delivery system. Being able to complete this, in our opinion, could prove to be very valuable reference document for future service planning.

In the context of this being "social services" inventory we would suggest that some discussion and further work be done regarding the definition of what social and/or community services are. It would be helpful in ensuring that there is a clear understanding of the differences if, in fact, any can be determined. The RCSAC would be pleased to lead the dialogue around this.

Mr. Terry Crowe

15 September 2003

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We are also pleased to have received feedback on the RCSAC's role and will use the report's comments to examine and improve our mandated role with the City and its agencies. Again, we are looking forward to assisting and working with council in any context that would provide an effective and accountable social service system in Richmond.

Yours sincerely

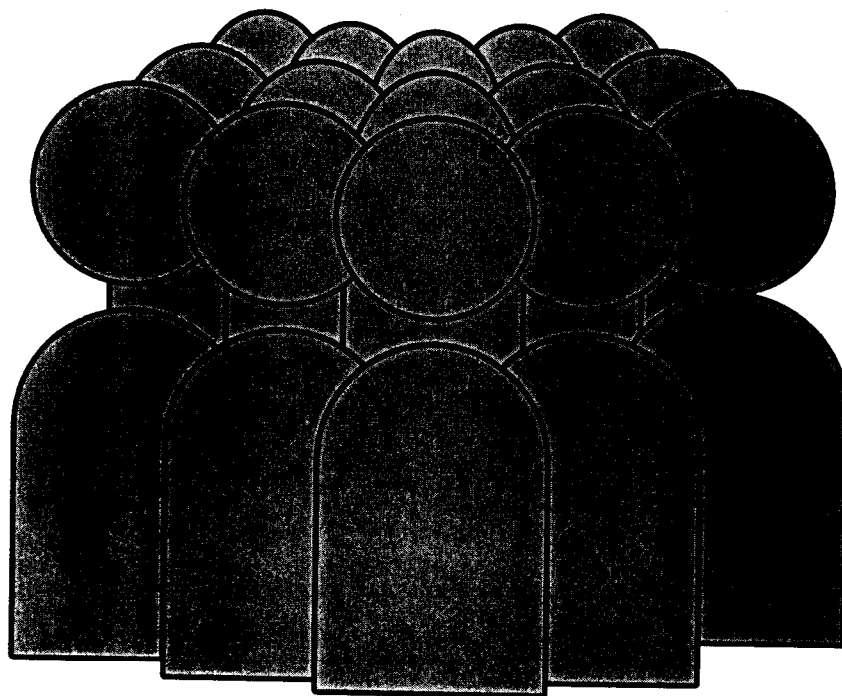


Michael McCoy
Brian Wardley
Co-Chairs

cc: Lesley Sherlock

Social Services in Richmond

A Social Services Inventory and Analysis



Prepared by:
The Richmond Community Services Advisory Council
and the City of Richmond

With Assistance From:
Don Cameron Associates

August 31, 2003



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Executive Summary

This document was prepared to provide City of Richmond Council, City Staff and Richmond residents with information about social services in Richmond and an overview of the agencies and organizations that provide these services. The information is of a "snapshot" nature as the services are constantly in transition during this time of funding uncertainty.

A survey of social service agencies was conducted in summer, 2003. The focus was on "public benefit organizations" (Canadian Council on Social Development, "Funding Matters Summary Report", 2003, p. 6) that exist primarily to serve others and contribute to the general welfare. There were 23 agencies eligible to receive the survey and 22 responded for a response rate of 96%.

Not-for-profit and voluntary agencies deliver a wide-range of services such as family counselling and support services, home care for the sick and elderly, programs for children and youth and the disabled, shelter for victims of abuse and assistance to immigrant families adjusting to a new country. A total of 91 separate programs for services were identified.

Thirty programs were identified where demand for social services could not be met as clients were turned away, placed on a waiting list, or both.

Almost one-half of the agencies providing social services to Richmond citizens experienced funding changes in 2003 and more than one-half anticipate further changes in 2004. Of most concern to the agencies was the pressure of uncertainty in funding and the necessity to adjust their primary goals to suit the perceived expectations of funding agencies.

Although more than \$21.4 million was spent in Richmond during the past year to provide these services, many of the agencies and organizations reported being stretched to the breaking point to continue to provide their services to Richmond citizens as funding methods change and senior governments continue to reduce core funding.

Based on meetings with the Steering Committee, discussions with agency representatives during follow up contact, comments taken from the surveys, research involving other jurisdictions and consultant observations, some suggestions the City might consider for its City Grants Program are:

- provide greater stability in funding for social service agencies by entering longer term agreements,
- continue to support operating expenses and infrastructure funding,
- remove "innovative approaches" as a principle of funding,
- remove need for evidence of funding from a variety of sources, and
- make it possible to apply electronically for the City Grants Program.

Process

This survey of social service agencies was conducted in June and July, 2003. A letter from the Mayor was sent to alert the agencies to the survey. The survey was then sent and responses from the agencies were accepted by regular mail, by facsimile or by email.

The not-for-profit agencies and organizations that contributed to this report were all registered not-for-profit societies and registered charities. There were 24 organizations on an original list provided by the City. Two additional agencies were recommended by those who received the survey, for a total of 26. Upon analysis of the surveys it was determined that one agency should not have received the survey, and two agencies on the original list were actually programs of other agencies. In the final analysis, there were 23 agencies eligible to receive the survey and 22 responded for a response rate of 96%.

Agencies

There were 23 agencies and organizations involved in this project and 22 responded to the request for information. The following agencies participated in this project.

Big Brothers of Greater Vancouver
Big Sisters of BC Lower Mainland
Canadian Mental Health Association, Richmond Branch
Chimo Crisis Services
Developmental Disabilities Association
Family Services of Greater Vancouver
Heart of Richmond AIDS Society
Richmond Alcohol and Drug Action Team Society (RADAT)
Richmond Committee on Disability
Richmond Family Place Society
Richmond Food Bank Society
Richmond Hospice Association
Richmond Multicultural Concerns Society
Richmond Society for Community Living
Richmond Therapeutic Equestrian Society
Richmond Women's Resource Centre Association
Richmond Youth Service Agency Society
Salvation Army Resource Centre
Salvation Army Richmond House Emergency Shelter
SUCCESS Richmond Service Centre
Touchstone Family Association
Volunteer Richmond Information Services

Social Services

There were some 91 specific programs identified by the agencies who contributed to this project. However, individual programs often addressed multiple needs and targeted more than one client group. This will result in many more than 91 services being available overall.

The programs were categorized initially according to their primary goals and generally using the social service categories from the Richmond Community Services Directory (RCSD). Using this method, it was noted some categories were set up by target group and some by type of service. For example, using the RCSD yields both target groups such as children and youth and types of service such as counselling and support. An attempt was also made to categorize the programs using target group only. This method also fell somewhat short as there may be programs targeted to more than one group. For example, a program may be targeted to immigrant women. The following provides the categories and number of programs in each category using both methods.

PROGRAM CATEGORY	NUMBER OF PROGRAMS
Supportive Services/Child Care	3
Children and Youth	10
Counselling and Support	19
Food Support	6
Family and Parenting	11
Health and Safety	5
Housing and Shelter	4
Law and Justice	1
Mental Health Services	3
Multicultural and Settlement	9
Services for Seniors	1
Services for Special Needs	8
Volunteering	5
Women	6
TOTAL PROGRAMS	91

TARGET GROUP	NUMBER OF PROGRAMS
Children (1-12 years of age)	3
Youth (may include children in some cases)	14
Youth and adults	6
Adults only	13
Families/Parents	12
Seniors	3
Women	16
Men	1
Immigrants and refugees	5
Volunteers	3
All target groups	15
TOTAL PROGRAMS	91

Forty of the 91 identified programs specifically mentioned offering the program in more than one language. Generally, the second language other than English was Chinese (Cantonese and Mandarin) but other

languages mentioned were Arabic, Bulgarian, Czech, Dari, Farsi, French, Gujarati, Hindi, Japanese, Korean, Polish, Portuguese, Punjabi, Russian, Serbian, Somali, Spanish, Tagalog, Turkish, Ukrainian and Urdu. The capacity to offer programs in different languages may rest with the skills of individual volunteers. Some programs may essentially not be available to some if the language needed is not available.

An attempt was made to identify the social service programs being offered to Richmond citizens according to whether they were primarily designed to offer prevention services (services designed to prevent actions that may lead to a requirement for social services, or assisting people with specific problems upon referral or personal initiative), intervention services (services designed to intervene after a specific problem has been identified and targeted to a specific group) or crisis services (services that respond to a particular crisis that may be temporary). The following identifies the number of programs in these service areas:

SERVICE AREA	NUMBER OF PROGRAMS
Prevention	43
Intervention	41
Crisis	7
TOTAL	91

Overlaps

Some analysis of whether there is overlap in social services among the agencies was considered important for this project. No overlaps emerged in the analysis. Because of the specialized nature of the agencies, the limits on budget, and the types of client groups being served, exact duplication in services would likely be quickly identified by the agencies themselves, or their clients. In several cases, agency programs were dropped from one agency as a result of provincial funding cuts but the specific program dropped was then picked up by another agency that received the funding from the provincial government.

Gaps

Social service agencies offering programs in Richmond were asked to identify programs where they were forced to turn clients away or where they may have a client waiting list. Agencies may have to turn clients away because of insufficient funding or insufficient staff resources. Regardless, turning clients away and also having a waiting list were considered indicators of demand for a service that could not be met. In

Social Services in Richmond

some cases, clients may be turned away and no waiting list could be kept such as in emergency shelter facilities.

In some cases, demand was being met but agencies still had a client waiting list. In these cases, although the service was in demand, all clients requesting the service were being served. In this situation, the gap in service may be less severe. The following programs, with their target group, were identified where clients were turned away and/or there was a client waiting list.

PROGRAM NAME	AGENCY	TURN CLIENTS AWAY	WAIT LIST	TARGET GROUP
Employment Program	Richmond Youth Service Agency	Yes	Yes	Youth at risk, ages 15 to 30
Big Brothers Program	Big Brothers	No	Yes	Boys, 7 - 12
Let's Be Friends	Big Brothers	Yes	Yes	Boys, Chinese-speaking, 7-16
Adult Outpatient Counselling	RADAT	No	Yes	Adults
Hospice Volunteer Visiting Support Program	Richmond Hospice Association	Yes	Yes	Richmond residents facing life-threatening illness
Individual Bereavement Counselling	Richmond Hospice Association	Yes	Yes	Richmond residents who are bereaved
Family Support Program	Richmond Family Place Society	Yes	Yes	Parents in need of parenting support and education, many ESL and low income parents
Satellite Programs for East Richmond and Hamilton Family Place	Richmond Family Place Society	Yes	Not specified	Parents with children less than 5, many new immigrants and refugees
Incest Sexual Abuse Centre	Family Services of Greater Vancouver	Yes	Yes	Children 2 - 19, adults, families, non-offending care givers who have suffered sexual abuse or trauma
Nobody's Perfect	Family Services of Greater Vancouver	No	Yes	Isolated parents with children less than 5 years old
Community Action Plan for children	Touchstone	No	Yes	Families
Outreach	Heart of Richmond AIDS Society	Yes	Yes	Young people
Education/Prevention	Heart of Richmond AIDS Society	Yes	No	Young people
Nova Transition House	Chimo Crisis Services	Yes	No	Adult women and dependent children who have experienced abuse
Emergency Shelter for Men	Salvation Army Richmond House	Yes	No	Men 19+ who are homeless and referred by MHR
Supported Housing	Canadian Mental Health Association	Yes	Yes	Adults with history of mental illness
Crisis and Referral Line	Chimo	Yes	No	All ages and genders
Host Program	SUCCESS	No	Yes	New immigrants and refugees

Social Services in Richmond

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PROGRAM NAME	AGENCY	TURN CLIENTS AWAY	WAIT LIST	TARGET GROUP
Settlement and Adaptation Program	SUCCESS	Yes	No	New and old immigrants and refugees
Settlement Program for South Asia, East Europe and Philippines	Richmond Multicultural Concerns Society	No	Yes	Immigrants and refugees from South Asia, East Europe and Philippines
Community Kitchens	Family Services of Greater Vancouver	No	Yes	Immigrant women and their pre-school children
Volunteer Program to provide work experience and training	Richmond Women's Resource Centre	Yes	Yes	New immigrant women
Computer Training Program	Richmond Women's Resource Centre	No	Yes	Primarily new immigrant women
Richmond Senior Peer Counselling	Volunteer Richmond	No	Yes	Seniors
Therapeutic Horseback Riding for Children and Youth with Disabilities	Richmond Therapeutic Equestrian Society	Yes	Yes	Children with disabilities, 4 – 14 or less than 150 lbs.
Youth Connections After School Program	Richmond Society for Community Living	No	Yes	Children 6 – 19 with developmental disability
Disability Resource Centre	Richmond Committee on Disability	No	Yes	People all ages with disabilities
Day Services	Richmond Society for Community Living	No	Yes – Held by MCFD	Adults with developmental disability
Children and Adult Respite	Richmond Society for Community Living	No	Yes	Children and adults with developmental disabilities
Welfare Advocacy	Richmond Women's Resource Centre	Yes	Yes	Women and their families on social assistance

A review of the information on gaps revealed that most agencies (18 of the 22, or 82% of the reporting agencies) were experiencing some inability to meet the demand for their services. Target groups affected were almost all represented from children to families to new immigrants

With almost all reporting agencies identifying some gaps, it was difficult to suggest social service areas where there may be higher priority. An overview of the programs where there was both the need to turn clients away and a waiting list might suggest programs for children and youth, those for adults facing life-threatening illness or bereavement, programs for parents and women (immigrant and low income) and for adults with a history of mental illness to be at least four areas of pressing need.

The survey participants were also asked to identify major gaps in services from their perspective. The following is a list of the major gaps identified by the survey participants:

1. Family support (prevention) to families with children ages 6 – 12.
2. Emergency and short-term childminding.

3. Advocacy services on housing, legal, poverty and welfare issues.
4. HIV/AIDS area, particularly in education/prevention for young people.
5. Youth and women's shelter space.
6. Services for those with mental handicaps who do not meet the criteria set by the Ministry of Health.
7. Assisted living housing for people with disabilities.
8. Accessing information about reduced/changed services.
9. Services to the isolated, frail or elderly.
10. Free-standing hospice.
11. Support for caregivers.
12. Transportation for frail or elderly to medical appointments and other professional services.
13. Low cost housing.
14. Individual and family counselling and family support/prevention programs for the ethnic population.
15. Culturally appropriate service in the community.
16. Coordination of services.
17. Translation services for ESL people who need to access services.
18. More prevention and early intervention social services for youth.
19. City Strategy for Youth Services should be re-energized.
20. Services to individuals (and their families) that have a developmental disability.

Funding

Nine of the agencies providing social services to Richmond experienced funding changes in 2003. One reported an increase from donations but the other eight experienced losses, three from gaming funding cuts (Richmond Family Place Society, Volunteer Richmond and Richmond Therapeutic Equestrian) and two related to cutbacks from the Provincial government (Richmond Multicultural Concerns, Richmond Youth Service Agency). The other three did not specify reasons for the cuts but one mentioned increased costs as the main factor resulting in less funds being available for programs.

More than one-half (13) of the agencies anticipate changes in 2004 but two of these (Food Bank and Youth Service Agency) expect increases from donations and self-generated revenue through partnerships

respectively. Nine agencies expect decreases in funding and five of those agencies (RADAT, Richmond Society for Community Living, Big Sisters, Volunteer Richmond, and CMHA Richmond Branch), specifically expect decreases in funding because of gaming cuts or cuts from the Province. Volunteer Richmond expects gaming fund decreases to affect its Information & Referral Service and Volunteer Centre and the Richmond Christmas Fund. Heart of Richmond AIDS Society, also among the nine agencies expecting decreases, expect funding previously obtained from the Centre for Disease Control will not be available.

Of most concern to the agencies, and consistent with concerns identified in the "Funding Matters" report, many agencies are experiencing the pressure of uncertainty in funding and the necessity to adjust their primary goals to suit the perceived expectations of funding agencies.

Most funders will not support agency administration with the result that many not-for-profit agencies may be losing their basic infrastructure and capacity.

Some agencies reported frustration from the current funding realities that seem to promote competition for funding among agencies. Although most agencies would support the need for accountability in funding, they find the pressure to obtain funds and the need to compete with other agencies for funding, is taking time away from the capacity to fulfill their primary mission and goals.

The agencies reported funding overall of some \$38.7 million, with \$21.4 million, or 55% allocated for Richmond. Because of the nature of social services, it may be difficult for agencies to restrict their services to Richmond citizens only, but sixteen of the agencies reported 75% or more of their entire budget was allocated to Richmond. The agencies reporting 75% or more of their budget was allocated to Richmond are: CMHA Richmond Branch, Chimo Crisis Services, Heart of Richmond AIDS Society, RADAT, Richmond Committee on Disability, Richmond Family Place Society, Richmond Food Bank Society, Richmond Hospice Association, Richmond Multicultural Concerns Society, Richmond Society for Community Living, Richmond Therapeutic Equestrian Society, Richmond Women's Resource Centre Association, Richmond Youth Service Agency Society, Salvation Army Resource Centre, SUCCESS, and Volunteer Richmond Information Services.

Despite provincial funding cutbacks, 73% of all social service agency funding in Richmond still comes from the Provincial government. However, some agencies do not receive any funding from the province. The following agencies reported that they received no money from the Province in their last fiscal year:

Social Services in Richmond

Richmond Committee on Disability (Disability Resource Centre Program)
Richmond Therapeutic Equestrian Society
Richmond Food Bank Society

Government funding of social services comes mainly from Provincial coffers but a few agencies are eligible for national program support. The Richmond Committee on Disability attributed 11% of their budget to the Federal government, the Women's Resource Centre, 19% and Touchstone Family Association, 18%. Richmond Youth Services reported receiving 15% of their budget from Federal sources.

Municipal funding was an important source but represents less than 2% of the overall funds being expended in Richmond for social services. Thirteen of the 22 agencies indicated they received municipal funding during the last fiscal year. The Richmond Committee on Disability received 28% of its funding from the municipality and Heart of Richmond AIDS Society received 21% of its funding from there. However, the Heart of Richmond AIDS Society was described as an unusual situation and a good example of the funding instability being experienced by these agencies. Heart of Richmond AIDS Society received their municipal funding in response to an emergency request. Typically, 3% or less of their funding may come from municipal sources. The Richmond Therapeutic Equestrian Society received 13% of its funding from the municipality, RADAT received 8% but others receiving funding from the municipality received 6% or less of their funding from this source.

Public donations comprise almost the entire budget for the Richmond Food Bank Society (98% from donations) but most agencies receive only a small portion of their funding from donations and one or two percent is common. One agency, the Salvation Army Resource Centre, reported 52% of their budget from donations and the Richmond Therapeutic Equestrian Society obtained 28% of their total budget from donations. Volunteer Richmond and Big Sisters reported 15% and 14% respectively.

Consistent with the general pattern of most social service agencies in most jurisdictions, few rely on fees for service. In many cases, the clientele of social service agencies cannot afford to pay. Significant among the agencies reporting was SUCCESS where just over one-half (53%) of their budget was from fees for service. The Salvation Army Resource Centre reported 43% from fees and the Richmond Therapeutic Equestrian Society reported 8% of their total budget comes from fees.

While reliance on Gaming funds may have increased in importance on a collective scale, some agencies reported that gaining access to these funds has become increasingly difficult as the rules change, funding

criteria become narrower and competition for funding increases. Some are unsuccessful in obtaining gaming funds and many find the application process to be cumbersome and daunting. Thirteen of the 22 responding agencies received funds from Gaming in 2003. One-half (50%) of the funding for Heart of Richmond AIDS Society was obtained from Gaming. The Women's Resource Centre received 32% of their funding from Gaming, Big Sisters 25% and the Richmond Therapeutic Equestrian Society received 20% of their budget from Gaming.

Eleven of the agencies received a portion of their funding from United Way. Big Sisters, at 14%, received the highest portion of their funding from the United Way. Richmond Family Place Society received 13% but most agencies receiving funding from the United Way received 5% or less of their funding from this source.

Although some agencies reported receiving funding from various financial institutions, no agency received more than 2% of their overall funding from this source.

Foundations are also in the social service funding arena. Richmond Family Place Society reported receiving 18% of their budget from Foundations, the Richmond Therapeutic Equestrian Society received 15% and the Richmond Committee on Disability received 14% of their funding from this source. Most other agencies receiving funding from Foundations reported receiving 5% or less of their funding this way.

Suggestions

The City of Richmond has a vision "to be the most appealing, liveable, and well-managed community in Canada" and the City has demonstrated a tradition of inclusiveness, looking for ways to support those with special needs within the community. Under the City's sustainable community strategy "communities and social services networks and programs" are identified as one component to enhance Richmond's liveability.

The City of Richmond is one of three Lower Mainland municipalities recently taking some initiative on the issue of provision of social services to their citizens. The City of Vancouver is reviewing its Community Services Grants Program and the City of North Vancouver is studying changing social issues in the community, promoting coordinated delivery and attempting to ensure the City's grant programs are fair, efficient and effective. These Lower Mainland municipalities are carrying out activities consistent with a national trend to analyze the impact of the changing funding climate on social service agencies.

Comments from the agencies (see Attachments) were solicited and some suggestions from these comments are identified here for consideration by City Council, the RCSAC, and City Staff.

There was some support for having City Staff visit program sites to view them first hand and meet with agency representatives and Boards of Directors. There was also support for face-to-face agency reports on social service activities given to Council or a Council Committee.

Many agencies identified the responsibility for improving understanding of social services with the Richmond public as being a shared responsibility among the agencies, the RCSAC, City Staff and City Council. Agencies commented on the need for continual communication among the agencies themselves about what they do and how they could work together. Agencies indicated that this coordination and communication role should be performed by the RCSAC. Some agencies supported the RCSAC becoming more proactive in its role to hold regular meetings and information sessions accessible to the agencies, City Staff and City Council. The RCSAC may encourage networking, identify emerging issues, regularly assess social services issues and needs and promote cooperation and collaboration.

Working more closely together was identified by some as a difficult task particularly during this current climate of "survival and competition".

It was suggested this type of inventory should be done for all other agencies, cultural, health and others, thus identifying the range of services being provided to Richmond citizens by not-for-profit societies.

Based on meetings with the Steering Committee, discussions with agency representatives during follow up contact, comments taken from the surveys, research involving other jurisdictions and consultant observations, some suggestions the City might consider for its City Grants Program were offered such as:

1. Provide a greater amount of stability in funding for social service agencies by entering longer term agreements that extend beyond one year to a maximum of three years.
2. Continue to support, particularly for agencies where the majority of their budget is devoted to Richmond citizens, operating expenses and infrastructure funding.
3. Remove the need to provide "innovative approaches" as a principle of funding.

4. Remove the requirement from Richmond City Grants Policy to, "provide evidence of having sought funding from a variety of sources".
5. Make it possible to apply for the City Grants Program by electronic means and eliminate the need to provide an original plus three copies.

Attachments

Letter from the Mayor
The Survey
Comments Received
List of Agencies
Richmond Social Services Inventory
Program Description



This report was prepared in consultation with the Richmond Community Services Advisory Council and The City of Richmond by Don Cameron Associates. The report was based on information provided by the social service agencies and no attempt to verify the information received was made.



City of Richmond

6911 No.3 Road, Richmond, BC V6Y 2C1
Telephone (604) 276-4000
www.city.richmond.bc.ca

July 4, 2003
File: 4055-01

Mayor's Office
Telephone: (604) 276-4123
Fax: (604) 276-4332

«name» «surname»
«org»
«street»
«city», BC «pc»

Dear «name» «surname»:

Re: Richmond Social Services Inventory: Request for Information

In response to a need for more information about the extent of social services available to Richmond residents, City Council has requested the Richmond Community Services Advisory Council (RCSAC) to develop an inventory of social services.

The purpose of the inventory is to help inform City Council, City Staff, and community organisations about what specific social services exist in Richmond, who they target, foreseeable program changes, and the funding context in which they operate.

For the purpose of this Inventory, social services will include those services administered by not-for-profit or registered charitable organizations and/or groups to Richmond residents.

Don Cameron Associates, an independent consulting firm, will assist the RCSAC to prepare the inventory. Shortly, you will receive a series of questions compiled by the consultant team in cooperation with City Staff and the RCSAC. Your responses will be most appreciated.

A copy of the final report will be made available to you.

For further information about the project, please call Lesley Sherlock, Social Planner, at (604) 276-4220.

Thank you for participating in this important City initiative.

Yours truly,

Malcolm D. Brodie
Mayor


RICHMOND
Island City, by Nature



City of Richmond Social Services Inventory

Recently, you received a letter from His Worship, Mayor Malcolm Brodie, to inform you about the Social Services Inventory Project and to urge you to support it by completing this Social Services Inventory Survey Form.

The City of Richmond and the Richmond Community Services Advisory Council are undertaking this survey to help inform City of Richmond Council and Staff and community organizations, about what specific social services exist in Richmond, who they serve, foreseeable program changes, and the funding context in which they operate.

We are limiting this survey to social services administered by not for profit organizations. We have attached, as an appendix to this survey, the list of organizations being contacted. If you know of other organizations we have overlooked, please email us at: don.cameron@telus.net

We appreciate your support in completing this survey, which shouldn't take more than about one hour. The survey findings will help Council and Staff to better understand the social services available to Richmond citizens.

Please forward your completed survey form before noon on Wednesday, July 23 in one of the following ways:

By email to don.cameron@telus.net

By facsimile to 604.535.9610

Or by regular mail in the stamped and addressed envelope enclosed to:

Richmond Social Services Inventory Project
Box 388
#800, 15355 24th Avenue
White Rock, BC. V4A 2H9

NOTE: *You are receiving this survey electronically but you will also receive it by regular mail. If you choose to respond by email, recognize that the survey formatting may change. There is no problem with format change and data entry and analysis will not be affected*

**City of Richmond &
Richmond Community Services Advisory Council
Social Services Inventory
Agency Survey**

*Thank you for completing this survey. You can complete it electronically and return by email (do not worry about format changes to the survey as they will not affect data analysis), send by facsimile, or return it by regular mail. If you choose to return by regular mail, there will be a stamped and addressed envelope in the package you will receive. Please return your completed survey by no later than **noon on Wednesday, July 23.***

SECTION A Agency Information and Profile

1) Name of Organization

2) Address

3) Mailing Address (if different from above)

4) Date your organization was established in Richmond?

5) Name of contact person:

Designation:

6) Telephone: (604)

Fax: (604)

E-mail:

Website:

8) Are you a registered non-profit?

Registered charity?

Yes No

Yes No

9) In a sentence or two, please describe the mandate or mission of your organization

10) In your opinion, what is the most important contribution your organization makes to the Richmond community?

11) What was the total dollar budget of your organization for the last fiscal year?

12) In general, what percentage of your total dollar budget would you say was devoted to servicing Richmond citizens? _____%

13) To help us understand your Revenue situation, please provide a breakdown, by percentage, of your revenue sources in the last fiscal year

	%
Donations	
Fees for service	
Government funding:	
Municipal	
Provincial	
Federal	
Gaming	
United Way	
Financial Institutions eg. Van City, Coast Capital	
Foundations eg. Vancouver Foundation	
Others (please specify)	
TOTAL	100%

SECTION B Challenges

In this section, we would like to know more about the challenges your agency faces.

1) We know many agencies offering social services have ongoing funding challenges. In 2002/2003, has your organization experienced a net change in funding i.e. total revenue being different from last financial year?

Yes No

If yes, how has it changed?

If yes, why has this change occurred?

In what ways has the change impacted your organization's ability to serve clients or to continue to function as an organization?

2) What changes in funding, if any, do you anticipate in 2003/2004?

3) How do you expect these changes to impact your organization's ability to serve clients or to continue to function administratively as an organization?

SECTION C General Questions and Comments

1) What suggestions do you have to help City Council and City Staff to become better aware of, and better understand, the various social services available in Richmond?

2) In your opinion, what might be done to promote greater coordination and collaboration among social service agencies in Richmond?

3) Please comment on any gaps you have observed in the provision or delivery of social services in Richmond.

4) Considering the gaps, if any, what do you think are the main social service priorities to be addressed?

4) We welcome any other comments, suggestions or recommendations you may have for this Richmond Social Services Inventory.

To complete this survey, your answers to the following questions in **Section D will help us understand the nature of the social services you provide that are primarily targeting Richmond residents. We anticipate that most organizations will have more than one program, so we ask that you copy this next section and complete it for every program your organization provides.**

SECTION D Program Description**Agency Name:** _____

We are interested in learning about your social services programs that serve primarily Richmond residents. Programs provide direct service to someone, like placing a volunteer, or serving a group of people like advocating on behalf of persons with disabilities.

1) Name of the program**2) What is the overall goal of the program?****3) What main program activities are undertaken to achieve the overall goal?**

4) What is the target population? Please be specific as to age and gender and any other characteristics that will identify the target group (e.g. at-risk male and female youth aged 14-19 mandated by the court to do community service.)

6) In what languages is the program delivered?

English Chinese Other (specify)

7) How many people does the program serve, on average, per month?**8) How is this program staffed?**

	# of people	Approx. # of hours/week
Full-time Employee(s)		
Part-time Employee(s)		
Contract or project worker (s)		
Volunteers (incl. Board)		

9) In the past month or so, did you ever find it necessary to turn clients away in this program?

Yes No

If yes, about how many times?

About how many people?

If yes, please indicate reasons.

Insufficient staff resources Insufficient funding Other (specify)

10) Do you have a client waiting list?

Yes No

If yes, what is the average waiting period?

11) What other ways do you have to assess your program's ability to meet the demand for services?

Thank you for taking the time to complete this survey. If you have any questions about the survey, please contact Lesley Sherlock, Social Planner of the City of Richmond, at 604.276.4220 or Don Cameron, Project Manager of the Richmond Social Services Inventory, at 604.535.5282.

Agencies invited to complete the Social Services Inventory survey:

S.U.C.C.E.S.S.
Richmond Committee on Disability
Richmond Hospice Association
Richmond Supported Child Care Program
Richmond Society for Community Living
Richmond Multicultural Concerns Society
Heart of Richmond AIDS Society
Disability Resource Centre
Richmond Family Court Society
Greater Vancouver Youth for Christ
Richmond Women's Resource Centre Association
Big Sisters of BC Lower Mainland
Canadian Mental Health Association (Richmond Branch)
Volunteer Richmond Information Services Society
Family Services of Greater Vancouver
Richmond Youth Service Agency
Chimo Crisis Services
Richmond Food Bank
RADAT
Touchstone Family Association
Richmond Family Place Society
Salvation Army Richmond House Shelter
Big Brothers of Greater Vancouver
Richmond Therapeutic Equestrian Society

If you know of any social service organizations we have overlooked, please email us at: don.cameron@telus.net

SECTION C: General Questions and Comments

Q1: What suggestions do you have to help City Council and City Staff to become better aware of, and better understand, the various social services available in Richmond?

This is difficult as the city plays less of a role in social services. I believe the RCSAC could play a major role in informing and advising the city on social services. It is important for this to be coordinated rather than individual agencies connecting with individual city staff and Council members. City staff and Council also need to continue sitting on the various committees connected to social services.

Maybe one 15-minute presentation from Social Services agencies to the appropriate Council Committee each month.

There could be a time arranged for Social Services to make a short presentation to staff and council that would highlight the organization and its service delivery. I understand this would take more commitment on the part of council & staff but would perhaps build some bridges of understanding and partnership. This would need to be coordinated so that the agencies presenting would have a definite time period to work with and then allow brief questions afterwards.

After the Provincial Government took over Health Services, the City limited most of its focus on zoning, parks, roads, sewers – bricks and mortar issues, and flowers. People issues, Social Service issues, etc., were often deemed to be “somebody else’s responsibility” (B.C. or Federal Govt.). If the City could establish a standing Committee to oversee issues that have fallen between the cracks – Social Service issues being one of them, this could go a long way towards resolving the gaps in understanding by both Council and staff.

Develop a committee or communication structure that will bring Council, Staff and Social Services agencies together to discuss / review community issues and needs. As well, the return of a dedicated Health & Social Services Committee of Council would facilitate communication and improve the decision and budget review process for Council.

I would be delighted to meet with a City Councillor/staff to discuss our program and/or send brochures and information package. Our website at www.bigsisters.bc.ca is a useful tool to find out more about Big Sisters of BC Lower Mainland

Get city staff to contact the different agencies to supply info or request brochures. We have not been contacted before for such a purpose. Update the city directory regularly! Looks like all the info on the city web site on social services are out-dated and gleaned for third party sources.

A summary of the current social services available in Richmond should be made available to City Staff. That an appropriate reporting process for social service agencies be available annually for City Staff and/or Council. Grant applications be received by a person or panel familiar with social service agencies and activities.

An opportunity to present requests for funding in person giving an opportunity for dialogue and questions.

Meet separately with agency Executive Directors and Boards.

Richmond is now the City with the highest proportion of residents who are visible minorities. A huge gap exists between social services for the ESL population and the current service provision. Enhancement of service providers’ language and cultural competence and addition of language and cultural appropriate services are urgently required.

Social services inventory such as what is now being prepared will certainly be available to city staff and councillors, however a workshop on for city staff and councillors on this inventory, to be given by the consultant, will be very useful.

This survey is a good start. The best way to better understand the services in Richmond is for a representative to visit each organization and see the program first hand.

Have a committee that includes community health and community policing (coordinate efforts) Include in council orientation

Is this not what the RCSAC is for?

Our agency is just in the process of completing a Youth Service Gap Analysis and we would be prepared to share this information with City Council and City Staff

Request social services to become members of RCSAC if they wish to be recognized by the city.

To ensure that the city councilor assigned as liaison to the Richmond Community Services Advisory Council is encouraged to and be actively involved. The liaison should also provide a report to council on his/her activities and work with the council. It would send a strong message that city elected officials does value the social and emotional health of the community. That the city manager also ensures that city hall staff work closely and collaboratively with the RCSAC and utilize the skill and knowledge of its members.

Regular invitations to Society's to make a presentation to City Council
Tours or visits to different Society's
Attendance at Society functions
Review of agency websites

Perhaps the City Council and/or City staff could receive brief presentations from community social service agencies throughout the year to familiarize themselves with each agency.

Q2: In your opinion, what might be done to promote greater coordination and collaboration among social service agencies in Richmond?

Again, this is difficult in our present climate of survival and competition – also very time consuming. I think agencies are coordinating & collaborating but they are also being careful as to how they work and with whom they work together.

The City could ask RCSAC to take a more proactive role in this area.

Communication, either written or verbal, between agencies in some forum or gathering where we could understand what the agency does and perhaps how we might work in conjunction with each other. There are so many agencies and one cannot know what each does or how they can be partnered. Somehow and overall map of the agencies in the city would help.

Find a way to eliminate the competition for funds.

Rebuild the RCSAC to the highly respected organization it once was! An organization that had a strong networking component, assessed community Social Services issues and needs in great detail (annually) and advised the City (as well as other levels of Government, if need be) on the findings.

The renewed RCSAC should meet at a set time, monthly, when Agency Staff, B.C. & Federal Ministry, City and Richmond Health Services representatives can attend. Networking, information sharing is just one of the benefits of this format, but most of all – identification and study of new emerging Social Service, Health and/or Community service issues can be dealt with in an effective and timely manner.

Restructure the RCSAC to its original format and mandate

Networking would be great to find out more about the other social services in Richmond. Brochures and information package.

Get city staff in the Social and Community Planning Department to organize roundtable talks and sharing of ideas to address social concerns. Get a newsletter going among all the social agencies and give opportunities for each of them to post announcements, promote projects, events, workshops and articles which will be of interest to board of directors, staff and volunteers.

Offer agencies opportunities to partner and collaborate in continuing to provide services, but without necessarily reducing the funds available. This, in fact, increases agencies' reluctance to work together – having to share reduced dollars compounds the difficulties already faced in lean times.

Unlikely to happen in an uncertain and turbulent environment.

Joint program/service delivery reflecting equitable partnership status (i.e. resource allocation) is essential. Pure "consultation" is not equivalent to collaboration.

There is some collaboration within a number of organization in Richmond, however it would be more effective if RCSAC forms a sub committee supported by the City, to plan/coordinate collaborative initiations among social service agencies.

The RCSAC could be used in this role.

Regular community meetings and or info fairs

The City needs to dedicate some human and fiscal resources to this area. WE would like them to recognize us as the lead agency for youth services in the community and work with us so that this particular area of social services can become coordinated and collaboration and strategic partnerships can result.

Get the RCSAC back on track or dissolve it and start a new organization

As above, we would suggest that City Council and Staff not act independently of service providers and contractors. Social service priorities should be developed with consultation and advice from established locally based boards and agencies and the RCSAC.

Rather than developing "culturally specific" services in the area of family support that the city should encourage cultural competency in all local agencies thereby providing choice in service.

Coordinated information sharing, so that agencies and individuals know who is offering what service - especially individuals who need the services.

Given the time constraints on many Society staff, people no longer have the time to attend meetings unless they are directly beneficial to the work of the agency. I would suggest a series of information sessions that may be relevant to many Societies. These information sessions could also allow for networking between agencies.

The City could also provide grants for agencies that are willing to structure or host an event that includes many different societies

Financial incentives or grants offered specifically to organizations who collaborate on a project. Encourage joint applications from community organizations for grant funding.

Q3: Please comment on any gaps you have observed in the provision or delivery of social services in Richmond

Family support (prevention) to families with children ages 6 – 12. Emergency and short-term childminding. Advocacy services re housing, legal and welfare.

From a somewhat biased point of view, there is not enough being done in the HIV/AIDS area, particularly in education/prevention for young people. In general, services for young people are not as extensive as they might be.

In terms of shelter, there is a definite gap with regard to youth and women's shelter space. There is currently no youth shelter or transition housing – although that is being addressed. There are no shelter spaces for women who are not fleeing abuse or for a parent with children. These people get placed in shelter outside the community away from their network of support. Also with an increase in mental health patients, there is often a lack of accommodation or shelter.

Lack of publicly funded services for those with mental handicaps who do not meet the criteria set by the Ministry of Health.

Lack of advocacy services, legal aid services, assisted living housing for people with disabilities, along with gaps created by the loss of many other support programs as a result of Provincial funding cuts. It is difficult to identify all the gaps at this time because so many Social Service agencies have been, and still are, going through the reassessment of their own programs. Many as a result of funding cuts, are reinventing themselves – trying to take on services that are already being provided by other longstanding agencies in the community – in an attempt to stay alive. The level of trust between agencies is being threatened, as a result.

When the dust settles and we determine what agencies, programs and services are still left – only then will we truly be able to determine the gaps in the provision or delivery of social services in Richmond.

Lack of advocacy services, legal aid services, assisted living housing for people with disabilities, along with gaps created by the loss of many other support programs as a result of Provincial funding cuts.

It is difficult to identify all the gaps at this time because so many Social Service agencies have been, and still are, going through the reassessment of their own programs. Many as a result of funding cuts, are reinventing themselves – trying to take on services that are already being provided by other longstanding agencies in the community – in an attempt to stay alive. The level of trust between agencies is being threatened, as a result.

Many of the Little Sisters in Richmond have been involved with several agencies. However, families have often turned to Big Sisters of BC Lower Mainland when their child(ren) are no longer provided with services because of funding cuts

Cannot honestly comment. Do not have a good idea of what services are out there in our community.

Too busy attending to pressing needs and running our centre to do research.

Ways to access information about reduced/changed services. Seniors services: there are limited services to the isolated, frail elderly – who are increasing in numbers. No shelter for women or families, unless they are fleeing family violence. Free-standing hospice. No support for caregivers caring for a friend or family member in the community. Transportation for frail, elderly to Doctors appointments and other professional services. Shortage of low cost housing. Shortage of seniors services in general, especially for the future, when the senior population in Richmond will be 21% in 2020. Volunteer visitors are no longer available to visit some of the 24 % of seniors who live alone.

The issue in Richmond is not social services but community development and basic issues like poverty.

Yes, in individual and family counseling and family support/prevention programs for the ethnic population.

Not enough culturally appropriate service in the community.

I can not think of any major gap at the moment but there are many smaller ethnic groups in Richmond with no community support of their own and because of the language barrier they are not able to access available services in the community.

There is definitely a need for more affordable housing and advocacy.

We also operate in Vancouver and Richmond is much better. ie coordination. Translation services for ESL folks that need to access services.

Advocacy services. Poverty Law issues. The women's centre is overwhelmed with women needing assistance around social assistance and housing issues. The poverty and need is increasing.

More prevention and early intervention social services need to be provided, particularly with regard to youth. We would like to see the City Strategy for Youth Services re-energized and our agency would like to play a much greater role in the review and implementation of the strategy.

Coordination

We are less concerned about a gap and more concerned about a depletion of services.. There has been wide cut to all services that impact families of all economic strata.

There needs to be sensitivity to "vulnerable" adolescents. We need to insure there is a continuum of programs that go from basic recreation through to street outreach. We believe that these services should have a strong family reunification approach in a community like Richmond.

Services to individuals with a developmental disability and their families have gradually been eroded over the last ten years. Many families and individuals who require the basic services are no longer able to access these services because of the extensive waitlists. These services include, respite, day service for adults, residential services for adults and after-school support for children from 12-19.

There seems to be funding and recognition of the need for services and agencies to provide specific multicultural services. However, agencies who are not specifically identified as serving multicultural needs don't seem to be assisted with finances and support to enhance their capabilities to serve all cultures.

Q4: Considering the gaps, if any, what do you think are the main social service priorities to be addressed?

I think all social services are priorities – what is important is determining what is the city's role in funding social services.

To resolve the HIV/AIDS issue above two things are needed: money and a much more open attitude, particularly in the Richmond School Board.

For the second issue the solution is similar, except that the open attitude is needed more broadly across the community.

These above gaps are being addressed in the Community Service / Emergency Shelter Project that is being developed for the core of the City. A number of agencies and the City are working to fund and build a complex that would integrate the agencies and provide better service delivery and also add the component of emergency shelter for men and women, and parents with children – as well as a possible youth housing component.

Our aging population & people with disabilities who require supported housing options, greater support for independent living in their own home, advocacy and legal aid services to name just a few.

Youth issues – the need to provide alternative activity options to the dangerous life styles of so many (substance misuse & living life on the edge activities are issues that must be dealt with).

For the second issue the solution is similar, except that the open attitude is needed more broadly across the community.

Sustainable annual funding to provide basic social services and programs.

In general, social service inventories are not useful to decision makers (e.g. City Council) because they do not provide information that is useful to specific decisions that people need to make. (e.g. pressures on the grants budget).

Also, the generic questions in Section B of this survey in no way get at what each agency is trying to do to both survive and thrive, and give no sense of the organization's capacity.

Finally, in a time of considerable uncertainty, a social services inventory snapshot can be highly misleading. And, without including major public agencies (e.g. City Parks and Recreation, Richmond Health Services, School District, MCFD & RCMP), the social services inventory captures only a small part of the social services delivery system in Richmond.

Early intervention/prevention for immigrant families on family problems.
Youth services for ESL youth (should not be confined to just high-risk youth)

Accessibility

The priority should be to provide affordable housing. I believe the city is working on this issue now.

Children's services, family support, public information ie. where to go when you need help

Prevention and early intervention programs and services, programs that meet and address the needs related to multiculturalism

Housing

Non-gated (open access) for Family Support Programs for ALL families.

Day services for people with a developmental disability leaving school

After-school care for children with a developmental disability between the ages of 12 and 19 years

Respite for families with a child with a developmental disability

Funding for all agencies to provide their own programming in a multicultural way. Richmond needs a free-standing Hospice. Programs and services to enhance the health of Richmond residents.

Q5: We welcome other comments, suggestions or recommendations you may have for this Richmond Social Service Inventory

This is an excellent project that the City has undertaken. I am anxiously looking forward to see the outcome of this project.

I believe you are following this up with interviews which I think is vitally important. Surveys only capture a snapshot.

Perhaps the creation of a Community Capacity Manual or Information Binder that could be sent to the various agencies and also to local organizations so that people within the community could have access to the information gathered and could be better served to meet their needs.

Richmond does have many excellent social services! I believe it would be helpful to share best practices and network together to be even more helpful in the community. We want these social service agencies to refer to Big Sisters of BC Lower Mainland if there is a child in need and vice versa for me to refer to services available to Little Sisters and their families in Richmond.

How is the information provided being authenticated?

What decisions will be made/impacted as a result of the information contained in this survey?

Will the results of this survey, i.e. the inventory, be available to participants, including a summary and recommendations, if any.

Available in the different languages. List whether interpretation is provided for English speaking services

This is only a snapshot – changes are rapidly occurring in this area and will continue to change. Changes need to be addressed in a responsive manner so that the information does not become outdated. Who will continue to monitor these changes

There seems to be a concern or theme around the “duplication” of device. We ask that caution be taken with this discussion, as it would be similar to discussing medical services from a general practice perspective. As in medicine there is a need for “differentiation” within the social service field. Generic terms such as “youth services” can mean anything from suicide prevention to recreation. “SPECIALIZATION IS NOT DUPLICATION”

We believe that the city should maintain its involvement in funding social service initiatives. We would like to see some criteria accompany this.

All grants should be awarded to locally based and established boards agencies. In the event that a Richmond agency cannot provide the service funding is only provided to a non-Richmond based to mentor a local agency in developing the skills as soon as possible and within a specified time period.

Grants be required to have measurable outcomes and submit regular reports on activities. This should be applicable to grants over a certain amount.

All grants should have a "sunset" clause to allow for a fixed thorough review of the service deliverables This can be incorporated as a focus point to effecting change or termination of grants.

Richmond Social Services Inventory/List of Agencies

List Prepared: 2003/8/26

Organization	Contact Name/ Title	Address	Telephone	Facsimile	Email	Website
Big Brothers of Greater Vancouver	Mark Ely, Executive Director	102-1193 Kingsway, Vancouver, B.C. V5V 3C9	604. 876.2447	604. 876.2446	mely@bigbrothersvancouver.com	www.bigbrothersvancouver.com
Big Sisters of BC Lower Mainland	Irene Leung, Counselor	34 East 12th Avenue, Vancouver, BC, V5T 2G5	604.873.4525 ext 303	604.873.2122	ileung@bigsisisters.bc.ca	www.bigsisisters.bc.ca
Canadian Mental Health Association, Richmond Branch	Dave MacDonald, Executive Director	7351 Elmbridge Way, Richmond, B.C. V6X 1B8	604.276.8834	604.276.0342	cmtha-Richmond@telus.net	www.vcn.bc.ca/rmcdmha
Chimo Crisis Services	Joan Cowderoy, Executive Director	#120-7000 Minoru Blvd., Richmond BC V6X 3Z5	604.279.7077	604.279.7075	chimo@chimocrisis.com	www.chimocrisis.com
Developmental Disabilities Association	Alanna Hendren, Executive Director	Suite 100 – 3851 Shell Road, Richmond, B.C. V6X 2W2	604.233.5452	604.273.9770	ahendren@develop.bc.ca	No website listed
Family Services of Greater Vancouver	Ethel Whitty, Associate Executive Director	The Caring Place, 250 – 7000 Minoru Blvd, Richmond, BC. V6Y 3Z5	604.874.2938	604.874.9898	ewhitty@fsgv.ca	www.fsgv.ca
Heart of Richmond AIDS Society	Brian Wardley, Secretary/Treasurer	#200 – 5671 No. 3 Road, Richmond BC V6X 2C7	604.275.9564 (H) 604.277.5137 (W)	604.275.9564 (H) 604.277.5131 (W)	brian@wardley.ca (H) horas@telus.net (W)	www.heartofrichmond.com
RADAT (Richmond Alcohol and Drug Action Team Society)	Vince Battistelli, Executive Director	170 – 5720 Minoru Blvd., Richmond BC V6X 2A9	604.270.9220	604.270.9245	vince@radat.bc.ca	www.radat.bc.ca
Richmond Committee on Disability	Frances Clark, RCD Board Secretary	160 – 5726 Minoru Blvd., Richmond BC, V6X 2A9	604.277.3158	604.277.4285	hihope@shaw.ca	www.drcrichmond.ca
Richmond Family Place Society	Helen Davidson, Executive Director.	6560 Gilbert Road, Richmond BC V7C 3V4	604.278.4336	604.278.4433	helendavidson@telus.net	No website at this time
Richmond Food Bank Society	Margaret Hewlett, Coordinator	7 – 12491 No. 2 Road, Richmond BC V7E 2G3	604.271.5609	RFBS does not have a facsimile machine	info@richmondfoodbank.org	www.richmondfoodbank.org
Richmond Hospice Association	Carolyn Marshall, Executive Director	#310 – 7000 Minoru Blvd, Richmond, B.C. V6Y 3Z5	604.279.7140	604.279.7148	rha@vcn.bc.ca	www.vcn.bc.ca/rha
Richmond Multicultural Concerns Society	Gordon Partovi, Executive Director	#210 – 7000 Minoru Blvd, Richmond, B.C. V6Y 3Z5	604.279.7160	604.279.7168	rmcs@amssa.org	www.rmcs.bc.ca
Richmond Society for Community Living	Janice Barr, Executive Director	170-7000 Minoru Blvd, Richmond BC V6Y 3Z5	604.279.7040	604.279.7048	jbarr@rsci.org	www.rsci.org
Richmond Therapeutic Equestrian Society	Max Read, Program Director	13671 No. 3 Road, Richmond BC, V7A 1X7	604.241.7837	604.241.7837	rtes@telus.net	www.vcn.bc.ca/rtes

Organization	Contact Name/ Title	Address	Telephone	Facsimile	Email	Website
Richmond Women's Resource Centre Association	Karen Martin, Coordinator	110 – 7000 Minoru Blvd., Richmond, B.C. V6Y 3Z5	604.279.7060	604.279.7069	rwrcc@telus.net	www.richmondwomenscentre.bc.ca
Richmond Youth Service Agency Society	Mrs. Denise Coultis, Executive Director	110 – 7580 River Road, Richmond, BC., V6X 1X6	604.271.7600 ext 120	604.271.7626	denisec@rysa.bc.ca	www.rysa.bc.ca
Salvation Army Resource Centre	Kam Tang, Community Services Director	205 – 6200 No. 3 Road Richmond, BC. V6Y 2B3	604.277.1593	604.278.1520	kamtang@canada.com	Website under construction
Salvation Army Richmond House Emergency Shelter	Leslie McAusland, Director	3111 Shell Road, Richmond BC, V6X 2P3	604.276.2490 604.723.4705 (Cell)	604.276.2490	rhshelter@shaw.ca	Website under construction
SUCCESS Richmond Service Centre	Frances Li, Centre Manager	220-7000 Minoru Blvd, Richmond, B.C. V6Y 3Z5	604.297.7180	604.279.7188	francis.li@success.bc.ca	www.success.bc.ca
Touchstone Family Association	Michael McCoy, Executive Director	120-6411 Buswell Rd. Richmond B.C. V6Y 2G5	604.279.5598	604.279.1814	mccoy@touchfam.ca	
Volunteer Richmond Information Services	Muffet Chambers, Acting Executive Director	190 – 7000 Minoru Boulevard, Richmond, BC V6Y 3Z5	604.279.7031	604.279.7038	muffetc@volunteerrichmond.ca	www.volunteerrichmond.ca

Notes:

1. Disability Resource Centre, identified on the original City list, is not a registered society. It is a program of the Richmond Committee on Disability.
2. Richmond Supported Child Care, identified on the original City list, is a program of the Developmental Disabilities Association.
3. Richmond Family Court Society, identified on the original City list, is not a not-for-profit society but is a City of Richmond Committee funded by the Province. The RFCS is not eligible for City Grants.

Mark Ely, Executive Director
Big Brothers of Greater Vancouver
102 – 1193 Kingsway
Vancouver, BC. V5C 3C9

Irene Leung, Counsellor
Big Sisters of BC Lower Mainland
34 E. 12th Ave
Vancouver, BC V5T 2G5

Dave MacDonald, Executive Director
Cdn Mental Health Association
7351 Elmbridge Way,
Richmond, B.C. V6X 1B8

Joan Cowderoy, Exec. Director
Chimo Crisis Services
120-7000 Minoru Blvd
Richmond, BC, BC V6Y 3Z5

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Richmond Social Services Inventory

Category	Programs	Agency	Target Group	Language(s)	Clients served per month	Clients turned away in past month	Waiting list
Child Care	Richmond Child Care Resource & Referral Centre	Volunteer Richmond	Families with children 0-12 yrs. Child care providers	English & Chinese	35	No last month	
	Treehouse Early Learning Centre	Richmond Society for Community Living	Children 3-5 years old	English	25 children	No	Yes - waiting period unknown
	Infant Development Program	Richmond Society for Community Living	Children from birth to 3 yrs old with a developmental delay or at risk of being developmentally delayed	English	160 families	No	No - but funded to support 100 families, currently supporting 160
Children & Youth	Study Buddy	Big Sisters of BC	Girls/young women 7-17 yrs. old		Fluctuates		
	Prevention	RADAT	Elementary school aged to seniors	English & Chinese	Not specified		
	Suicide Prevention	Chimo Crisis Serv	Grade 9 students	English	300	No	No
	Stepping Out	Chimo Crisis Serv	Grade 6 & 7 students	English	60-65	No	No
	Youth Outreach	RADAT	Youth	English & Chinese	Not specified		
	Employment Program	RYSA	Multi barrier youth at risk, 15+ to 30 (as per HRDC & MRH guidelines)	English	20-25 depending on the contracts	Yes - 75 youth	Yes - 3 to 4 months until new contract approved & started
	Youth & Family Outreach	RYSA	Male and female (at risk youth) 13-18 yrs. (may be extended)	English	10-20 per program	No	No
	Children's Holiday Camp	Salvation Army Resource Centre	Summer camp for 7-12 yrs old	English	Not specified		
	Big Brothers Program	Big Brothers of Greater Vancouver	Matches adult male volunteers with boys between 7-12 yrs old who are from male absent homes	English	40	No	Yes
	Lets Be Friends	Big Brothers of Greater Vancouver	Matches male & female volunteers with boys and girls 7-16 yrs old who are from Chinese speaking families	English & Chinese	17	Yes - currently 3 families on wait-list	Yes
Counselling & Support	Problem Gambling	RADAT	Youth & Adults	English & Chinese	Not specified		
	Withdrawal Management/Home Detox	RADAT	Youth & Adults	English & Chinese	Not specified		
	Adult Outpatient Counselling	RADAT	Adults	English & Chinese	All 5 RADAT Programs: 1100	No	Yes

Category	Programs	Agency	Target Group	Language(s)	Clients served per month	Clients turned away in past month	Waiting list
Counselling & Support	Adult Crisis & Suicide Intervention	Chimo Crisis Serv	Adults (19+) in crisis, at risk of, or bereaved by, suicide	English & Chinese	Unable to answer	No	No
	Fire Victim Assistance (replace basic household stuff)	Salvation Army Resources Centre			0		
	Hospice Volunteer Visiting Support Program	Richmond Hospice Association	Richmond residents facing a life-threatening illness, and the bereaved, and their families & friends	English, Chinese & Punjabi volunteer services	45 residents per month plus their families & close friends	Yes - 5 people	Yes - 3 months
	Individual Bereavement Counselling & Grief and Loss Support Program	Richmond Hospice Association	Richmond residents who are bereaved or dealing with grief and loss	English	10	Yes - 5 people	Yes - 3 to 6 months
	Hospice Relocation Group	Richmond Hospice Association	Richmond residents	English, Cantonese & Punjabi volunteers	36	No	No
	Family Therapy	Family Services of Greater Vancouver	All people of low income	English & Chinese	2002/03 FY: processed 164 intakes, provided 1829 hrs of		
	Vancouver/Richmond Incest Sexual Abuse Centre (VISAC)	Family Services of Greater Vancouver	children 2-19, adults and families and their non-offending care-givers who have suffered from sexual abuse & trauma	English, Korean, Spanish & Portuguese	2002/03 FY, 24 families & 30 children received therapy. 55 individual adults received therapy	Yes	Yes - up to 6 months
	Family Counselling Program (MCFD Access)	Touchstone	Families		Not specified		
	Crisis & Referral Line	Chimo Crisis Serv	All ages & genders: any individual with psychological, social or mental health crisis; on-going support to mental health consumers, past, present or future clients of Richmond Health Services Mental Health Team or Richmond Mental Health Emergency Services Team	English; others depend on language skills of volunteers	600	Yes - no. of unserved calls unknown as calls may just get busy signals	No
	Richmond Senior Peer Counselling	Volunteer Richmond	Seniors	English & Chinese	May 03, 11 received counselling & 5 on waiting list	No	Yes
	Stopping the Violence Counselling	Chimo Crisis Serv.	Women (19+) who have experienced violence in relationships	English, Spanish	Unable to answer		

Category	Programs	Agency	Target Group	Language(s)	Clients served per month	Clients turned away in past month	Waiting list
Counselling & Support	Multicultural Women's Outreach	Chimo Crisis Serv.	Women who have left the transition house	English, Hindi, Punjabi	Unable to answer		No
	Peer Support	Richmond Women Resource Centre	All women	English, Chinese, Farsi, French	25	No	No
	Adolescent Crisis & Suicide Intervention	Chimo Crisis Serv	13-19 yrs old (& their families) who are at risk of suicide or in crisis	English & Chinese	Not specified	No	No
	Children Who Witness Abuse	Chimo Crisis Serv	Children 4-18 who have witnessed abuse	English & Chinese	Not specified	No	Yes
Family & Parenting	Eating Disorders	Chimo Crisis Serv	13+ & older	English	Unable to answer	No	Yes
	Family Support Program	Richmond Family Place	Parents in need of parenting support & education. Many ESL & low-income parents	English & Spanish	100 parents	Yes - Turn away 5 - 8.	Yes - 2 to 6 months
	Satellite Programs: East Richmond Family Place & Hamilton Family Place	Richmond Family Place	Parents with children 0-5 in East Richmond, many new immigrants and refugees; in Hamilton, geographically isolated, few community support	English	East Hamilton: 80; Hamilton 70	Yes - turn away 10-15	
	Parent Connections	Richmond Family Place	Parents with children 0-5 who are interested in starting parent-facilitated groups	English	6 ongoing groups	No turn away	No
	Richmond Student Parent's Program	Family Services of Greater Vancouver	Students who are parents and want to finish their high school education	English	25	No	No
	Nobody's Perfect	Family Services of Greater Vancouver	Isolated parents of children 0-5 yrs old	English, Chinese, Spanish, Somali, Hindi/Punjabi, Farsi	20 p.m.	No	Yes - up to 3 months
	Family Life Education	Family Services of Greater Vancouver	Adults 19+ men and women, often parents	English & Chinese	15	No	No
	Richmond Foster Family Support Program	Family Services of Greater Vancouver	MCFD approved family care homes for children aged 0-19	English	20	No	No
	Community Action Plan for Children (Open Access)	Touchstone	Families	English, Chinese, Hindi, Gujarati, Urdu	Not specified	No	Yes - 3 wks
	Family Intervention Program Director (MCFD Access)	Touchstone	Families		Not specified		

Category	Programs	Agency	Target Group	Language(s)	Clients served per month	Clients turned away in past month	Waiting list
Family & Parenting	Job Wave (pre-employment services & job placement)	Salvation Army Resource Centre	Employable single adults & parents on income assistance		250 for all programs		
	Family Tracing	Salvation Army Resource Centre	Lost family members	English	250 for all programs		
Food Support	Food Distribution Service	Richmond Food Bank	Low income Richmond residents & persons in crisis	English	1570	No	No
	Emergency Social Assistance Community Lunch	Salvation Army Resource Centre	Low-income working adults & families Low-income youth & adults	English	250 for all programs		
	Christmas Community Dinner	Salvation Army Resource Centre	Low-income youth & adults	English	250 for all programs		
	Toy and hamper distribution	Salvation Army Resource Centre	Low-income families	English	250 for all programs		
	Richmond Christmas Fund	Volunteer Richmond	Low-income residents, below Stats Canada Cutoff figures.	English & Chinese. Other languages depending on volunteers	In 2002, served 2,358, 1,002 of them aged 15 and under	No	No
Health & Safety	Weekly Support Group & Monthly Dinners	Heart of Richmond AIDS Society	Persons living with HIV/AIDS, their friends, families & caregivers	English	60	No turn away	No
	Grocery Vouchers/Supplementary Health Fund/Emergency Funding	Heart of Richmond AIDS Society	Persons with HIV/AIDS	English	15	No turn away	No
	Outreach	Heart of Richmond AIDS Society	Persons with HIV/AIDS & history of drug use	English	15	Yes - 8 last month	Yes
	Education/Prevention	Heart of Richmond AIDS Society	Young People	English	100-200	Yes-cannot quantify	No
	Holistic Health Night	Richmond Women Resource Centre	All men & women	English	15	No	No
Housing	Nova Transition House	Chimo Crisis Serv.	Adult women & their dependent children who have experienced abuse	English, Chinese (Mandarin & Cantonese), Pujabi, Hindi, Turkish & Serbian	Maximum 30-day stay; 15-20 individuals p.m.	Yes- April 03 30 women & children. May 03 - 80 women & children	No
	Emergency shelter for men	Salvation Army Richmond House Emergency Shelter	Men 19+ who are homeless. Must have referral from MHR. Residents from Lower Mainland, not just Richmond	English	23 residents p.m. with varying length of stay	Yes-about 16	No

Category	Programs	Agency	Target Group	Language(s)	Clients served per month	Clients turned away in past month	Waiting list
Housing	Residential services: 5635 Steveston Hwy, 2nd Ave, Muscroft House	Richmond Society for Community Living	Adults with developmental disability	English	10	No	Yes - waiting list held by MCFD - don't know number
	Supported Housing	Canadian Mental Health Asso - Richmond Br.	Adults with a history of mental illness	English & Chinese	144	Yes - 4	Yes
Law & Justice	Pro Bono Lawyer Consultation	Salvation Army Resource Centre	Low income adults	English	250 for all programs		
Mental Health Services	Public Education	Canadian Mental Health Asso - Richmond Br.	General public, service providers, consumers & family members	English	75	No	No
	Pathways Clubhouse	Canadian Mental Health Asso - Richmond Br.	Adults with a history of mental illness	English	175	No	No
	Caring Sisters Mental Health Support Group	Richmond Women's Resource Centre	Women who are mental health consumers	English	8 to 10	No	No
Multicultural & Settlement	Host Program	SUCCESS	New immigrants & refugees	English training; application will depend on host volunteer & immigrant refugee	60 matches between host and immigrant refugee per year	No	Yes - difficulty in matching
	Settlement & Adaptation Program	SUCCESS	New & old immigrants & refugees	Chinese (Cantonese & Mandarin)	1000	Yes-no record	No
	Chinese Help Lines	SUCCESS	Individuals whose mother tongue is Cantonese or Mandarin	Chinese (Cantonese & Mandarin)	200	No	No
	Settlement & Adaptation Program	Richmond Multicultural Concerns Society	New immigrants & refugees from South Asia, E. Europe & Philippines	English, Punjabi, Hindi, Urdu, Polish, Russian, Czech, Bulgarian, Ukrainian, Tagalog & Spanish	500	No	Yes - for settlement services one day, for language training with childminding onsite one week to one month
	Community Kitchens	Family Services of Greater Vancouver	Immigrant women & their preschool children	English, Chinese, Farsi, Somali, Arabic	80	No	Yes - until Sep. 03 and up to 3 months and again in 04
	Volunteer Program	Richmond Women's Resource Centre	New immigrant women	English	8	Yes	Yes - difficult to say - when an opening arises

Category	Programs	Agency	Target Group	Language(s)	Clients served per month	Clients turned away in past month	Waiting list
Multicultural & Settlement	Computer Training/Cap	Richmond Women Resource Centre	All women - primarily new immigrant women	English, Farsi	40	No	Yes - 2-3 wks
	English Conversation Class	Richmond Women Resource Centre	New immigrant women	English	30-50 per week	No	No
	Micro Enterprise Program	Richmond Women Resource Centre	All women - predominantly new immigrant women	English	18 (for duration of 10 wks)	No	No
Services for Seniors	Volunteers for Seniors	Volunteer Richmond	Seniors & others with long-term health problems & not able to do grocery shopping	English	Not specified		No
Services for Special Needs	Therapeutic Horseback Riding for Children & Youth with Disabilities	Richmond Therapeutic Equestrian Society	Children & youth with disabilities. Average 4-14 but older are taken if within 150 lbs.	English. Chinese only when volunteers are available	42-60 per wk	Yes - 5	Yes - may be in Sept,
	Richmond Supports Child Care	Developmental Disabilities	Children & youth aged 0-12 with disabilities (also supports some youth 13+)	English. Translate materials into Chinese, Punjabi, Russian, Japanese, Spanish, etc.	130 families & children	No	No
	Youth Connections After-School Program	Richmond Society for Community Living	Children 6-19 yrs old with developmental disability	English	Summer program - 31 children; Fall/Winter Program - 28 children	No	Yes - waiting period unknown
	Disability Resource Centre	Richmond Committee on Disability	People (all ages) with disabilities, their families & care-givers	English, Chinese	1,000	No	Yes - 3 to 6 months for computer training
	Day Services: Avenues, Richmond Community Options, Seniors Program	Richmond Society for Community Living	Adults with developmental disability	English	44	No	Yes - wait list held by MCFD, waiting period unknown
	Children & Adult Respite	Richmond Society for Community Living	Children & adult with a development disability	English	48 families	No	Yes
	Supported Living	Richmond Society for Community Living	Adults with a development disability	English	13 individuals	No	No - waitlist held by MCFD
	Family Resources Coordinator	Richmond Society for Community Living	Families with a child with a developmental disability	English	New program - info not available	No	No

Category	Programs	Agency	Target Group	Language(s)	Clients served per month	Clients turned away in past month	Waiting list
Volunteering	Information & Referral Services	Volunteer Richmond	Richmond Seniors Directory targets seniors. Information booth at Richmond Centre & Caring Place, Richmond Community Services Directory serve all target groups.	English & Chinese	3,300	No	No
	Volunteer Centre	Volunteer Richmond	1) Non-profit agencies 2) Potential volunteers aged 12+ 3) Training Board members, managers & volunteers	English & Chinese	1) Provide recruitment services for 135 Not-for-profit org. in Richmond 2) Training for 22 org. in 2002 3) Volunteer referral	No	No
	Volunteer Development	SUCCESS	16+	English & Chinese	250 volunteers & 410 clients	No	No
	Hospice Volunteer Training	Richmond Hospice Association			Not specified		
	Hospice Volunteer Monthly Educational & Support Meeting	Richmond Hospice Association			Not specified		
Women	Welfare Advocacy	Richmond Women Resource Centre	Women & their families on social assistance	English	4 to 5	Yes - 3-4	Yes - 2-3 wks
	Custody & Access Support Group	Richmond Women Resource Centre	Women with custody & access issues	English	twelve to 15	No - but had to reduce program from once a wk to twice a month	No
	French Speaking Women's Group	Richmond Women Resource Centre	French speaking women	French	25	No	No
	Single Parents Group for Chinese Speaking Women	Richmond Women Resource Centre	Chinese single moms	Chinese	15	No	No
	Women in Transition Support Group	Richmond Women Resource Centre	All women	English	8	Yes - its' a closed group (6 sessions)	Yes - 6 wks
	Iranian Women Support Group	Richmond Women Resource Centre	Iranian & Afghan women	Farsi & Dari	18	No	No

City of Richmond Social Services Programs Description

Agency	Program Name	Overall Program Goal	Main Program Activities
Big Brothers of Greater Vancouver	The Big Brothers	Matches adult volunteers with boys 7-12 yrs old from male-absent homes. Volunteers provide encouragement and friendship	Volunteers spend 2-4 hours/wk with boys in recreational activities
	Let's Be Friends	Male and female adult volunteers provide encouragement and friendship to boys and girls ages 7-16 from Chinese speaking families, in particular single parent and new immigrant families	Volunteers are recruited, screened, trained and matched in one to one relationships. The match is then monitored by a mentoring co-ordinator
Big Sisters of BC Lower Mainland	Study Buddy	Matching tutors with Little Sisters (7-17 yrs old) to help with their school work	1 hour a week tutoring sessions, 1-1
Canadian Mental Health Association - Richmond Branch	Pathways Clubhouse	Provide work opportunities, community supports, and friendships	Work-ordered day, employment program, and social program
	Supported Housing	Provide a continuum of safe, secure and affordable housing and support options	Support worker for each tenant, flexible, responsive services
CHIMO Crisis Services	Public Education	Increase awareness of mental health and decrease stigma of mental illness	Education, information and referral through screening days, workshops, lectures, library, brochures and internet
	Suicide Prevention	Teach grade 9 students the signs and symptoms of suicide and give them the strategies for responding to a friend who is suicidal	Video, presentations, discussions, games and roleplays
	Stepping Out	Teach pre-adolescents skills related to emotional resiliency	Use videos, roleplays, games, presentations, discussions, art activities and visuals with groups of high school students
	Children Who Witness Abuse	Counselling youth who have witnessed abuse against their mothers	Individual and group counselling (primarily through the use of art and play therapy).
	Stopping the Violence Counselling	Counselling for women who have experienced physical, sexual, or verbal abuse in intimate relationships.	Individual and group counselling
	Multicultural Women's Outreach	Outreach for women who have left a transition house and/or need to know their options; public education; group work.	Advocacy, accompaniment, practical assistance and emotional support; public education; group work

City of Richmond Social Services Programs Description

Agency	Program Name	Overall Program Goal	Main Program Activities
CHIMO Crisis Services (cont'd)	Adolescent Crisis and Suicide Intervention	Counselling teens who are depressed, at risk of suicide or bereaved by suicide.	Counselling, public education, consultation with families and other professionals
	Adult Crisis and Suicide Intervention	Counselling adults who are in crisis, at risk of suicide or bereaved by suicide	Bereavement support group, counselling, public education, consultation
	Eating Disorders Program	Provide support to adults and youth struggling with disordered eating and raise public awareness about eating disorders	Individual and group counselling, public education, consultation
	Crisis and Referral Line	Crisis intervention, emotional support, and information and referral to public. Initial entry for individuals in need to the mental health systems as well as on-going support to Richmond Mental Health clients. Back-up and support to Richmond Mental Health Emergency Services.	Volunteer staffed crisis line, seven days per week, 15 hours per day (0900-2400). Ongoing professionally delivered crisis intervention training for up to 50 volunteers annually.
	Nova Transition House	Provide safe house for women and their children fleeing abusive relationships (includes emotional support, information and referral regarding all transition issues for women and their children)	House staffed 24 hours/day, seven days/week, provides telephone and on-premises support. Includes screening, intake, advocacy and maintaining a communal home for up to 10 individuals
Developmental Disabilities Association	Richmond Supported Child Care	Support child care programs to include children with special needs	Consultation to and training for childcare staff. Consultation with families.
Family Services of Greater Vancouver	Family Therapy	Provide professional, affordable and accessible help for people experiencing difficulty and disruption in their lives.	Counselling for couples, individuals, families and groups. Variety of treatment modalities. Act as advocates on behalf of clients with other community services.
	Vancouver/Richmond Incest Sexual Abuse Centre	Provide affordable professional therapy for children, families, and adults and their non-offending care-givers and family members, who have suffered from sexual abuse and trauma	Children and Families program. Adult group and individual counselling.
	Richmond Student Parent's Program	Provide students who are also parents a chance to complete their education	Alternative classroom education - grade 11 & 12. Daycare. Counselling.

City of Richmond Social Services Programs Description

Agency	Program Name	Overall Program Goal	Main Program Activities
Family Services of Greater Vancouver (cont'd)	Nobody's Perfect	Provide parent education to isolated parents of children aged 0-5 years old	6-8 week groups, 3 times/year. Offer childcare, transportation, books and snacks
	Family Life Education	Provide parenting & lifeskills courses	groups and workshops
	Community Kitchens		Hold meetings, ESL, cooking healthy low cost meals for own family, socialize
Heart of Richmond AIDS Society	Richmond Foster Family Support	Provide outreach and on-site support services to MCFD caregivers	In-home support, on-site services, support groups, wellness workshops, crisis support and safety plans, behavioral consultation, mentoring, lending library, foster parents needs assessment, advisory group
	Support Group/Dinners	Provides support, including peer support, to persons living with HIV/AIDS, their friends, families and caregivers	Weekly support group, including speakers and a monthly dinner. Periodic cooking and shopping classes, social outings and a garden
	Grocery Vouchers, Supplementary Health Fund, Emergency Funding	Enable persons with HIV/AIDS to have an appropriate diet, which is an essential component of maintaining their health	Monthly grocery vouchers, quarterly funding for supplementary medications and other qualifying items, emergency grocery vouchers
	Outreach	Give personal support and counselling to clients in need	1-1 counselling, support and referral
	Education and Prevention	Increase awareness about HIV/AIDS in the community and reduce number of new infections	Awareness events at public venues. Presentations, education materials and safe sex packages to young people.
	Adult Outpatient Counselling	See mission statement	Counselling
	Youth Outreach	"	Presentations to the public, at elementary and secondary schools
	Problem Gambling	"	Group support and counselling
	Withdrawal Management/Home Detox	"	Education Program
	Prevention		Training for professionals, parent education sessions

City of Richmond Social Services Programs Description

Agency	Program Name	Overall Program Goal	Main Program Activities
Richmond Committee on Disability	Disability Resource Centre	Empower, through access to appropriate, specialized information & resources, people with disabilities to take greater control over the decisions that impact their lives and to live more independently	Information and referral services, skills training, peer support, research on community needs.
Richmond Family Place	Family Support	Provide parent support and education	Weekly parenting workshops, 5-7 parenting groups/year, free counselling, lending library
	East Richmond & Hamilton Family Places	Providing children a healthy start in life, connecting families with each other and their communities	Weekly drop-in program where parents and children do various play/educational activities. Parent support counsellor on site.
	Parent Connections	Developing neighbourhood based, parent facilitated groups	Training (13 wks x 2/yr). Ongoing support for facilitators. Advanced training to prepare parents for more involvement in community
Richmond Food Bank	Food distribution service	Provide food security and reduce waste in non-marketable food	Organize teams of volunteers to collect, sort and distribute food.
Richmond Hospice Association	Hospice Relaxation Group	Twice weekly group to provide comfort and pain relief for anyone with a life-threatening illness and to their family and friends. Some volunteers speak Punjabi or Cantonese.	
	Individual Bereavement Counselling and Grief and Loss Support Programs	Individual and group programs offering professional grief recovery services	provided by two trained grief counsellors
	Hospice Volunteer Visiting Support	Provide emotional, social and practical support at the hospital, continuing care facility or in the home for those facing life threatening illness and their family and friends	Training and ongoing evaluation of volunteers and coordination of programs
Richmond Multicultural Concerns Society	Settlement and Adaption	Provide settlement services to new immigrants to assist participation and to become contributing member of the community in shorter time	English language training, employment information and cross cultural training

City of Richmond Social Services Programs Description

Agency	Program Name	Overall Program Goal	Main Program Activities
Richmond Society for Community Living	Residential Services: 5635 Steveston Hwy, 2nd Avenue, Muscroft House	Provide 24 hour residential service to adults with a developmental disability	Support with daily living tasks and skills, to become involved in community, to maintain and strengthen relationship with family and friends.
	Day Services: Avenues, Richmond Community Options, Seniors Program	Assist adults with a developmental disability to access community and experience typical daily activities within their community	Lifescills, recreation/leisure, volunteerism, job preparation
	Treehouse Early Learning Centre	Provide daycare and preschool to typically developing children as well as those children that require extra support	Activities that foster growth, development and independence. Child care.
	Youth Connections After-School	Provide community-based recreation, leisure and lifescills opportunities for children and youth	Support to participate in community based recreation and leisure activities and to develop and improve lifescills.
Richmond Therapeutic Equestrian Society	Therapeutic Horseback Riding for Children & Youth with Disabilities	Promote physical, psychological and social well-being to support achievement of full developmental potential and encourage integration with non-disabled people	Weekly riding classes, tailored to individual needs for increasing strength, improving balance and overall mobility.
Richmond Women's Resource Centre	Peer Support	Listen to women's concerns, problems and help them find the resources they need	1-1, by appointment
	Welfare advocacy	Assist women with problems with Social Assistance, and related issues	Advocating on behalf of women to MHR, preparing appeals, going to tribunals
	Computer training/CAP	Access to internet, 1-1 training	Two computers available for women to use, 1-1 training
	English Conversation Class	Help women improve their English and make connections in their community	Weekly 2 hour class, wide variety of topics
	Micro-enterprise	Prepare women for starting a small business, build resources for women	Speakers, skills assessment, goal setting and planning
	Holistic Health night	Introduce people to alternative and complimentary healing	Speakers and practitioners give 1/2 hour sessions by donation
	Volunteer Program	Provide work experience and training to primarily new immigrant women	Training in office/reception, training on topics/issues i.e. violence and divorce etc.
	Caring Sisters Mental Health Support Group	Peer support	Discussion and support

City of Richmond Social Services Programs Description

Agency	Program Name	Overall Program Goal	Main Program Activities
Richmond Women's Resource Centre cont'd	Custody and Access Support Group	Information and support	Discussion and support
	French Speaking Women's group	Support	Speakers, outings, discussion
	Single Parents' Group for Chinese Speaking Women	Support and education	Speakers, discussion on parenting issues
	Women in Transition Support Group	Support for women going through change: divorce, new job etc.	Discussion
	Iranian Women's Support Group	Support and socializing	Discussion and outings
	Employment Program	Help youth find and keep jobs	Development of soft and hard skills
Richmond Youth Services Agency Society	Youth and Family Outreach, incl. First Nations and Asian Youth	Assisting children, youth and their families in identifying, understanding and overcoming individual, family and cultural challenges by establishing and achieving realistic life skills and goals	Group sessions, activities and support
	See list below	To meet basic needs and alleviate immediate suffering among people in need and crisis. To move people from dependent on income assistance to financial independence.	Interviewing, assessing and meeting needs of people who call on us. Fund raising to finance staff and program activities.
	Emergency social assistance	food and clothing	
	Job Wave	Pre-employment services & job placement	
	Fire Victim Assistance	Replace basic household stuff	
	Pro Bono Lawyer consultation	Free legal advice	
	Family Tracing	Reunite lost family members	
	Community lunch	free weekly meal	
	Children's Holiday Camp	summer camp for 7-12 year olds	
	Christmas community dinner	free turkey meal	
	Toy and hamper distribution	help low-income families celebrate Christmas	

City of Richmond Social Services Programs Description

Agency	Program Name	Overall Program Goal	Main Program Activities
Salvation Army Richmond House Emergency Shelter	emergency shelter for men age 19+ who find themselves homeless or without shelter	Provide a safe environment for residents during their time of need and to assist them along the continuum of care & support	A clean, professionally run shelter that has a caring atmosphere, providing physical and emotional support
S.U.C.C.E.S.S.	Host Program in Richmond	Matching immigrant and refugee newcomers with volunteers from the host society to support integration and education, access to community resources and to educate the community concerning immigrants and immigration	Host volunteers share time with immigrant participants to help familiarize them with the community, culture, social mores and language, while making new friends.
	Settlement and Adaption	Provide immigrant and refugee newcomers with information about BC Society, guidance and support on personal and family adjustment issues and connect them to the broader community.	Information and referral services, orientation classes, workshops, trade talks and support groups
	Chinese Help Lines	Provide assistance to Chinese Canadians who are in need of emotional and informational support but experience difficulties such as language and cultural barriers in accessing services	Help line staffed by trained volunteers 7 days/week from 2:00pm to 10:00pm, offered in Cantonese and Mandarin
	Volunteer Development	Develop an individual or a group serving people in the community	Recruitment, orientation, training, placement, appreciation and maintenance of volunteers.
Touchstone Family Association	Community Action Plan for Children (Open Access)	Provide opportunities to share information, socialize and learn about parenting, child development and developing supports	
	Family Intervention Program Director (MCFD access)	Works with families and children on an outreach basis. Includes individual work, teaching parenting skills and addresses a wide range of issue affecting the stability of the families. Provides mediation in families especially in parent/teen conflict.	
	Family Counselling (MCFD access)	Intervention program that provides in-home counselling to families at risk of breakdown. Strong family maintenance perspective.	

City of Richmond Social Services Programs Description

Agency	Program Name	Overall Program Goal	Main Program Activities
Volunteer Richmond Information Services	Information and Referral Service	Bringing people and services together by referring people to the information and services they seek	Produce Richmond Community Services Directory. Community Information Booth at Richmond Centre Mall staffed 7 days/week. Caring Place office open weekdays for in-person and telephone inquiries. Produce brochures on community services as well as Richmond Seniors Directory
	Volunteer Centre	Promote volunteerism, build capacity in the volunteer sector, provide leadership on issues relating to volunteerism, and connect people with opportunities to serve	Holding fairs, public education, media profiling, 'Volunteers are Stars' awards. Training for managers and board members, and skills development with volunteers. Partnering with community organizations to meet community needs. Helped develop and launch www.govolunteer.ca
	Richmond Christmas Fund	Help low-income families Richmond residents by providing grocery vouchers and new toys to qualified people.	Raise funds for vouchers - one per family member. Collect new toys etc. for children 15 and under. Groups or individuals can be matched with a family and prepare a hamper of food and gifts.
	Richmond Child Care Resource & Referral	Maintain childcare registry and information service. Provide support, training and resources to childcare providers. Increase public awareness of quality childcare and advocate for affordable, accessible quality childcare	Maintains a current registry of child care facilities in Richmond. Provides information and referral to families requiring child care. Outreach and support services to child care providers. Provide training and resources for child care providers.

City of Richmond Social Services Programs Description

Agency	Program Name	Overall Program Goal	Main Program Activities
<p>Volunteer Richmond Information Services cont'd</p>	<p>Volunteers for Seniors</p>	<p>Assist Richmond Health Services clients and others with long term health problems obtain their groceries</p>	<p>Shop-by-phone program 3 times/wk where volunteers take telephone orders, shop for groceries that are delivered by Safeway. Group Shopping two mornings/wk where volunteers assist people referred by Richmond Health Services to shop, then have lunch together.</p>
	<p>Richmond Senior Peer Counselling</p>	<p>Trained senior peer counsellors provide free counselling to peers who are experiencing difficulties due to change and loss.</p>	<p>Senior volunteers complete a once-weekly 18 week training course and 2 practicum to provide weekly counselling for up to 6 months. Volunteers are supervised by coordinator. Clients may self-refer.</p>