




City of Richmond

Report to Committee

To: Community Safety Committee
From: Phyllis L. Carlyle
General Manager, Law & Community Safety
Date: March 16, 2009
File:
Re: Touchstone Family Association Performance Outcome Restorative Justice
Evaluation Report 2008

Staff Recommendation

That the Touchstone Family Association Performance Outcome Restorative Justice Evaluation Report 2008 be received for information.


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

Att. 2

FOR ORIGINATING DEPARTMENT USE ONLY					
ROUTED TO:		CONCURRENCE			
R.C.M.P.		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 October 27, 2007 Council approved the following resolution:

(1) That staff be authorized to enter into a three year agreement with Touchstone Family Services for the provision of a restorative justice program;

(2) That funding for the restorative justice program in the amount of \$95,000 be considered as an additional level in the 2008 budget, providing that Touchstone Family Services and the RCMP seek funding from outside sources and annually review the program's success; and

(3) That the funding source be the Traffic Fine Revenue received from the Province.

As 2008 represents the first year of the Restorative Justice Program as a fully funded program, and the fourth year of the program in the community, this report is to provide Committee with Touchstone's Restorative Justice Annual Report, as well as commentary from staff.

Finding of Fact

The Richmond restorative justice program developed by Touchstone is community and volunteer based. The restorative justice model used by Touchstone is the Community Justice Forum. A forum brings together the offender, victim and their respective families and supporters under the direction of a trained facilitator to discuss the offence and its effects, and to decide jointly on how to right the wrong that has been done. It is targeted to young offenders who have committed less serious offences such as mischief, vandalism, theft, and harassment. Touchstone has a full time coordinator to manage the program, with trained volunteers facilitating the forums.

Prior to 2008, the Richmond Restorative Justice Program was supported by interim funds through private donations and through Touchstone's program development fund. At that time, the program had a half time coordinator position.

Analysis

The Richmond Restorative Justice Program emphasizes accountability and problem solving as a way of addressing the harm that takes place when a crime or incident occurs. It allows young offenders to be diverted from the criminal justice system and to take greater responsibility for their actions, and it permits victims of crime to participate in a restorative process to address the harm they have experienced. The City has the benefit of a fully developed restorative justice program with consistent, ongoing funding, a full time coordinator, a cadre of trained volunteers, and dedicated meeting space. The 2008 achievements highlighted later in the report demonstrate the program's continued success, as well as the potential for growth just now being realized.

As a provision of the agreement, Touchstone Family Services is to provide the City with a plan on how the program will be expanded with a full time coordinator, and a yearly report on program activities.

The Restorative Justice Performance Outcome Evaluation Report for 2008 (Attachment 1) reports on the program activities over the past year as set out in the terms of the agreement, including:

- milestones and achievements in the implementation of the strategic priorities
- number of referrals, forums, resolution agreements, length of time between referral and holding a forum, and completed resolution agreements;
- satisfaction survey of participants.

Implementation of Strategic Priorities

As a result of the City funding, Touchstone was able to increase the half time coordinator position to full time. A full time coordinator was to allow the program to expand its core program, by enlarging the base of volunteer facilitators and increasing the number of referrals the program could accept. It would also allow the coordinator time to focus on enhancing the program through partnerships with other organizations, such as schools, big box stores and shopping malls.

The agreement with Touchstone Family Services stipulated the development of a plan to enhance the existing program. The 2008/2009 Strategic Priorities for Restorative Justice were developed in 2008 (Attachment 2). They are to increase the recruitment, training and retention of the volunteer facilitators; to provide restorative justice services that meet the diverse social and cultural needs of the community; and enhance the program through partnerships with other organizations, such as schools, big box stores and shopping malls. Highlights of achievements thus far include:

- Signing a protocol with Save-On Foods to operate a big box store direct referrals pilot.
- Hosting a training program and recruiting 10 volunteers to the program for a total of 12, (volunteers commit to a 2 year term, so there is regular turnover to the base of volunteers).
- Raising the awareness of restorative justice in the community A mock forum presentation at McRoberts School was held in March 2009, which had over 300 students participate in mock forums with volunteers from Richmond and Burnaby.
- Touchstone received a three year accreditation in December, 2008 from the Commission On Accreditation Of Rehabilitation Facilities, And international accreditation organization.

Initiatives under development include :

- Signing protocols with Richmond Center Mall, Shoppers Drug Mart and Safeway similar to the one with Save-On Foods.
- A partnership with Richmond School District to accept referrals.
- A training and recruitment session planned for Fall 2009.

Referrals, Forums and Resolution Agreements

A year over year comparison of the program for 2007 and 2008 indicates the number of offenders referred to the program has remained constant. The number of referrals directly impacts the number of forums held and the number of agreements drawn up and completed.

	2007	2008
Total Number of Offenders	40	39
Total Number Referrals*	40	32
Total Number Forums**	25	25
Total Number Resolution Agreements***	43	39
Total Number Completed Resolution Agreements	36	38

* 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.

The YIP (Youth Intervention Program) Coordinator is the Detachment's liaison person for restorative justice. She ensures proper quality control in respect of referrals coming from RCMP members, so that the cases being referred are appropriate for restorative justice. The YIP Coordinator recently conducted a review of the files for the last quarter for 2008, which revealed that the lack of referrals was due to a lack of suitable cases. In some cases it was more appropriate to charge or refer to the Youth Intervention Program. In other words, for 2008, the files that were appropriate for restorative justice were duly referred. The RCMP recently reviewed the restorative justice program overall, and there were no identified shortfalls in what they were doing with respect to this program.

The partnership between the RCMP and Touchstone has been ongoing for well over four years and is working well. However, in order to continue to build the program internally with RCMP members, as well as externally with potential referring partners, regular meetings have been established between the NCO i/c Community Policing/Victim Services, the YIP Coordinator, and Touchstone. These meetings are to ensure consistent and timely communication, and to identify areas needing to be addressed.

Sharon Blaker, the civilian Restorative Justice Coordinator with "E" Division Crime Prevention and Program Support, met with Touchstone and the RCMP. As a result, the RCMP is taking some internal measures to increase awareness of the program.

Satisfaction Survey

Touchstone asks participants to the Forums to evaluate the effectiveness of the program and identify areas for improvement. Participants include the victim, the offender and their respective supporters, as well as witnesses and the police officer involved in the case. There was a good participation rate for the survey, and overall the responses were very positive.

Question	Very Unsatisfactory	Unsatisfactory	Average	Good	Excellent
How fair was the Community Justice Forum Agreement?	0%	0%	3%	38%	59%
How fair was the Community Justice process?	0%	0%	0%	37%	63%
What was your overall experience with the Community Justice Forum?	0%	0%	2%	35%	63%

Although recent figures are not available at the time of writing this report, in the 1990's the cost of putting an offender through the traditional justice system was approximately \$250K. The cost of putting an offender through the City's Restorative Justice Program in 2008 was \$2,485, roughly 1% of the traditional justice system. Traditional justice system costs have risen since the 1990's, therefore the percentage now is likely less than 1%. The City's restorative justice program is a cost effective way of providing a much needed service to address a social problem within the community. The program has additional capacity, if the number of referrals were to increase.

Financial Impact

There is no financial impact associated with this report. The funding for the program is part of the Law & Community 2009 operating budget.

Conclusion

Touchstone Family Services now has a full time coordinator for the Restorative Justice Program. The RCMP and Touchstone are working on ways to enhance and expand the program. Touchstone will continue to provide annual reports on the restorative justice program.



Shawn Issel
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SI:si

2008/2009 - RESTORATIVE JUSTICE STRATEGIC PLAN (SUMMARY)

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 and Loss Prevention Officers.
2. To accept referrals directly from the school district and big box stores for Community Justice Forums.



Touchstone Family Association

RESTORATIVE JUSTICE
PERFORMANCE OUTCOME
EVALUATION REPORT

January 1, 2008 - December 31, 2008



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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 400 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 Touchstone Family Association 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 Touchstone 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. All 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.

Its value and potential was recognised by the community in April of 2005, when Touchstone was the recipient of the Richmond Chamber of Commerce's Community Safety Partner Agency Award at its annual 911 Awards. In July of 2005 Touchstone Family Association again received top marks from CARF an international accreditation organization. As is seldom the case, there were no recommendations in the report and Touchstone joined the top 3% of 6000 accredited facilities by receiving no recommendations. The report stated that "the Association is an organization that is responsive to community and individual needs and provides a high level of quality services." The commission recognized the agency for providing "compassionate, dedicated and effective service at all levels." The organization was commended for its Restorative Justice Program. The report clearly stated that it is an "innovative and creative" effort to work with all parties impacted by crime. In December 2008 the agency once again

under went the accreditation process. We are very proud to say that once again all of the Touchstone Family Association programs including Restorative Justice received another three year accreditation and as in previous accreditations top marks were given with no recommendations placing us in the top 3% of accredited agencies world wide.

Inclusive in this report is a comprehensive and detailed evaluation of the Restorative Justice program's client profile/demographics, 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.

QUALITY ASSURANCE

Touchstone Family Association has implemented various policies, procedures and practises to ensure quality assurance for the services provided through all our programs. The accreditation process itself represents an extensive quality assurance process. Touchstone Family Association achieved a three-year accreditation for all our services, through CARF in early August 2002 and another three year accreditation in August 2005 and another three year accreditation in December 2008.

Touchstone Family Association's quality assurance practices ensure that services:

- a) Are provided in a manner that respects clients' rights;
- b) Are relevant to the clients' needs;
- c) Are documented and measured in a consistent and professional manner;
- d) Represent accepted intervention practices;
- e) Are consistent with related program standards;
- f) Are delivered in a collaborative and integrated manner with other involved service providers in the community; and,
- g) Seek feedback through agency comment box, staff survey, consumer survey, and stakeholder survey.

Given the above-stated principles, we have sought to ensure that the program's staffs as well as the consumers of the program's services have an opportunity to provide their feedback on the quality of the services provided, as well as any suggestions about how we can hope to improve these services in the future. The Quality Assurance Committee meets quarterly to review and examine agency practice and services. The following section reflects the review of several of Touchstone Family Association's quality assurance practices, and reviews both the internal and external feedback provided to us on the delivery of services by the programs as a whole.

Staff Input

Touchstone Family Association is committed to the continuance of quality service in the community by keeping communication lines open and by creating a comfortable, welcoming, team oriented environment for all staff and volunteers. All staff is hired for their range of abilities, expertise and experience thereby providing a broad skill base within the agency which is adaptable to changing program needs and services reflective of the community at any given time. Staffs help to operational the organization by participating in a variety of different committees such as:

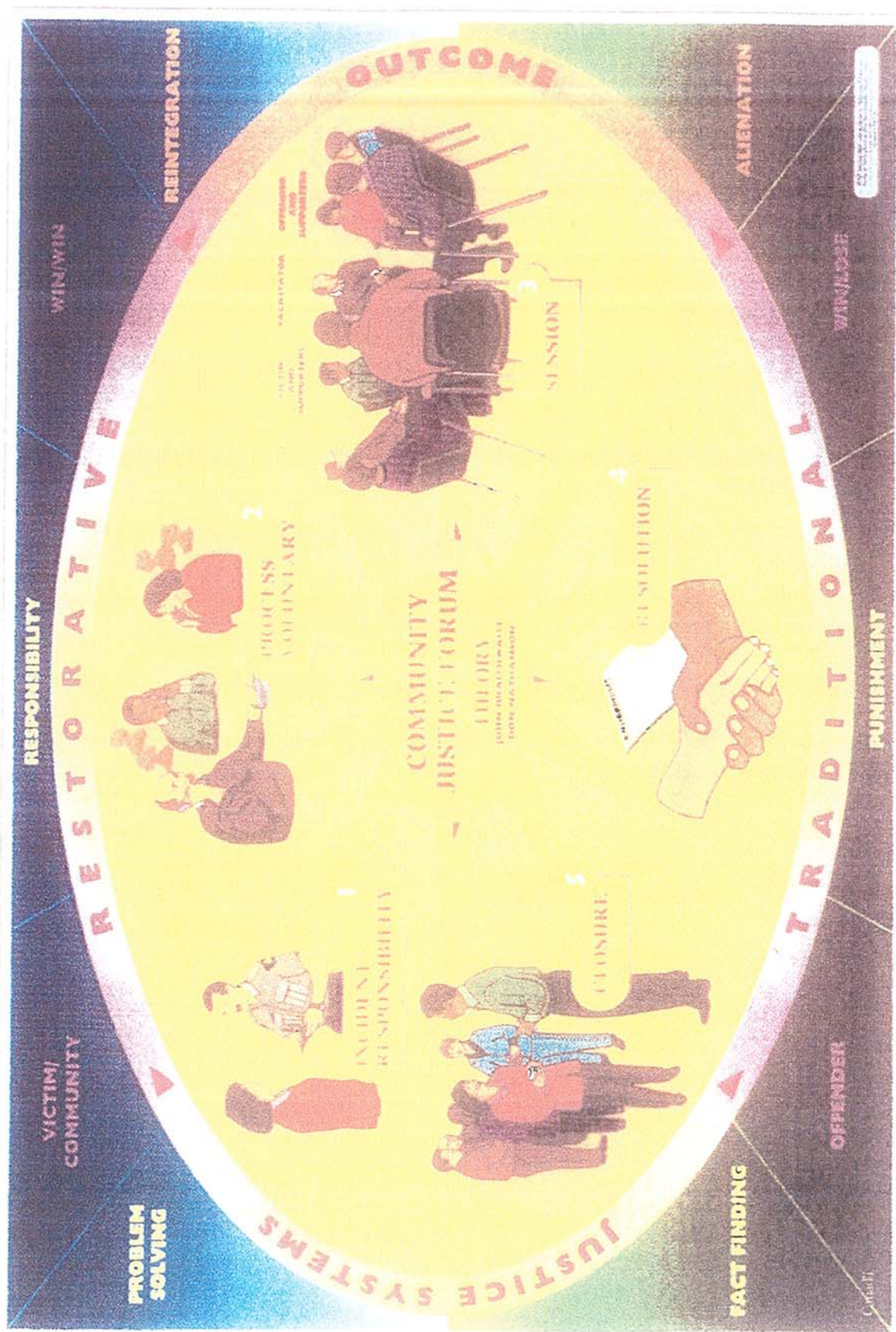
- Health and Safety Committee: This committee meets monthly and is comprised of staff and management from both the Richmond and Vancouver site. This committee reviews incident reports and safety drills and makes recommendations to the management team.
- Labour Management Committee: This committee meets quarterly and is comprised of staff and management from both the Richmond and Vancouver site. This committee ensures open communication between all parties and looks at ways to maintain a positive and healthy work environment (overall good staff morale).
- Social Committee: This committee meets quarterly or sooner if necessary and takes responsibility in planning overall agency gatherings, such as the Christmas Party and Summer BBQ.
- Community Tables: Staff and volunteers frequently attend community events and participate in service delivery improvement tables in the community on behalf of Touchstone Family Association.

Touchstone Family Association values the input of our staff and volunteers and recognizes that promoting an overall healthy agency environment and atmosphere of acceptance of individual staff's performance/style translates into more flexible and effective service delivery to our consumers. Employees and volunteers are asked annually to complete a survey which is anonymous and put into a sealed envelope which is given to an independent contractor to evaluate. A survey report has been completed yearly since 2002 and a four year comparison report was completed in 2005. The report is distributed to staff and reviewed at management meetings and quality assurance meetings. The 2008 staff survey report and 2002-2005 comparison report are available by request. In 2007, we took a morning and brought the entire agency together to review the survey on a big screen. Due to the positive feedback we have decided to make this an annual event and in June of 2008 we recently reviewed as an entire agency the 2008 survey. Although the survey is still anonymous in terms of who said what this group format invites dialogue from everyone and provides an opportunity for real change to occur. After this year's review there was a suggestion made that the labour management committee modify some of the questions to encourage a broader range of responses. The labour management committee did meet in July and changes were made. This has been a very transparent process for the agency as we continue to strive to create a healthy and fulfilling work environment.

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.

COMMUNITY JUSTICE FORUM



SECTION I

Program Utilisation and Efficiency:

This section of the report examines the Restorative Justice Program's performance in relation to the utilisation, administration, and efficiency of Program Services. Touchstone Family Association collects the following data to review and document the efficient utilisation of the service. The data provides Touchstone Family Association, the City of Richmond and the RCMP an opportunity to ensure that the needs of the community are well served.

Restorative Justice – Program Utilisation Report Time Frame: January 1 2008 – December 31, 2008

Total Number Referrals:	<u>32</u>
Total Number Forums:	<u>25</u>
Total Number Resolution Agreements:	<u>39</u>
Total Number Completed Resolution Agreements:	<u>38</u>

Program Utilisation Analysis:

The following is a review of the information included in the Program Utilisation Data chart provided on the previous page.

1. Total Number of Referrals:

This figure pertains to the total number of referrals that were processed by the Restorative Justice Coordinator during the aforementioned evaluation period. The number, **32**, includes all referrals made during this year of operation regardless of whether they resulted in a community justice forum. This number is very similar to last year.

2. Total Number of Forums:

This figure pertains to the total number of referrals that actually resulted in a forum. In this case that is **25** of the **32** referrals resulted in a forum. These results are similar to last reporting year with similar reasons provided. We consider this an excellent rate of participation given the voluntary nature of the program.

3. Total Number of Resolution Agreements:

This figure pertains to the total number of possible resolution agreements which in this case was **39**. The possible number of agreements is higher than the actual number of forums because several forums may have more than one offender and each offender will have their own resolution agreement. In this reporting period, **15** forums had one offender; **6** forums involved 2 offenders; **4** forums involved 3 offenders

4. Total Number of Successfully Completed Resolution Agreements:

This figure pertains to the total number of offenders that completed their resolution agreements. In this case **38** out of the **39** resolution agreements were completed. Thus, **97%** of offenders completed their resolution agreements. This figure is almost 10% higher than to last years reporting period which was an **89%** completion rate.

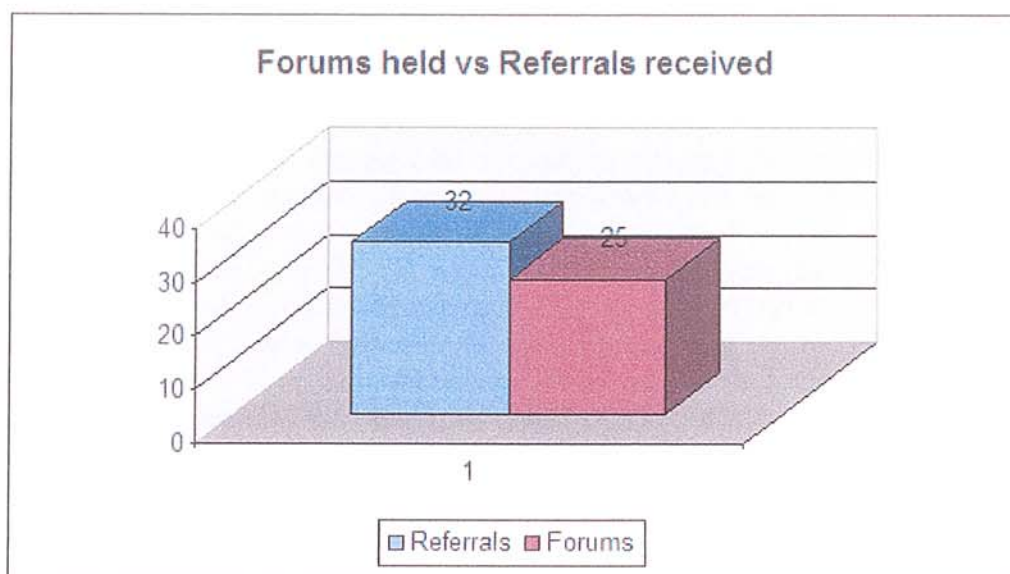
Program Efficiency

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

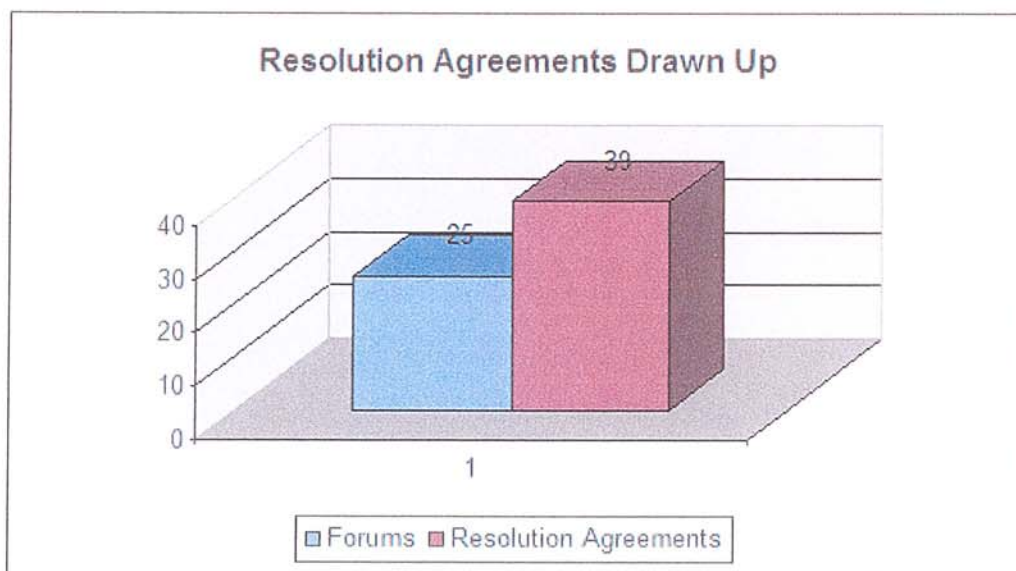
In January, 2008 the Richmond Restorative Justice Program received full funding from the City of Richmond. With core funding Touchstone Family Association has now been able to secure the full time coordinator position and dedicate his time to improving access to the Restorative Justice Program. In April 2008 Touchstone Family Association hosted Restorative Justice Training and was able to recruit 10 more volunteers to the program. With a larger volunteer base in place we are hoping to increase our capacity and increase the number of referrals.

During this reporting period, referrals remained on par for the previous year as well as the amount of forums conducted was also similar. The number of offenders per forum was also very similar, with 40 offenders in the previous year and 39 offenders in this year. 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. Another factor in this reporting year that resulted in a similar rate of overall referrals was a change in policy from some of the big box stores. We are presently entering a pilot project with two box stores for the 2009 reporting year whereby the Loss Prevention Officers (LPO) will essentially make direct referrals to the program. The RCMP member will still be involved and we are presently working collaboratively with all parties in establishing appropriate protocol agreements. It is believed that this will increase the amount of referrals to the program.

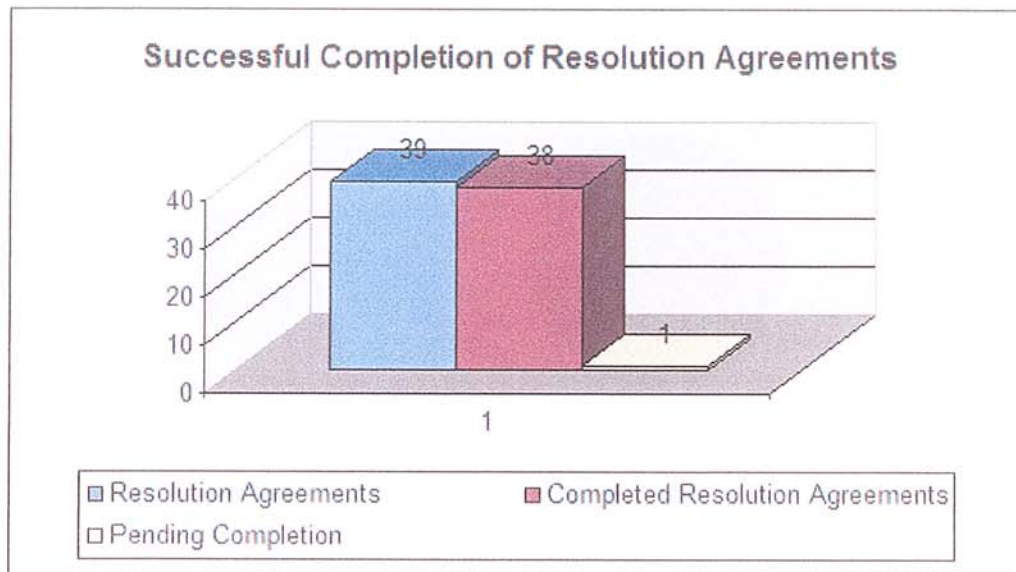
1 Referrals	32
2 Forums	25



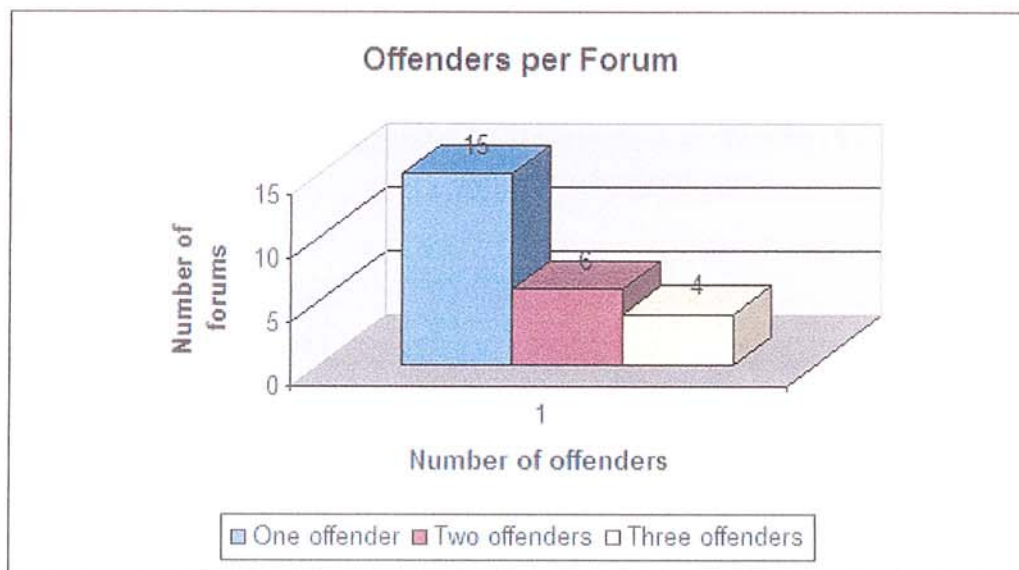
1 Forums	25
2 Resolution Agreements	39



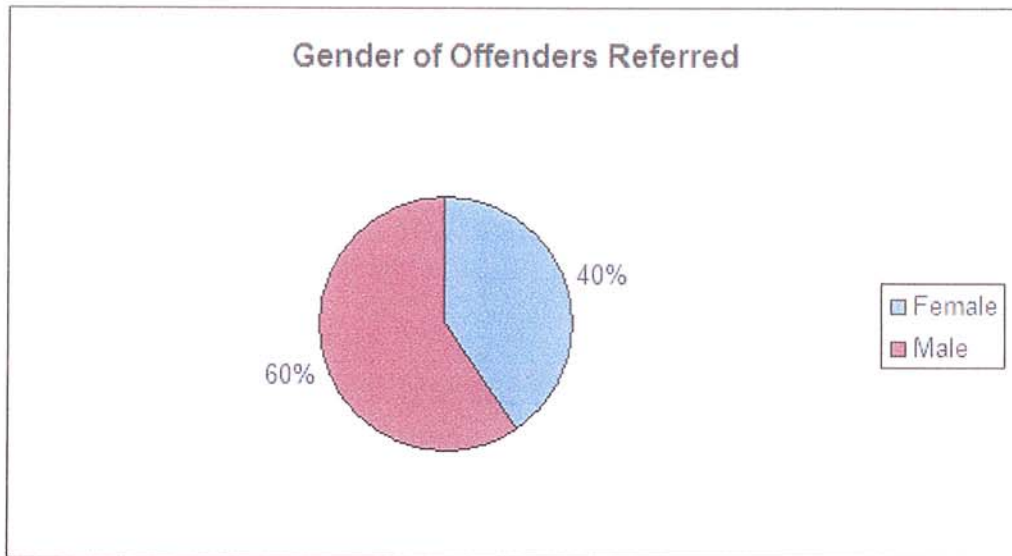
1 Resolution Agreements	39
2 Completed Resolution Agreements	38
3 Pending Completion	1



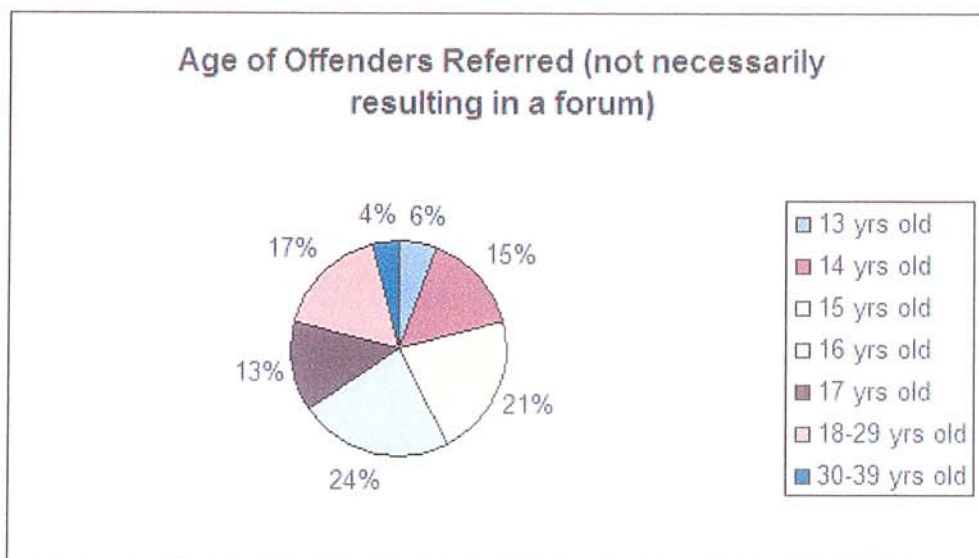
Offenders	Forums
1	15
2	6
3	4



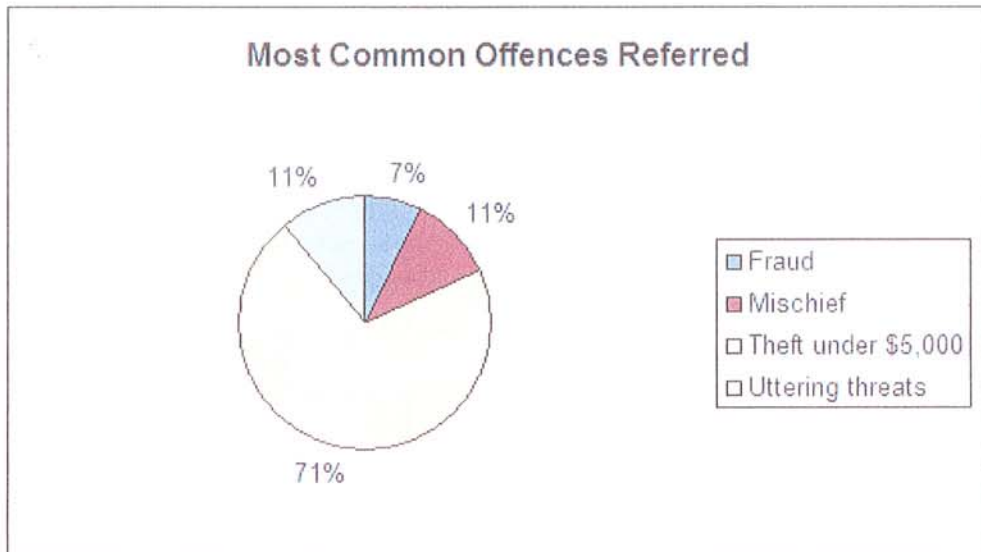
Female	21
Male	31



13 yrs old	3
14 yrs old	8
15 yrs old	11
16 yrs old	12
17 yrs old	7
18 -29 yrs old	9
30 - 39 yrs old	2



Fraud	2
Mischief	3
Theft under \$5000	19
Uttering threats	3



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 process and if any barriers were encountered.

During this reporting period there were 25 forums that took place. Our rate of return continues to be excellent with 158 participants completing surveys. Last year 132 participants completed surveys and the year before that only 58 participants completed surveys. We now stress the importance of the feedback in order to help shape the program and we are continuing to encourage participants to complete the surveys at the end of each forum.

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 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 follow on the proceeding pages: it is interesting to note that on the question section of the survey respondents are identified as their role in the forum. For example a comment will be followed by the role of the participant in brackets.

Although the results speak for themselves some of the highlights include the following: There were 158 Follow-up Surveys completed by the participants of the forums. The questions related to what role they played in the forum and what was their overall experience of the CJF. Of the consumers participating **20%** were victims, **25%** were offenders and **30%** were offender supporters. This is of significance as it is very important for sustained change to occur that the offenders be supported by their caregivers in accepting responsibility for their behaviour and learning from their mistakes. Of the consumers using our services, **35%** rated the service as good, and **63%** rated their overall experience as excellent while **2%** related their experience as average. When asked how fair the process was **63%** said it was excellent, **37%** said it was good. When asked how fair the agreement was **59%** said it was excellent, **38%** said it was good and **3%** rated it as average. It is important for the Restorative Justice process to happen in a timely manner so we ask how long since an incident until the forum and it appears **10%** were between 10-15 working days, **30%** were between 15-30 working days and **29%** were between 30-45 working days. This is excellent when compared to the criminal justice system and the length of time it takes for a young person to be processed through the courts which in many cases is well

over a year. Although this is a good response we will continue to work closely with our partners in order to have forums occur in a speedy manner as closure is important for both the victim and the offender.

When asked if people encountered any barriers to the forum, 24 participants responded. When asked if there was anything else they would like to tell us, 67 participants took the time to comment and many of the comments had an overall similar theme.

Follow-up Evaluation Summary

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.

This is the first year of operation for the program as a fully funded program with dedicated appropriate resources and the fourth 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.

Restorative Justice Participate Survey Results
January 1, 2008 – December 31, 2008

Question 1: What was your role in the forum?		
	Response Percent	Response Count
Victim	20.00%	32
Victim Supporter	6.00%	9
Offender	25.00%	39
Offender Supporter	30.00%	48
Witness	1.00%	2
Officer	14.00%	22
Other	4.00%	6

Question 2: How long after the file was referred did the Community Justice Forum (CJF) take place?		
	Response Percent	Response Count
5-15 working days	10.00%	15
15-30 working days	30.00%	48
30-45 working days	29.00%	45
45-60 working days	18.00%	29
60-75 working days	6.00%	10
75-90 working days	0.00%	0
90- 105 working days	7.00%	11
105- 120 working days		0

Question 3: How fair was the Community Justice Forum Agreement?		
	Response Percent	Response Count
Very Unsatisfactory	0.00%	0
Unsatisfactory	0.00%	0
Average	3.00%	4
Good	38.00%	60
Excellent	59.00%	94

Question 4: How fair was the Community Justice process?		
	Response Percent	Response Count
Very Unsatisfactory	0.00%	0
Unsatisfactory	0.00%	0
Average	0.00%	0
Good	37.00%	59
Excellent	63.00%	99

Question 5: How was your overall experience with the Community Justice Forum?		
	Response Percent	Response Count
Very Unsatisfactory	0.00%	0
Unsatisfactory	0.00%	0
Average	2.00%	3
Good	35.00%	55
Excellent	63.00%	100

Question 6: Did you encounter any barriers to service, which affected or interfered with your participation in the program?	
	Response Count
	24

Respondents	
1.	Not at all. Everything was set up with much consideration for all parties involved. (offender supporter)
2.	No not at all, great to be a part in the forum. (officer)
3.	None will come back again. (victim)
4.	Found pre interview long and mildly unnecessary. (victim)
5.	No barriers, everything was fantastic (offender supporter)
6.	I think this program is very helpful. (victim)
7.	Good for everyone. (victim supporter)
8.	It was very nerve racking (offender)
9.	No, I think that this process was very helpful and successful in helping victims and offenders deal with it and learn their lesson (offender)
10.	No I am grateful to take part in this program and now realize how rare this experience is. (offender)
11.	No everything was explained clearly, it went more smoothly that I expected. (offender)
12.	No everyone participated.
13.	Interpretation issues/inaccuracies, "give back to community" and other key points etc. (observer)
14.	No I felt it ran fairly smoothly. (victim)
15.	Rescheduled as first date couldn't be made, other than that no. (officer)
16.	Very fair process. Very considerate (offender supporter)
17.	No all participants were involved and present. Fair and just consequences were the outcome. (victim)
18.	Yes, I felt it was hard to come forward to what I did and I hope the people that were affected by this will forgive me. (offender)

19.	No, wished it had happened earlier than 3 months after the incident. (offender supporter)
20.	I could not remember most of what happened (offender)
21.	Quite satisfied, I thought even with the translation it went quite smoothly. (officer)
22.	None, very user friendly for officers and a good alternative to charges for all parties. (officer)
23.	None well planned and well facilitated. (victim)
24.	None, I found the process was very time appropriate and run very smoothly. (offender supporter)

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

	Response Count
	67

Respondents	
1.	I feel extremely lucky as a parent to have had my daughter able to participate in this program. I feel she has learned a very valuable lesson and has been left with some good tools to carry forward. Thank you. (Offender supporter)
2.	This is a process that works. We appreciate the chance to participate. (offender supporter)
3.	A sincere thank you to all involved. This has been a valuable learning experience for all of us with a positive outcome. Thank you to the facilitators (offender supporter)
4.	Well run group. (officer)
5.	I think it was successful and is a better way to go instead of court. (offender)
6.	Thank you for the opportunity to have the situation dealt with in a positive way rather than punitive. At 14 years of age, punitive would do nothing but condone more of this behaviour. Not all kids deserve to be punished with external measures. (offender supporter)
7.	I feel this program is suitable and productive for first time offenders. I hope this is a turning point for the offender involved. (offender supporter)
8.	I think this is a great program. (offender supporter)
9.	I am very satisfied with the agreement that occurred. (offender)
10.	Excellent overall, offenders are accountable for their actions. Satisfied with outcome, turning point in life for offenders. (officer)
11.	Overall very please with the outcome. With children of a younger age this is a great alternative to the court/system process. (victim)
12.	I appreciate that this process was available and utilized. Thanks. (victim)
13.	Very positive experience for youths as well as officer. (officer)
14.	Very professional, positive outcome. (victim)
15.	Great process for youths to realize the trouble they caused instead of going through the court system. (offender supporter)
16.	This program is very helpful (offender supporter)
17.	RJ is a great alternative to court as there are visible results (victim)

18.	Thanks to everyone that attended. (victim)
19.	Good experience (offender)
20.	We appreciate this opportunity. Thank you so much (offender supporter)
21.	Positive that there are other means to come to a solution other than the court system. (officer)
22.	Excellent parental support which assisted this person. (officer)
23.	This is a great program, thank you a lot for giving me this opportunity. (offender)
24.	Very well put together, great program. (offender)
25.	We sincerely appreciate this forum. We have great faith that it will make a difference. (offender supporter)
26.	Thanks to the volunteers, suggest you make it known in the introduction that you are not paid for this great work! (offender supporter)
27.	Very grateful for the opportunity. (offender supporter)
28.	I believe this was a great way for the victim to have her say on how this affected her and her family. This lets the offenders know that there are consequences for their actions and they can learn from their mistakes. (offender supporter)
29.	I hope that this CJF will be a good lesson. (offender supporter)
30.	I felt this forum was excellent. (victim)
31.	Your very respectful facilitators and made me feel very comfortable. (offender)
32.	We just want to acknowledge the benefit of this forum to have a closure to the case. Thank you and we appreciated the efforts of all the people involved. (offender supporter)
33.	I'd like to thank everyone who attended this meeting; it gives closure to this incident that happened to my son. (offender supporter)
34.	Great communication, good resolution and participation. (officer)
35.	I would have preferred that this meeting occurred earlier at least about a month after the incident happened. I would like the service to allow for monitoring and follow up. Thank you. (offender supporter)
36.	Glad to see a different approach to use. Better than a slap on the wrist. (victim)
37.	It was very beneficial for my family and thankful at the same time. (offender supporter)
38.	Thank you so much. (offender)
39.	I am glad this option is available. (offender supporter)
40.	Offender showed remorse. A good step. (officer)
41.	I believe that this process of resolving problems is a positive approach, especially for minors and young adults. Individuals who undergo the forum will come out with positive feelings and try not to repeat the wrong doing. (offender supporter)
42.	Being in such close proximity with individuals that I have wronged, I thought that I would be very uncomfortable and scared. It started out like so, but before I knew it everyone was laughing. I'm really happy that I was able to apologize and settle matters this way. I think I've learned and been impacted by the situation much more rather than have walked away with a criminal record and not getting a chance to apologize. (offender)

43.	This forum was a great opportunity to see how the event affected the offender's life and offender's supporter. This forum was a great opportunity for all parties involved. (officer)
44.	I was very happy with the outcome. (offender)
45.	Nothing, I was happy with the outcome of everything. (offender supporter)
46.	Excellent service (victim)
47.	The facilitator was excellent at keeping to the task at hand. (witness)
48.	Offender should speak to group (victim/officer etc) i.e. eye contact, not with interpreter. (observer)
49.	I thought it was well executed with a high success rate for future deterrence. All roles had their chance to express and it was an effective way to resolve this incident. (officer)
50.	This program is great because it involves the community and from my day of involvement gives back to the community. (victim)
51.	It wasn't as frightening as I thought it would be. (offender)
52.	Appreciated the program. Good for the community. (offender supporter)
53.	I really appreciate to all the people who participated in this program. Thank you so much for all these process. (victim)
54.	I think this is a great way to deal with problems of this nature (offender supporter)
55.	I would like to thank the RCMP officers and members of the touchstone staff for running and participating in the Restorative Justice Program. You have been very thorough and fair. (offender)
56.	I think the forums are excellent and this one was a prime example of how they can be beneficial. (officer)
57.	Very well facilitated. The outcome was what I had hoped for. I found the facilitator extremely well prepared. I would certainly participate in this process in the future. (victim)
58.	Worked well in this case. (victim)
59.	I was hoping that we could decide to do something other than financial restitution seeing as I don't have a lot of money. (offender)
60.	People talking in next room were causing some background noise in forum. (officer)
61.	I hope my son learned from this process (offender supporter)
62.	I think some of the participants were unprepared for how the process works. The victim was unsure of what options he had available for a resolution. Perhaps some prep before hand would assist victims in coming to a fair resolution decision. (officer)
63.	This is a good process, I feel its fair and fact that kids show up is a good step in the right direction. (victim)
64.	Would have appreciated knowing that I would have the opportunity to make suggestions for restitution so I'd be better prepared (maybe I was told and didn't process it.) (other)
65.	I hope this program continues. (victim)
66.	I feel good about the outcome. (offender)
67.	It was very fair. (offender)

SECTION 3

Program Development Objectives

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. We intend to continue to focus on maintaining these strengths and have identified the following Program Development Objectives for the next year of service Provision:

1. To enhance the statistical data presently being maintained to include more information.
2. To host another training and recruitment session in the fall of 2009.
3. To provide community awareness to crime and help heal and reintegrate youth back into community.
4. To continue to build on the assets created to date by increasing community partnership and shared resources to install this program as an integral part of the City of Richmond Youth Strategies and its community serving agencies.
5. To assist the RCMP and other community resources by co-ordinating appropriate intervention strategies through counselling and community conferences.
6. To pilot in 2009 2 big box stores with direct referrals.
7. To pilot a project with the Richmond School District in order to accept direct referrals and assist with speedier resolutions to in school issues.

The 2008 year has seen many growths in the Richmond Restorative Justice Program. We are actively working with the RCMP to increase awareness of this alternative intervention to their members and ensure that Restorative Justice is being utilized where appropriate. We are presently working with 2 box stores in a pilot project that will hopefully see other box stores join in the fall of 2009. We have an enthusiastic and passionate base of volunteers and we will continue to stay up to date with the latest evidence based practices in Restorative Justice. We have completed a Strategic Plan for the Restorative Justice Program outlined below.

2008/ 2009

Strategic Plan (Summary)

Restorative Justice

Strategic Priority 1– To maintain and strengthen a balanced base of volunteers – At Touchstone we will endeavor 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 endeavor 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 and LPOs.
2. To accept referrals directly from the school district and big box stores for CJFs`.