



# City of Richmond

## Report to Committee

**To:** Planning Committee **Date:** January 14, 2013  
**From:** Cathryn Volkering Carlile **File:**  
 General Manager, Community Services  
**Re:** **Richmond Community Services Advisory Committee 2012 Annual Report and 2013 Work Program**

### Staff Recommendation

That the Richmond Community Services Advisory Committee's 2013 Work Program be approved.

Cathryn Volkering Carlile  
General Manager, Community Services

Att. 1

<b>REPORT CONCURRENCE</b>	
<b>CONCURRENCE OF GENERAL MANAGER</b> 	
<b>REVIEWED BY SMT SUBCOMMITTEE</b>	<b>INITIALS:</b> 
<b>REVIEWED BY CAO</b>	<b>INITIALS:</b> 

## Staff Report

### Origin

The mandate of the Richmond Community Services Advisory Committee (RCSAC) is to encourage and promote social policies and community services that contribute to the well-being and quality of life of Richmond residents, and to develop the capacity of the community service sector.

While an advisory body, the RCSAC is not a City-appointed committee (i.e., only two citizen representatives are Council-appointed). The City supports the RCSAC by providing an annual operating budget, a Council Liaison and a Staff Liaison.

This report presents the RCSAC 2012 Annual Report and proposed 2013 Work Program (**Attachment 1**), which supports the following 2011 – 2014 Council Term Goals regarding Community Social Services:

- 2.1 Completion of the development and implementation of a clear social services strategy for the City that articulates the City's role, priorities and policies, as well as ensures these are effectively communicated to our advisory committees, community partners and the public in order to appropriately target resources and help manage expectations.
- 2.3 Clarification of the City's role with respect to providing or facilitating the securing of space for non-profit groups.
- 2.4 Initiation of a strategic discussion and ongoing dialogue with the City's MLAs and MPs to ensure better representation of Richmond's needs in Victoria and Ottawa for social services issues and the related effects of downloading.
- 2.5 Development of a clearer definition of affordable housing priorities and subsequent utilization of affordable housing funding.
- 2.7 Development of an updated youth strategy to address the needs and to build on the assets of youth in the community.

### Analysis

#### 1. 2012 Annual Report

In 2012, the RCSAC participated in consultations regarding the Official Community Plan and the Social Development Strategy. In addition, their Work Program focused on four key action areas: affordable housing; youth; addictions and mental health; and service development. A notable achievement is the development of an addictions and mental health service inventory, which will be circulated to Council shortly. A number of Communication Tools were also circulated to keep Council informed of community service issues and developments, including the one recently reviewed by Planning Committee regarding Richmond Children First (RCF) requests for City support of initiatives stemming from the RCF City Centre Early Child Development Report.

The RCSAC also completed a Community Social Services Survey regarding funding changes, which will be presented to Council with the 2013 Health, Social & Safety Grant Program.

## **2. 2013 Work Program**

For 2013, the RCSAC noted duplication in the work of some of the RCSAC subcommittees with those in the community, and decided to reorganize by foregoing the subcommittee structure and instead using Council Term Goals as a Work Program framework. The RCSAC will stay informed of community committee activity through a reporting system, whereby community groups provide updates as appropriate to the RCSAC. Task forces, with specific mandates and time-frames, will be struck as the need arises.

In supporting Council Term Goals in 2013, key initiatives will be reviewing the draft Social Development Strategy and implementation programs, as well as participating in the Affordable Housing Strategy and Youth Service Plan Updates.

### **Financial Impact**

None.

### **Conclusion**

The RCSAC is to be commended for re-structuring to minimize duplication and enhance its ability to advise Council by using Council Term Goals as a 2013 Work Program framework.

In addition to advising Council, the RCSAC continues to strengthen the community service sector in Richmond by exploring members' funding status, encouraging mentorship, raising the profile of social and community service issues, and by facilitating information exchange and networking opportunities. Staff recommend that the proposed 2013 RCSAC Work Program be endorsed.



Lesley Sherlock  
Social Planner  
(604-276-4220)  
LS:ls



**RCSAC** | **Richmond Community Services  
Advisory Committee**

## **2012 Annual Report 2013 Work Plan and Budget**

*Approved by RCSAC Committee: January 17, 2013*

*Approved by Richmond City Council:*

## Executive Committee Report

### 2012 Executive Committee Membership:

Brenda L. Plant, Turning Point Recovery Society (1984)	Co-Chair
Rick Dubras, Richmond Addiction Services Society	Co-Chair
Lisa Whittaker, Family Services of Greater Vancouver	Treasurer
Richard Lee, Citizen Appointee	Member-at-Large
Belinda Boyd, Vancouver Coastal Health	Member-at-Large
Judy Valsonis, Touchstone Family Association	Member-at-Large
Councillor Linda McPhail	City Council Liaison
Lesley Sherlock	City Staff Liaison

### Results of Executive Elections at the November 10, 2012 Annual General Meeting

As documented in the RCSAC Operating Policies and Procedures members on the executive, with the exception of the Co-Chair positions, hold their positions for a period of one year. Elections are held at the November Annual General Meeting (AGM) to elect/re-elect committee members to their respective executive roles. In order to accommodate additional Members-at-Large a motion was put forward at the 2012 AGM to increase the number of Members at Large from a minimum of 2 to a maximum of 4. A nominating committee was struck to fill vacant positions.

At the November 2012 AGM, after nominations were put forward, the following individuals were elected to executive positions:

Co-Chair	Rick Dubras, Richmond Addiction Services Society (2 <sup>nd</sup> year)
Co-Chair	Lisa Whittaker, Family Services of Greater Vancouver
Treasurer	Richard Lee, Citizen Appointee
Members-at-Large	Belinda Boyd, Vancouver Coastal Health
	Brenda Plant, Turning Point Recovery Society
	Pam Khinda, Richmond Youth Services Agency
	Parm Grewal, Richmond MultiCultural Community Services

Judy Valsonis (past Co-Chair) of Touchstone Family Association was acknowledged for 4 years of service as Co-Chair and Executive member.

The Executive Committee, on behalf of the membership, wishes to acknowledge and thank all exiting members of the Executive Committee for their dedication and leadership throughout 2012, as well as welcoming new members. The Executive Committee also acknowledges our City Staff Liaison, Lesley Sherlock, and our City Council Liaison, Linda McPhail, for their contributions and support while working with the RCSAC during 2012.

### **Executive Committee Summary of 2012 Activities:**

#### Membership

- ❖ Membership was reduced by one member to 30. Two member agencies left the committee: Big Brothers of Vancouver and the Open Door. In November the BC Responsible and Problem Gambling Program Contractor joined the committee.
- ❖ There are two Citizen Appointee positions each with 2 year terms. The incumbents of these positions are: Richard Lee (appointed: December 2010), Hamid Ghanbari (appointed: March 2011). Both Citizen Appointees' terms were extended until fall 2014.

#### RCSAC Focus:

- The RCSAC identified the following hot topics and action groups in 2012 under the umbrella of existing sub-committees:
  - Affordable Housing – Rental Crunch in Richmond
  - Addictions and Mental Health–Identifying Gaps in Service and Accomplishments to Date
  - Service Development–Space and Premises Needs and the RCSAC website update

#### Communications with City of Richmond

At the request of the City of Richmond, the RCSAC submitted suggested recommendations to the grant program by:

#### Providing a review and recommendations to the 2012 City of Richmond Grants Program

- Led by executive committee member, Rebeca Avendano, an action group was formed to put forward a committee approved list of recommendations to the City of Richmond for their consideration.
- The Community Social Services survey was administered for a 2<sup>nd</sup> year. The 2011/2012 Community Social Services Survey results were compared by a task force resulting in a committee approved summary of key points from the survey. The summary will be submitted with the 2013 City of Richmond Grant Report.

Presentation Updates from the City of Richmond were provided as follows:

- Affordable Housing Strategy, Dena Kae Beno

- Affordable Housing Project at (8111 Granville Avenue/8080 Anderson Road), City of Richmond and Contracted Architects
- Official Community Plan, John Foster and June Christy
- Richmond InterCultural Advisory Committee, Strategic Plan, Alan Hill

#### Technology:

- The RCSAC website project was completed in 2012 which included an update to the 10 year old website platform resulting in a change to a local hosting company. The project has resulted in a more user friendly site along with updated functionality including a youth focussed webpage communicating youth activities, events and services in Richmond.

#### Financial

A 2012 financial report and proposed 2013 budget was drafted by the Treasurer and approved by the membership at the November AGM. Please refer to page 20 and 21 of this document for details regarding the 2012 financials and proposed 2013 budget.

#### 2012 Reports and 2013 Work Plans

The completed 2012 Report details the work of the RCSAC sub-committees. Hot Topics have been identified along with their outcomes within the framework of the sub-committee reports. In particular the work plans outline the body of issues and concerns identified as relevant, the corresponding strategies / actions developed and the results of any actions undertaken.

Please note the 2013 Work Plans are documented in a new template making them easier to read and have been written to reflect and support the 2011-2014 Council Term Goals. The 2013 Work Plan was approved at the January 17, 2013 RCSAC General Meeting as a working document that will be revisited throughout the year and revised as necessary.



**RCSAC** | **Richmond Community Services  
Advisory Committee**

## ***2012 Annual Reports***



**RCSAC 2012 Work Plan - Affordable Housing Working Group**

*To encourage and promote those social policies and community services which contribute to the general health, welfare and quality of life of the residents of Richmond, and to increase inter-agency relations and cooperation in order to enhance community capacity.*

Strategy/Initiative	Actions/Steps	Expected Outcome of Actions	Indicator of Success	Lead/Sub-Cte (RCSAC Members)	Partners (Open to All Interested Parties)	Status & Date Achieved
<p><b>Collaborate with City of Richmond Affordable Housing Coordinator and Community Services Department to identify, advance, and support to completion, housing projects and programs that meet the spectrum of affordable housing needs.</b></p>						
<p>a. Work collaboratively with Richmond Homelessness Coalition – Homes for All (RHC) to identify and prioritize affordable and supportive housing initiatives in Richmond</p>	<ul style="list-style-type: none"> <li>Work with RHC to determine scope of RHC</li> <li>Identify priority areas and implement initiatives</li> </ul>	<p>Coordinated and focused effort to address affordable housing and related issues in Richmond</p> <p>The Coalition will provide opportunity to sustain a multi-sector partnership approach to:</p> <p>Respond to community identified needs and priorities.</p> <p>Engage stakeholders in opportunities to leverage resources, ideas, and the support required to generate action-oriented solutions to address and eliminate homelessness throughout the City, and</p> <p>Build community awareness and outreach efforts to promote learning, support, and knowledge sharing about the importance of the development of and access to affordable housing and appropriate community supports.</p>	<p>Terms of Reference for Richmond Homelessness Coalition – Homes for All completed</p>	<ul style="list-style-type: none"> <li>Turning Point Recovery Society (TPRS)-Chair: Brenda L. Plant</li> <li>City of Richmond Affordable Housing Coordinator – Dena Kae Beno</li> <li>Richmond Mental Health Consumers &amp; Friends Society (RCFC)</li> <li>VCH Richmond – Belinda Boyd</li> <li>Richmond Poverty Response Committee (RPRC) – De Whalen</li> <li>RPRC Affordable Housing Task Force – Lynda Brummitt</li> <li>Richmond Seniors Advisory Committee – Aileen Cormack</li> </ul>	<ul style="list-style-type: none"> <li>RCSAC members</li> <li>City of Richmond</li> <li>Faith Housing Group</li> <li>RPRC: Affordable Housing Task Force</li> <li>Study Circles Affordable Housing Working Group</li> <li>St. Alban's</li> </ul>	<p>The Terms of Reference (TOR) for the RHC have been drafted and are currently under review with the Coalition. It is anticipated that the TOR will be completed at the January 2013 Coalition meeting</p>

**RCSAC 2012 Work Plan - Affordable Housing Working Group**

*To encourage and promote those social policies and community services which contribute to the general health, welfare and quality of life of the residents of Richmond, and to increase inter-agency relations and cooperation in order to enhance community capacity.*

Strategy/Initiative	Actions/Steps	Expected Outcome of Actions	Indicator of Success	Lead/Sub-Cte (RCSAC Members)	Partners (Open to All Interested Parties)	Status & Date Achieved
<p>b. Work collaboratively with Richmond housing organizations and advocates to craft regular communication, which highlights housing needs and projects, to city staff and council.</p>	<ul style="list-style-type: none"> <li>- Work with RHC to review initiatives and develop a communication tool for joint submission to City staff and councillors about initiatives in Richmond</li> </ul>	<ul style="list-style-type: none"> <li>- Regular communication to city staff and council regarding affordable housing initiatives in Richmond</li> </ul>	<ul style="list-style-type: none"> <li>- Communication tool developed and implemented. City council and staff appraised regularly of ongoing initiatives and housing needs in Richmond</li> </ul>	As above	As above	<p>The Affordable Housing Coordinator of Richmond continues to advise city staff of the progress and work being completed by the subcommittee.</p> <p>Communication Tools regarding the work of the Affordable Housing Committee and important community issues specific to affordable and/or supportive housing are used as indicated to inform council.</p>
<p>c. Develop a report of housing needs and current projects. Provide rationale for a proactive approach to implementing affordable housing. Use report to inform city staff, council, corporate and community.</p>	<ul style="list-style-type: none"> <li>- Work with AHC, RHC, Community Services, and community partners to assemble information regarding housing continuum and needs in Richmond</li> </ul>	<ul style="list-style-type: none"> <li>- Materials will be available for use at presentations to city staff and council regarding AH in Richmond</li> </ul>	<ul style="list-style-type: none"> <li>- Power Point presentation and other informational materials completed and available for distribution to city staff, council and community at large</li> </ul>	As above	As above	<p>The RHC has scheduled an event in April 2013 that will include resource sharing and the compilation of materials that will be distributed to city staff, council and contributed to the Drop-in Center Library.</p>

**RCSAC 2012 Work Plan - Affordable Housing Working Group**

*To encourage and promote those social policies and community services which contribute to the general health, welfare and quality of life of the residents of Richmond, and to increase inter-agency relations and cooperation in order to enhance community capacity.*

Strategy/Initiative	Actions/Steps	Expected Outcome of Actions	Indicator of Success	Lead/Sub-Cte (RCSAC Members)	Partners (Open to All Interested Parties)	Status & Date Achieved
<p>d. Propose a link to the city website to include content on the continuum of housing, how to access housing, FAQ's etc.</p>	<ul style="list-style-type: none"> <li>- Meet with AHC to identify updates required for the housing section on the city's web site. Work with city IT staff to implement recommended changes</li> </ul>	<ul style="list-style-type: none"> <li>- Community will have immediate access to information regarding housing and housing services via the city web site</li> <li>- Increased community awareness of housing continuum in Richmond</li> </ul>	<ul style="list-style-type: none"> <li>- City's web site to have a link to RHC and other linkages to services and additional information</li> </ul>	<p>As above</p>	<p>As above</p>	<p>The City web site on Affordable Housing has been updated.</p>
<p>e. Support and work collaboratively with AHC on the development of an Implementation Plan for Richmond's Affordable Housing Strategy</p>	<ul style="list-style-type: none"> <li>- Meet with AHC quarterly to discuss plan and affordable housing initiatives in progress</li> </ul>	<ul style="list-style-type: none"> <li>- AH Working group will be aware of changes, revisions or developments regarding Affordable Housing Strategy and Implementation Plan</li> </ul>	<ul style="list-style-type: none"> <li>- AHC presents quarterly updates to RCSAC Affordable Housing Working Group</li> </ul>	<p>As above</p>	<p>As above</p>	<p>The AHC has reported monthly to the RCSAC AH Working group on updates, revisions and accomplishment of the City's AH Strategy. Two presentations were made to the General RCSAC membership during the year.</p> <p>The committee chair continues to meet with the AHC regularly to discuss and plan affordable housing initiatives in progress and in need of development in Richmond.</p>

**RCSAC 2012 Work Plan - Affordable Housing Working Group**

To encourage and promote those social policies and community services which contribute to the general health, welfare and quality of life of the residents of Richmond, and to increase inter-agency relations and cooperation in order to enhance community capacity.

Strategy/Initiative	Actions/Steps	Expected Outcome of Actions	Indicator of Success	Lead/Sub-Cte (RCSAC Members)	Partners (Open to All Interested Parties)	Status & Date Achieved
<p>f. Other noteworthy accomplishments during 2012</p>	<p>To bring landlords and tenants together in Richmond through meetings and workshops.</p> <p>To collaborate with the RHC and other organizations in the 2012 to open a Drop-in Center in Richmond</p> <p>To collaborate with Metro Vancouver Homeless Secretariat, on homelessness and housing initiatives</p> <p>To collaborate with Metro Vancouver Homeless Secretariat, the RHC and other Richmond-based housing groups in organization and of the 2012 Homeless Connect Event</p> <p>Advocate for the development of affordable and supportive housing projects in Richmond</p>		<ul style="list-style-type: none"> <li>- Establishment of Rental Connect</li> <li>- Workshops will be focused on the development of relationship building between landlords and tenants.</li> <li>- The Drop-in center will be opened.</li> <li>- enhanced relationship with Metro Vancouver Homeless Secretariat</li> <li>- Homeless Connect Event held annually</li> <li>- Support housing projects and other housing groups in Richmond</li> </ul>			<p>Rental Connect established by the Richmond Poverty Response Committee; several workshops held</p> <p>St. Alban's Drop-in Center opened in October 2012.</p> <p>Representatives from the Steering Committee and consultants from Metro Vancouver have worked with the AHWG members in the development and set up of RHC and other community based initiatives.</p> <p>Homeless Connect event held in October 2012 in conjunction with the opening of the new Drop-in Center. Summary Report attached.</p> <p>Members of the AHWG attended public hearing to support the Kiwanis project and have been vocally supportive of the KFC development</p>

**RCSAC 2012 Work Plan – Addictions and Mental Health**

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Strategy/Initiative	Actions/Steps	Expected Outcome of Actions	Indicator of Success	Lead/Sub-Cte (RCSAC Members)	Partners (Open to All Interested Parties)	Status & Date Achieved
<p><b>Addictions and Mental Health: To work in an advisory capacity to the City of Richmond on issues related to A&amp;MH. To enhance the continuum of A&amp;MH services in Richmond. To develop partnerships and identify funding sources for the implementation of A&amp;MH working group's initiatives.</b></p>						
<p>a) To advocate for and support initiatives that provide for easy access to a comprehensive and appropriate range of services for individuals with addiction and mental health issues</p>	<p>- work with Community Services Dept., - City of Richmond and *Vancouver Coastal Health (VCH) on the development and implementation of programs and services for residents wanting to access A&amp;MH services in Richmond</p>	<p>Community will know what services are available and how to access services along the A&amp;MH continuum</p>	<p>An established range of services for A&amp;MH that span the continuum of need as identified by Working Group and RICAS(1) will be in place</p>	<p>Turning Point Recovery Society (TPRS): Brenda Plant – Chair  Richmond Addiction Services Society (RASS): Rick Dubras  VCH: Richmond Belinda Boyd, Natalie McCarthy RCMP FSGV Touchstone, CHIMO, Heart of Richmond AIDS Society, Canadian Mental Health Association (CMHA)</p>	<p>- RCSAC members  - City</p>	<p>Following the restructure of subcommittees to encourage a focus on specific action items, the RCSAC AMH Subcommittee formed an Action Group for the purpose of completing a Gap Analysis on Mental Health and Addictions Support Services in Richmond. A final draft of the report is currently being reviewed by the survey respondents and RCSAC general membership. The final report will be Forwarded to Council in 2013</p>

<p>b) To support initiatives that seek to reduce barriers to treatment services</p>	<p>work with community partners to deliver public information sessions about A&amp;MH issues and services in the City of Richmond</p>	<p>Community will participate in a dialogue about addictions, including myths and misconceptions and treatment needs of people with addictions and mental illness</p>	<p>A Study Circles project on A&amp;MH developed in partnership with VCH and other community stakeholders will be scheduled</p>	<p>As above</p>	<p>As above</p>	<p>Funding for this initiative has not yet been secured although there are several programs and initiatives currently operating in Richmond that address this goal including:</p> <ul style="list-style-type: none"> <li>a. Supporting Families with Parental Mental Illness and Addictions Community groups for families and children</li> <li>b. RASS operated the following: <ul style="list-style-type: none"> <li>• Quarterly Community Education Series</li> <li>• National Addiction Awareness Week Event</li> <li>• Hockey Day in Richmond</li> </ul> </li> </ul> <p>The committee has completed a tri-fold resource card to be widely distributed in the community that includes information on how to access services across the AMH continuum including housing.</p>
<p>c) To support prevention initiatives and provide education</p>	<ul style="list-style-type: none"> <li>• work with VCH, RASS, CMHA and other community partners to develop and/or update existing educational materials on A&amp;MH for public distribution</li> </ul>	<p>Opportunities will be readily available for the community to access information on A&amp;MH</p>	<p>Presentations to RCSAC, city staff, council and community regarding A&amp;MH; materials widely distributed in community and on city web site</p>	<p>As above</p>	<p>As above</p>	<p>Materials are updated regularly by providers across the AMH service sector and upon review will be posted on the RCSAC web site. Committee members continue to discuss with city staff placing materials on city web site.</p>

<p>d) To make recommendations that inform the development of a City response pertaining to addiction and mental health services in Richmond</p>	<ul style="list-style-type: none"> <li>- collect and submit data and statistics regarding A&amp;MH in Richmond to aid in the development of City responses pertaining to A&amp;MH</li> </ul>	<p>The city will have established responses pertaining to A&amp;MH services in Richmond</p>	<p>Responses will be posted on city web site with links to A&amp;MH provider organizations</p>	<p>As above</p>	<p>As above</p>	<p>Committee members have been discussing the role of the RCSAC AMH committee with respect to informing a city response to AMH in Richmond. It is anticipated that the Gaps Analysis Report will be used to direct this process.</p>
<p>e) To support the coordinated development of an integrated addictions and mental health service delivery plan for Richmond</p>	<ul style="list-style-type: none"> <li>- work with VCH, RASS and other community partners to identify service and delivery needs for A&amp;MH population in Richmond</li> </ul>	<p>A service delivery plan will be developed and implemented</p>	<p>A status report regarding services and delivery will be presented to RCSAC</p>	<p>As above</p>	<p>As above</p>	<p>There are current initiatives within the Health Authority that are addressing this issue. The committee will continue to work with VCH and will contribute to the plan based on the findings of the Gap Analysis.</p>
<p>f) In conjunction with the RCSAC-Affordable Housing Sub Committee, City of Richmond Affordable Housing Coordinator (AHC), A&amp;MH services providers and other Affordable Housing groups, ensure that the housing needs specific to this population are identified and supported</p>	<ul style="list-style-type: none"> <li>- work with AHC of the Community Services dept and VCH to identify housing needs of A&amp;MH population, develop continuum of housing and identify areas of greatest need</li> </ul>	<p>A&amp;MH housing providers will know what opportunities are available in Richmond and how to access options</p>	<p>A&amp;MH housing will be identified and accessible</p>	<p>As above</p>	<p>As above</p>	<p>Progress continues on the Richmond EO project on Anderson and Granville that will provide over 75 units of affordable and supportive housing for individuals (many of whom have addictions and/or mental health issues).  A member agency will be opening 11 units of affordable housing for individuals advanced in their recovery from addictions in April 2013.</p>

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\*For the purposes of this plan VCH refers to Vancouver Coastal Health Richmond and includes the Mental Health & Addictions Coordinating Committee (MH&ACC)

(1) RICAS – Richmond Integrated Comprehensive Addiction Services: A project of VCH – Richmond Health Services, the mandate of RICAS was to develop and implement an integrated, comprehensive, collaborative and evidence-based, substance use and addiction system in Richmond that endorses a life stage approach, is gender and diversity sensitive, timely and accessible, and is backed up by an integrated client information system. RICAS was merged into the RCSAC Addictions and Mental Health Working Group in May 2009.

## RCSAC 2012 Work Plan

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Strategy/Initiative	Actions/Steps	Expected Outcome of Actions	Indicator of Success	Lead/Sub-Cite (RCSAC Members)	Prospective Partners	Status & Date Achieved
<b>Youth: Identify opportunities to support integrated youth service delivery models that accommodate the health, social, and recreational needs of Richmond youth.</b>						
<p><b>A. Create a comprehensive online resource manual for Richmond youth to access community information, services, and support that will increase and promote their well-being, health and success.</b></p> <p><b>B. Promote and profile new initiatives to the RCSAC as needed.</b></p> <p><b>C. Modification to original vision of website development – replaced with a ‘youth specific – information only’ Richmond community FACEBOOK page.</b></p>	<ol style="list-style-type: none"> <li>1. Pilot/launch ‘Youth in Richmond’ information based FACEBOOK page!</li> <li>2. Extend committee membership to other stakeholders – RSB, Youth Probation, MCFD, Roving Leaders, Child and Youth Mental Health, RYSA, public health nurse and other interested parties; recruitment of youth for sub committee</li> <li>3. Solicit funding sources for in-kind support for page development and maintenance (RCSAC, corporate community, collaborative fund development)               <ol style="list-style-type: none"> <li>a. Provide ‘letter of intent’ to RCSAC for funding.</li> </ol> </li> <li>4. Propose partnership with Richmond community secondary and post-secondary schools – FACEBOOK page.</li> <li>5. Promotion of resource to youth in community via RCSAC membership as well as</li> </ol>	<ul style="list-style-type: none"> <li>- Community information and resources will be made accessible to youth in Richmond across the continuum of care in web based access format.</li> </ul>	<ul style="list-style-type: none"> <li>- Number of youth that access the resources (hits); online feedback</li> <li>- Number of financial and in-kind contributions from RCSAC members and broader community.</li> <li>- Involvement and feedback from community stakeholders</li> </ul>	<p>Richmond Addiction Services (RASS): <b>Danny Taylor: Chair</b></p> <p>Touchstone Family Association (TFA): <b>Carol Hardie</b></p> <p>Boys and Girls Club Delta/Richmond(BGCCS): <b>Kristen Hamaoki</b></p> <p>Family Services of Greater Vancouver: <b>Michelle Beech</b></p> <p>City of Richmond-Roving Worker Team – <b>Sunny Haer (TBD)</b></p> <p>Youth Representative – (TBA)</p>	<ul style="list-style-type: none"> <li>- Subcommittee members will take responsibility to complete RCSAC work plan.</li> <li>- Community partners will be requested once page is launched.</li> <li>- Letter of intent provided to RCSAC for funding. Granted \$1000.</li> <li>- Using funding from the RCSAC, we had Jesse Miller, Social Media safety expert provide an in-service to committee.</li> <li>- Using RCSAC funding, via a collaborative process with 4 youth members of our Youth Subcommittee, and web developer Real Magic, we were able to design a WEBPAGE as part of the RCSAC website. <a href="http://www.rcsac.ca/youth">www.rcsac.ca/youth</a></li> </ul>	<ul style="list-style-type: none"> <li>- 4 youth (grade 10/11/12) from McMath Secondary volunteered to join the Youth Sub-Committee in January 2012.</li> <li>- Purchased domain name <a href="http://www.whatsuprichmond.com">www.whatsuprichmond.com</a> in January 2012. Domain is not hosted as of yet.</li> </ul>



## RCSAC 2012 Work Plan

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Strategy/Initiative	Actions/Steps	Expected Outcome of Actions	Indicator of Success	Lead/Sub-Cte (RCSAC Members)	Prospective Partners	Status & Date Achieved
	local media outlets, community centers, high schools, non-profits, and others;  6. Provide program information to the RCSAC membership.					<ul style="list-style-type: none"> <li>- The page was updated through the summer and early fall 2012 by our youth.</li> <li>- RASS staff Danny Taylor was trained by web developer Real Magic on manual updating/changes to page Oct 2012.</li> <li>- WebPage put on hold when youth sub-committee was eliminated in Nov 2012.</li> <li>- Danny Taylor provided a report to the RCSAC on "Current Issues that may be Impacting Richmond Adolescents." Nov. 2012</li> </ul> 2012 work plan.

# RCSAC 2012 Report

*To encourage and promote those social policies and community services which contribute to the general health, welfare and quality of life of the residents of Richmond, and to increase inter-agency relations and cooperation in order to enhance community capacity.*

Strategy/Initiative	Actions/Steps	Expected Outcome of Actions	Indicator of Success	Lead/Sub-Cte (RCSAC Members)	Partners (Open to All Interested Parties)	Status & Date Achieved
<b>Service Development: Identify method of continually updating service needs for Richmond</b>						
<p>a) In conjunction with City staff establish method for ongoing identification of service needs based on feedback of RCSAC members and the ongoing utilization of these services</p> <p><b>P</b> <b>PN</b> <b>4</b></p> <p>b) Strengthen links between RCSAC member agencies to increase the reach and capacity of all RCSAC member agencies</p> <p>c) Facilitation of knowledge transfer on processes, practices, and emerging issues</p>	<ul style="list-style-type: none"> <li>Invite city staff to meetings of the RCSAC when member agencies are presenting on services</li> <li>Update and administer RCSAC Community Social Services Survey to gather data on impact (gains or losses) of services to Richmond</li> <li>Develop a mechanism to track and summarize financial gains / losses in program funding experienced by member</li> </ul>	<ul style="list-style-type: none"> <li>timely identification of needs and issues</li> <li>better informed planning</li> <li>an established list of who can mentor and who requires mentoring from which connections can be made</li> <li>new learning that expands capacity of agencies to meet growing demands for services</li> </ul>	<ul style="list-style-type: none"> <li>provision of services that are reflective of changing community needs</li> <li>number of times the Communication Tool for Council was used</li> <li>a tool that can easily reflect gains and losses of funding and related services to the community of Richmond</li> <li>number of member agencies reporting that they gave or received mentoring in 2012</li> <li>number of general meetings at which a member agency presented</li> </ul>	<ul style="list-style-type: none"> <li>Belinda Boyd – Chair, VCH Richmond Committee:</li> <li>Sandy McIntosh RCP</li> <li>Brenda Plant TPRS</li> </ul>	RCSAC City	<p>City Staff provided presentations and asked for feedback from RCSAC members on:</p> <ul style="list-style-type: none"> <li>Affordable Housing Strategy and updates on AH Projects</li> <li>Social Development Strategy</li> <li>Official Community Plan</li> </ul> <p>Administered Community Social Services Survey 2011/2012 survey results were reported on and trends /highlights compiled by a task group of the RCSAC</p> <p>The report was approved by the general committee and submitted as part of the 2013 Grant Report (view full survey results and report in appendix 1)</p> <p>10 year old website</p>

# RCSAC 2012 Report

*To encourage and promote those social policies and community services which contribute to the general health, welfare and quality of life of the residents of Richmond, and to increase inter-agency relations and cooperation in order to enhance community capacity.*

Strategy/Initiative	Actions/Steps	Expected Outcome of Actions	Indicator of Success	Lead/Sub-Cte (RCSAC Members)	Partners (Open to All Interested Parties)	Status & Date Achieved
	<p>agencies in the form of a graphic, like a scale that could be posted on the RCSAC website for agencies and Council to view.</p> <p>- Monthly reminders to members to utilize Communication tool to identify and communicate issues as they arise</p>					<p>Platform updated, moved to more user friendly administration software allowing for future updates including member updates on events and access to a log in members page, relocated website hosting to a local area company</p> <p>S Communication Tools were sent to City Council:</p> <p>1) A Report from RASS on one client's use of Richmond service</p> <p>2) Introduction of RCSAC Action /Task group</p> <p>3) Richmond Children First on United Way Funding Change</p> <p>4) Children's Charter endorsement</p> <p>5) City Centre Early Childhood Development Report</p>

# RCSAC 2012 Report

To encourage and promote those social policies and community services which contribute to the general health, welfare and quality of life of the residents of Richmond, and to increase inter-agency relations and cooperation in order to enhance community capacity.

Strategy/Initiative	Actions/Steps	Expected Outcome of Actions	Indicator of Success	Lead/Sub-Cte (RCSAC Members)	Partners (Open to All Interested Parties)	Status & Date Achieved
<p>PLN - 44</p>	<ul style="list-style-type: none"> <li>- Update Mentor tool annually to build capacity of agencies to gain assistance and build skills to support clients</li> <li>- Work with RCSAC Executive to ensure member agencies continue to present to RCSAC members on their agency mandate to share learning and best practice</li> </ul>					<p>Previously administered Mentoring Survey will be deferred to 2013</p> <p>Space Needs Update:</p> <ul style="list-style-type: none"> <li>· A working group was created to develop a fair and transparent process in finding premises with the City of Richmond.</li> <li>· There were 2 meetings in the spring with interested organizations.</li> <li>· They reviewed the previous work done by the City and the RCSAC to address this issue which included:                             <ul style="list-style-type: none"> <li>Space Needs Survey (2008)</li> <li>Richmond 101 (2009)</li> <li>Redraft of Space Needs Survey (2009)</li> </ul> </li> <li>· 3 step process proposed by City but was felt to be too cumbersome (2010)</li> <li>· Letter sent to Mayor and Council requesting an implementation strategy to allow for the creation of community service space for non-profits (2010)</li> </ul>

# RCSAC 2012 Report

To encourage and promote those social policies and community services which contribute to the general health, welfare and quality of life of the residents of Richmond, and to increase inter-agency relations and cooperation in order to enhance community capacity.

Strategy/Initiative	Actions/Steps	Expected Outcome of Actions	Indicator of Success	Lead/Sub-Cte (RCSAC Members)	Partners (Open to All Interested Parties)	Status & Date Achieved
						The working group has ceased to meet at this time.



**RCSAC** | **Richmond Community Services  
Advisory Committee**

## ***Membership and Budget Information***

## RCSAC Membership 2012

Organization	Representative(s)
BC Responsible and Problem Gambling	Jenn Fancy de Mena
Boys and Girls Club Comm. Services of Vancouver	Jason Lee
Canadian Mental Health Association (Richmond)	Dave MacDonald
CHIMO Crisis Services	Rebecca Avendano/Lisa Westermark
City Appointee	Richard Lee
City Appointee	Hamid Ghanbari
City Liaison (Non-Voting Member)	Lesley Sherlock
Council Liaison (Non-Voting Member)	Linda McPhail
Developmental Disabilities Association	Danielle White /Donna Cain
Family Services of Greater Vancouver	Lisa Whittaker / Kareen Hudson
Heart of Richmond AIDS Society	Carol White
Individual Member	Jennifer Larsen
RCMP Richmond	Heather Hall
Richmond Addictions Services Society	Rick Dubras, (Co-Chair)
Richmond Caring Place Society	Sandy McIntosh
Richmond Children First	Helen Davidson
Richmond Centre for Disability	Ella Huang/Eileen Kalshoven
Richmond Family and Youth Court Committee	MaryAnne Schulz
Richmond Family Place Society	Kim Winchell
Richmond Food Bank Society	Margaret Hewlett/Alex Nixon
Richmond Mental Health Consumer & Friends Society	Barb Bawlf
Richmond Multicultural Community Services	Pam Grewal
Richmond Poverty Response Committee	Lynda Brummitt
Richmond Seniors Advisory Committee	Corisande Percival-Smith
Richmond Society for Community Living	Janice Barr
Richmond Therapeutic Equestrian Society	Frances Clark
Richmond Women's Resource Centre	De Whalen/Florence Yau
Richmond Youth Service Agency	Pam Khinda
Salvation Army (Richmond)	Brad Smith
S.U.C.C.E.S.S.	Francis Li
Touchstone Family Services	Judy Valsonis
Turning Point Recovery Society	Brenda L. Plant
Vancouver Coastal Health	Belinda Boyd
Volunteer Richmond Information Services	Elizabeth Specht /Jocelyn Wong

## RCSAC Financial Report and Statement 2012 as of November 10<sup>th</sup>, 2012

BUDGET	January	February	March	April	May	June	July	August	Sept	YTD ACTUAL	Q4 Projected	TOTAL 2012
\$3,500.00	\$4,776.74									\$4,776.74		
\$1,500.00		\$815.00	\$400.00		\$50.00			\$50.00		\$1,315.00		
\$11,000.00			\$11,000.00							\$11,000.00		
\$10.00	\$0.14	\$0.10	\$1.10	\$1.03	\$1.04	\$0.90	\$0.90	\$0.78	\$0.67	\$6.66	\$1.20	
\$0.00												
\$16,010.00	\$4,776.88	\$815.10	\$11,401.10	\$1.03	\$51.04	\$0.90	\$0.90	\$50.78	\$0.67	\$17,098.40	\$1.20	\$17,099.60
\$10,000.00	\$622.83	\$655.60	\$655.60	737.55	\$721.16	671.99	\$0.00	\$458.92	622.82	\$5,146.47	\$2,100.00	
\$500.00	\$8.39		\$121.93							\$130.32	\$300.00	
\$1,500.00	\$116.31	\$172.53	\$116.31	\$121.80	\$116.31	\$301.98			\$130.31	\$1,075.55	\$400.00	
\$1,000.00	\$5.54	\$5.54	\$5.62	\$5.62	\$5.54	\$89.54		\$1,741.60	\$5.54	\$1,864.54	\$400.00	
\$400.00	\$508.88									\$508.88		
								\$156.80		\$156.80		
\$2,000.00												
	\$1,000.00									\$1,000.00	\$0.00	
\$15,400.00	\$2,261.95	\$833.67	\$899.46	\$864.97	\$843.01	\$1,063.51	\$0.00	\$2,357.32	\$758.67	\$9,882.56	\$3,200.00	\$13,082.56
												\$4,017.04

Respectfully submitted,

Brenda L. Plant, Co-Chair

Rick Dubras, Co-Chair



**RCSAC Budget for December 2012 to November 2013**

	2013 Budget - January 1 - December 31
<b>Balance Projected to be brought Forward December 31, 2012</b>	\$3,500.00
<b>Revenue</b>	
City of Richmond	\$11,000.00
Membership Dues	\$1,200.00
Bank Interest	\$10.00
Sponsorship	\$0.00
<b>Total Revenue</b>	<b>\$15,710.00</b>
<b>Expenses</b>	
Admin Assistant	\$10,000.00
Admin Expenses	\$500.00
Forums/Meetings	\$1,500.00
Website + IT	\$1,000.00
Post Box Renewal	\$157.00
Volunteer Appreciation	\$500.00
All Candidates Meeting	\$1,000.00
Sub Committee	\$1,000.00
<b>Total Expenses</b>	<b>\$15,657.00</b>
<b>Total Balance</b>	<b>\$53.00</b>



**RCSAC** | Richmond Community Services  
Advisory Committee

## ***2013 Work Plan***

## 2013 RCSAC Work Plan

For the 2013 year the RCSAC has chosen to link its annual work plan initiatives to the Richmond City 2011-2014 Council Term Goals. The 2013 Work Plan is designed to provide Council with advice to support Council's Goal Statement for Community Social Services:

*To develop and implement an updated social services strategy that clearly articulates and communicates the City's roles, priorities and limitations with respect to social services issues and needs.*

Within this goal statement, the RCSAC will focus on providing advice on Council's following priorities that are scheduled for implementation in 2013.

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### Council Term Goal 2.1

**Completion of the development and implementation of a clear social services strategy for the City that articulates the City's role, priorities and policies, as well as ensures these are effectively communicated to our advisory committees, community partners, and the public in order to appropriately target resources and help manage expectations.**

#### Objectives:

- To support and provide input to the Social Development Strategy
- To advise City Council on Social Development Strategy implementation plans once adopted

#### Actions:

- Review Social Development Strategy and form Task Groups as needed
- With respect to addiction and mental health services, advise Council regarding
  - Addiction and Mental Health Services Gap Analysis outcomes and implementation plan
  - Housing needs for this population
  - Stakeholder roles and responsibilities to address gaps
  - Proposed City supports considering City's role, priorities and policies, including advocacy to senior levels of government
- Mental Health and Addictions Action Team continue, and others as required
- Continue to implement annual Social Services Survey to inform Council of changes in social service programs and corresponding funding structures that will impact the City
- Identify initiatives that reduce barriers to accessing services

#### Outcomes/Indicators of success:

- Provide comments on Social Development Strategy
- Social Services Survey and Report completed
- Communication Tools to Council as required
- Annual report on successful actions completed

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### **Council Term Goal 2.3**

**Clarification of the City's role with respect to providing or facilitating the securing of space for non-profit groups.**

#### **Objectives:**

- Continue to identify changes in space needs by non-profit societies within Richmond

#### **Actions:**

- Form action group if required, building on previous Space Needs Surveys and related correspondence

#### **Outcomes/Indicators of Success:**

- Communication Tools to Council as required
  - Annual report on successful outcomes completed
- 

### **Council Term Goal 2.4**

**Initiation of a strategic discussion and ongoing dialogue with the City's MLAs and MPs to ensure better representation of Richmond's needs in Victoria and Ottawa for social services issues and the related effects of downsizing.**

#### **Objectives:**

- To provide Council with information re: impact of provincial and federal funding decisions on social services agencies
- To provide RCSAC members with an opportunity to meet and connect with provincial candidates

#### **Actions:**

- RCSAC will host a provincial all candidates meeting prior to the provincial election
- Completion of annual Social Services Survey to provide information to Council on provincial and federal funding decisions affecting the delivery of social services
- Consider roles of senior governments in Addiction and Mental Health Services Gap Analysis results

#### **Outcomes/Indicators of Success:**

- All candidates meeting successfully completed
- Social Services Survey completed and report submitted to Council
- Communication Tools to Council as required, including requests for advocacy to senior levels of government
- Final report on successful outcomes completed

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**Council Term Goal 2.5**

Development of a clearer definition of affordable housing priorities and subsequent utilization of affordable housing funding.

and

**Council Term Goal 2.8**

Development of a continuously updated catalogue of affordable housing projects coming on stream for easy reference.

**Objective:**

- Continue to support implementation of the Affordable Housing Strategy
- Participate in the 2013 Affordable Housing Strategy Update process
- Support the development of a catalogue of affordable housing projects

**Actions:**

- Work collaboratively with Richmond housing organizations, advocates and the City to identify, prioritize and highlight affordable and supportive housing needs and projects in Richmond
- Provide information as required for the catalogue
- Action Team formed if necessary
- Propose a housing page on the city website including content on the housing continuum , how to access, FAQ's etc.

**Outcomes/Indicators of Success**

- Stakeholders' report on housing needs, current projects and proactive approaches completed
- Communication Tools to Council as required
- RCSAC perspective incorporated into 2013 Affordable Housing Strategy Update
- Annual report on successful outcomes completed

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**Council Term Goal 2.6**

Development of an updated youth strategy to address the needs and to build on the assets of youth in the community.

**Objective:**

- Support Council in the development of an updated Youth Strategy

## **Actions**

- Continue to work with existing youth committees
- Form a Youth Action Team if required to provide input on the Youth Strategy Update
- Recommend the establishment of a Youth Page to provide one stop access to information, including a comprehensive, regularly updated online resource manual, and who should host

## **Objectives/Indicators of Success**

- RCSAC perspective incorporated in the updated Youth Strategy
  - Youth website page established and resource manual completed
  - Communication Tools to Council as required
  - Annual report on successful outcomes completed
- 

**Council Term Goal 7.2** Develop a plan to ensure the provision of public facilities and services keeps up with the rate of growth and changing demographics of the community (families, older adults, increasing cultural diversity), particularly in the City Centre.

### **Objectives:**

- Continue to support and work with the Richmond Children First (RCF) committee on their City Centre Early Childhood Development Report

### **Actions:**

- Follow-up on Communication Tool sent to Council about the City Centre Report
- Review RCF progress reports

### **Outcomes/Indicators of Success:**

- Regular RCF reports at RCSAC
  - Annual report on successful actions completed
- 

**Council Term Goal 8.2** Continue to advocate for a coordinated regional approach to enhance local food security for Richmond and the region through policy development initiatives such as community farms.

### **Objectives:**

- Examine issues of food security in relation to community and social services in Richmond
- Support the City as it advocates for a coordinated regional approach to enhance local food security

### **Actions:**

- Receive presentation related to food security and intersection with community and social services
- Action teams formed as necessary to meet objectives
- Potential gap analysis undertaken
- Communication Tool to Council as required

**Outcomes/Indicators of Success:**

- Communication Tools to Council as required
  - Annual report on successful actions completed
- 

**Additional RCSAC Workplan Activities**

**Objectives:**

- Increase connections within RCSAC members
- Increase information RCSAC members can access to plan and promote social service events and activities
- Increase administrative efficiency for RCSAC

**Activities:**

- Website developed so members can easily access calendar to post activities and events
- Create members log-in section on RCSAC website so members can access minutes, agendas, reports, etc.
- Support on-going updates to website

**Outcomes/Indicators of Success**

- Members-only log in page created
- Website utilization increased
- Increased number of events and program information posted to website
- Annual report on successful outcomes completed