



City of Richmond

Report to Committee

To: Planning Committee **Date:** [REDACTED]
From: Cathryn Volkering Carlile **File:**
General Manager - Community Services
Re: Richmond Community Services Advisory Committee
2011 Annual Report and 2012 Work Program

Staff Recommendation

That, as per the General Manager of Community Services' report dated December 16, 2011, entitled "Richmond Community Services Advisory Committee 2011 Annual Report and 2012 Work Program", the Richmond Community Services Advisory Committee's 2011 Work Program be approved.

Bella

Cathryn Volkering Carlile
General Manager - Community Services

Att. 1

| | | |
|--|---|-----------------------------|
| FOR ORIGINATING DEPARTMENT USE ONLY | | |
| CONCURRENCE OF GENERAL MANAGER | | |
| <i>Lilacante</i> | | |
| REVIEWED BY TAG | <input checked="" type="checkbox"/> YES | <input type="checkbox"/> NO |
| <i>[Signature]</i> | | |
| REVIEWED BY CAO | <input checked="" type="checkbox"/> YES | <input type="checkbox"/> NO |
| <i>[Signature]</i> | | |

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 2010 Annual Report and proposed 2011 Work Program and Budget (**Attachment 1**), which supports the following 2008 – 2011 Council Term Goal:

Improve the effectiveness of the delivery of social services in the City through the development and implementation of a Social and Community Service Strategy that includes:

- *increased social housing, implementation of the campus of care concept, and an emergency shelter for women*
- *the development of civic engagement and capacity growing programs that supplement grant programs for addressing social service issues*
- *facilitation/development of an effective cross-service network that includes both intergovernmental and community agencies (RCSAC) supporting/working together cooperatively*
- *facilitation of leadership mentoring between groups to make them more effective*
- *initiatives to reduce homelessness in the City, including SROs.*

Analysis

1. 2011 Annual Report

RCSAC 2011 activities included conducting a Community Social Services Survey (formerly the Financial Health Survey) regarding the funding status of member agencies and related community impact (**Attachment 1**, Appendix 1). The RCSAC prepared a submission to the City Grant Program review, contributing to many revisions subsequently adopted by Council and implemented by City staff. The RCSAC also hosted two municipal all-candidates meetings, working in partnership with the Richmond Chamber of Commerce to host the Mayoral and Councillor candidates.

The RCSAC also informed Council of community service matters via three “Communication Tools” regarding Domestic Violence Unit Operations, the Richmond Collaborative Committee for Children and Youth (RCCCY) Project and the Supporting Families Initiative. A mentoring survey was also completed, indicating areas of expertise that agencies will share with others, as well as those seeking such advice. Topics include board development and governance, strategic planning, and fundraising.

2. 2012 Work Program and Budget

The proposed RCSAC 2012 Work Program is based on four key action areas: affordable housing; youth; addictions and mental health; and service development. These action areas cover a broad range of community as well as agency concerns and involve many non-profit and governmental partners. This subcommittee structure will be reviewed in the new year and Council will be informed of any changes.

While the RCSAC propose actions for City staff, these may only be implemented as City policies, work programs, staff time and resources permit.

The RCSAC is requesting a continuation of their annual operating budget of \$11,000.

Financial Impact

There is no financial impact. The RCSAC receives an annual operating grant of \$11,000 as part of the base budget.

Conclusion

The RCSAC continues to strengthen the social and community service sector in Richmond through its structure and activities, and provides advice on social and related issues. The RCSAC is to be commended for increasing sector capacity by exploring members' financial health, encouraging mentorship, raising the profile of social and community service issues (e.g., forums, all-candidates meetings), as well as facilitating valuable ongoing information exchange and networking opportunities. Staff recommend that the proposed 2012 RCSAC Work Program be endorsed.



Lesley Sherlock
Social Planner
(604-276-4220)

LS:ls



RCSAC

Richmond Community Services
Advisory Committee

**2011 Annual Report
2012 Work Plan and Budget**

Approved by RCSAC Committee: January 9, 2012

Approved by Richmond City Council:

Executive Committee Report

2011 Executive Committee Membership:

| | |
|---|----------------------|
| Brenda L. Plant, Turning Point Recovery Society (1984) | Co-Chair |
| Judy Valsonis, Touchstone Family Association | Co-Chair |
| Rick Dubras, Richmond Addiction Services Society | Treasurer |
| Belinda Boyd, Vancouver Coastal Health | Member-at-Large |
| Jennifer Larsen, Individual Member | Member-at-Large |
| Elizabeth Specht, Volunteer Richmond Information Services | Member-at-Large |
| Councillor Linda Barnes | City Council Liaison |
| Lesley Sherlock | City Staff Liaison |

Results of Executive Elections at the November 10, 2011 Annual General Meeting

As documented in the RCSAC Operating Policies and Procedures the members on the executive, with the exception of the Co-Chair positions, hold their positions for a period of one year. Elections are then held at the November Annual General Meeting (AGM) to elect/re-elect committee members to their respective executive roles.

Both Brenda Plant and Judy Valsonis agreed to remain in the role of Co-Chair for a period of 3 years, extending their terms as there were no nominations for the Co-Chair role in 2010. As a result, Judy Valsonis, who has completed all three years, stepped down from the Co-Chair role. Brenda Plant retains her role as Co-Chair with term completion at the November 2012 AGM.

At the November 2011 AGM after nominations were put forward the following individuals were elected to executive positions:

| | |
|------------------|--|
| Co-Chair | Rick Dubras, Richmond Addiction Services Society |
| Treasurer | Lisa Whittaker, Family Services of Greater Vancouver |
| Members-at-Large | Judy Valsonis (past Co-Chair), Touchstone Family Association |
| | Belinda Boyd, Vancouver Coastal Health |
| | Richard Lee, Citizen Appointee |

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 2011, as well as welcoming new members. The Executive Committee also acknowledges our City Staff Liaison, Lesley Sherlock, and our City Council Liaison, Linda Barnes, for their contributions and support while working with the RCSAC during 2011.

Executive Committee Summary of 2011 Activities:

Membership

- Membership levels were maintained at 31 members in 2011.
- There are two Citizen Appointee positions each with 2 year terms. The incumbents of these positions are as follows: Richard Lee (appointed: December 2010), Wendy Gao (appointed: January 2010 / resigned January 2011). Wendy Gao was succeeded by Hamid Ghanbari (appointed: March 2011).

City-Requested Input

- An RCSAC task force was struck to review and make recommendations to the City of Richmond Grants Program. Led by executive committee member, Elizabeth Specht, the group put forward a committee approved list of recommendations to the City of Richmond for their consideration.

Education and Awareness

- The subcommittees of the RCSAC coordinated presentations to the General membership topics included: The Richmond Food Security Society on the topic of bringing the Fraser Harvest Box Program to Richmond. Richmond Children First provided an update on their 2011 project plan. Returning presenters included: the Communications Manager from the 2011 Census and Household Survey whose presentation prompted discussion on counting all residents of a community including those who are homeless, an update on the At Home / Chez Soi research project and an update regarding the Living Wage.
- Municipal All Candidates Meetings were held November 1st and 9th. The November 1st meeting was held for the Mayoral and Councillor candidates and was hosted in partnership with the Richmond Chamber of Commerce. The November 9th meeting was held for the School District candidates.
- The Financial Health Survey questions were reviewed and revised. The updated survey is now called the “Community Social Services Survey”. The survey is referenced in the Service Development 2011 report. *See Appendix #1 for the full set of results.*

Technology:

- The RCSAC membership requested that efforts were made to utilize Canadian organizations when surveying members so that the information is captured and stored in Canada. As a result, research was done and the opportunity to post RCSAC surveys on the City of Richmond website was approved on a project by project basis. In 2011 The Community Social Services Survey was posted on the City of Richmond website.
- As a result of the review of the RCSAC website it was decided an update to the hosting of the site (a Canadian organization) and the website content is to be updated. This project was commenced in the fall of 2011 and will continue into 2012.

Financial

- 2011 RCSAC budget - a section for funds to be made available to the sub-committees in support the completion of their annual work plans was created. A process and form were created for sub-committees to access these funds.
- In June 2011 the sub-committees had not requested access to the funds allocated in the budget. As a result it was decided to take \$275 from each sub-committee's budget to put toward a website update project for the RCSAC website.

A 2011 financial report and proposed 2012 budget was drafted by the Treasurer and approved by the membership at the November AGM. Please refer to page 13 and 14 of this document for details regarding the 2011 financials and proposed 2012 budget.

The completed 2011 Work Plan, beginning on the next page, details the work of the RCSAC sub-committees. 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 when reviewing the 2012 Work Plans, detailed on pages 21 to 28 that the sub-committee structure is under review and may be subject to change. Richmond City Council will be apprised of changes resulting from the committee structure review.



RCSAC

Richmond Community Services
Advisory Committee

2011 Annual Reports

RCSAC 2011 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 |
|--|--|--|--------------------------|--|--|--|
| Affordable Housing: 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. | | | | | | |
| a. Work collaboratively with Richmond housing organizations, the city AHC and affordable housing advocates to form a Housing Society in Richmond | - Meet with AHC and other housing organizations to determine feasibility, leadership and scope of proposed society | - Coordinated and focused effort to address affordable housing in Richmond | - Housing Society formed | - Turning Point Recovery Society (TPRS):Chair: Brenda L. Plant | - RCSAC members - City - Faith Housing Group | The RCSAC AH Committee worked with other community affordable housing groups to develop the Richmond Homelessness Coalition - Homes For All. Our first meeting was held in July 2011. The Coalition will provide opportunity to sustain a multi-sector partnership approach to: Respond to community identified needs and priorities. 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 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. The Coalition has conducted 2 visioning meetings with the group to discuss the Terms of Reference and overall strategic direction. It is anticipated that the Terms of Reference will be completed in January 2012. |

RCSAC 2011 Report

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| Strategy/Initiative Affordable Housing continued | Actions/Steps | Expected Outcome of Actions | Indicator of Success | Lead/Sub-Cte (RCSAC Members) | Partners (Open to All Interested Parties) | Status & Date Achieved |
|---|--|---|---|------------------------------------|---|---|
| b. Work collaboratively with Richmond housing organizations and advocates to craft regular communication, which highlights housing needs and projects, to city staff and council. | - Meet with representatives of RPRC AH and Faith Housing Group to review initiatives and develop a communication tool for joint submission to City staff and councillors about initiatives in Richmond | - Regular communication to city staff and council regarding affordable housing initiatives in Richmond | - Communication tool developed and implemented, City council and staff apprised regularly of ongoing initiatives and housing needs in Richmond | As above | As above | Communication Tools regarding the Affordable Housing Report and Richmond Homelessness Coalition are being developed and will be submitted to Council for review in the New Year. |
| c. Develop an overview of housing needs, projects and rationale for the need to be proactive in implementing affordable housing to use to inform city staff, council, corporate and community. Produce this overview in a Power point presentation and hard copy package. | - Work with AHC, Community Services, and community partners to assemble information regarding housing continuum and needs in Richmond | - Materials will be available for use at presentations to city staff and council regarding AH in Richmond | - Power Point presentation and other informational materials completed and available for distribution to city staff, council and community at large | As above | As above | The Building Hope - Affordable Housing Forum (10-10) Report was completed and submitted to the City. The report documents the need for a continuum of housing opportunities and supports and is available on the RPRC web site. |

RCSAC 2011 Report

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| Strategy/Initiative Affordable Housing continued | Actions/Steps | Expected Outcome of Actions | Indicator of Success | Lead/Sub-Cte (RCSAC Members) | Partners (Open to All Interested Parties) | Status & Date Achieved |
|--|---|--|---|------------------------------------|---|---|
| d. Propose a city website including content on the continuum of housing, how to access housing, FAQ's etc. | - 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 | - Community will have immediate access to information regarding housing and housing services via the city web site - Increased community awareness of housing continuum in Richmond | - Web site established with appropriate linkages to services and additional information | As above | As above | The Richmond Homelessness Coalition has identified this as a priority area and will be creating a sub-group that will work to provide a centralized hub of resource information that can be distributed via a variety of sources in the community to include the City's web site. |
| e. Support and work collaboratively with AHC on the development of an Implementation Plan for Richmond's Affordable Housing Strategy | - Meet with AHC quarterly to discuss plan and affordable housing initiatives in progress | - AHC Working group will be aware of changes, revisions or developments regarding Affordable Housing Strategy and Implementation Plan | - AHC presents quarterly updates to RCSAC Affordable Housing Working Group | As above | As above | The AHC has reported monthly to the RCSAC AH Working group on updates, revisions and accomplishment of the City's AH Strategy. A presentation was made to the General RCSAC group in November 2011. |

RCSAC 2011 Report

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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 |
|---|--|--|--|------------------------------|---|---|
| Strategy/Initiative Affordable Housing continued | <ul style="list-style-type: none"> - Meet with CS representative quarterly to discuss | <ul style="list-style-type: none"> - AH Working group will be aware of changes, revisions or developments regarding the OCP or Social Planning Strategy objectives as they relate to Affordable Housing | <ul style="list-style-type: none"> - CS representative presents quarterly updates to RCSAC Affordable Housing Working Group | As above | As above | Community Services has reported regularly to the RCSAC AH Working Group on the Social Planning (SP) Strategy. Feedback has been solicited from the group and incorporated into the SP strategy. |

PLN - 400

RCSAC 2011 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 |
|---|--|---|--|---|--|--|
| Youth: Identify opportunities to support integrated youth service delivery models that accommodate the health, social, and recreational needs of Richmond youth. | | | | | | |
| “Continuum of service” – awareness, engagement, prevention, peer involvement, intervention, crisis services, support, follow-up and aftercare. | | | | | | |
| 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. | <ol style="list-style-type: none"> 1. Pilot/launch ‘Youth in Richmond’ information based FACEBOOK page! 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 | Community information and resources will be made accessible to youth in Richmond across the continuum of care in web based access format. | <ul style="list-style-type: none"> - Number of youth that access the resources (hits); online feedback - Number of financial and in-kind contributions from RCSAC members and broader community. | Touchstone Family Association (TFA): Carol Hardie Boys and Girls Club Delta/Richmond(B GBCS): Kristen Hamaoiki Family Services of Greater Vancouver: Michelle Beech Richmond Addiction Services: Danny Taylor: Chair | Subcommittee members will take responsibility to complete RCSAC work plan. Community partners will be requested once page is launched | Summer, 2011 – intent was to practice with a ‘mock up’ version of site to be launched in fall, 2011. This goal has not been met to date. ***Deadline extended to 2012 workplan. |
| B. "Promote and profile new initiatives as needed". | <ol style="list-style-type: none"> a. Provide ‘letter of intent’ to RCSAC for funding. 4. Propose partnership with Richmond community secondary and post-secondary schools – FACEBOOK development | | <ul style="list-style-type: none"> - Involvement and feedback from community stakeholders | City of Richmond- Roving Worker Team – Sunny Haer Youth Representative - TBA | | |
| C. Modification to original vision of website development | <ol style="list-style-type: none"> 5. Promotion of resource to youth in community via RCSAC membership as well as local media outlets, community centers, high schools, non-profits, and others; 6. Provide program information to the RCSAC membership. | | | | | |

PLN - 401

RCSAC 2011 Report

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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 |
|---|--|---|--|---|---|---|
| Addictions and Mental Health: To work in an advisory capacity to the City of Richmond on issues related to A&MH. To enhance the continuum of A&MH services in Richmond. To develop partnerships and identify funding sources for the implementation of A&MH working group's initiatives. | | | | | | |
| 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 | - 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&MH services in Richmond | Community will know what services are available and how to access services along the A&MH continuum | An established range of services for A&MH that span the continuum of need as identified by Working Group and RICAS ¹ will be in place | Turning Point Recovery Society (TPRS); Brenda Plant – Chair Richmond Addiction Services Society (RASS); Rick Dubras | - RCSAC members - City | <p>Initiatives completed in this area:</p> <ul style="list-style-type: none"> a. Supporting Families with Parental Mental Illness and Addictions Community groups for youth were implemented b. RASS operated the following: <ul style="list-style-type: none"> • Quarterly Community Education Series • National Addiction Awareness Week Event – About Face: De-stigmatizing Addiction in Richmond • Hockey Day in Richmond featuring Theo Fleury |

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 2011 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 Addictions and Mental Health Cont. | Actions/Steps | Expected Outcome of Actions | Indicator of Success | Lead/Sub-Cte (RCSAC Members) | Partners (Open to All Interested Parties) | Status & Date Achieved |
|--|--|--|--|------------------------------------|--|--|
| b) To support initiatives that seek to reduce barriers to treatment services | - work with community partners to deliver public information sessions about A&MH issues and services in the City of Richmond | Community will participate in a dialogue about addictions, including myths and misconceptions and treatment needs of these populations | A Study Circles project on A&MH developed in partnership with VCH and other community stakeholders will be scheduled | As above | As above | Funding was not secured for implementation of this initiative |
| c) To support and provide education and prevention initiatives | - work with VCH, RASS, CMHA and other community partners to develop and/or update existing educational materials on A&MH for public distribution | Opportunities will be readily available for the community to access information on A&MH | Presentation to RCSAC, city staff, council and community regarding A&MH; materials widely distributed in community and linked to city web site | As above | As above | <p>a) Informational (pocket guide) brochure developed and distributed to health centers, hospital and other community access areas (to be completed in 01-12)</p> <p>b) Template developed for RCSAC web site to include information about A+MH and available services in Richmond</p> <p>c) Template developed for presentation (power point) guide on A+MH issues and available services</p> |
| d) To make recommendations that inform the development of a City response pertaining to addiction and mental health services in Richmond | - collect and submit data and statistics regarding A&MH in Richmond to aid in the development of City responses pertaining to A&MH | The city will have established responses pertaining to A&MH services in Richmond | Responses will be posted on city web site with links to A&MH provider organizations | As above | As above | Pending completion of item 1 (c) |

RCSAC 2011 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.

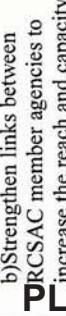
| Strategy/Initiative Addictions and Mental Health Cont. | Actions/Steps | Expected Outcome of Actions | Indicator of Success | Lead/Sub-Cte (RCSAC Members) | Partners (Open to All Interested Parties) | Status & Date Achieved |
|---|---|---|--|------------------------------------|--|---|
| e) In conjunction with the RCSAC-Affordable Housing Sub Committee, City of Richmond Affordable Housing Coordinator (AHC), A&MH services providers and other Affordable Housing groups, ensure that the housing needs specific to this population are identified and supported | - work with AHC of the Community Services department and VCH to identify housing needs of A&MH population, develop continuum of housing and identify areas of greatest need | A&MH housing will be identified and accessible | As above | As above | | A new women's residential support recovery facility was opened in Richmond |
| f) To support the coordinated development of an integrated addictions and mental health service delivery plan for Richmond | - work with VCH, RASS and other community partners to identify service and delivery needs for A&MH population in Richmond | A service delivery plan will be developed and implemented | A status report regarding services and delivery will be presented to RCSAC | As above | | An EOI was submitted and accepted in principle for the development of affordable and supportive housing units for individuals with A+MH Issues in Richmond. |
| | | | | | | Housing opportunities for individuals with Acquired Brain Injury (working group developed) and for those still active in their addiction explored |
| | | | | | | Work in this area is ongoing and being completed in conjunction with Richmond Health MH + Addiction Coordinating Committee |

PLN - 404

*For the purposes of this plan VCH refers to Vancouver Coastal Health Richmond and includes the Mental Health & Addictions Coordinating Committee (MH&ACC), and the Drug & Alcohol Resource Team (DART).

RCSAC 2011 Report

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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 |
|--|--|---|--|---|--|--|
| Service Development: Identify method of continually updating service needs for Richmond | | | | | | |
| 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 | <ul style="list-style-type: none"> - Invite city staff to MLA forums - Invite and engage with city staff to meetings of the RCSAC when member agencies are presenting on services - Monthly reminders to members to utilize Communication tool to identify and communicate issues as they arise | <ul style="list-style-type: none"> - timely identification of needs and issues - better informed planning - an established list of who can mentor and who requires mentoring from which connections can be made - new learning that expands capacity of agencies to meet growing demands for services | <ul style="list-style-type: none"> - provision of services that are reflective of changing community needs | <ul style="list-style-type: none"> - Belinda Boyd - Chair, VCH Richmond Committee: - Sandy McIntosh RCP - Brenda Plant TPRS - Jennifer Larsen Member at large | <ul style="list-style-type: none"> - RCSAC - City | <p>Administered member survey in August with results reported to the membership in September to determine current status of programs and services and where changes in funding have impacted those services (appendix 1).</p> <p> RCSAC Community Services Web Site</p> |
| b)Strengthen links between RCSAC member agencies to increase the reach and capacity of all RCSAC member agencies | <ul style="list-style-type: none"> - Update Mentor tool annually to build capacity of agencies to gain assistance and build skills to support clients | <ul style="list-style-type: none"> - number of times the Communication Tool for Council was used | <ul style="list-style-type: none"> - Work with RCSAC Executive to allow member agencies to continue to present to RCSAC members on their agency mandate to share learning and best practice | <ul style="list-style-type: none"> - Utilized 3 times (appendix 2,3 &4): | <ul style="list-style-type: none"> - RCCCY Youth Report, Domestic Violence Unit Operations and Supporting Families Living with Addictions | <p> PLN - 405</p> <p> RCSAC</p> <p>Communication Tool</p> |

RCSAC 2011 Report

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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 |
|---------------------|---------------|-----------------------------|--|------------------------------|--|--|
| | | | <ul style="list-style-type: none"> - number of member agencies reporting that they gave or received mentoring in 2011 | |  RCSAC AMH Supporting Families C |  RCSAC Communication Tool f <ul style="list-style-type: none"> - Mentorship tool was updated and administered in November 2011 Appendix #5 |
| | | | <ul style="list-style-type: none"> - number of general meetings at which a member agency presented | |  RCSAC 2011 Mentoring Survey Res |  RCSAC <ul style="list-style-type: none"> - 3 agency members presented to membership in 2011. Service development invited 2 external organizations to present at the RCSAC: Harvest Box Program (Arzeena Hamir) and Census & National Household Survey (Peter Liang, Communications Mgr.) |



Membership and Budget Information

RCSAC Membership 2011

| Organization | Representative(s) |
|---|--|
| Big Brothers of Greater Vancouver | Melissa Wilson |
| Boys and Girls Club Comm. Services of Vancouver | Sylvia Tremblay/John Thornburn |
| Canadian Mental Health Association (Richmond) | Dave MacDonald |
| CHIMO Crisis Services | Rebecca Avendano/Joan Cowderoy |
| City Appointee | Richard Lee |
| City Appointee | Hamid Ghanbari |
| City Liaison (Non-Voting Member) | Lesley Sherlock |
| Council Liaison (Non-Voting Member) | Linda Barnes |
| Developmental Disabilities Association | Danielle White /Donna Cain |
| Family Services of Greater Vancouver | Lisa Whittaker / Kären Hudson |
| Heart of Richmond AIDS Society | Carol White |
| Individual Member | Jennifer Larsen |
| RCMP Richmond | Ronda Rempel |
| Richmond Addictions Services Society | Rick Dubras, Treasurer |
| Richmond Caring Place Society | Sandy McIntosh |
| Richmond Children First | Helen Davidson |
| Richmond Centre for Disability | Ella Huang |
| Richmond Family and Youth Court Committee | Gerry Browne/Sharon Nasdyak/MaryAnne Schulz |
| Richmond Family Place Society | Kim Winchell |
| Richmond Food Bank Society | Margaret Hewlett |
| Richmond Mental Health Consumer & Friends Society | Barb Bawlf |
| Richmond Multicultural Concerns Society | Parm Grewal/Michelle Luking |
| 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 | Marshall Thompson/Pam Khinda |
| Salvation Army (Richmond) | Brad Smith |
| S.U.C.C.E.S.S. | Francis Li |
| The Open Door Group | Dan Huang-Taylor |
| Touchstone Family Services | Judy Valsonis, Co-Chair |
| Turning Point Recovery Society | Brenda L. Plant, Co-Chair |
| Vancouver Coastal Health | Belinda Boyd |
| Volunteer Richmond Information Services | Elizabeth Specht /Jocelyn Wong / Muffet Chambers |

RCSAC Financial Report and Statement 2010 as of November 10th, 2011

| | 2011 Budget - November 1 - November 30 | New Budget | Actual 2011-03-09 | Actual 2011-05-31 | 2011-09-31 | 11/2/2011 |
|--------------------------------|--|------------------------|-------------------|-------------------|------------------|------------------|
| | | June 9 General Meeting | | | | |
| Balance Brought Forward | 7,455.84 | 7,455.84 | 7,455.84 | 7,455.84 | 7,455.84 | 7,455.84 |
| Revenue | | | | | | |
| City of Richmond | 11,000.00 | 11,000.00 | 11,000.00 | 11,000.00 | 11,000.00 | 11,000.00 |
| Membership Dues | 1,400.00 | 1,400.00 | 1,156.00 | 1,315.00 | 1,465.00 | 1,565.00 |
| Bank Interest | 10.00 | 10.00 | 0.18 | 4.55 | 8.57 | 9.42 |
| Sponsorship | 1,000.00 | 1,000.00 | 0 | 0.00 | | 1,500.00 |
| Total Revenue | 20,865.84 | 20,865.84 | 19,612.02 | 19,775.39 | 19,929.41 | 21,530.26 |
| Expenses | | | | | | |
| Admin Assistant | 10,000.00 | 10,000.00 | 3,032.15 | 5,195.63 | \$5,621.77 | \$6,637.95 |
| Admin Expenses | 700.00 | 700.00 | 369.87 | 1,081.73 | 1,559.20 | 1,698.65 |
| Forums/Meetings | 1,500.00 | 1,500.00 | 400 | 400.00 | 400.00 | 400.00 |
| Website | 500.00 | 1,600.00 | | | | |
| Volunteer Appreciation | 400.00 | 400.00 | 0 | 0.00 | 0.00 | 0.00 |
| All Candidates Meeting | 3,000.00 | 3,000.00 | 0 | 0.00 | | 896.00 |
| Sub Committees of RCSAC: | | | | | | |
| Housing: | 1,275.00 | 1,000.00 | 0 | 0.00 | 0.00 | 1,000.00 |
| Youth: | 1,275.00 | 1,000.00 | 0 | 0.00 | 0.00 | 0.00 |
| Mental Health and Addictions: | 1,275.00 | 1,000.00 | 0 | 0.00 | 0.00 | 1,000.00 |
| Service Development: | 1,275.00 | 1,000.00 | 0 | 0.00 | 0.00 | 0.00 |
| Total Expenses | 21,200.00 | 21,200.00 | 3,802.02 | 6,677.36 | 7,580.97 | 11,632.60 |
| Total Balance | -334.16 | -334.16 | 15,810.00 | 13,098.03 | 12,348.44 | 9,897.66 |

Respectfully submitted,

Judy Valsonis, Co-Chair

Brenda L. Plant, Co-Chair

RCSAC Budget for December 2011 to December 2012

| | |
|--|--|
| Projected Balance Brought Forward December 31, 2011 | 2012 Budget - January 1 - December 31 \$3,500.00 |
| Revenue | |
| City of Richmond | \$11,000.00 |
| Membership Dues | \$1,500.00 |
| Bank Interest | \$10.00 |
| Sponsorship | \$0.00 |
| Total Revenue | \$16,010.00 |
| Expenses | |
| Admin Assistant | \$10,000.00 |
| Admin Expenses | \$500.00 |
| Forums/Meetings | \$1,500.00 |
| Website | \$1,000.00 |
| Volunteer Appreciation | \$400.00 |
| All Candidates Meeting | \$0 |
| Sub Committees of RCSAC: | |
| Housing: | \$400.00 |
| Youth: | \$400.00 |
| Addictions and Mental Health | \$400.00 |
| Service Development: | \$400.00 |
| Richmond Children First | \$400.00 |
| Total Expenses | \$15,400.00 |
| Total Balance | \$610.00 |



2012 Work Plans

Please note: when reviewing the 2012 Work Plans, detailed on pages 21 to 28 that the sub-committee structure is under review and may be subject to change. Richmond City Council will be apprised of changes resulting from the committee structure review.

RCSAC 2012 Work Plan

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 |
|--|--|---|----------------------|---|---|---|
| Affordable Housing: 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. | | | | | | |
| a) Work collaboratively with Richmond Homelessness Coalition – Homes for All (RHC) to identify and prioritize affordable and supportive housing initiatives in Richmond | <ul style="list-style-type: none"> - Work with RHC to determine scope of RHC - Identify priority areas and implement initiatives | <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 Build</p> <p>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> | <p>Turning Point Recovery Society (TPRS);Chair: Brenda L. Plant</p> <p>City of Richmond Affordable Housing Coordinator – Dena Kae Beno</p> <p>Richmond Mental Health Consumers & Friends Society (RCFC)</p> <p>VCH Richmond – Belinda Boyd</p> <p>Richmond Poverty Response Committee (RPRC) – De Whalen</p> <p>RPRC Affordable Housing Task Force – Lynda Brummitt</p> <p>Richmond Seniors Advisory Committee – Aileen Cormack</p> | <p>- RCSAC members</p> <p>- City of Richmond</p> <p>- Faith Housing Group</p> <p>- RPRC: Affordable Housing Task Force</p> <p>- Study Circles Affordable Housing Working Group</p> <p>- St. Alban's</p> |

RCSAC 2012 Work Plan

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 Affordable Housing Cont. | Actions/Steps | Expected Outcome of Actions | Indicator of Success | Lead/Sub-Cte (RCSAC Members) | Prospective Partners | Status & Date Achieved |
|--|---|--|---|------------------------------------|-------------------------|---------------------------|
| b) Work collaboratively with Richmond housing organizations and advocates to craft regular communication, which highlights housing needs and projects, to city staff and council. | - Work with RHC to review initiatives and develop a communication tool for joint submission to City staff and councillors about initiatives in Richmond | - Regular communication to city staff and council regarding affordable housing initiatives in Richmond | - Communication tool developed and implemented, City council and staff apprised regularly of ongoing initiatives and housing needs in Richmond | As above | As above | As above |
| 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. | - Work with AHC, RHC, Community Services, and community partners to assemble information regarding housing continuum and needs in Richmond | - Materials will be available for use at presentations to city staff and council regarding AH in Richmond | - Power Point presentation and other informational materials completed and available for distribution to city staff, council and community at large | As above | As above | As above |
| d) Propose a page on the city website including content on the continuum of housing, how to access housing, FAQ's etc. | - 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 | - Community will have immediate access to information regarding housing and housing services via the city web site - Increased community awareness of housing continuum in Richmond | - Web site established with appropriate linkages to services and additional information | As above | As above | As above |

RCSAC 2012 Work Plan

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 Affordable Housing Cont. | Actions/Steps | Expected Outcome of Actions | Indicator of Success | Lead/Sub-Cte (RCSAC Members) | Prospective Partners | Status & Date Achieved |
|--|--|--|--|------------------------------------|-------------------------|---------------------------|
| e) Support and work collaboratively with AHC on the development of an Implementation Plan for Richmond's Affordable Housing Strategy | - Meet with AHC quarterly to discuss plan and affordable housing initiatives in progress | - AH Working group will be aware of changes, revisions or developments regarding Affordable Housing Strategy and Implementation Plan | - AHC presents quarterly updates to RCSAC Affordable Housing Working Group | As above | As above | As above |

RCSAC 2012 Work Plan

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 |
|---|---|---|--|---|--|------------------------|
| Addictions and Mental Health: To work in an advisory capacity to the City of Richmond on issues related to A&MH. To enhance the continuum of A&MH services in Richmond. To develop partnerships and identify funding sources for the implementation of A&MH working group's initiatives. | | | | | | |
| a) To advocate for and support initiatives that provide for easy access to a comprehensive and appropriate range of services for individuals with PLN addiction and mental health issues | - work with Community Services Dep't, - City of Richmond and *Vancouver Coastal Health (VCH) on the development and implementation of programs and services for residents wanting to access A&MH services in Richmond | Community will know what services are available and how to access services along the A&MH continuum | An established range of services for A&MH that span the continuum of need as identified by Working Group and RICAS ² will be in place | 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) | - RCSAC members - City | |

² 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

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 Addictions and Mental Health Cont. | Actions/Steps | Expected Outcome of Actions | Indicator of Success | Lead/Sub-Cte (RCSAC Members) | Partners (Open to All Interested Parties) | Status & Date Achieved |
|--|--|--|--|--|---|------------------------|
| b) To support initiatives that seek to reduce barriers to treatment services | - work with community partners to deliver public information sessions about A&MH issues and services in the City of Richmond | Community will participate in a dialogue about addictions, including myths and misconceptions and treatment needs of people with addictions and mental illness | A Study Circles project on A&MH developed in partnership with VCH and other community stakeholders will be scheduled | As above | As above | As above |
| PLN - 410 | c) To support prevention initiatives and provide education | - work with VCH, RASS, CMHA and other community partners to develop and/or update existing educational materials on A&MH for public distribution | Opportunities will be readily available for the community to access information on A&MH | Presentation to RCSAC, city staff, council and community regarding A&MH; materials widely distributed in community and linked to city web site | As above | As above |
| d) To make recommendations that inform the development of a City response pertaining to addiction and mental health services in Richmond | - collect and submit data and statistics regarding A&MH in Richmond to aid in the development of City responses pertaining to A&MH | The city will have established responses pertaining to A&MH services in Richmond | Responses will be posted on city web site with links to A&MH provider organizations | As above | As above | |

| | | | | | | |
|----|--|--|---|---|----------|----------|
| e) | To support the coordinated development of an integrated addictions and mental health service delivery plan for Richmond | - work with VCH, RASS and other community partners to identify service and delivery needs for A&MH population in Richmond | A service delivery plan will be developed and implemented | A status report regarding services and delivery plan will be presented to RCSAC | As above | As above |
| f) | In conjunction with the RCSAC-Affordable Housing Sub Committee, City of Richmond Affordable Housing Coordinator (AHC), A&MH services providers and other Affordable Housing groups, ensure that the housing needs specific to this population are identified and supported | - work with AHC of the Community Services dep'y and VCH to identify housing needs of A&MH population, develop continuum of housing and identify areas of greatest need | A&MH housing providers will know what opportunities are available in Richmond and how to access options | A&MH housing will be identified and accessible | As above | As above |

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

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

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) | Prospective Partners | Status & Date Achieved |
|---|--|---|---|---|--|--|
| Youth: Identify opportunities to support integrated youth service delivery models that accommodate the health, social, and recreational needs of Richmond youth. | | | | | | |
| 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. | <ol style="list-style-type: none"> 1. Pilot/launch 'Youth in Richmond' information based FACEBOOK page! 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 of youth for sub committee | <ul style="list-style-type: none"> - Community information and resources will be made accessible to youth in Richmond across the continuum of care in web based access format. | <ul style="list-style-type: none"> - Number of youth that access the resources (hits); online feedback | Richmond Addiction Services (RASS): Danny Taylor: Chair | Subcommittee members will take responsibility to complete RCSAC work plan. | "Summer, 2011 – intent was to practice with a 'mock up' version of site to be launched in fall, 2011. This goal has not been met to date." |
| PLN B. Promote and profile new initiatives to the RCSAC as needed. | <ol style="list-style-type: none"> 3. Solicit funding sources for in-kind support for page development and maintenance (RCSAC, corporate community, collaborative fund development) a. Provide 'letter of intent' to RCSAC for funding. | <ul style="list-style-type: none"> - Number of financial and in-kind contributions from RCSAC members and broader community. | <ul style="list-style-type: none"> - Involvement and feedback from community stakeholders | Boys and Girls Club Delta/Richmond(BGCCS): Kristen Hamaoiki | Community partners will be requested once page is launched. | Deadline extended to 2012 work plan. |
| C. Modification to original vision of website development – replaced with a 'youth specific – information only' Richmond community FACEBOOK page. | <ol style="list-style-type: none"> 4. Propose partnership with Richmond community secondary and post-secondary schools – FACEBOOK page. 5. Promotion of resource to youth in community via RCSAC membership as well as local media outlets, community centers, high schools, non-profits, and others; 6. Provide program information to the RCSAC membership. | | | Family Services of Greater Vancouver: Michelle Beech | City of Richmond-Roving Worker Team – Sunny Haer (TBD) | Meeting scheduled for December 2011 to confirm 2012 work plan. |

PLN - 418

RCSAC 2012 Work Plan

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 (RCSAC Members) | Lead/Sub-Cte (RCSAC Members) | Partners (Open to All Interested Parties) | Status & Date Achieved |
|--|---|---|---|---|--|------------------------|
| Service Development: Identify method of continually updating service needs for Richmond | | | | | | |
| 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 | <ul style="list-style-type: none"> - Invite city staff to meetings of the RCSAC when member agencies are presenting on services - Update and administer RCSAC Community Social Services Survey to gather data on impact(gains or losses) of services to Richmond - Develop a mechanism to track and summarize financial gains / losses in program funding experienced by member agencies in the form of a graphic, like a scale that could be posted on the RCSAC website for agencies and Council to view. - Monthly reminders to members to utilize Communication tool to identify and communicate issues as they arise - Update Mentor tool annually to build capacity of agencies to gain assistance and build skills to support clients - Work with RCSAC Executive to ensure member agencies continue to present to RCSAC members on their agency mandate to share learning and best practice | <ul style="list-style-type: none"> - timely identification of needs and issues - better informed planning - an established list of who can mentor and who requires mentoring from which connections can be made - new learning that expands capacity of agencies to meet growing demands for services | <ul style="list-style-type: none"> - provision of services that are reflective of changing community needs - number of times the Communication Tool for Council was used - a tool that can easily reflect gains and losses of funding and related services to the community of Richmond - number of member agencies reporting that they gave or received mentoring in 2012 - number of general meetings at which a member agency presented | <ul style="list-style-type: none"> - Belinda Boyd – Chair, VCH Richmond - Committee: - Sandy McIntosh RCP - Brenda Plant TPRS | <ul style="list-style-type: none"> - RCSAC City | |
| b)Strengthen links between RCSAC member agencies to increase the reach and capacity of all RCSAC member agencies | <ul style="list-style-type: none"> c)Facilitation of knowledge transfer on processes, practices, and emerging issues | | | | | |

PLN
419



RCSAC

Richmond Community Services
Advisory Committee

List of Appendices

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Appendices

List of Appendices

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Appendix #1



Community Social Services Survey Report 2011

Introduction:

A Financial Health Survey was first circulated to the RCSAC membership in November 2009. Responses were collected and the data was summarized and included in the RCSAC's 2009 and 2010 Annual Report (1st and 2nd rounds of survey).

The third round of this survey included a re-design of the questions, the survey host and the title. Called the Financial Health Status Report in the past, the redesigned survey was re-named "The Community Social Services Survey". The survey maintained a focus on assessing general financial trends among member agencies, but also added services provision and funding sources. The responses to this survey constitute an important body of information that will be included in the RCSAC's annual report for 2011. In addition, this information has been requested by the committee's Council Liaison and is an important measure of relative social service health in Richmond. This report provides a summary of the results of the third round of the Financial Health Survey (now called the Community Social Services Survey). The results have been formatted to respond to 3 key questions from the committee's Council Liaison:

- What can we expect from changes in funding that have occurred?
- What changes will occur in the community as a result?
- What are the forecasted needs of the community based on the financial changes?

Process:

Information for this report was gathered through an on-line survey open to the member agencies of the RCSAC. An opportunity to host the survey on the City of Richmond's website allowed the survey response information to remain in Canada (a request of the member agencies). The survey was completed anonymously to maintain the confidentiality of the agency reporting their financial information. Respondents were asked to complete the survey by August 2011.

Survey Results:

The RCSAC is comprised of 31 member agencies, a City Staff Liaison, a City Council Representative and 2 Members at Large. A review of the membership determined that 25 of the member agencies would have relevant information to report that would be meaningful to the City of Richmond.

Of the 25 member agencies, 15 member agencies responded to the survey which is a 60% response rate. The results of the 15 member agencies are documented in this report.

| Overall Survey Information | | |
|----------------------------|-----------------|------------|
| Total Agencies | Total Responses | % Response |
| 25 | 15 | 60.00% |

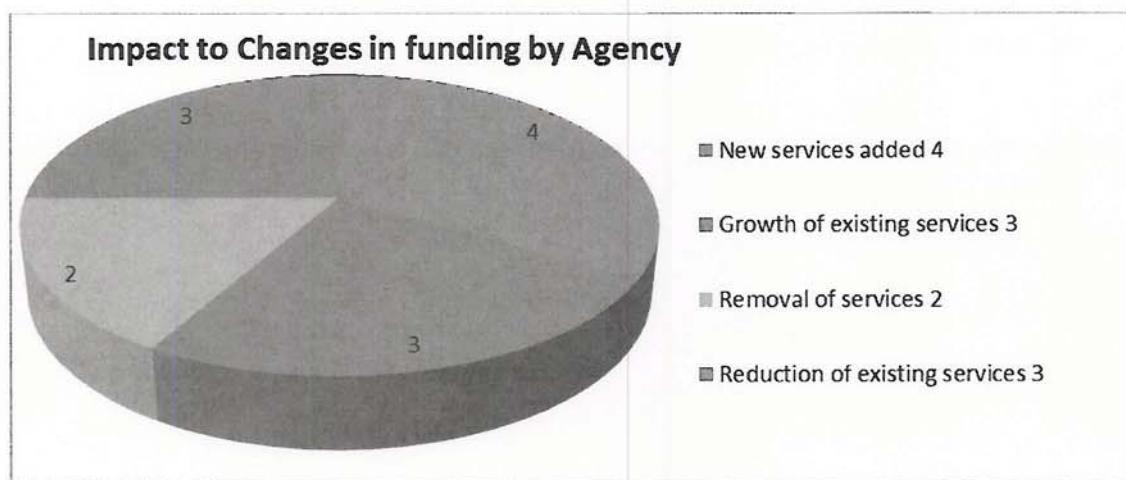
| Survey Question Results | |
|-------------------------|--|
| FUNDING | |

1 Has there been a change in your funding that will impact direct services to the community?

| Response Options | Response Percent | Response Count |
|------------------|--------------------------|----------------|
| Yes | 53% | 8 |
| No | 47% | 7 |
| | <i>Answered question</i> | 15 |
| | <i>Skipped question</i> | 0 |

2 If you answered yes to the previous question what was the impact?

| Response Options | Response Count |
|--------------------------------|----------------|
| New services added | 4 |
| Growth of existing services | 3 |
| Removal of services | 2 |
| Reduction of existing services | 3 |
| <i>Answered question</i> | 7 |
| <i>Skipped question</i> | 8 |

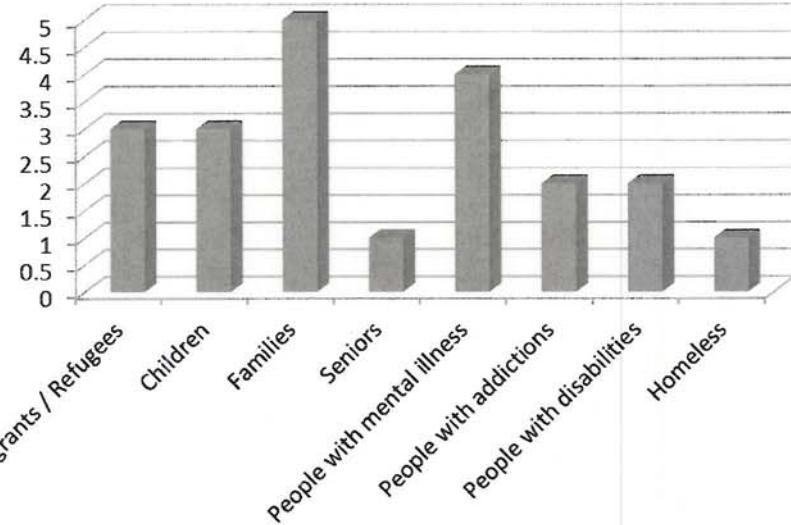


| Comments |
|---|
| There will be a reduction of 15 supported housing units while tenants move out. They will be transferred to another service to provide support to those who need more clinical services. |
| No annual funding for one program |
| We have received funding to serve some new people but the amount is not equal to the demand. Therefore, many children and adults have not received any service or have had their service reduced. |

3 If your agency added new or increased existing programs or services which population of the community benefitted?

| Response Options | Response Count |
|----------------------------|----------------|
| Immigrants / Refugees | 3 |
| Children | 3 |
| Families | 5 |
| Seniors | 1 |
| People with mental illness | 4 |
| People with addictions | 2 |
| People with disabilities | 2 |
| Homeless | 1 |
| <i>Answered question</i> | 9 |
| <i>Skipped question</i> | 6 |

If your agency added new or increased existing programs or services which population of the community benefitted?

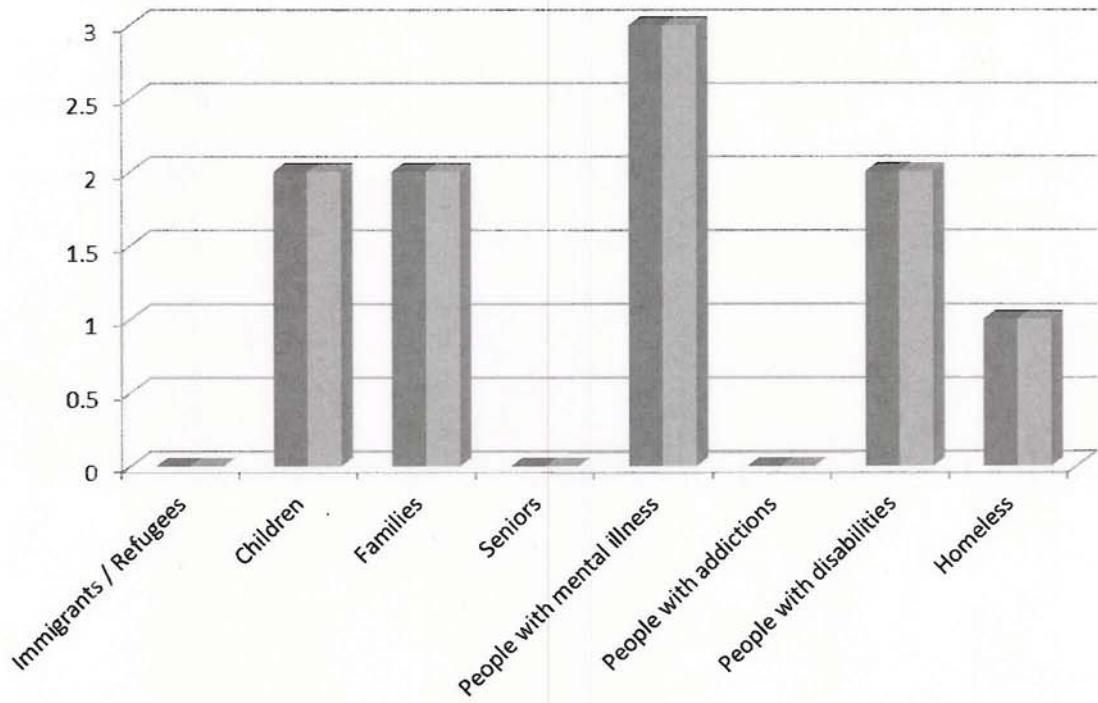


| Comments |
|--|
| We fundraised money to offer open access/barrier free counselling to families in need. |
| Youth, and at risk or hard to employ individuals |

4. If your agency removed or reduced all or part of existing programs or services 'for funding related reasons' which population of the community was affected?

| Response Options | Response Count |
|----------------------------|----------------|
| Immigrants / Refugees | 0 |
| Children | 2 |
| Families | 2 |
| Seniors | 0 |
| People with mental illness | 3 |
| People with addictions | 0 |
| People with disabilities | 2 |
| Homeless | 1 |
| Answered question | 6 |
| Skipped question | 9 |

If your agency removed or reduced all or part of existing programs or services 'for funding related reasons' which population of the community was affected?



GROWTH OF SERVICES

1. In the upcoming year is your agency planning for an increased demand for services?

| Response Options | Response Percent | Response Count |
|------------------|--------------------------|----------------|
| Yes | 93% | 14 |
| No | 7% | 1 |
| | | |
| | Answered question | 15 |
| | Skipped question | 0 |

2 If you answered yes to the previous question what is your agency planning regarding increased services?

| Response Options | Response Count |
|---|----------------|
| Implementing completely new programs | 4 |
| Adding staff to support existing programs | 3 |
| Acquiring additional space for programs or services | 3 |
| Establishing waitlists | 5 |
| Decreasing services to one client service group to accommodate increased demand by another client service group | 3 |
| Answered question | 10 |
| Skipped question | 5 |

| Comments |
|---|
| demand is increasing, but facility and staffing remain the same |
| When we increase our presence in the community the community who are in need, ask for more services. We are building relationships to help support an increase in demand but we may have to have a waitlist if new funding cannot be found to support the increase in demand. At this point, we are not sure whether this will happen or not. |
| Reorganizing program to gain increased efficiency to add to program capacity |
| We are taking more practicum students in order to continue to provide the much needed service to children and families. |

PROVINCIAL ECONOMIC ENVIRONMENT

1. In the current provincial economic environment what has been the greatest impact to your agency?

| Response Options | Response Count |
|--|-----------------------|
| Direct cuts to funding | 6 |
| Additional funding to programs or services | 3 |
| The need to work with community partners to leverage funding | 6 |
| The need to lobby the provincial government more often | 8 |
| The need to lobby the city for increased funding support | 4 |
| The need to seek other funding sources such as grants | 11 |
| The need to increase fundraising activities | 9 |
| The need to shift resources from one client service group to another based on changing provincial priorities | 3 |
| <i>Answered question</i> | 14 |
| <i>Skipped question</i> | 1 |

Comments

The business transformation of the employment services in BC see us going from over 400 contracts to just over 70, and from individualized service for specific populations to a one-stop shop model with services for all under one roof.

Depending on the success of our contract bids, or those of our partners, we may or may not be in business come April 1 2012.

NEED FOR SUPPORT

1. In the upcoming calendar year, will your agency be requesting any of the following?

| Response Options | Response Count |
|---|-----------------------|
| Funding for new programs or services | 11 |
| Space to run programs or services | 5 |
| Additional staff to support programs or services | 8 |
| Tools or equipment to support the running of programs or services | 5 |
| <i>Answered question</i> | 13 |
| <i>Skipped question</i> | 2 |

2. If you will be requesting support who will you approach?

| Response Options | Response Count |
|-------------------------------------|----------------|
| Local government (City of Richmond) | 7 |
| Provincial government | 11 |
| Federal government | 8 |
| United Way | 4 |
| Foundation or other grants | 13 |
| <i>Answered question</i> | 14 |
| <i>Skipped question</i> | 1 |

| Comments |
|----------|
| n/a |

Appendix #2



Richmond Community Services Advisory Committee

To: Mayor Brodie and Councillors
From: Judy Valsonis and Brenda Plant, Co-Chairs, RCSAC
CC: Lesley Sherlock and John Foster
Date: December 3, 2010
Re: Domestic Violence Unit Operations

| Issue | Potential impact | Agency or individuals affected | Suggested action |
|---|--|--|---|
| The current status of the Family Violence Unit (FVU) Domestic Violence Unit (DVU) program was discussed at the RCSAC General meeting, October 14, 2010. There was concern expressed that the current status does not reflect the intended model of service delivery. RCSAC members value the service that the intended Richmond DVU model could provide families impacted by domestic violence and wish to ensure the service provided continues to support individuals and their families. | The Richmond RCMP has continued to dedicate resources to family violence which is positive. Various evaluations and research projects have indicated that dedication of police resources has the following outcomes: <ul style="list-style-type: none">• Brings consistency to investigations of incidents of family violence• Provides support for general duty members to improve the effectiveness of police response to family violence calls The co-located model (community worker/police) of delivery has been well researched and has proven to: <ul style="list-style-type: none">• Increase the likelihood of successful prosecution of family violence cases in the justice system• Increase safety for women who have experienced family violence• Facilitate connections for victims with other service providers to meet the range of needs that are part of successful client outcomes• Increase positive psychosocial outcomes for victims of domestic violence Coordinated responses and co-located approaches also | Individuals affected: Victims of Domestic Violence Agencies affected: Richmond RCMP Family Services of Greater Vancouver Counsellors | Collaboration through co-location is integral to providing for the needs of vulnerable individuals and their families. The RCSAC believes that communities working together can make a significant difference in securing the safety of vulnerable women and children. We are hopeful that the Richmond DVU services will continue to operate as co-located RCMP and counselling DVU services in Richmond. |
| History: Our understanding is that in 2006 the Richmond RCMP dedicated a position to Domestic Violence, in February 2007 established the Family Violence Unit and issued a call for proposals from the community for a community partner. Family Services of Greater Vancouver was chosen by the | | | |

| Issue | Potential impact | Agency or individuals affected | Suggested action |
|---|--|--------------------------------|------------------|
| RCMP as the community agency partner and the partnership was established formally in July 2007. Family Services of Greater Vancouver secured funding for the victim support worker/counsellor position and in August 2007, this position joined the Family Violence Unit. This position was co-located in the Richmond RCMP detachment with the dedicated RCMP member. This proactive and progressive co- located partnership was based on similar approaches that exist in other jurisdictions such as Vancouver and New Westminster. The Capital Regional District (Victoria) has since established a similar model, as has Abbotsford. | help victims of family violence access the multiple services that assist them to move forward in building lives for themselves and their children that are free of violence. This may include navigation support for financial assistance, housing supports, counselling for themselves and their children, health care, education /employment services, childcare, custody and access as well as the supports required related to criminal proceedings. | | |

Appendix #3



To: Mayor Brodie and Councillors
From: Judy Valsonis and Brenda Plant, Co-Chairs, RCSAC
CC: Lesley Sherlock and John Foster
Date: December 22, 2010
Re: RCCCY Youth Project

| Issue | Potential impact | Agency or individuals affected | Suggested action |
|--|--|--|--|
| Making Richmond community based services more Youth Friendly | Filling the gaps between service providers who are serving youth in Richmond. Increasing service provider's ability to reach 'hard to reach youth'. More youth accessing community services building resiliency and reducing substance use, crime, gang involvement and youth slipping through the cracks of our community based services. | All Youth based service providers and 'hard to reach' or 'vulnerable' youth. | That this information be presented to the RCSAC (which it was) and to make Richmond City Council aware for general information purposes. |
| Richmond Collaborative Committee for Children and Youth (RCCCY) came to together in 2007 from the Child and Youth Mental Health (CYMH) group and in 2009 commissioned a report to complete an environmental scan focusing on gaps in services for youth. | RCCCY will forward executive summary and full report to John Foster and Lesley Sherlock for their information. | | |

Appendix #4



To: Mayor Brodie and Councillors
From: Brenda Plant and Judy Valsonis, Co-Chairs, RCSAC
Date: March 21, 2011
Re: RCSAC Addictions and Mental Health Working Group – Supporting Families Initiative

| Issue | Potential impact | Agency or individuals affected | Suggested action |
|---|---|--|--|
| <p>History: A key initiative of the RCSAC Addictions and Mental Health Working Group's 2010 Work Plan included advocacy and support for initiatives to provide easy access to comprehensive and appropriate services for individuals with addiction and mental health issues.</p> <p>Inherent in this goal was ensuring that adequate services are in place for families needing support with addictions issues. To determine the types of services needed, the Working Group held a series of community consultations in January and February 2010.</p> <p>Feedback gathered will inform the development of specific services and programs to support families in building their capacity and ability to manage their responsibilities and strengthen their families</p> | <p>Providing relevant services and programs to Richmond families impacted by the alcohol or drug use/misuse of a family member.</p> | <p>Individuals with substance use/misuse issues Parents, children and their extended families impacted by addiction Community organizations servicing this population:</p> <ul style="list-style-type: none">• Richmond Addiction Services Society• Turning Point Recovery Society• Vancouver Coastal Health Richmond - Transitions• Canadian Mental Health Association - Pathways• Ministry of Children and Family Development• RCMP• Touchstone Family Association• CHIMO Crisis Services | <p>*This information is being provided to Richmond City Council for information and awareness of the community need to further support vulnerable citizens most especially children and families that are impacted by addiction.</p> |
| <p>432</p> | | | |

*Supporting documentation: (1) Supporting Families with Addictions Concerns Report on Community Consultations; (2) Supporting Families with Addictions Concerns Programs Summary

Appendix #5



Agency Mentoring Survey Results

SECTION I

The RCSAC members below are those who requested assistance in an area. This list is for the internal use of the RCSAC only.

| Area of Focus | Agency | Contact Person |
|---|--------|----------------|
| 1. Board Development & Governance | RWRC | Florence Yau |
| | RASS | Rick Dubras |
| | HORAS | Carol White |
| | RCFC | Barb Bawlf |
| | RYSA | Pam Khinda |
| 2. Strategic Planning | RWRC | Florence Yau |
| | RCFC | Barb Bawlf |
| | RYSA | Pam Khinda |
| 3. Fundraising (Enterprising, Ongoing or Event) | RWRC | Florence Yau |
| | RASS | Rick Dubras |
| | HORAS | Carol White |
| | RCFC | Barb Bawlf |
| | RFBS | Gary Lake |
| | RYSA | Pam Khinda |
| 4. Fund Development (Grant Writing) | RASS | Rick Dubras |
| | HORAS | Carol White |
| | RYSA | Pam Khinda |

SECTION I Continued

| Area of Focus | Agency | Contact Person |
|--|---------------|-----------------------|
| 5. Risk Management (Policy Development, Liability, Facility or Staff Safety) | RCD | Ella Huang |
| | HORAS | Carol White |
| | RCFC | Barb Bawlf |
| 6. Volunteer Development and Management | RWRC | Florence Yau |
| | RASS | Rick Dubras |
| 7. Financial Management and Planning | | |

SECTION II

The RCSAC members below are those who indicated they or their organization has expertise in an area.

Agencies with an asterisk* indicated they are willing to provide support to another agency/individual.

Agencies with (3) asterisks*** indicated they are available to make a presentation. This list is for the internal use of the RCSAC only.

| Area of Focus | Agency | Contact Person |
|---|---------------|-----------------------|
| 1. Board Development & Governance | *RFBS | Gary Lake |
| | *CMHA-RMD | Dave MacDonald |
| | *RSCL | Janice Barr |
| | ***SUCCESS | Thomas Tam |
| 2. Strategic Planning | RCD | Ella Huang |
| | HORAS | Carol White |
| | RFBS | Gary Lake |
| | *RSCL | Janice Barr |
| | ***SUCCESS | Thomas Tam |
| 3. Fundraising (Enterprising, Ongoing or Event) | RCD | Ella Huang |
| | ***SUCCESS | Thomas Tam |

SECTION II Continued

| Area of Focus | Agency | Contact Person |
|--|------------|----------------|
| 4. Fund Development (Grant Writing) | RWRC | Florence Yau |
| | RCFC | Barb Bawlf |
| | SUCCESS | Thomas Tam |
| 5. Risk Management (Policy Development, Liability, Facility or Staff Safety) | SUCCESS | Thomas Tam |
| 6. Volunteer Development and Management | RCD | Ella Huang |
| | HORAS | Carol White |
| | RCFC | Barb Bawlf |
| | RFBS | Gary Lake |
| | *RYSA | Pam Khinda |
| | ***SUCCESS | Thomas Tam |
| 7. Financial Management and Planning | RWRC | Florence Yau |
| | HORAS | Carol White |
| | RCFC | Barb Bawlf |
| | *RFBS | Gary Lake |
| | ***SUCCESS | Thomas Tam |

SECTION III**Have you used services before?**

All respondents selected NO.

Additional specialties that could be added to the survey in the future:

RSCL: Human Resources, Contract Management, Program Evaluation

HORAS: Staffing and HR Policies

RCFC: Conflict Resolution with staff

RCF: working in partnerships, collaborations

RFBS: communications/advocacy

SECTION IV

Contact Information:

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RCFC, Barb Bawlf E: barbara.bawlf@vch.ca T: 604 214 9709

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RSCL, Janice Barr E: jbarr@rscl.org T: 604 279 7043

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