



To: Community Safety Committee
From: Phyllis L. Carlyle
General Manager Law and Community Safety
Re: Restorative Justice Evaluation Report 2011

Date: February 28, 2012
File: 09-5375-01/2012-Vol 01

Staff Recommendation

That the Touchstone Family Association's Restorative Justice Performance Outcome and Evaluation Report (as attached to the report dated February 28, 2012 from the General Manager, Law & Community Safety) be received for information.

Phyllis L. Carlyle
General Manager, Law and Community Safety
(604-276-4104)

Att. 1

FOR ORIGINATING DEPARTMENT USE ONLY			
ROUTED TO:	CONCURRENCE	CONCURRENCE OF GENERAL MANAGER	
Budgets	Y <input checked="" type="checkbox"/> N <input type="checkbox"/>		
Law & Community Safety Administration	Y <input checked="" type="checkbox"/> N <input type="checkbox"/>		
RCMP	Y <input checked="" type="checkbox"/> N <input type="checkbox"/>		
REVIEWED BY TAG	YES <input checked="" type="checkbox"/>	NO <input type="checkbox"/>	REVIEWED BY CAO
			YES <input checked="" type="checkbox"/> NO <input type="checkbox"/>

Staff Report

Origin

On January 1, 2011 the City of Richmond renewed the contract with Touchstone Family Association for the delivery of the Restorative Justice Program. The Touchstone Family Association is required to report to Council annually on:

- a) Restorative justice annual budget for the upcoming year;
- b) Restorative justice revenues and expenditure from the previous year;
- c) Performance indicators including the number of referrals, forums and completed resolution agreements;
- d) Milestones and achievements; and
- e) Participants' satisfaction survey.

This report ensures the terms of the contract are adhered to.

Analysis

The Provincial Government does not fund restorative justice to a level that would provide comprehensive services to the community. The City has long advocated for increased funding for restorative justice services but the Province maintains it will not advance additional funding. The Province's position has resulted in the City funding the Restorative Justice Program.

In 2008 the City entered into a three year agreement with Touchstone Family Association, renewing this contract in 2011 for three additional years.

The Richmond Restorative Justice Program uses an alternative approach to the courts that places the emphasis on accountability and problem solving as a way of addressing harm that takes place when a crime or incident occurs.

In many cases the program uses two methods to ensure the victim's concerns are addressed and the offenders are held responsible for the offence. These two methods are Community Justice Forum (CJF) and Community Accountability Panel (CAP).

The Richmond Restorative Justice Program is a volunteer driven program which has completed its fourth year of funding a permanent full time coordinator. The Performance Outcome Evaluation Report from Touchstone Family Services is attached (Attachment 1).

In summary the statistics over the last few years are as follows:

	2007	2008	2009	2010	2011
Total Number of Offenders	40	39	52	61	74
Total Number Referrals	40	32	32	48	44
Total Number Forums (CJF)	25	25	23	26	17
Total Number Resolution Agreements	43	39	35	30	23
Total Number Completed Resolutions Agreements	36	38	27	34	21
Total Number of Community Accountability Panels (CAP)				18	39
Total Number of Resolution Agreements				18	45
Total Number of Completed Resolution Agreements				12	35

*A referral can have more than one offender

** Not all referrals result in a forum, hence the lower number of forums than referrals.

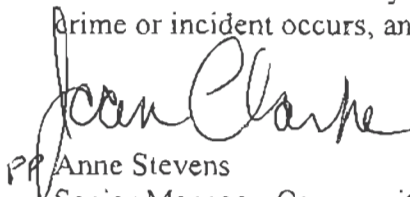
***The number of resolution agreements can be higher than the number of forums, because a forum can have more than one offender.

Financial Impact

The annual cost of the program in the 2011 to 2013 contract is \$95,000 per year.

Conclusion

The contract with Touchstone Family Association to administer Richmond's Restorative Justice Program is a service delivery model that strengthens the social health and independence of families and children in our community through effective intervention and support services. This alternative service delivery model to the court system addresses the harm that takes place when a crime or incident occurs, and ensures accountability.



PP Anne Stevens
Senior Manager, Community Safety Policy & Programs
(604-276-4273)

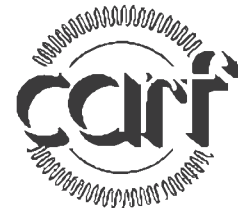
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Touchstone Family Association
Strengthening Family • Building Community

RESTORATIVE JUSTICE
PERFORMANCE OUTCOME
EVALUATION REPORT

January 1, 2011 - December 31, 2011



EXECUTIVE SUMMARY

Touchstone Family Association is a non-profit society that has been providing services to children and their families in Richmond since 1983. Our services have primarily focused on preserving and enhancing family relationships and we offer a variety of services designed to meet the needs of children to ensure their optimum development. Over 1900 children and their families benefit from our services on an annual basis.

The mission of the association is “strengthening the social health and independence of families and children through effective intervention and support services.” Our objectives are: to establish and operate preventative services to children, and their families in the City of Richmond and surrounding Municipalities; and to inform the residents of Richmond as to the importance of the services being provided to families and children.

At Touchstone Family Association we pride ourselves on our responsiveness to the needs and wants of the community we serve. This comprehensive *Performance Outcome Evaluation Report* examines and demonstrates the performance and quality of services provided by the Richmond Restorative Justice program. Restorative Justice is an alternative approach to the courts that places emphasis on accountability and problem solving as a way of addressing the harm that takes place when a crime or incident occurs. The Richmond Restorative Justice Program utilizes a model of restorative justice called the Community Justice Forum (CJF).

A CJF is a community-based alternative to the court system, where a trained volunteer brings everyone (Victim, offender, their families and/or supporters, as well as other affected parties) who has been affected by a crime or incident together to discuss the matter and hold accountable the person responsible for the crime or violation. Facilitators (Volunteers) help the participants work together in building a resolution agreement that addresses the harm.

The Richmond Restorative Justice Program:

- Is funded by the City of Richmond and is an integral part of its Youth Strategy
- Is delivered by Touchstone Family Association
- Is partnered with the RCMP
- Accepts suitable RCMP referrals for children (Under 12), youth (12 to 17) and adults who have committed less serious crimes in the community (Theft, fraud, vandalism, mischief, etc.)
- Requires the offender’s admission and willingness to be held accountable

- Requires the victim's desire to participate in a CJF that will address the harm that was done as a result of the offender's actions
- Invites family and supporters of both the victim and offender to participate in the CJF to help resolve the matter
- Supports parents in addressing their child's unacceptable behaviour
- Provides offenders with an opportunity to learn from their mistake and regain acceptance in the community
- Treats all of the participants of a CJF with honesty, fairness and respect
- Builds community by encouraging people to collectively resolve conflict
- Aims to prevent people from re-offending in the future
- Helps promote a safe and healthy community

Restorative Justice is a volunteer driven program that has a permanent full time coordinator. Touchstone Family Association trained a coordinator in CJF facilitation back in January 2004. The program began to accept referrals from the R.C.M.P. in February 2004. We presently have one coordinator, and 12 volunteers trained in facilitating Community Justice Forums.

Recruitment, retention and training of volunteers are crucial to the success of the Restorative Justice Program. The RJ coordinator engages all Volunteer applicants in a formal interview process which includes a criminal record check and two reference checks and also takes into account several key criteria that may include but is not limited to:

- life experience
- professional employment history
- education
- commitment to the program
- amount of time available
- Experience/Confidence in leading a group discussion
- Flexibility
- Knowledge of Restorative Justice
- Reasons behind wanting to become involved
- Experience/comfort level with conflict
- oral and written skills

Given the intensity of the training and the role of the facilitator it is important to recruit solid, committed individuals. Once the intensive interview process and reference check are complete the volunteer would then attend an intense 3 day training program. Once the volunteer has been provided with a certificate of training, they can now facilitate a CJF in conjunction with a certified/accredited facilitator. In order to reach certification a volunteer must facilitate 5 forums with a

certified facilitator. Although this may seem cumbersome it is a measure of quality assurance as it ensures that the facilitator is comfortable with the model and clearly understands their role as a facilitator. The philosophy of CJF is one of community ownership. Touchstone Family Association is very proud of our success with this volunteer-driven program. The majority of our volunteers live in Richmond and have an investment involving and empowering the affected participants through the justice process, increasing community capacity to recognize and respond to community bases of crime.

Touchstone receives \$2500.00 annually from the Ministry of Justice for volunteer recruitment/retention and recognition. The program is very fortunate to have a committed and passionate core group of volunteers several of whom have been with the program for over 4 years.

Inclusive in this report is a comprehensive evaluation of the Restorative Justice program's utilization, effectiveness and overall performance. Given that we consider Consumer and community input invaluable in designing and evaluating program effectiveness, this report will have an extensive section analyzing and reviewing, participant surveys. At the end of each forum all participants are encouraged to complete a brief one page survey asking specifically about the forum and the process. The survey results are reviewed in detail.

The Richmond Restorative Justice Program has now completed its fourth year of full funding with a full time coordinator. A new component of Restorative Justice began in 2010 year which is a six step conferencing model (presently being used in the Surrey RJ Program.) This option which is described in more detail below is being offered primarily to businesses where theft has occurred but they do not have the resources or desire to participate in a forum but are more than willing for the young person to experience a restorative approach.

A Community Accountability Panel (CAP) is a conferencing model utilized when victims are agreeable to a restorative justice approach but are unable to directly participate in a meeting with the offender. In such cases a CAP is arranged. The CAP consists of Surrogate Victims. At the CAP, the surrogate victims are responsible for introductions and explaining the purpose of the meeting. They will then aim to build trust and relationship with the young person, getting to know them as a person, and bringing the parent and/or guardian into the discussion as well. Following this, the surrogate victims will get the youth's story about what happened, getting as much information as is necessary to paint a picture of what occurred.

The surrogate victims will then move the discussion to the harm stage, where the youth will be asked to discuss who was harmed, in what way each person was

harmed, and how he or she intends to address the harm in each case. Prior to the Cap the victims are asked and encouraged to submit a victim impact statement and offer any suggestions on how the situation may be resolved. The surrogate victims will then assist the youth in creating an agreement that contains all of the conditions and reasonable deadlines, and ensuring that the youth and their family and/or supporters understand what must be completed. Everyone signs the agreement and receives a copy. In closing, the surrogate victims will address any other outstanding issues, needs, requests for information, etc.

In Summary, the following six steps are carried out:

1. Opening and Greeting
2. Building Trust and Relationship
3. Story Telling
4. Harm Stage
5. Agreement
6. Closing

There have been a total of 39 Community Accountability Panels (CAP) in the 2011 year. All have been successful and resolution agreements are being completed. During the 2011 year we have had 44 referrals to the RJ program. Presently the RJ program has had 17 community justice forums.

OBJECTIVES OF THE RESTORATIVE JUSTICE PROGRAM

1. Focus on the harms of wrongdoing more than the rules that have been broken;
2. Show equal concern and commitment to victims and offenders, involving both in the process of justice;
3. Work towards the restoration of victims, empowering them and responding to their needs as they see them;
4. Support offenders while encouraging them to understand, accept and carry out their obligations;
5. Provide opportunities for dialogue, direct or indirect, between victims and offenders as appropriate;
6. Encourage collaboration and reintegration rather than coercion and isolation;
7. Involve and empower the affected community through the justice process, and increase its capacity to recognize and respond to community bases of crime;
8. Show respect to all parties including victims, offenders and justice colleagues.
9. Parents of offenders feel supported in addressing their children's behaviour. Incidents are dealt with promptly.
10. For communities surrounding the victim and offender, it provides an understanding of the root causes of conflict.



Program Efficiency

This section below will review the cost-efficiency of the Restorative Justice Program.

In January, 2008 the Richmond Restorative Justice Program received full funding from the City of Richmond and has now completed its fourth year of operation with core funding.

During this reporting period, referral levels are similar to 2010 with a total of 44 referrals to the program. The option of the Community Accountability Panel (CAP) has been a great success as many more stores are supporting files coming to RJ. It is important to note that a referral is considered a case file, however, one file may involve anywhere from one to eight or more offenders. The number of offenders determines the amount of work hours a file demands. Every offender is interviewed privately with their families/supporters; thus the pre-screening interviews become quite labour intensive the greater the number of offenders.

It is important to note that the core funding for Restorative Justice comes from the City of Richmond through the Law and Community operating budget and we have now completed year 1 of a second 3 year contract. Touchstone Family Association continues to engage other levels of government regarding not only the need but the responsibility in cost sharing this program across the three levels of government. Restorative Justice receives a small amount of money from the Community Actualization Program which provides some funds for volunteer training and recruitment. Touchstone will continue to raise the profile of this extremely cost effective alternative to court and will seek out funding partners. Although funding continues to be an ongoing challenge we are very appreciative to the City of Richmond for not only believing in the Restorative Philosophy but understanding the role it plays in creating safer and healthier communities.

RESTORATIVE JUSTICE WEEK 2011

Mayor Malcolm Brodie and the City of Richmond proclaimed November 13 -20, 2011 as *Restorative Justice Week in Celebration with communities around the world. In honor of this occasion*, Touchstone Family Association hosted an event titled "Planting the Seeds." Citizens of Richmond were invited to attend a presentation on *Re-Visioning Justice* by Touchstone's Restorative Justice Program Coordinator, Haroon Bajwa. The presentation was well received and was followed by a screening of the RCMP produced documentary "Planting the Seeds," and a good discussion on restorative justice and the program at the end.

The event took place on November 17, 2011 and the venue was filled to capacity

with the Mayor and many members of the community in attendance. Many people expressed their appreciation for having the opportunity to learn more about restorative justice.

RESTORATIVE JUSTICE AND THE SCHOOL DISTRICT:

Touchstone Family Association is committed to promoting the Restorative Justice philosophy or approach in the Richmond School District. Often referred to as *Restorative Action* amongst educators in schools to help distinguish it from the justice system, this approach offers many benefits to administrators, teachers, students and parents.

Restorative Action is derived from the concept of Restorative Justice and, simply put, is an alternative to the traditional school discipline that is geared towards punishment and isolationism. Fundamentally, this approach contends that conflict creates harm in our inter-personal relationships, making it necessary to address the needs and obligations on behalf of everyone who has been affected and/or has a stake in the outcome.

The aim of creating safe and caring schools requires that we focus on reparation of harm, restoration of relationships and the re-building of community.

Restorative Action has proven to be effective in places where it has been successfully implemented and supported. This approach has saved administrators time and it has reduced absenteeism, detentions, expulsions and teacher-student disputes. In addition to this, and more importantly, it has provided social and emotional learning for students.

Touchstone has produced a handout for schools, explaining Restorative Action and what it has to offer. This is not a tool that enables something to be done “to” or “for” students. Rather, this is an approach to working “with” kids.

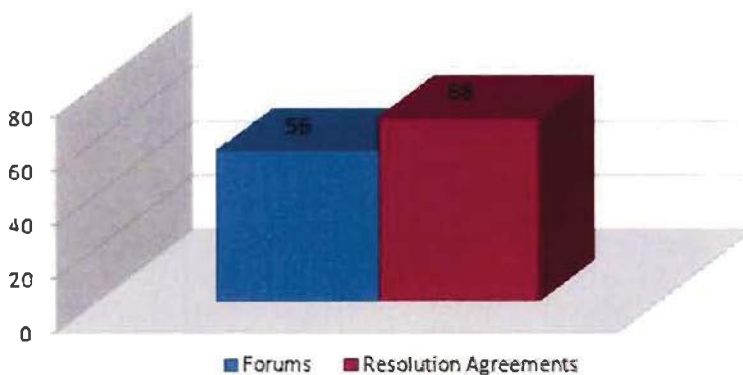
In addition to this handout, *Building Safe and Caring Schools*, Touchstone will endeavor to establish a working group in partnership with interested and/or like-minded professionals from the Richmond school system to begin a dialogue on what is essentially a paradigm shift with respect to handling behavioral issues inside schools.

It is our hope that this collaboration will lead to effective strategies that contribute to the goals of promoting, implementing and sustaining a new culture inside of our schools in the coming months and years.

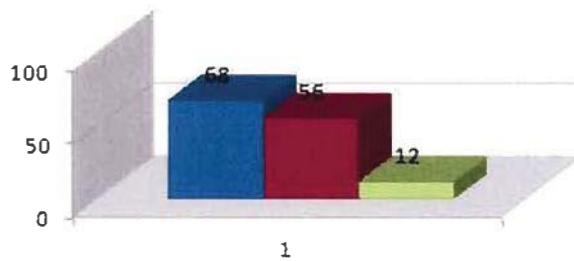
Referrals Received and Forums and Caps held



Resolution Agreements Drawn Up from both CJF and CAP

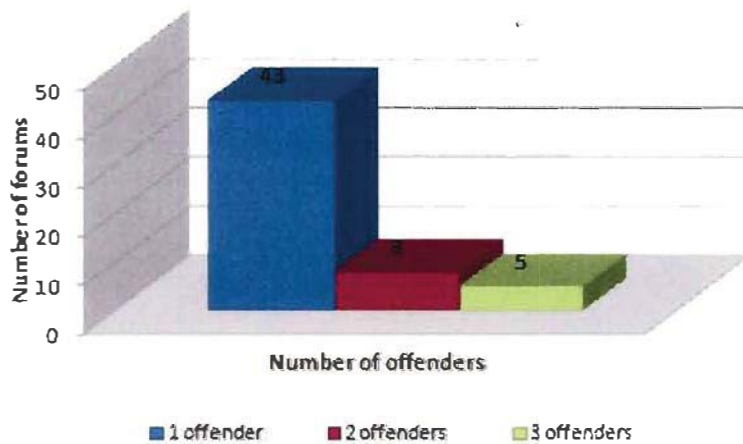


Successful Completion of Resolution Agreements in both CJF and CAP



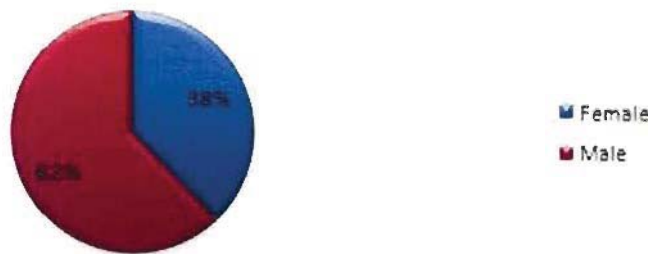
■ Resolution Agreements ■ Completed Resolution Agreements ■ Pending Completion

Offenders per Forum

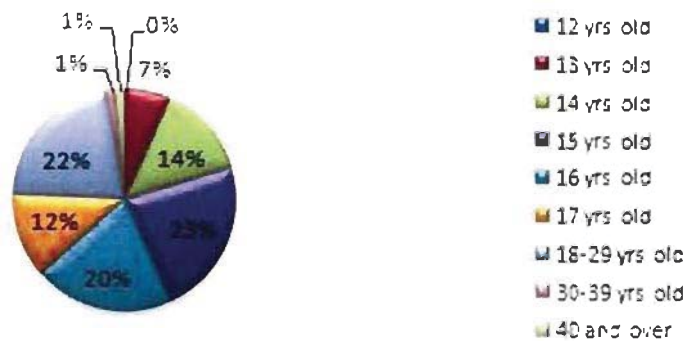


■ 1 offender ■ 2 offenders ■ 3 offenders

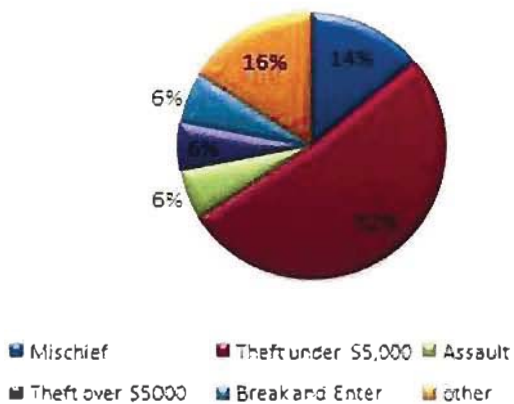
Gender of Offenders Referred



Age of Offenders Referred



Most Common Offences Referred



SECTION 2

Follow-up Evaluation

Touchstone Family Association has utilised a survey method of evaluation in order to elicit written feedback from the people who utilize the services; this includes the participants in the Restorative Justice Program. As a result of this practice we have produced a collated report of the ratings and comments provided by our consumers in this report. The survey asks a variety of questions, designed to elicit feedback regarding: role in the forum; level of satisfaction with the CJF or CAP process and if any barriers were encountered.

During this reporting period there were 56 forums and Caps that took place. Each participant is asked at the end of the process to complete a very brief survey and for the most part participants are happy to do this.

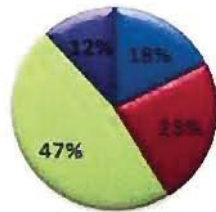
The responses to the rating-scaled questions were very positive for the staff,

volunteers and services of the RJ Program. Touchstone Family Association is committed to utilising the feedback from program participants to evaluate with the community the impact that participating in the CJF or CAP has for all involved. We are committed to continuously modifying and enhancing our programs and practices. The response from the participants is reviewed separately below.

Restorative Justice Follow-Up Survey

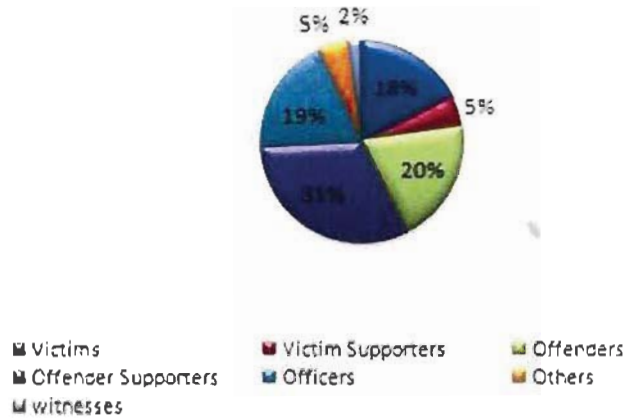
The results of the survey are below; it is interesting to note that on the question section of the survey respondents are identified as their role in the forum or CAP. For example a comment will be followed by the role of the participant in brackets. Below are the survey results from participants in a Community Justice Forum.

How long after the file was referred did the forum take place

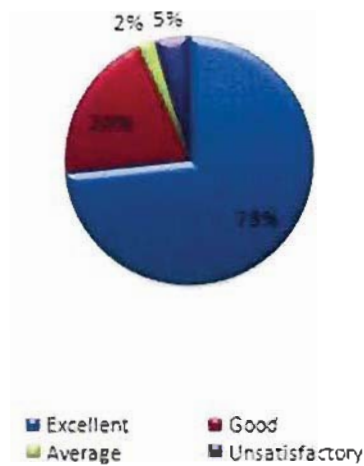


■ 5-15 working days ■ 15-30 working days ■ 30-45 working days ■ 45-60 working days

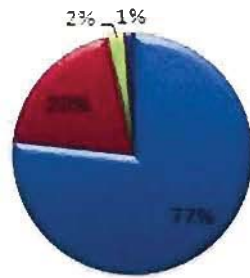
Roles of Participants in Forums



How Fair was the Community Justice Agreement

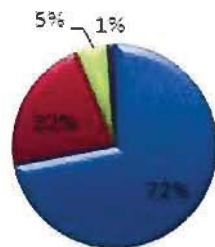


How Fair was the Community Justice Process



■ Excellent ■ Good ■ Average ■ Unsatisfactory

How was your overall experience with the Community Justice Forum



■ Excellent ■ Good ■ Average ■ Unsatisfactory

The answers below are for the 2 open ended questions we ask respondents. The statements below are from participants in a community justice forum and their role within the forum is noted in brackets after the comment.

Question 6: Did you encounter any barriers to service, which affected or interfered with your participation in the program?

Answer options	Response Count
	16
Answered question	16

Respondents	
1.	No it was fair and helpful.(offender)
2.	Time lines (offender supporter)
3.	Emotionally charged atmosphere. Parent and victim was angry from each other's action during the conduct of the investigation. (officer)
4.	Yes just that he was pointing fingers and convicting us of planning this crime. (offender)
5.	Not at all, very thorough, I just thank 'God' for such a program. What wonderful, non-judgmental people running this program. (offender supporter)
6.	No very accessible and flexible (offender supporter)
7.	No barriers that I can identify. (victim)
8.	No the program was excellent and I am happy to have the privilege of participating. (offender)
9.	Excellent participation by all involved. (officer)
10.	None, my wife had trouble with English but the forum participants were patient and understanding. (Offender supporter)
11.	No the process was clearly outlined and defined. (victim)
12.	No I haven't it was a very effective process. (offender supporter)
13.	I was really nervous and it was hard to say what I really wanted to say. (offender)
14.	Length of time from actual incident. Not directly involved – not being the first responder. (victim)
15.	No I felt as though a lot of the program was scheduled around me even though I was the harm doer in this. (offender)
16.	Attitude of youth (Victim)

Question 7: Is there anything else you would like to comment on?

Answer options	Response Count
	38
Answered question	38

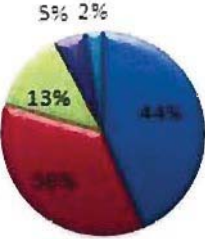
Respondents	
1.	Thanks to the volunteers! (offender supporter)
2.	Not at this time. (victim)
3.	Excellent as always (officer)
4.	Very good program for first time offenders. Gives them a chance to learn from their mistakes. (offender)
5.	The facilitator was wonderful everything ran smoothly. (offender supporter)
6.	I am glad the Restorative Justice program is an option. (victim supporter)

7.	Just that it was a great experience. (victim)
8.	Very fair resolution (offender)
9.	Great Program (offender supporter)
10.	Very good alternative to Justice system (offender supporter)
11.	Haroon did an excellent job. (victim)
12.	Went very well. (officer)
13.	Nothing really, I am very impressed with this program. (victim)
14.	Apology expressed with sincerity Important to healing. (victim)
15.	Very very good and helpful program. (offender supporter)
16.	I am impressed with the program and hope the results are as effective. (offender supporter)
17.	I highly agree and support this process, and the results it brings are fulfilling for all parties and are long lasting. (offender)
18.	I am very happy that this program exists and hope that it will expand and be used on as many harm doers as possible. (offender)
19.	Great Program (officer)
20.	It was a good session. (officer)
21.	Impact on the family. (victim)
22.	Forum was very positive, (officer)
23.	It was all good. (Offender supporter)
24.	It was a better way of solving community problem and I highly recommend it. (Victim)
25.	Very good in solving problem (Offender supporter)
26.	Continue this kind of service to the community. Good job thank you very much. (offender supporter)
27.	Was nice to see the RJ program in action .I think it is a great way to deter youth from the criminal system and further criminal activity. (officer)
28.	This is a very fair alternative to other potential repercussions. I am very fortunate and thankful for everyone's participation and realize that it's for my benefit. (offender)
29.	Well run forum which was fair and considered the perspectives of everyone involved. A good process which will be considered in the future. Overall a good resolution to the issue was established. (officer)
30.	A wonderful system giving "youth" the opportunity for accountability, and making a wrong right – without having to pay for the rest of their life. Very well done! (offender supporter)
31.	A great alternative to discuss openly with all the parties. Very well done. (victim)
32.	We are so thankful that this opportunity was made available to our son. The meeting proved to be a way for all involved to work through a situation together and come to a resolution. Thank you to all. (Offender supporter)
33.	Felt very informative and friendly way to come to agreement/deal with problem. (offender supporter)
34.	No everything was discussed. (offender)
35.	Great opportunity to give these youths a second chance. (officer)
36.	I support this program and would recommend it continue. Our facilitators were excellent. (Offender supporter)
37.	I am thankful for this program. (Offender supporter)

38.	Police made excellent points. (victim)
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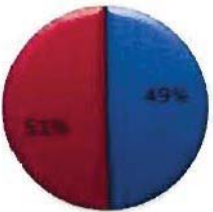
The results of the survey for the Community Accountability Panel are below.

How long after the file was referred did the CAP take place



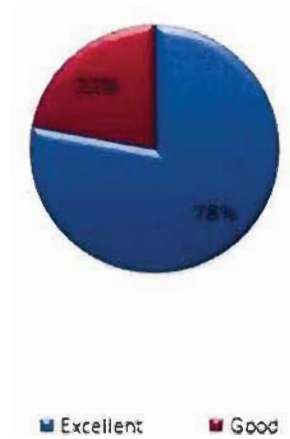
■ 5-15 working days ■ 15-30 working days ■ 30-45 working days ■ 45-60 working days ■ 60-75 working days

Roles of Participants in CAPS

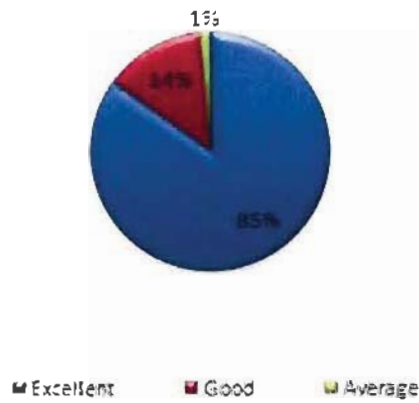


■ Offenders ■ Offender Supporters

How Fair was the Community Accountability Agreement



How Fair was the Community Accountability Panel Process



How was your overall experience with the Community Accountability Panel?



Question 6: Did you encounter any barriers to service, which affected or interfered with your participation in the program?	
Answer options	Response Count
	16
Answered question	16
Respondents	
1.	None (offender Supporter)
2.	No everything went very well and everyone was very nice and I participated 100%. (offender)
3.	No, I did not encounter any barriers to service. (offender supporter)
4.	No nothing interfered in our participation. (offender)
5.	The translator was good, not the best.(offender)
6.	No,not at all, I was really satisfied. I felt comfortable, which was important. (offender)
7.	No I did not. (offender)
8.	This conference was a great opportunity for all of us to express how we Feel. (supporter)
9.	No but I would have appreciated a bit more information prior to the session. (supporter)
10.	No I was very comfortable with the program. And know that my son has learned from his mistake. The Touchstone Family Program will help a lot of families. Thank you so much. (offender supporter)
11.	There were no barriers everything was explained clearly and in detail. (offender)
12.	Nothing affected me and I would like to participate in this program. (supporter).
13.	I didn't encounter any barriers to service. I found it very helpful having an interpreter. (Supporter)
14.	No this is an excellent and constructive process and alternative. (Supporter)

15.	This is a wonderful program that should be replicated in Vancouver. Good use of resources – keep up the good job. (supporter)
16.	Not having a babysitter. (offender)

Question 7: Is there anything else you would like to comment on?	
Answer options	Response Count
	39
Answered question	39

Respondents	
1.	This is an excellent program and hope it can continue to help the community in the future. (offender supporter)
2.	Very helpful and appreciated. (offender)
3.	Thanks for giving me the opportunity to attend the program that can give my children a good lesson. (offender supporter)
4.	No, I have learned my lesson completely. (offender)
5.	This talk helped me get back on track. (offender)
6.	The guy was really nice; he listened to both sides of the story which was great. (offender)
7.	The conference process was good, I was able to voice out how the situation affected me and I heard my daughter's feelings, how she feels about the incident. (offender supporter)
8.	This program is a good opportunity for those that know they've made a mistake and need to right the wrongs they've done. (offender)
9.	Thanks for the support and guidance. (offender supporter)
10.	Thank you. (offender)
11.	I think it was useful to have some tough questions asked of the harm doer. We all come away, having a clearer understanding of events, very satisfied with conclusion. (offender supporter)
12.	An excellent method of allowing a young offender to make amends and to understand the impact of their action. (offender supporter).
13.	I just want to say thanks to everyone for their time and effort they put into our children. (supporter)
14.	That I am sorry for my actions and know this will never happen again. (offender)
15.	It is an excellent program. (supporter)
16.	This is a great initiative (supporter)
17.	I am very grateful to be referred to this program instead of being dealt with by the RCMP. (offender)
18.	Thanks for the program that gives the opportunity for them to think and learn more for their good. (supporter)
19.	Thank you for letting me express my feelings on this. (offender)
20.	I like the fact that there is an open discussion. I also like the fact that we are trying to restore and build the child rather than being punitive in the process. (supporter)
21.	Thank you for taking the time to talk to my Dad and I. Both volunteers were friendly and easy to talk to and open up too. (offender)
22.	Thank you for the time spent, walking us through everything that happened; I know my son was quiet and not overly talkative, but I also know that he is the type to listen. I'm sure this process has affected in a positive way. As he always seems to pick up the messages. Thanks

	again for you time and concern. (Offender supporter)
23.	I felt comfortable and was well informed with how the program works and how it will help my child. Thank You. (Offender Supporter)
24.	I appreciate having this program as an alternative to the court system. It gives the young offender a last chance to set things right. (supporter)
25.	Although we are here because unfortunate circumstance, this is a great program. Thank you. (Offender supporter)
26.	That I got a thorough understanding of the store that was impacted and how and who it impacts. (offender)
27.	This service is an excellent opportunity for the youth and adults. (supporter)
28.	This program is excellent, and it is good that everyone can benefit from it and can resolve problems through the program. (Supporter)
29.	Thank you for your time. (Supporter)
30.	Thank you for your time you helped a lot. (offender)
31.	I think that the Richmond Restorative Justice program was very fair with this particular incident. (supporter)
32.	Very open environment and understanding (Offender)
33.	Just thanks for the second chance. (offender)
34.	This is a very good system. Sometimes parent are left alone to talk to their kids who are in conflict with the law – already the parent is upset and frustrated and distrusts their own ability to get their kids to understand the impact of their behavior. Thank you for making it possible to talk to our kids and hear them. (Supporter)
35.	Thank you for this program, which allows me to express how I feel and deal with this problem. (offender)
36.	Thank you for all the people (staff) for having the opportunity to resolve family and community issues. It was a positive experience for us. (supporter)
37.	I would like to thank the people of Richmond Restorative Justice Program and everybody who has been involved for presenting me with this opportunity to make amends and for being so very helpful. (offender)
38.	I appreciate very much the people behind the RRJP with special commendation to the facilitators.
39.	Thank you so much for talking to me about the incident and telling about the different ways I cause a huge impact on many people. This really made me feel better letting out the feelings I felt when it happened. Feels like a huge pain in my heart went away. Again than you for doing this process with me. (offender)

Follow-up Evaluation Summary

Restorative Justice is about giving all parties involved in a conflict the opportunity to take an active role in a safe and respectful process that allows open dialogue between the victim, offender and the community. For the offenders, it is about taking responsibility and being held accountable for the harm caused. For victims, it provides an opportunity to talk about the harm caused and ask questions that may

be necessary as a part of the healing process. For communities surrounding the victim and offender, it provides an understanding of the root causes of conflict. Community involvement in restorative justice is one of the core components of the approach thus the feedback is an integral part of understanding the effectiveness of the overall restorative experience.

In regards to our follow up information eliciting feedback for general satisfaction with the RJ Program, the participant feedback indicated a high satisfaction rating. The Restorative Justice Program responds to the needs of young people and the community by repairing harm, restoring the moral bond of community and teaching responsibility and accountability to the young person. The responses are very similar to past year responses with the majority of people being very grateful for the opportunity to participate in such a program.

This is the fourth year of operation for the program as a fully funded program with dedicated appropriate resources and the sixth year of the program in the Richmond community. The Restorative Justice Program will continue to utilize feedback information to develop and improve our service delivery, and we thank all the participants for the valuable feedback provided.

The Restorative Justice Program has demonstrated a very successful twelve months of service provision. The key strengths of the program have been the collaborative working relationships developed with the community, the co-operative partnership with the Richmond RCMP and other community service providers; of great significance was in 2008 the City of Richmond demonstrated their full support of the Restorative Justice program and provided Touchstone Family Association with a three year contract establishing a core funding base. The City of Richmond continues to support this initiative and has entered into another 3 year agreement with Touchstone Family Association.

2008-2012
Strategic Plan (Summary)
Restorative Justice

Strategic Priority 1 – To maintain and strengthen a balanced base of volunteers – At Touchstone we will endeavour to round out the compliment of current skill sets to create increased sustainability, and accountability. The RJ Coordinator will identify key characteristics/ qualities and will actively engage in ongoing recruitment campaigns

1. The RJ Coordinator will create and support meaningful ongoing learning opportunities (internally and externally) for volunteers.
2. The RJ Coordinator will advocate for specific training opportunities or recognition ceremonies on behalf of the volunteers.

Strategic Priority 2 – To hold 2 Restorative Justice Facilitator training events annually for both volunteer recruitment and community education purposes.

1. To create a partnership with Volunteer Richmond in order to assist in recruitment.

Strategic Priority 3 – To provide Restorative Justice Services, which are, open, accessible and flexible, and meet the needs of the community as a whole. At Touchstone we will endeavour to ensure that the RJ program and service is guided by community need, cultural diversity and political and social necessity.

1. Continue commitment to accreditation process
2. Conduct ongoing needs assessments (internal/ external)
3. Continue to commit to community work, sector involvement and other mechanisms for stakeholder engagement

Strategic Priority 4 – To raise community awareness of the Restorative Justice Program and its role in addressing youth crime. The organization will actively seek to educate the community members such as RCMP, Big Box stores, the Richmond School District in the value of Restorative Justice as an alternative to punitive interventions to youth anti social behaviour.

1. The RJ Coordinator will actively work/advocate to promote the RJ program by attending community events and liaising with school district staff, RCMP Loss Prevention Officers (box stores).
2. To accept referrals directly from the school district and big box stores for CJFs’.

Restorative Justice Statement of Income 2011

	Jan to Mar 2011	Apr to Jun 2011	Jul to Sep 2011	Oct to Dec 2011	Total 2011	YTD Budget	Variance
Revenue							
Grant from City of Richmond	23,750	23,750	23,750	23,750	95,000	95,000	0
Expenses							
Wages and benefits	16,019	15,440	15,440	14,311	61,210	60,000	-1,210
Rent	5,695	5,695	6,210	6,210	23,810	25,000	1,190
Mileage	140	300	140	395	975	1,000	25
Office supplies	703	750	530	995	2,978	3,000	22
Telephone	230	300	200	326	1,056	1,000	-56
Supervision	1,265	1,265	1,230	1,240	5,000	5,000	0
	24,052	23,750	23,750	23,477	95,029	95,000	
Net surplus (deficit)	-302	0	0	273	-29	0	

Restorative Justice budget for \$95,000 contract to cover January 1 – December 31, 2012

	Annual	Monthly	Quarterly
Wages	\$ 60,000.00	\$ 5,000.00	\$ 15,000.00
Rent	\$ 25,000.00	\$ 2,083.33	\$ 6,250.00
Mileage	\$ 1,000.00	\$ 83.33	\$ 250.00
Cell phones Office expense	\$ 1,000.00	\$ 83.33	\$ 250.00
Supervision	\$ 3,000.00	\$ 250.00	\$ 750.00
	\$ 5,000.00	\$ 416.67	\$ 1,250.00
	\$ 95,000.00	\$ 7,916.67	\$ 23,750.00