



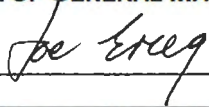


To: Planning Committee **Date:** January 3, 2023
From: Kim Somerville **File:** 01-0100-30-RCSA1-01/2023
 Director, Community Social Development -Vol 01
Re: **Richmond Community Services Advisory Committee 2022 Annual Report and 2023 Work Program**

Staff Recommendation

That the Richmond Community Services Advisory Committee’s 2022 Annual Report and 2023 Work Program, as outlined in the staff report titled “Richmond Community Services Advisory Committee 2022 Annual Report and 2023 Work Program”, dated January 3, 2023, from the Director, Community Social Development, be approved.

Kim Somerville
Director, Community Social Development
(604-247-4671)

Att. 2

REPORT CONCURRENCE	
CONCURRENCE OF GENERAL MANAGER 	
SENIOR STAFF REPORT REVIEW	INITIALS: 
APPROVED BY CAO 	

Staff Report

Origin

The Richmond Community Services Advisory Committee (RCSAC) was established in 1987 to act as a resource and to advise City Council by providing information on social policies and community services that contribute to the well-being and quality of life of Richmond residents.

This report supports Council's Strategic Plan 2018–2022 Focus Area #1 A Safe and Resilient City:

Enhance and protect the safety and well-being of Richmond.

1.4 Foster a safe, caring and resilient environment.

This report supports Council's Strategic Plan 2018–2022 Focus Area #4 An Active and Thriving Richmond:

An active and thriving community characterized by diverse social and wellness programs, services and spaces that foster health and well-being for all.

4.1 Robust, affordable, and accessible sport, recreation, wellness and social programs for people of all ages and abilities.

4.2 Ensure infrastructure meets changing community needs, current trends and best practices.

This report also supports Social Development Strategy (2013–2022) Action 38:

Nurture and enhance existing communication channels and networks with community agencies (e.g. through staff support to the Richmond Community Services Advisory Committee, participation in networking groups).

Analysis

While the RCSAC is a City Council advisory body, only two citizen representatives are Council-appointed. The majority of members are representatives of non-profit social service agencies supporting Richmond residents, appointed by their own organizations. The City supports the RCSAC by providing an annual operating budget, a City Council Liaison and a Staff Liaison.

2022 Annual Report

The activities undertaken by the RCSAC are outlined in the 2022 Annual Report (Attachment 1). Highlights of the Committee's work include:

- The RCSAC submitted a Communication Tool to City Council in April 2022 to present the results of The Jennifer Larsen Gains and Losses Survey and inform City Council about the impact of funding changes on social services agencies operating in Richmond. The RCSAC continues to monitor the impacts of funding changes on social services provided in Richmond.

- The Executive Committee of the RCSAC engaged a graduate student from Adler University in February 2022 to conduct a research project to outline the priorities and challenges facing RCSAC member organizations. The RCSAC continues to look at ways to support its members to address challenges and impacts associated with the COVID-19 pandemic on Richmond residents.
- Janice Lambert, RCSAC Co-Chair, facilitated an interactive webinar series for RCSAC members on the topic of compassion resilience. The Compassion Resilience Task Group's work also resulted in a Post-Pandemic Resilience Workshop at the City's Diversity Symposium in October 2022.

2023 Work Program

At the Annual General Meeting held on December 8, 2022, the RCSAC approved for City Council's consideration the proposed 2023 Work Program (Attachment 2), which builds on previously identified actions and identifies new initiatives, including:

- Updating the RCSAC Community Table Inventory, which lists community-based tables and committees relevant to social services;
- Conducting the RCSAC Space Needs Survey, which gathers information on the space needs of Richmond non-profit community social service agencies;
- Updating the RCSAC Charter and RCSAC Operating Policies and Procedures for Council's consideration; and
- Continuing to apprise Council of matters affecting community agencies and Richmond residents.

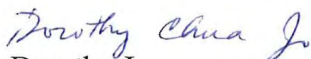
The 2023 Work Program will be revised throughout the year as necessary, based on emerging issues as well as future City Council priorities.

Financial Impact

None.

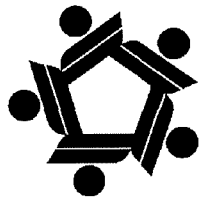
Conclusion

The RCSAC 2022 Annual Report provides a summary of the activities undertaken by the Committee during the 2022 calendar year. The RCSAC 2023 Work Program outlines the Committee's priorities in the coming year and is designed to advance strategic directions and actions outlined in Council adopted strategies and plans related to social development by strengthening social infrastructure and addressing emerging issues impacting the community. Staff recommend that the RCSAC 2022 Annual Report and 2023 Work Program be approved.



Dorothy Jo
Program Manager, Social Planning
(604-276-4391)

- Att. 1: Richmond Community Services Advisory Committee 2022 Annual Report
2: Richmond Community Services Advisory Committee 2023 Work Program



RCSAC | Richmond Community Services Advisory Committee

2022 Annual Report

Introduction

The Richmond Community Services Advisory Committee (RCSAC) was established by City Council in May 1987 to act as a resource and provide advice to City Council regarding social policies and community services that contribute to the general health, welfare and quality of life of Richmond residents. It also serves as a forum for community service agencies to meet on a regular basis in order to share information about issues of common interest and identify emerging needs in the community.

While the RCSAC is an advisory body to City Council, only two citizen representatives are Council-appointed. The majority of RCSAC members are representatives of non-profit social service agencies supporting Richmond residents, appointed by their own organizations. The City supports the RCSAC by providing an annual operating budget, a Council Liaison and a Staff Liaison.

The 2022 RCSAC Annual Report serves as a summary of the RCSAC's activities during the 2022 calendar year, which were intended to align with City Council's Strategic Plan (2018–2022) and to advance actions outlined in the City's Social Development Strategy (2013–2022) and other Council adopted strategies and plans, by strengthening social infrastructure and addressing emerging issues impacting the community. The annual report is based on input from RCSAC members with support from the RCSAC Executive Secretary and City Staff Liaison.

Highlights of 2022

Highlights of the RCSAC meetings and events are outlined below:

1. The RCSAC submitted a Communication Tool to City Council to present the results of The Jennifer Larsen Gains and Losses Survey and inform City Council about the impact of funding changes on social services agencies operating in Richmond. Of note was the increase in need for services being wholly subsidized by COVID-19 additional funding sources and the concern about the impact if/when that funding is scaled back or eliminated. The RCSAC will continue to monitor the impacts of funding changes on social services provided in Richmond.
2. Daniel Remedios, Executive Director, Richmond Addiction Services Society (RASS), and a member of the RCSAC Executive Committee, provided an overview of the programs offered by RASS. With the toxic drug supply continuing to increase, it was informative to learn about the various programs offered by RASS such as the School's Out program and other youth and family programs.

3. The Executive Committee continued to look at ways to ensure the RCSAC is bringing value to the membership following the challenges associated with the COVID-19 pandemic. The Committee engaged Athena Estremadura, a Public Policy graduate student from Adler University, in February 2022 to conduct a research project to outline the priorities and challenges facing RCSAC member organizations. Athena identified the potential to update the RCSAC Terms of Reference as an opportunity to enhance social service alignment in Richmond. The Executive Committee subsequently reviewed the RCSAC Terms of Reference and plans to propose recommend changes to City Council in 2023.
4. Janice Lambert facilitated an interactive webinar series related to compassion resilience. The webinar series took place over a six-week period and the feedback from participants was positive. The Compassion Resilience Task Group's work also resulted in a Post-Pandemic Resilience Workshop at the City's Diversity Symposium.

Guest Speakers and Organizational Presenters

Throughout 2022, guest speakers and organizational representatives presented at RCSAC meetings on issues and topics of interest to Committee members.

January

Lynne Fader, Executive Director, The Kehila Society

- The Kehila Society in Richmond was originally founded as a way to bring the Jewish community together in Richmond. The Kehila Society has evolved to provide a wide range of support and opportunities to Jewish children, youth, adults, seniors and families within Richmond.

February

Maylen Crespo, Community Programs Manager, Family Services of Greater Vancouver (FSGV)

- FSGV has been helping families through many programs, services and workshops across Greater Vancouver. From youth experiencing homelessness to families impacted by trauma, FSGV offers highly trained counselors, therapists, and staff who approach every person with compassion to address even the most complex challenges.

March

Daniel Remedios, Executive Director, Richmond Addiction Services Society (RASS)

- RASS has been serving the Richmond community since 1975. Daniel Remedios played a video to highlight the programs offered by RASS, which included prevention programs, the School's Out program and youth and family programs. The toxic drug supply is at its highest level in decades and RASS is committed to activating more resources to prevent addictive behaviors and reduce the number of overdose deaths.

April

Athena Estremadura, Public Policy Graduate Student, Adler University

- Athena Estremadura presented the results of her Public Policy Capstone Project, which was to provide the Executive Committee with the priorities and challenges facing RCSAC member

organizations, highlight inter-agency opportunities and analyze the RCSAC Terms of Reference to identify areas for improvement.

May

Eugene Lupynis, Member of the Board of Directors, Ivan Franko Ukrainian Society

- Eugene Lupynis presented on the situation of Ukrainians arriving in Richmond and the importance of capitalizing the RCSAC network of resources in order to share information among service providers who serve this population.

June

Alan Hill, Inclusive Communities Program Coordinator, Richmond Multicultural Community Services

- As the lead agency of a collaborative project funded by the provincial government, Richmond Multicultural Community Services is promoting the Richmond Community Protocol to combat racism and hate in Richmond. The protocol has been endorsed by the Richmond RCMP and is available to all organizations.

Jack Horne, Program Coordinator, Connections Community Services Society

- Connections Community Services will launch a new program that focuses on healing and resilience for the Indigenous community. There will also be a new workshop called Decolonization and Reconciliation, which will teach the basics of reconciliation and will be open to everyone.

September

Hajira Hussain, Executive Director, Richmond Food Bank Society

- Hajira Hussain presented on the Richmond Food Aid Coalition, which is composed of Richmond-based faith groups, food security agencies, social service agencies, and individuals who volunteer their time and resources to prepare and deliver daily meals to people who are unhoused and street entrenched in Richmond.

November

Novella Lui, PCN Implementation Lead, and Sean Canosa, PCN Community Link Worker, Richmond Primary Care Network (PCN)

- Novella Lui and Sean Canosa provided an overview of the PCN's Social Prescribing Program, which enables healthcare providers to refer patients to local, non-clinical services, including community and social services.

December

Miriam Plishka, Park Planner, City of Richmond

- Miriam Plishka provided an overview of the Lansdowne Major Park Master Plan process and invited RCSAC members' input on the draft guiding principles and preliminary program ideas.

Members of the 2022 RCSAC Executive Committee

1. Sarah Louie, Atira Women's Resource Society, Co-Chair
2. Janice Lambert, Richmond Family Place, Co-Chair

3. Tabitha Geraghty, Chimo Community Services Society, Treasurer (January to October 2022)
4. Ling Chu, S.U.C.C.E.S.S., Member-at-Large
5. Sue Street, Connections Community Services Society, Member-at-Large
6. Daniel Remedios, Richmond Addiction Services Society, Member-at-Large
7. Councillor Bill McNulty, Council Liaison
8. Dorothy Jo, Program Manager, Social Planning, Staff Liaison

Members of the 2022 Richmond Community Services Advisory Committee

In 2022, there were 45 members of the RCSAC.

Organization	Representative(s)
Atira Women's Resource Society	Sarah Louie, Janice Abbott
BC Responsible and Problem Gambling	Phyllis Chan
Boys and Girls Clubs of South Coast BC	Letah Addison
Chimo Community Services Society	Rune Mikkelsen
Citizen Appointee	Peter Cheung
Citizen Appointee	Stephanie Rudnisky
Coast Foundation Society (Coast Mental Health)	Susan Hancock
Community Living BC	George Sartori
Connections Community Services Society	Sue Street
Community Mental Wellness Association of Canada (CMWAC)	Ahlay Chin
Developmental Disabilities Association	Donna Cain, Kathy Moncalieri
Family Services of Greater Vancouver	Patricia Steiner
Kehila Society of Richmond	Lynne Fader
Pacific Autism Family Centre Society	Angela Godber
Pathways Clubhouse Richmond	Tanya Wheatley
RCMP Richmond Detachment Mental Health Liaison	Constable Wanda Marion
Regional Animal Protection Society	Tabatha Krumenacker
Richmond Addiction Services Society	Clarence Chan, Daniel Remedios
Richmond Cares, Richmond Gives	Jocelyn Wong, Carol Dickson
Richmond Caring Place Society	Belinda Boyd
Richmond Centre for Disability	Ella Huang, Eileen Kalshoven
Richmond Division of Family Practice	Sherry Wang
Richmond Family Place Society	Janice Lambert, Ruth Taverner
Richmond Food Bank Society	Hajira Hussain, Keith Yee
Urban Bounty	Ian Lai
Richmond Mental Health Consumer & Friends Society	Cory Tymich
Richmond Multicultural Community Services	Parm Grewal, Ashok Rattan
Richmond Poverty Reduction Coalition	De Whalen, Theresa Head
Richmond Seniors Advisory Committee	Diana Leung
Richmond Society for Community Living	Shannon Crofton, Sue Graf
Richmond Women's Resource Centre	Florence Yau, Tammi Belfer

Organization	Representative(s)
S.U.C.C.E.S.S. Richmond Region	Ling Chu, Jill Lee, Jenna Park
School District No. 38 (Richmond)	Wennie Walker
The Heart of Richmond AIDS Society	Carl Bailey
The Salvation Army (Richmond Community Church)	Prabath Pullay
The Sharing Farm	Sarah Drewery
Touchstone Family Services	Judy Valsonis, Janice Kostiuk
Turning Point Recovery Society	Brenda Plant, Donna Colpitts
Individual Member	Neelu Kang Dhaliwal
Vancouver Coastal Health – Richmond (Public Health & Primary Care)	Karen Barclay
WorkBC	Eliza Chang, William Tan
YMCA of Greater Vancouver	Cathy Poole
YWCA of Metro Vancouver	Bobbi Sarai
Metro Vancouver Transit Police	Inspector Bruce Shipley
More Than A Roof Society	Venus Matuguina, Gerald Phang
Council Liaison (Non-Voting)	Councillor Bill McNulty
Staff Liaison (Non-Voting)	Dorothy Jo, Program Manager, Social Planning

Financial Summary

The RCSAC collects an annual membership fee of \$50 from organizational and individual members. These funds are used for work program initiatives.

RCSAC Vancity Account Balance brought forward December 31, 2021	\$4,580.70
Revenue	
Membership Dues	\$50.00
Bank Interest	\$5.46
Total Revenue	\$55.46
Expenses	
Website + IT	\$224.91
Volunteer Appreciation	\$50.00
Total Expenses	\$274.91
Total Balance	\$4,361.25

In 2022, the City allocated an operating budget of \$11,000 for RCSAC. These funds were used for administrative expenses:

Revenue	
City funding	\$11,000.00
Expenses	
Executive Secretary	\$10,124.48
Balance	\$875.52

Conclusion and Acknowledgments

The RCSAC has been serving the City of Richmond for over 35 years. With the support of Councillor McNulty (Council Liaison) and Dorothy Jo (Staff Liaison), the RCSAC has been successful in its mission of encouraging and promoting social policies and community services that improve the quality of life for the residents of Richmond.

The circumstances of the COVID-19 pandemic have created challenges for the RCSAC in terms of recruitment, retention and engagement of the membership. Social service agencies are under extreme pressure and time constraints making it difficult to advance relevant initiatives that require decision makers at the RCSAC table. For those of us who have been a part of this Committee for a considerable length of time, we have witnessed the change that can occur when the RCSAC membership unifies their voice around a significant issue concerning the community of Richmond.

To that end, with the support of Dorothy Jo, Program Manager, Social Planning and Kim Somerville, Director, Community Social Development, the Co-Chairs have been reviewing and amending the Terms of Reference for the RCSAC to reflect the concerns leaders around this table have expressed in the research project undertaken by Athena Estremadura, a Public Policy graduate student from Adler University, as well as the concerns discussed at the Executive table about the level of engagement of our general membership. It is our intention to ensure these amendments to the Terms of Reference that we will recommend to Council in 2023 will get us back to the purpose of having a community leaders table that will bring forward the identified gaps, strengths and challenges we face in our collective work to support the general health, welfare and well-being of the residents of Richmond.

Prepared by:

Sarah Louie and Janice Lambert, Co-Chairs

Richmond Community Services Advisory Committee, November 2022



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2023 Work Program

The proposed 2023 Work Program is consistent with the Richmond Community Services Advisory Committee's (RCSAC) mandate to act as a resource and provide advice to City Council regarding social policies and community services which contribute to the general health, welfare and quality of life of Richmond residents.

This report supports Social Development Strategy (2013–2022) Action 38:

Nurture and enhance existing communication channels and networks with community agencies (e.g. through staff support to the Richmond Community Services Advisory Committee, participation in networking groups).

2023 RCSAC Work Program

The 2023 Work Program was approved at the RCSAC AGM meeting held on December 8, 2022. This year the committee will give priority to the initiatives outlined in the table below:

2023 RCSAC Work Program	
Initiative #1	<ul style="list-style-type: none"> Act as a resource and provide advice to Council regarding social policies and community services which contribute to the general health, welfare and quality of life of Richmond residents.
RCSAC Actions	<ul style="list-style-type: none"> Monitor social issues and emerging trends; Discuss social issues that come to the RCSAC's attention, consider related roles and actions that could be taken or recommended; Pass motions or resolutions; and Submit Communication Tools through the Staff Liaison informing Council of various issues of concern emerging from RCSAC discussions.
Expected Outcome(s)	<ul style="list-style-type: none"> Council will be informed about social issues in the community that may be pursued with senior levels of government and/or addressed at the local level.
Initiative #2	<ul style="list-style-type: none"> Participate in consultations regarding the development and/or implementation of City plans, initiatives and policies that are relevant to the RCSAC's mandate.
RCSAC Actions	<ul style="list-style-type: none"> At monthly meetings, provide the staff liaison with information and RCSAC's perspective on key social issues impacting Richmond residents; Participate in consultation on City plans, updates, strategies, initiatives and policies relating to social service matters; and Respond to Council referrals through the Staff Liaison.
Expected Outcome(s)	<ul style="list-style-type: none"> City Council and staff will be informed regarding RCSAC's perspective on the development and/or implementation of City strategies, initiatives and policies.

	<ul style="list-style-type: none"> RCSAC's advice is provided to City consultation processes that are relevant to its mandate.
Initiative #3	<ul style="list-style-type: none"> Provide a forum for social service providers to network with and learn from one another through information sharing, guest speakers and educational opportunities.
RSCAC Actions	<ul style="list-style-type: none"> Invite guest speakers to present on topics relevant to the membership and their clients; Present on initiatives from own organizations and/or other groups that address the unique challenges in Richmond; Share relevant educational opportunities offered by the City and community partners, such as the annual City of Richmond Diversity Symposium; Explore opportunities for RCSAC members to plan and promote community social service events and activities; and Include information sharing as a standing item on the agenda at every RCSAC meeting.
Expected Outcome(s)	<ul style="list-style-type: none"> A summary of key findings from the various presentations is included in the RCSAC Annual Report; Members are informed about best practices on social service issues; and Members are able to network with and learn from each other as well as from guest speakers.
Initiative #4	<ul style="list-style-type: none"> Participate in initiatives that address issues of concern in the membership.
RSCAC Actions	<ul style="list-style-type: none"> Monitor member agencies' needs through discussions at the monthly RCSAC meetings and other mechanisms, such as surveys and interviews; Participate in committees and/or task groups that align with the RCSAC's mandate; Update the RCSAC Community Table Inventory; Conduct the RCSAC Space Needs Survey; and Continue to support initiatives that align with the RCSAC's mandate through participation, education and information.
Expected Outcome(s)	<ul style="list-style-type: none"> Members are able to bring up issues that concern them and the community; and Members are able to work together and collaborate on joint initiatives that align with the RCSAC's mandate.
Initiative #5	<ul style="list-style-type: none"> Update the RCSAC Charter and RCSAC Operating Policies and Procedures.
RSCAC Actions	<ul style="list-style-type: none"> Review the RCSAC Charter and RCSAC Operating Policies and Procedures and present recommended changes with regards to membership responsibilities and composition; and Review membership structure to ensure that it has the leadership of community agencies engaged in the RCSAC.
Expected Outcome(s)	<ul style="list-style-type: none"> A report will be submitted to Council through the Staff Liaison regarding proposed updates to the RCSAC Charter.

2023 RCSAC Budget

The RCSAC collects an annual membership fee of \$50 from organizational and individual members. In addition, the RCSAC receives an annual operating budget of \$11,000 from the City of Richmond for administrative expenses.