



# City of Richmond

## Report to Committee

**To:** Planning Committee **Date:** January 15, 2015  
**From:** Cathryn Volkering Carlile **File:** 11-7000-01/2015-Vol  
01  
 General Manager, Community Services  
**Re:** **Richmond Community Services Advisory Committee 2014 Annual Report and  
2015 Work Program**

### Staff Recommendation

That the Richmond Community Services Advisory Committee's 2015 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 STAFF REPORT / AGENDA REVIEW SUBCOMMITTEE</b>	<b>INITIALS:</b> 
<b>APPROVED BY CAO</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 only partially 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 2014 Annual Report and proposed 2015 Work Program (Attachment 1), which supports the following 2011 – 2014 Council Term Goals regarding #2 Community Social Services:

- 2.1. Completion of the development and implementation of a clear City social services strategy 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.*
- 2.6. Development of an updated youth strategy to address the needs and to build on the assets of youth in the community.*

### Analysis

#### 2014 Annual Report

In 2014, the RCSAC Work Program was based on 2011 – 2014 Council Term Goals. Highlights include:

- an information sharing meeting with Richmond MLAs, whereby the results of the RCSAC's Addictions and Mental Health Gap Analysis were forwarded through meetings with MLAs Reid and Yap, as well as a submission to the Standing Committee on Finance;
- a revised Social Services Survey exploring funding changes and space needs was designed and circulated to members, with results anticipated in 2015;
- Communication Tools were sent to Council regarding the impact of Collective Agreement Wage Increases, the need for a Provincial Social Policy Framework and a status report on the Youth Media Lab;

- a report regarding Federal settlement funding changes was submitted in response to a Council referral; and
- RCSAC member agencies continued to participate in many community initiatives, tables and consultations, including the Richmond Homeless Coalition, Richmond Children First, Youth and Older Adults Service Plan Reviews, and the Age-friendly Assessment and Action Plan.

### 2015 Work Program

In 2015, the RCSAC's plans include:

- determining the need for further service gaps analysis, following up on the "Gap Analysis on Mental Health and Addiction Support Services";
- implementing the annual Community Social Services Survey, with the addition of a section on agency space needs;
- providing information regarding affordable housing needs;
- updating the Community Table/Committee Inventory;
- developing a youth webpage;
- supporting food security initiatives; and
- continuing to apprise Council of matters affecting community agencies and Richmond residents.

This plan will be revised as necessary to reflect new Council Term Goals, once adopted.

### **Financial Impact**

The RCSAC operating budget reflects the existing funding plan, as budgeted.

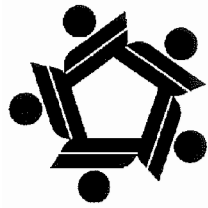
### **Conclusion**

The RCSAC 2015 Work Program will remain flexible to reflect new Council Term Goals once adopted, and to address emerging issues impacting the community. The RCSAC will also continue to support the community service sector by fostering collaborative working relationships, networking opportunities and information exchange. The RCSAC continues to play a vital role in sustaining and enhancing the social well-being of Richmond residents.



Lesley Sherlock  
Social Planner  
(604-276-4220)

Att. 1: 2014 Annual Report and 2015 Work Plan



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

# **2014 Final Report 2015 Work Plan and Budget**

*RCSAC Approvals:*

*2014 Final Report endorsed*

*2015 Work Plan endorsed*

## Table of Contents

Executive Committee Report .....	3
2014 Final Report .....	5
Membership .....	7
2014 Financial Report and 2014 Budget .....	8
2015 Work Plan .....	10

## 2014 RCSAC Executive Committee Report

### 2014 Executive Committee Membership:

Lisa Whittaker, Family Services of Greater Vancouver	Co-Chair
Colin Dring, Richmond Food Security Society	Co-Chair
Rick Dubras, Richmond Addiction Services Society	Treasurer
Richard Lee, Citizen Appointee	Member-at-Large
De Whalen, Richmond Poverty Response Committee	Member-at-Large
Janice Barr, Richmond Society for Community Living	Member-at-Large
Daylene Marshall, Richmond Youth Services Agency	Member-at-Large
Councillor Linda McPhail	City Council Liaison
Lesley Sherlock	City Staff Liaison

### Results of Executive Elections at the November 13, 2014 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. A nominating committee was struck to fill vacant positions. At the November 2014 AGM, after nominations were put forward, the following individuals were elected to executive positions:

Co-Chair	Colin Dring, Richmond Food Security Society (2 <sup>nd</sup> year)
Co-Chair	Daylene Marshal, Richmond Youth Services Agency
Treasurer	Lisa Whittaker, Family Services of Greater Vancouver
Members-at-Large	De Whalen, Richmond Poverty Response Committee Alex Nixon, Richmond Food Bank

The following members completed their terms on the Executive Committee: Rick Dubras, Richmond Addiction Services and Janice Barr, Richmond Society for Community Living. They were acknowledged for their years of service on the executive committee at the RCSAC annual meeting.

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 2014, 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 2014.

### **Executive Committee Summary of 2014 Activities:**

#### Membership

- ❖ Membership increased in 2014. Vancouver Metro Transit Police joined the committee in 2014.
- ❖ There were two Citizen Appointee positions, each in the 2<sup>nd</sup> year of their terms: Richard Lee and Hamid Ghanbari.

#### RCSAC Action Groups

The RCSAC identified the following hot topics and action groups in 2014:

Addictions and Mental Health Gap Analysis Follow Up  
Training for Volunteers and Service Providers  
Research on Municipal Responses to Child Poverty  
Community Social Services / Space Needs Survey – Re-Design

#### Communications with City of Richmond

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

- Kate Rudelier, Youth Services Coordinator presented the Youth Services plan and overall departmental goals.
- Courtney Miller, Sustainability Project Manager, visited an RCSAC Meeting and provided information on the Energy Efficiency Resources available to qualifying residents in Richmond. An overview of two programs was provided: 1) the Energy Savings Kit and 2) the Energy Conservation Assistance Program.

#### Technology

- The RCSAC website – the number of visits to the RCSAC website were tracked and in the 35,000 range. Details are available in the last section of the 2014 Work Plan and Report.

#### Financial

A 2014 financial report and proposed 2015 budget was drafted by the Treasurer and approved by the membership at the November AGM.

The 2015 Work Plan was approved at the December 11, 2014 RCSAC General Meeting as a working document that will be revisited throughout the year and revised as necessary.



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

## ***2014 Final Report***





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

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

## RCSAC Membership 2014

Organization	Representative(s)
Avia Employment Centres	Nicole Smith
Pacific Community Resource Services	Kay Sarai/Leslie Martin
BC Responsible and Problem Gambling	Jenn Fancy de Mena
Boys and Girls Club of South Coast BC	Jason Lee
Canadian Mental Health Association (Richmond)	Dave MacDonald
Chimo Community Services	Mark Miller
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	Donna Cain/Kathy Moncalieri
Family Services of Greater Vancouver	Lisa Whittaker
Heart of Richmond AIDS Society	Brian Wardley
Individual Member	Jennifer Larsen
RCMP Richmond	Heather Hall
Richmond Addictions Services Society	Rick Dubras
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	TBD
Richmond Family Place Society	Janice Lambert
Richmond Food Bank Society	Margaret Hewlett/Alex Nixon
Richmond Food Security Society	Colin Dring
Richmond Mental Health Consumer & Friends Society	Barb Bawlf
Richmond Multicultural Community Services	ParmGrewal
Richmond Poverty Response Committee	Lynda Brummitt/De Whalen
Richmond School District #38	Monica Pamer
Richmond Seniors Advisory Committee	Corisande Percival-Smith
Richmond Society for Community Living	Janice Barr/ Sue Graf
Richmond Women's Resource Centre	Florence Yau/Colleen Glynn
Richmond Youth Service Agency	Daylene Marshall
Salvation Army (Richmond)	Major Ed Chiu
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
Vancouver Transit Police	Inspectors David Hansen / Wendy Hawthorne
Volunteer Richmond Information Services	Elizabeth Specht /Jocelyn Wong



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

***2014 Financial Statement and  
2015 RCSAC Budget***

	2014 Budget - January 1 - December 31	2015 - January 1 - December 31
<b>Balance Projected to be brought Forward December 31, 2013</b>	\$6,663.33	\$1,889.40
<b>Revenue</b>		
City of Richmond	\$11,000.00	\$11,000.00
Membership Dues	\$1,400.00	\$1,400.00
Bank Interest	\$5.00	\$4.00
Sponsorship		
<b>Total Revenue</b>	<b>\$19,068.33</b>	<b>\$14,293.40</b>
<b>Expenses</b>		
Admin Assistant	\$10,450.00	\$10,000.00
Admin Expenses	\$200.00	\$75.00
Forums/Meetings	\$1,000.00	\$1,600.00
Website + IT	\$1,500.00	\$1,100.00
Website Training/Calendar	\$500.00	\$1,100.00
Post Box Renewal	\$158.00	\$158.00
Volunteer Appreciation	\$250.00	\$250.00
All Candidates Meeting		
Sub Committee/printing/events	\$5,000.00	
<b>Total Expenses</b>	<b>\$19,058.00</b>	<b>\$14,283.00</b>
<b>Total Balance</b>	<b>\$10.33</b>	<b>\$10.40</b>



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

## ***2014 Work Plan Results***

## 2014 RCSAC Work Plan

For the 2014 year, the RCSAC has chosen to continue to link its annual work plan initiatives to the Richmond City 2011-2014 Council Term Goals. The 2014 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 2014.

It is understood that the Council Term Goals will be revisited from time to time. The RCSAC will take the opportunity to review this plan in conjunction with any revisions to the Council Term Goals. In addition, The RCSAC considers this plan to be a working document that will also be modified to include topics and projects that are timely for review and implementation during the 2014 year.

2014 activities undertaken to support Council Term Goals are indicated at the end of each section below.

---

### Council Term Goal 2.1

**Completion of the development and implementation of a clear City social services strategy 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 advise City Council on the implementation plans of the Social Development Strategy.
- In conjunction with City Staff and Council, establish methods for ongoing identification of service needs based on feedback of RCSAC members and the ongoing utilization of these services.

#### Proposed 2012 – 2014 Actions:

- Presentation to RCSAC on Social Development Strategy implementation.
- RCSAC review Social Development Strategy implementation plan and form Task groups as needed.
- Determine the need for further service gaps analysis in service areas additional to Addictions and Mental Health.
- Build on success of Mental Health and Addiction services wallet card. Determine potential need for other similar service cards in the community.
- Continue to implement RCSAC Community Social Services Survey. Identify to Council changes in social service programs and corresponding funding structures that will have impact to the city of Richmond
- Complete a multi-year analysis of Community Social Services Survey results
- Support initiatives that reduce barriers to accessing services

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

- Appropriate action teams formed around pertinent elements of Social Development Strategy implementation as required.
- Community Social Services Survey and Report Completed
- Communication Tools to Council
- Final report on successful actions completed

### **2014 Activities:**

- AMH Task Group Gaps Analysis document was again highlighted at the RCSAC MLA forum. The task group created a proposal and presented this to MLA John Yap. This proposal was further submitted to the Select Standing Committee on Finance regarding Richmond Mental Health and Addictions services and requested for consideration in the 2015 provincial budget.
  - Multi-year analysis of the Social Services Survey was completed and highlighted to MLA's at the RCSAC MLA forum.
  - The Social Services survey was redesigned and the space needs survey was incorporated into this survey. These surveys were transferred to fluid surveys and are being distributed to RCSAC members in November 2014.
- 

### **Council Term Goal 2.2**

**Completion of an updated Older Adults Service Plan to address the growing needs of older adults in the community, including services and facilities for active older adults, the development of a volunteer base to serve the older adult population, as well as to provide opportunities for volunteering for this population.**

- RCSAC member agencies have participate in Steering Committee and consultation activities.
- 

### **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:**

- The RCSAC continues to be active in working with the City to identify changes in space needs by non-profit societies within Richmond

#### **Proposed 2012-2014 Actions:**

- Form action group as required
- Action group to build on previous work which included a review of:
  - Space Needs Survey (2008)
  - Richmond 101 (2009)
  - Redraft of Space Needs Survey (2009)
  - Proposed City information requirements considered too cumbersome (2010)

- Letter sent to Mayor and Council requesting an implementation strategy to allow for the creation of community service space for non-profits (2010)
- Information provided on use of School Gym Space initiative, City Centre Strategy, potential use of Neighbourhood Learning Centre space
- Reports to RCSAC as needed
- Communication Tools to Council

**Outcomes/Indicators of Success:**

- Action team formed
- Communication Tool to Council
- Final report on successful outcomes completed

**2014 Activities:**

- January 2014 – RCSAC completed a survey on the need for School Gym Space for non-profit agencies. Sean Davies administered the survey. Feedback from 10 organizations was received. The respondents outlined whether they had space requirements for recreation programs. Summary feedback on the survey was provided as information to the Council / School Board Liaison Committee. As the City has now an established process in place for groups to access the elementary school gym spaces, staff will continue to work with groups to facilitate their access requests.
- September 2014 – Survey task group incorporated space needs survey questions into Community Social Services Survey – see further outcomes under Goal 2.4.

**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 downloading.**

**Objectives:**

- To provide Council with information re: impact of provincial and federal funding decisions on social services agencies

**Proposed 2012 – 2014 Actions:**

- Completion of annual Community Social Services Survey and Report – provide information to Council on provincial and federal funding decisions that may affect the delivery of social services in Richmond
- Completion of multi-year analysis of Community Social Services Survey
- Membership will submit Communication Tools regarding changes in relationships with federal and provincial government
- MLA Information Session

**Outcomes/Indicators of Success:**



- Communication Tools submitted as necessary
- Community Social Services survey completed and report submitted to Council
- Final report on successful outcomes completed

#### **2014 Activities:**

- February 2014 – Communication Tool Community Services Collective Agreement Wage Increases.
- May 2014 Communication Tool: Social Policy Framework – supported by Council - the resolution going forward to the Union of BC Municipalities, which has been created by City of Duncan and supported by City of Nelson. From May 26, 2014 Council meeting ADOPTED ON CONSENT  
From the UBCM Resolutions - B123 Provincial Social Policy Framework  
WHEREAS every British Columbian depends on social services, healthcare, justice and education services; AND WHEREAS our communities are partners in the delivery of many of these services and are facing increasingly complex social challenges requiring coordination between multiple social ministries of government, municipalities and the community agencies and organizations that deliver services to the public: THEREFORE BE IT RESOLVED that UBCM call upon the Premier to begin a consultation with British Columbians to initiate the development of a social policy framework that will set out key policy directions, values, priorities, roles and expectations, and guide the creation of public policy to meet our social needs now and into the future.  
Was endorsed.
- April 2014 – Communications Tool on the Youth Media Lab and accompanying report was forwarded to council.
- June 2014 – hosted MLA Information Session
- July 2014 – AMH task group met with MLA Reid to review AMH Gaps Report priorities and discuss options for provincial finance committee submission / presentation – see AMH task groups follow up under Goal 2.1
- September 2014 – Community Social Services /Space Needs Survey reviewed, revised and delivered to RCSAC Member Agencies. Results included as
- October/November 2014 – RCSAC/RIAC Subcommittee report on ESL Funding Cuts was completed

---

#### **Council Term Goal 2.5**

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

#### **Objective:**

- Continue to support the implementation of an Affordable Housing Strategy
- Support implementation of Affordable Housing Program 2014-2018

### **Proposed 2012 – 2014 Actions:**

- Work collaboratively with Richmond Homeless Coalition – Homes for All, Richmond housing organizations, advocates and the City to identify and highlight affordable and supportive housing needs and projects in Richmond.
- Work collaboratively with Richmond housing organizations and advocates to craft regular communication, which highlights housing needs and projects, to city staff and Council

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

- Action Team formed as required
- Communication Tool to Council as required
- Regular updates presented to RCSAC General Committee meeting
- Final report on successful outcomes completed

### **2014 Activities:**

- February 2014 - Dena Kae Beno, Affordable Housing Coordinator from the City of Richmond, provided an update on Affordable Housing from the City of Richmond. Presentation notes were posted online for members to connect with more information and links regarding affordable housing.
- Funds made available to support the St Albans Church as the hub for volunteers and outreach for the Vancouver Metro Homeless Count.
- April 2014 – Presentation Trish Garner, Organizer BC Poverty Reduction Coalition presented information regarding poverty in BC and the impact of the BC Poverty Reduction Plan. Presentation, including how to get involved, will be provided and posted on RCSAC News Members Only Section of RCSAC website.
- October 2014 **Richmond Homeless Connect Event – 2014** sponsored by Richmond Homelessness Coalition Many RCSAC agencies have representatives involved.

---

### **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:**

- To provide input and support into the development of the Youth Strategy.
- To continue to support and ensure updating of the RCSAC Youth web page to provide a one-stop access for activities and events of interest to youth in the City of Richmond.

### **Proposed 2012 – 2014 Actions:**

- Continue to work with existing youth committees
- Provide input on youth strategy
- Engage youth volunteer to ensure youth web page is regularly updated
- Communication Tools to Council as required

## Objectives/Indicators of Success:

- Input provided to youth strategy
- Youth volunteer engaged and youth website page completed and regularly updated
- Communication Tools developed
- Communication Tool: 2013 Richmond Youth Media Lab Annual Report
- Final report on successful outcomes completed

## 2014 Activities:

- January 2014 – 2 RCSAC Representatives: Sue Graff, Richmond Society for Community Living and Daylene Marshall, Richmond Youth Service Agency attended City of Richmond workshops as part of our Community Engagement Strategy, within which participants engaged in a City Mapping Activity and Dialogue to explore the strengths and contributions of the City of Richmond Youth Service Plan and discuss youth programs, services and opportunities for growth in Richmond.
- March 2014 – Youth task group recruited youth volunteer(s) to update the RCSAC youth website page. Supervision, Volunteer position description, web training, web administration manual developed to support youth volunteer web administrator program. Small honorarium approved for youth volunteer on an annual basis.
- July 2014 – Funds approved for youth task group / volunteer to separate youth web page from the RCSAC website. The youth website will remain in the RCSAC domain (sharing the same domain reg. annual fees) and be accessed separately for administration / youth access.
  - *Currently City of Richmond staff are examining future funding and partnership opportunities for the Richmond Addiction Services Society and Richmond Youth Media Program, (2) other programs that are operating out of the Richmond Media Lab, (3) how these programs support the City's strategies; and the long-term strategy to staff these programs*
- March 2014 - Kate Rudelier, Youth Services Coordinator, City of Richmond, provided an update on the Youth Services department and the Youth Services Plan.
- Presentation: Vancouver Foundation Youth Vital Signs, Nicole MacLellan, Manager Grants & Initiatives, Youth Presenters: June Liu and Michelle Su (Kate Rudelier, City of Richmond attended)

---

## 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:

- The RCSAC continues to support and work with the Richmond Children First committee on their City Centre Early Childhood Development Report
- The RCSAC to receive reports and provide feedback as part of the City's public consultation on needs when determining plans for the new Aquatic and Older Adult Centre and any other community amenity.
- Supporting the City's 2014 Community Needs Assessment

### Proposed 2012 – 2014 Actions:

- RCSAC to continue to follow Communications Tool sent to Council on City Centre Report
- Reports from Children's First on progression of report recommendations
- Presentations from the City's representatives on the new Aquatic / Older Adult Centre planning and the 2014 Community Needs Assessment.

**Outcomes/Indicators of Success:**

- Regular reports at RCSAC
- Ongoing reports provided by Council Liaison.
- Feedback from Council on submitted Communication Tool
- Final report on successful actions completed

**2014 Activities:**

- RCSAC members participated in Richmond Children First's Finding Home initiative, connecting low income families in the City Centre with each other and to community services.
- RCSAC members participated in consultations and on the Steering Committee for the Age-Friendly Assessment and Action Plan and the Older Adults Service Plan Update.

**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:**

- The RCSAC will examine issues of food security and its inter-relation to community and social services in Richmond (e.g. intersection of food with physical and mental health, disease prevention, emergency food relief)
- Support the City as it advocates for a coordinated regional approach to enhance local food security
- Support the development of a food charter for the City of Richmond

**Proposed 2012 – 2014 Actions:**

- RCSAC members to have a presentation on Food Charter for City of Richmond
- Action teams formed as necessary to meet objectives
- Potential gap analysis undertaken
- Communication Tool developed for Council

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

- Presentation from Richmond Food Security on final Food Charter
- Action team formed
- Communication Tools to Council completed as needed
- Final report on successful actions completed

### **2014 Activities:**

- October 2014 Richmond Food Charter draft presented at the RCSAC. RCSAC members encouraged to provide their feedback on the draft charter.

---

### **Additional RCSAC Work Plan Activities**

#### **Objectives:**

- To increase connections within RCSAC members
- To increase information RCSAC members can access to plan and promote social service events and activities
- To review membership of the RCSAC committee and invite organizations providing social services in the Richmond community to join the committee.
- To increase administrative efficiency for RCSAC

#### **Proposed 2012 – 2014 Actions:**

- Maintain Community Table/Committee Inventory and provide update to Council in 2014 final report
- Create members log-in section on RCSAC website so members can access minutes, agendas, reports etc.
- Support on-going updates to website
- Form action team to review membership of RCSAC and determine organizations to receive invitation to learn more about the RCSAC.

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

- Members only log- in page created
- Final report on successful outcomes completed

### **2014 Activities:**

- Log in page created and Online newsletter posted to members here.
- Website utilization continues to increase
- Increased number of events and program information posted to website
- New memberships: Vancouver Metro Transit Police and possibly The Sharing Farm
- Presentation: Community Response Networks  
Louise Tremblay, Regional Mentor, BC Association of Community Response Networks



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

## ***2015 Draft Work Plan***

## 2015 Draft RCSAC Work Plan

For the 2015 year the RCSAC has chosen to continue to link its annual work plan initiatives to the Richmond City Council Term Goals. The 2015 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 2015.

It is understood that the Council Term Goals were initially created from 2011 to 2014 and will be reviewed and revised in 2015. The RCSAC will take the opportunity to review this plan in conjunction with any revisions to the Council Term Goals made in 2015. In addition, The RCSAC considers this plan to be a working document that will also be modified to include topics and projects that are timely for review and implementation during the 2015 year.

### Council Term Goal 2.1

**Completion of the development and implementation of a clear City social services strategy 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:

- In conjunction with City Staff and Council, establish methods for ongoing identification of service needs based on feedback of RCSAC members and the ongoing utilization of these services.

#### Actions:

- Determine the need for further service gaps analysis in service areas additional to Addictions and Mental Health.
- Build on success of Mental Health and Addiction services wallet card. Determine potential need for other similar service cards in the community.
- Continue to implement RCSAC Community Social Services Survey. Identify to Council changes in social service programs and corresponding funding structures that will have impact to the City of Richmond
- Complete a multi-year analysis of Community Social Services Survey results
- Support initiatives that reduce barriers to accessing services

#### Outcomes/Indicators of success:

- Community Social Services Survey and Report Completed
  - Communication Tools to Council as appropriate
- Final report on successful actions completed

## **Council Term Goal 2.2**

**Completion of an updated Older Adults Service Plan to address the growing needs of older adults in the community, including services and facilities for active older adults, the development of a volunteer base to serve the older adult population, as well as to provide opportunities for volunteering for this population**

To be included after further information received by Council in 2015

## **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:**

- The RCSAC continues to be active in working with the City to identify changes in space needs by non-profit societies within Richmond

### **Actions:**

Inclusion of space needs in Community Service Survey (2014)

- Reports to RCSAC as needed
- Communication Tools to Council

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

- Space results compiled from community needs assessment survey
- Communication Tool to Council
- Final 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 downloading.**

### **Objectives:**

- To provide Council with information re: impact of provincial and federal funding decisions on social services agencies

### **Actions:**

- Completion of annual Community Social Services Survey and Report - provide information to Council on provincial and federal funding decisions that may affect the delivery of social services in Richmond
- Contribute to and update as needed multi-year analysis of Community Social Services Survey



- Membership will submit Communication Tools regarding changes in relationships with federal and provincial government

**Outcomes/Indicators of Success:**

- Communication Tools submitted as necessary
- Community Social Services survey completed and report submitted to Council
- Final report on successful outcomes completed

**Council Term Goal 2.5**

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

**Objective:**

- Continue to support the implementation of an Affordable Housing Strategy
- Support implementation of Affordable Housing Program 2014-2018

**Actions:**

- Work collaboratively with Richmond Homeless Coalition –Homes for All, Richmond housing organizations, advocates and the City to identify and highlight affordable and supportive housing needs and projects in Richmond.
- Work collaboratively with Richmond housing organizations and advocates to draft regular communication, which highlights housing needs and projects, to city staff and Council

**Outcomes/Indicators of Success**

- Action Team formed as required
- Communication Tool to Council as required
- Regular updates presented to RCSAC General Committee meeting
- Final report on successful outcomes completed

**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:**

- Participate as requested in the implementation of the youth strategy. To provide input and support into the development of the Youth Strategy. This has been developed so maybe change wording to similar to support the Strategy (similar wording to the Social Development Strategy above): "advise City Council on the implementation plans of the Youth Strategy"

**CNCL - 360**

- To continue to support and ensure updating of the RCSAC Youth web page to provide a one-stop access for activities and events of interest to youth in the City of Richmond.

**Actions:**

- Continue to work with existing youth committees
- Engage youth volunteer to ensure youth web page is regularly updated
- Provide training in Joomla for maintenance of youth page
- Communication Tools to Council as required

**Objectives/Indicators of Success**

- Continued engagement of youth volunteer and youth website page completed and regularly updated
- Communication Tools developed
- Final 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:**

- The RCSAC continues to support and work with the Richmond Children's First committee on their City Centre Early Childhood Development Report

**Actions:**

- RCSAC to continue to follow Communications Tool sent to Council on City Centre Report

**Outcomes/Indicators of Success:**

- Regular reports at RCSAC
- Feedback from Council on submitted Communication Tool
- Final 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:**

- The RCSAC will examine issues of food security and its inter-relation to community and social services in Richmond (e.g. intersection of food with physical and mental health, disease prevention, emergency food relief)
- Support the City as it advocates for a coordinated regional approach to enhance local food security

- Support the development of a food security action plan for the City of Richmond

**Actions:**

- Action teams formed as necessary to meet objectives
- Potential gaps analysis undertaken
- Communication Tool developed for Council

**Outcomes/Indicators of Success:**

- Presentation from Richmond Food Security on final Food Charter
  - Action team formed
  - Communication Tools to Council completed as needed
  - Final report on successful actions completed
- 

**Additional RCSAC Workplan Activities****Objectives:**

- To increase connections within RCSAC members
- To increase information and opportunities RCSAC members can access to plan and promote community and social service events and activities
- To review and broaden the membership of the RCSAC and encourage organizations providing community and social services in the Richmond community to join.
- To increase administrative efficiency for RCSAC

**Activities:**

- Maintain Community Table/Committee Inventory and provide update to Council in 2015 final report
- Continue to develop members only log-in section on RCSAC website so members can access minutes, agendas, reports etc.
- Support on-going updates to website
- Form action team to review membership of RCSAC and determine organizations to receive invitation to learn more about the RCSAC.

**Outcomes/Indicators of Success**

- Members only log- in page continue to be enhanced and utilized by members
- Website utilization continues to be increased. Increased number of webpage hits.
- Increased number of events and program information posted to website
- Potential new memberships joining the RCSAC
- Report on successful outcomes completed