



To: Community Safety Committee **Date:** November 5, 2010
From: Phyllis L. Carlyle **File:**
 General Manager, Law & Community Safety
Re: **Touchstone Family Association Performance Outcome and Restorative Justice Evaluation Report 2009-2010**

Staff Recommendation

1. That the *Touchstone Family Association's Restorative Justice Performance Outcome Evaluation Report, 2010 Snap Shot and Overview of Funding Challenges and Opportunities* be received for information.
2. That the City enter into a three year contract with Touchstone Family Association, as outlined in option 1 of the report of the General Manager of Law & Community Safety dated November 5, 2010, and that there be a requirement for annual reporting on the service provided.
3. The Richmond Board of Education be advised of Council's decision.

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

Att. 3

FOR ORIGINATING DEPARTMENT USE ONLY		
CONCURRENCE OF GENERAL MANAGER 		
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

The City's 3 year contract with Touchstone Family Association (Touchstone) to provide restorative justice services will end in December 2010. This report provides options for the future delivery of restorative justice services.

This report addresses Council's term goal to:

Ensure Richmond remains a safe and desirable community to live, work and play in through an interdisciplinary approach to community safety...

Findings of Fact

The Provincial Government does not fund restorative justice services to a level that would provide service to the community. The current level of annual funding paid directly to Touchstone is \$2500 and is stipulated to be used for volunteer recognition. The City has long advocated for increased funding to restorative justice services but the Province has maintained that it will not advance additional funding.

The Province's position results in the City being asked to either fund, or provide directly, restorative justice services.

Acknowledging this disparity, in 2007 the City entered into a three year contract with Touchstone, the agency spearheading the program in Richmond.

The three year contract will end in December 2010 and Council mandated an assessment of the success of the program and the future model for service delivery when the contract was entered into. Council's 2007 direction was that the funding for the program was "*providing that Touchstone Family Services and the RCMP seek funding from outside sources and annually review the program's success*" and that the funding be the Traffic Fine Revenue. The original concept of community funding for the program, through such entities as the School Board or the commercial sector, has not come to fruition.

In early 2009, a summary of the 2008 activity was received by Council and a subsequent report in late 2009 was presented on the recidivism rates of the program.

Richmond's Restorative Justice Program's 2009 and preliminary 2010 achievements are set out in *2010 Snap shot* (attachment 1), *Touchstone Family Association Restorative Justice Performance Outcome Evaluation Report* (attachment 2) and *Overview of Funding Challenges and Opportunities* (attachment 3).

The recidivism rates for the program, as set out in an earlier report to Council, is for 100 youths (17 years old and younger) who were referred to restorative justice between 2004 and 2006. Those who completed their agreements was 12% versus 61.5% of those who were referred, but

did not participate in a forum. 100% of the adults who participated did not re-offend compared to 31% of the adults who were referred, but did not participate in a forum, re-offended.

The Richmond Restorative Justice Program now includes Community Accountability Panels (CAPs). The goals and outcomes for CAPs are similar as those for the regular Community Justice Forums. The main difference is that during a CAP the victim, who is not able to participate, permits 'surrogate victims' to share victim impact letters and the thoughts, feelings or wishes of the victim.

Analysis

The following is an analysis of the options for continued delivery of the program.

Option 1 – (Recommended)

The City enter into a sole source, three year contract with Touchstone under the same terms and conditions that include an annual payment of \$95,000 and annual activity reporting. At the end of the term, there be a positive obligation to participate in a knowledge transfer to the City should Council elect to resource the program in a different manner.

This option permits the program to take advantage of Touchstone's existing base of knowledge and expertise regarding the program in the community.

Option 2

The City issue a formal competitive bid process for a fixed term contract.

Normal procurement policy provides that for purchases of service at the value anticipated with this contract, that 3 businesses be solicited for a formal quotation. If this process were undertaken there is a risk that the costs could increase, or an opportunity for cost reduction might be realized, but the current expertise and linkages with the community would be lost if Touchstone was not successful. The loss of these linkages would result in more administrative time for the RCMP and a delay in servicing those individuals who wish to access the program.

Option 3

A municipal employee working within the RCMP administers Restorative Justice.

This model is used by the larger detachments, such as Surrey, Burnaby and Kamloops, as well as 4 smaller municipalities. This model would require knowledge transfer from the current provider to be effective.

The costs to internalize the service are roughly equivalent to outsourcing the function with employment expenses of \$84,550 (wages, benefits, phone and mileage) with an allowance for offices expenses and internal administrative costs closing the gap between the outsourcing costs.

Financial Impact

An annual cost of \$95,000 for each of the three years of the contract (2011-2013).

Conclusion

The contract with Touchstone Family Association to administer Richmond's Restorative Justice Program is a service delivery model that is currently servicing the community. A three year extension of the contract at the 2007 rate be entered into to stabilize the costs of the program.



Phyllis Carlyle
General Manager, Law & Community Safety
604-276-4104



Touchstone Family Association

Strengthening Family • Building Community

RICHMOND RESTORATIVE JUSTICE PROGRAM

2010 Snap shot



The Richmond Restorative Justice Program is now in its third year of full funding. Within the last year we have seen a steady growth in referrals. A new component of Restorative Justice has been piloted in the 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:

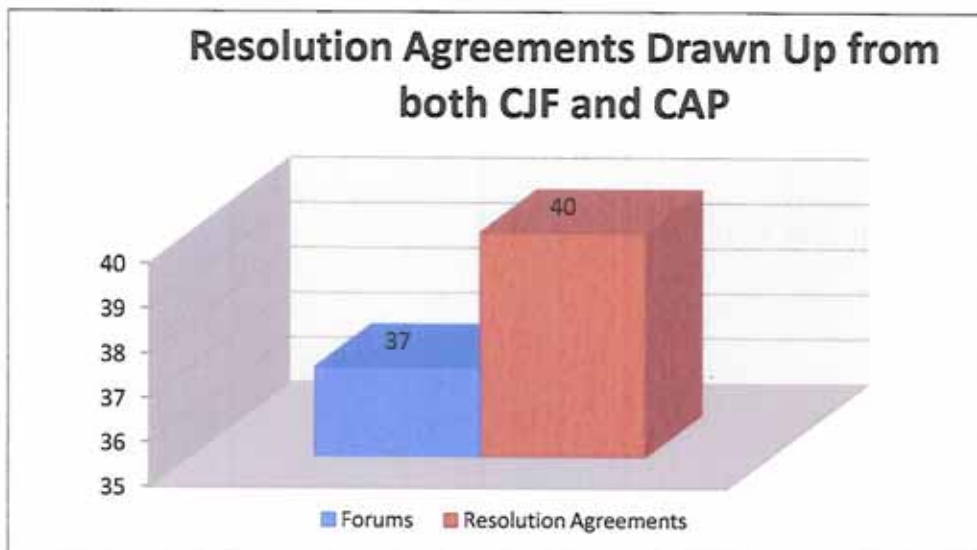
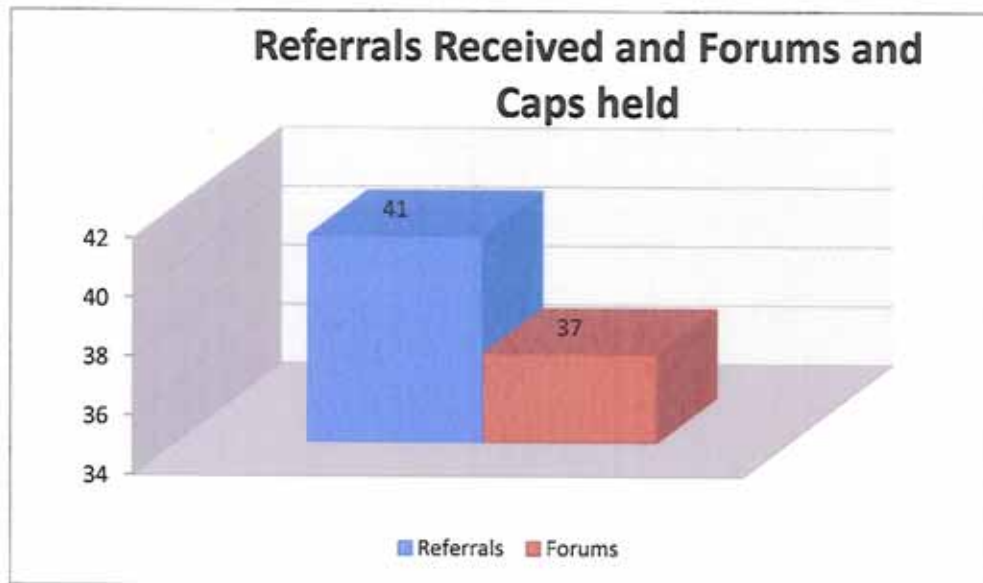
1. Opening and Greeting
2. Building Trust and Relationship
3. Story Telling
4. Harm Stage
5. Agreement
6. Closing

There have been a total of twelve Community Accountability Panels (CAP) thus far in the program. All have been successful and resolution agreements are being completed.

As of September 24th, 2010 we have had 41 referrals to the RJ program as compared

to 32 referrals in all of 2009. Presently the RJ program has had 25 community justice forums as compared to 23 for all of 2009. There have also been 12 CAPs bringing the total of completed restorative measures to 37 in comparison to 23 for 2009.

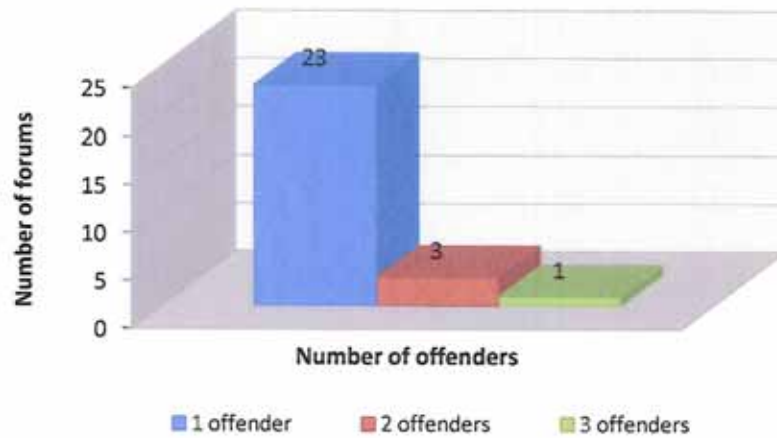
Listed below is the current 2010 data up to September 24, 2010.



Successful Completion of Resolution Agreements in both CJF and CAP



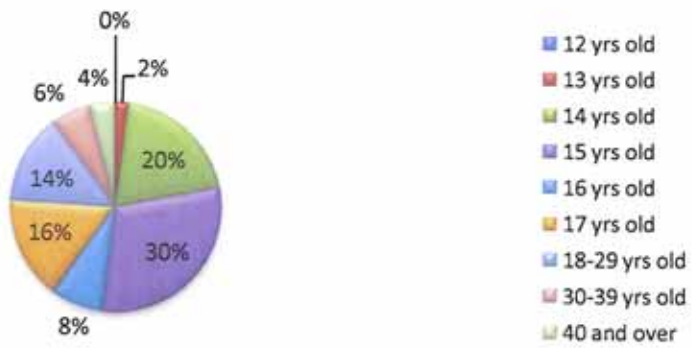
Offenders per Forum



Gender of Offenders Referred



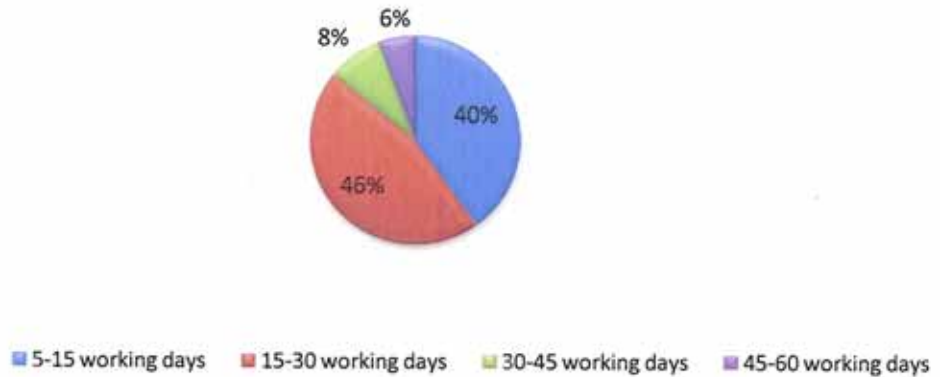
Age of Offenders Referred



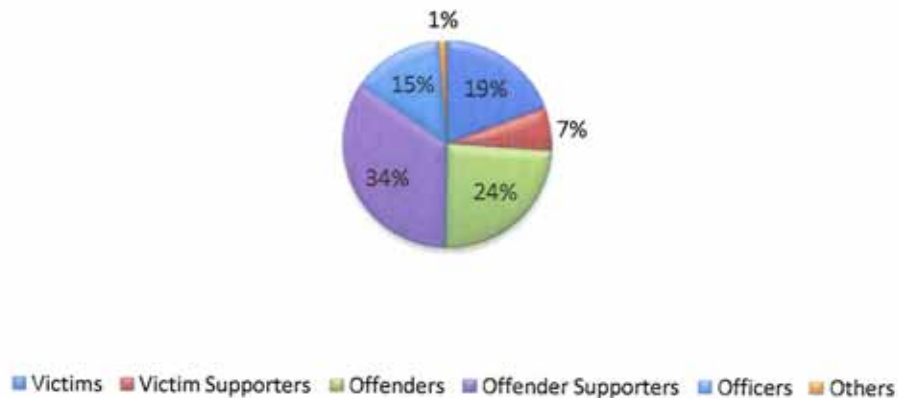
Most Common Offences Referred



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

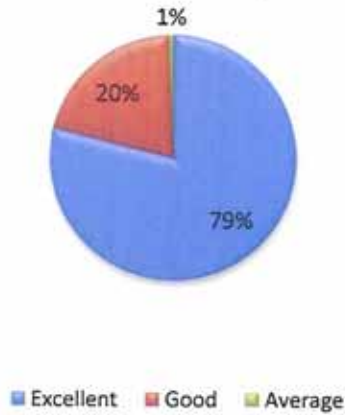


Roles of Participants in Forums and CAPs

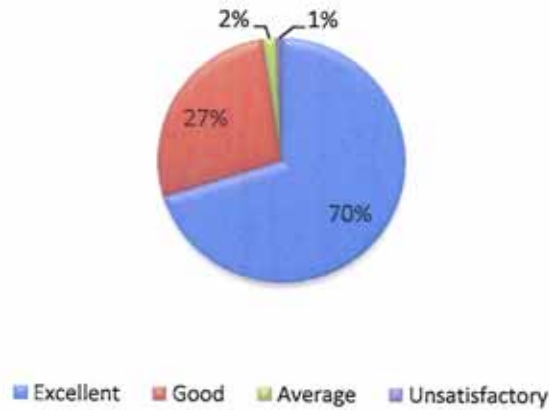


After each Community Justice Forum or each Community Accountability Panel participants are asked to complete a survey regarding their experience. To date there have been 158 participant surveys completed and the data is listed below.

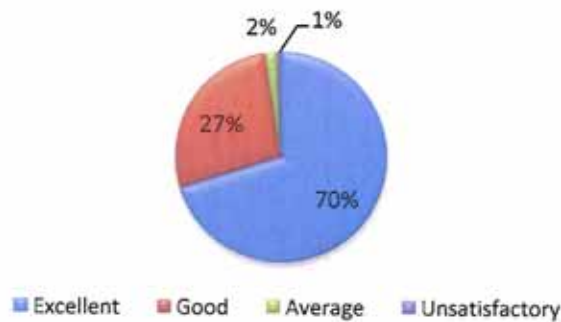
How Fair was the Community Justice Agreement or CAP Agreement



How Fair was the Community Justice Process or CAP Process



How was your overall experience with the Community Justice Forum or CAP





Touchstone Family Association
Strengthening Family • Building Community

RESTORATIVE JUSTICE

PERFORMANCE OUTCOME EVALUATION REPORT

January 1, 2009 - December 31, 2009



TABLE OF CONTENT

EXECUTIVE SUMMARY	3
QUALITY ASSURANCE	5
STAFF INPUT	5
OBJECTIVES OF THE RESTORATIVE JUSTICE PROGRAM	6
SECTION 1	8
PROGRAM UTILISATION AND EFFICIENCY:	8
PROGRAM UTILISATION ANALYSIS:	8
PROGRAM EFFICIENCY	9
SECTION 2	11
FOLLOW-UP EVALUATION.....	11
RESTORATIVE JUSTICE FOLLOW-UP SURVEY.....	11
CHARTS	12
FOLLOW-UP EVALUATION SUMMARY	15
SECTION 3	15
PROGRAM DEVELOPMENT OBJECTIVES.....	15
STRATEGIC PRIORITY 1	17
STRATEGIC PRIORITY 2	17
STRATEGIC PRIORITY 3	17
STRATEGIC PRIORITY 4	17

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 which is facilitated by E division. 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 December 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 underwent 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 worldwide. Most recently in December 2009 at the Volunteer Are Stars Banquet the Richmond Restorative Justice Program Volunteers as a whole were the proud recipients of the Nova Star Award.

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.

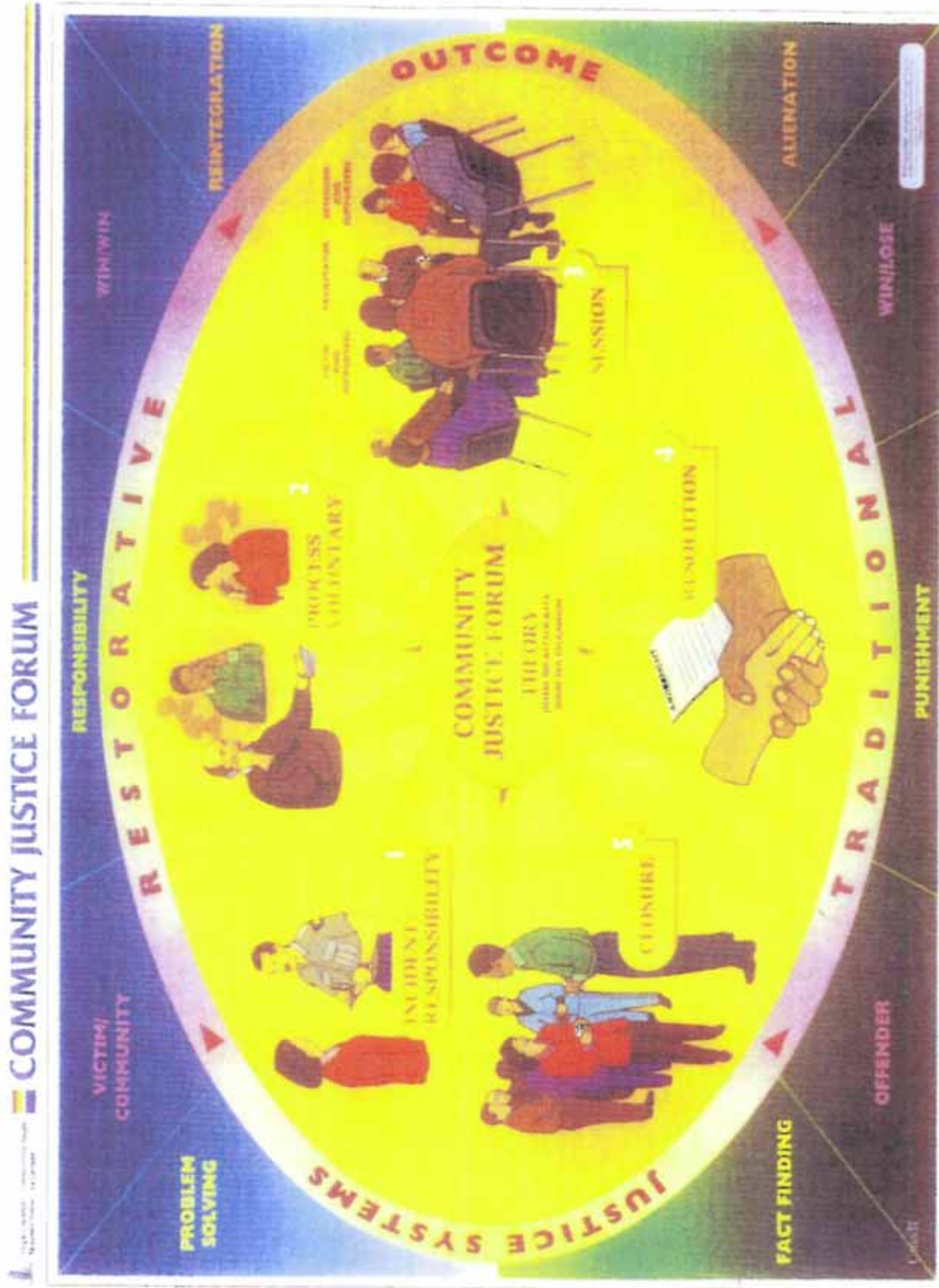
Staff Input

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.

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 and again in 2009 we reviewed as an entire agency the survey results. 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.

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.



SECTION 1

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 2009 – December 31, 2009

Total Number Referrals:	<u>32</u>
Total Number Forums:	<u>23</u>
Total Number Resolution Agreements:	<u>35</u>
Total Number Completed Resolution Agreements:	<u>27</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 the same as 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 **23** of the **32** referrals resulted in a forum. These results are similar to last reporting year. There are many reasons why a referral may not result in a forum, mainly that the victim decided not to participate or the offenders refused to accept responsibility. It is also important to note that referrals that come in late in the calendar year may result in forums in the preceding year and thus would not be reflected in this report. Overall, 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 **35**. 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, **13** forums had one offender; **6** forums involved two offenders; **3** forums involved three offenders and **1** forum had five 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 **27** out of the **35** resolution agreements were completed. **8** resolution agreements are still pending, although there is no reason to believe they will not be completed.

Program Efficiency

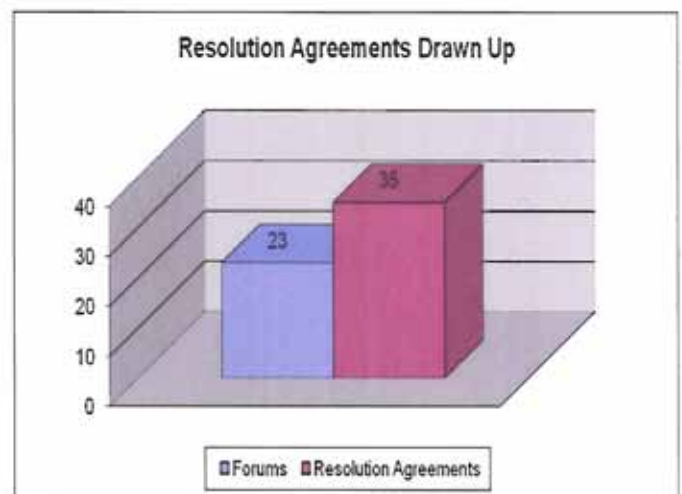
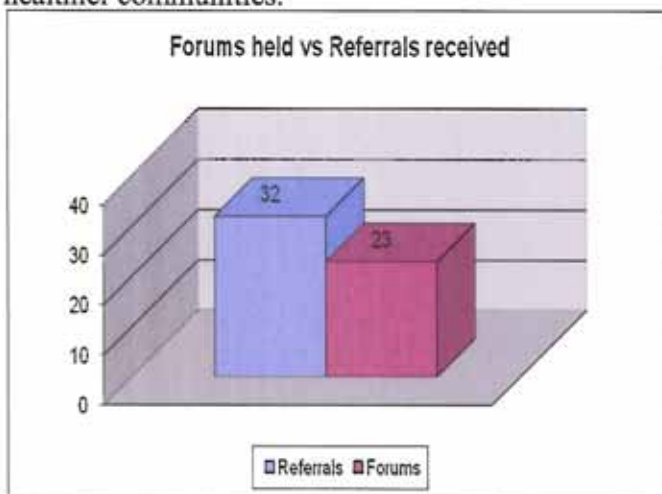
This section below will review the cost-efficiency of the Restorative Justice Program.

In January, 2008 the Richmond Restorative Justice Program received full funding from the City of Richmond and has now completed its second year of operation with core funding. In 2009 Touchstone Family Association recruited and trained new volunteers to maintain the number of volunteers at twelve.

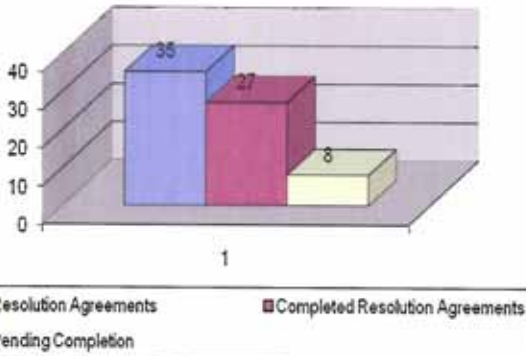
During this reporting period, referrals remained on par for the previous year as well as the amount of forums conducted was also similar. It is important to note that a referral is considered a case file, however, one file may involve anywhere from one to eight or more offenders. The number of offenders 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 difficulty in obtaining cooperation from some of the Big box stores. Some have the policy for cost recovery and have been very resistant to participating in Restorative Justice. It has been a long and arduous process but we believe 2010 will see more referrals from these stores as we have provided a variety of options for them to choose from and senior management seems to be more open to some of these options.

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 2 of a 3 year contract. Touchstone Family Association has been very active in meeting with 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. In 2009 we were able to secure funding from a law firm in assisting us to bring the Virks from Victoria to speak to the Richmond youth and community about Restorative Justice.

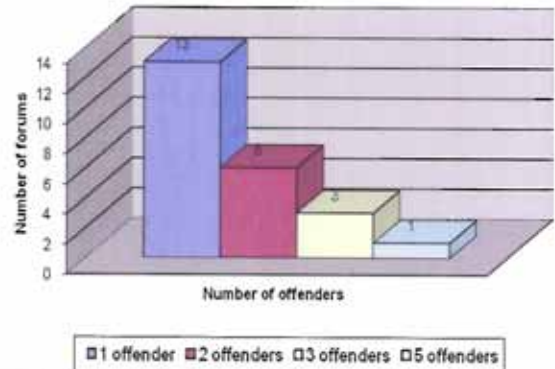
Although funding continues to be an ongoing challenge we are very appreciated to the City of Richmond for not only believing in the Restorative Philosophy but understanding the role it plays in creating safer and healthier communities.



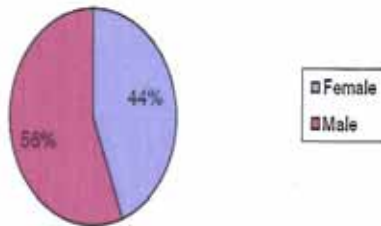
Successful Completion of Resolution Agreements



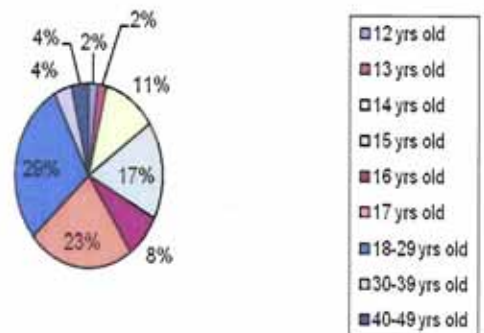
Offenders per Forum



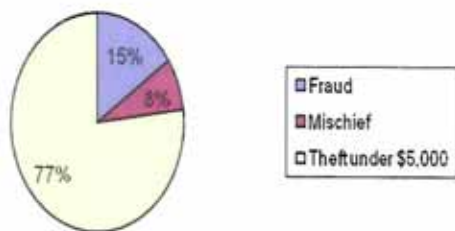
Gender of Offenders Referred



Age of Offenders Referred (not necessarily resulting in a forum)



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 process and if any barriers were encountered.

During this reporting period there were 23 forums that took place. Our rate of return continues to be excellent with 140 participants completing surveys. Each participant is asked at the end of the survey to complete a very brief survey and for the most part participants are happy to do this.

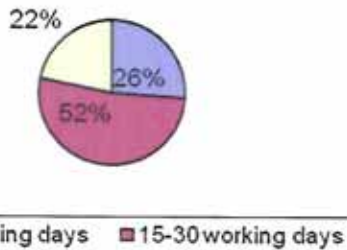
The responses to the rating-scaled questions were very positive for the staff, volunteers and services of the RJ Program. Touchstone Family Association is committed to utilising the feedback from program participants to evaluate with the community the impact that participating in the CJF has for all 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

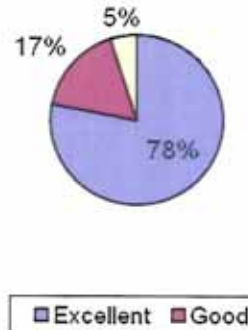
The results of the survey follow on the proceeding pages; it is interesting to note that on the question section of the survey respondents are identified as their role in the forum. For example a comment will be followed by the role of the participant in brackets. Although the results speak for themselves some of the highlights include the following: There were 140 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 17% were victims, 29% were offenders and 33% 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, 28% rated the service as good, and 68% rated their overall experience as excellent while 3% related their experience as average. When asked how fair the process was 74% said it was excellent, 22% said it was good. When asked how fair the agreement was 78% said it was excellent, 17% said it was good and 5% 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 26% were between 5-15 working days, 52% were between 15-30 working days and 22% 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. This response is considerably increased from the previous reporting year demonstrating the benefits to a full time coordinator and constant volunteer recruitment and training allowing the program to have capacity to process referrals in a speedy and efficient manner.

The following charts are of the information discussed above.

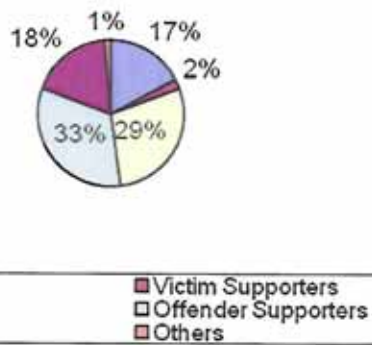
How long after the file was referred did the forum take place



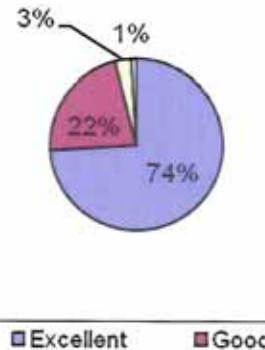
How Fair was the Community Justice Agreement



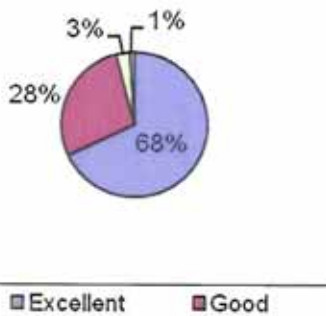
Roles of Participants in Forums



How Fair was the Community Justice Process



How was your overall experience with the Community Justice Forum



Question 1: Did you encounter any barriers to service, which affected or interfered with your participation in the program?	
Answer options	Response Count
	28
Answered question	28
Respondents	
1.	No!
2.	None
3.	Not at all
4.	The only negative is the time component – if there was a way to make the process more efficient without eliminating input it would be helpful. <i>(victim)</i>
5.	The only potential barrier was taken care of with the presence /participation of a translator
6.	Offender's father became stuck over the amount of financial restitution his son should pay – participants felt his son carried the greater responsibility for the damages – in the end he agreed, but reluctantly (His son agreed with everyone else that he carried the greater burden) <i>(offender supporter)</i>
7.	One of the offenders had a slight language barrier <i>(offender supporter)</i>
8.	No
9.	No I really liked the fact that we were sitting close to each other, it's easier to speak face to face. <i>(officer)</i>
10.	No not at all. I feel welcome to this program <i>(offender)</i>
11.	Daytime meeting is not possible for everyone working <i>(offender)</i>
12.	More notice of when the service was to take place <i>(offender)</i>
13.	Scheduling issues, with RCMP watch days <i>(officer)</i>
14.	It was important to have all participants present and this was a challenge and delayed the process, however this allowed more time for reflection. <i>(victim)</i>
15.	No apart from delays. Scheduling a meeting that all could attend. <i>(victim supporter)</i>
16.	Moved everyone into the room while awaiting for one more support person, awkward, and then moved us out. It would have been better to wait until all arrived and kept us separated. <i>(offender supporter)</i>
17.	Not at all <i>(offender supporter)</i>
18.	No I did not <i>(offender)</i>
19.	No everyone was very honest and open. <i>(officer)</i>
20.	None. Great job and organizing forum <i>(offender)</i>
21.	Some of the participants repeated apologies. Would have been nice to hear them separately. <i>(victim)</i>
22.	It would have been nice to have the offenders separate during the process. <i>(victim)</i>
23.	RCMP member who arrested accused and recommended forum did not take part in the forum. <i>(victim)</i>
24.	None – very impressed with the process and also the staff members. <i>(offender supporter)</i>
25.	Hard to coordinate the appointment set-up timing. <i>(offender supporter)</i>
26.	It is always difficult to find a date and time that all participants are available. Some sacrifices are to be made but all went well. <i>(officer)</i>
27.	Not at all <i>(offender)</i>
28.	I had no barriers and felt free to have my say. <i>(offender)</i>

Question 2: Is there anything else you would like to comment on?	
Answer options	Response Count
	52
Answered question	52
Respondents	
1.	Very good, really helpful (<i>offender</i>)
2.	Nope, everything is fair (<i>offender supporter</i>)
3.	The offender should appreciate the chance they have been given (<i>officer</i>)
4.	Great program (<i>officer</i>)
5.	Very effective program, fantastic alternative (<i>offender</i>)
6.	This was a very positive experience. I truly feel this was a life changing experience for me and for my son (<i>offender supporter</i>)
7.	Very worthwhile and beneficial to us and the community. Thank you (<i>victim</i>)
8.	This was my first time participating in the CJF and I found it a useful program. (<i>victim</i>)
9.	Everyone very non-judgmental and understanding (<i>offender</i>)
10.	No very well done. (<i>officer</i>)
11.	This is a great program for those that are not consistent offenders which grants the understanding, forgiveness. (<i>offender</i>)
12.	Every Touchstone representative was extremely professional and sensitive. This program is really making a difference. Thank you (<i>offender supporter</i>)
13.	Overall, the session was good. I was disappointed that the two accused chose to bring a friend as opposed to family although I understand that it is their choice. I don't think this supporter/friend was that affected by the two accused's behavior (<i>officer</i>)
14.	No, everything was a lot better than expected. (<i>victim</i>)
15.	Haroon is very efficient and professional. It was a good experience. (<i>victim</i>)
16.	This is a good program to free up our back log on the system. (<i>offender supporter</i>)
17.	Very impressed with the process, very happy to have participated. Youth of our community need this. (<i>victim</i>)
18.	Very good program, hope other cities/communities have similar program (<i>victim</i>)
19.	Successful forum/program (<i>officer</i>)
20.	We support 100% the program (<i>offender supporter</i>)
21.	I appreciate this alternative program. (<i>offender</i>)
22.	I am appreciative of this as a possibility instead of having all "offenders" treated in the same way. (<i>offender</i>)
23.	I appreciate the opportunity that is given out here to restore justice to the offenders. It is important to offer a 2 nd chance to the people who deserve it. If I may add, I think some people might forget the severity of the event in comparison to the court system. I am not sure how you can reinforce but I think it is important to remind the offenders of the alternative consequences. Thank you for everyone's time and effort. (<i>victim</i>)
24.	First impression of program was excellent! The program accurately addresses key issues and allows for a greater understanding of the severity of the situation. (<i>officer</i>)
25.	Very well organized – sensitive to the needs of each participant to be heard and to ask questions. Thank you. (<i>victim</i>)
26.	I feel this ultimately results in a better outcome than going through the court system as the participants are forced to face victim and reflect on the impact of their acts. (<i>victim supporter</i>)
27.	It was an experience. (<i>offender supporter</i>)
28.	All participants were fair and professional. (<i>offender supporter</i>)
29.	Everything was excellent and fair. Thank you. (<i>offender supporter</i>)
30.	No, I think everything was said. (<i>offender</i>)
31.	I am happy to be able to deal with this situation in this manner. (<i>offender</i>)
32.	Perhaps victim and victim offender can be told in pre-forum interview that their suggestions for agreement can be more specific (i.e. length of comm. service) (<i>observer</i>)
33.	Thank you for giving me this kind opportunity to restore the harm that I've caused. (<i>offender</i>)

34.	I feel that the offenders really meant what they said. The process was a positive experience. (officer)
35.	Yes, facilitators did an awesome job, very supportive and informative.
36.	Excellent (offender supporter)
37.	I'd like to thank you all for giving me this chance to be able to redeem myself from the mistakes that I've made. This gave me an opportunity to see what could have happened if any of us got a criminal record. (offender)
38.	Just want these guys to make it. That's all. (victim)
39.	Both seem like this solution will help turn their lives around. (officer)
40.	Top Notch!! Finest alternative to court. (officer)
41.	It was nice to see him take on such an active role in resolving this issue. He admitted his mistake and I believe will not make the same mistake twice. (officer)
42.	Had not heard of program before – very thankful and appreciative to be given this opportunity. It provides a great opportunity to learn from your mistakes and also be given a chance to make things better for yourself and others. (offender supporter)
43.	I think that this is good and hope for the best. (victim)
44.	Great program. Should be more options like this. It makes sense to correct the problem.
45.	Generally, with the overwaitea food group, we work directly with Restorative Justice and bypass the RCMP. The OWFG would like a bit more time and notice to send another representative from the company. (victim)
47.	No everything was great. (offender)
48.	It was a well facilitated program and gave youth a chance for a fresh start. (officer)
49.	For me this is a good way of giving back. (victim)
50.	Not really but this is a good program. (offender)
51.	I felt thankful that this was the route that was taken. (offender supporter)
52.	Service was excellent and very approachable. (offender supporter)

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

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 succeeded in meeting many of the program objectives set out in the last years report.

1. To enhance the statistical data presently being maintained to include more information.
 - 4 graphs/circles were added to demonstrate a more comprehensive data collection in the 2009 report.
2. To host another training and recruitment session in the fall of 2009.
 - Sharon Blaker the Trainer for E Division did come and provide interview training for our volunteers and met with the RCMP to examine internal referral processes.
 - The RJ coordinator did make a presentation to the Youth liaison officers
3. To provide community awareness to crime and help heal and reintegrate youth back into community.
 - Touchstone raised funds and arranged for the Virks to come over from Victoria during Restorative Justice Week and present at 2 high schools regarding Restorative Justice and bullying and also gave a community presentation at City Hall.
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.
 - The volunteers were the recipients of the Nova Star Award at the Volunteer are Stars Gala evening. This is a very well attended event, hosted by Volunteer Richmond with many members of the community in attendance.
5. To assist the RCMP and other community resources by co-ordinating appropriate intervention strategies through counselling and community conferences.
 - Touchstone hosted “children do well if they can” workshop with Dr. Ross Greene, the founder of the Collaborative Problem Solving Approach. Many families, educators, volunteers, counsellors and RCMP were some of the people in attendance.
6. To pilot in 2009 2 big box stores with direct referrals.
 - This has happened and the challenge has been to bring other stores on board. This has been a struggle however progress has been made and 2010 looks to be a positive year.
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.
 - Unfortunately this has yet to reach fruition, however 2 of the schools did participate with TFA in supporting the Virks in speaking to their students.
 - Presently we are working with the youth liaison officers and 2 identified schools in learning more about Restorative Justice and in supporting referrals to the program as opposed to court. The above Program Objectives continue to remain as each year we need to strive to meet these objectives in creative, innovative and flexible ways.

2008-2012 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’.



Touchstone Family Association

Strengthening Family • Building Community



Overview:

In late 2003 Touchstone Family Association was contacted by the RCMP and invited to apply to operate a Restorative Justice Program based on the principles of a Restorative approach to crime using the Community Justice Forum model. The RCMP invited other community agencies to apply but chose to work with Touchstone on implementing the Restorative approach in Richmond. During the drafting of the MOU between Touchstone and the RCMP TFA was informed that unfortunately there would be no funding.

TFA has been providing community services to residents of Richmond for over twenty five years and given our belief in the potential of the Restorative Justice approach to create a learning opportunity for young people regarding the impact of their behavior on others we chose to pilot this program in the community in order to demonstrate a need.

In December 2003, TFA sent staff over to Sechelt to attend Restorative Justice Training and in February of 2004 began accepting referrals into this program. TFA has always considered this program a community program which enhances the lives of the citizens of Richmond by providing for safer and healthier communities. The program is called the Richmond Restorative Justice Program and is operated by volunteers residing in the city of Richmond.

Touchstone Family Association piloted the program for 4 years by self funding it in order to; demonstrate the community need as well as the potential. TFA has met with many levels of government during those 4 years advocating and asking for core funding. Several grant applications to all levels of government have been completed over the years.

In 2008 the City of Richmond entered into a 3 year contract with Touchstone. At this time the city did request that Touchstone continue to seek funding from other sources.

Funding Challenges and Opportunities:

- Since 2004 TFA has been applying annually through the Solicitor General for the \$2500 available for volunteer training/recruiting and recognition. The grant application for this funding was completed again in the fall of 2010 and TFA is awaiting the decision.
- In 2008 TFA applied successfully to the Sunrise Rotary for \$10,000 to create the Peace Room where the community Justice Forums are held.
- In 2009 TFA was successful in bringing the Virks over from Victoria for Restorative Justice Week and this was funded by a \$2000 donation from the law firm of Cohen, Buchan and Edwards.
- In 2009, The Executive Director, Michael McCoy, Judy Valsonis and Councilor McNulty met with Alice Wong regarding lobbying for federal funding for the RJ program.

- In 2009 The Executive Director, Michael McCoy met with the Deputy Minister, Lesley De Toit for the Ministry for Children and Family Development regarding funding for the Restorative Justice Program. Unfortunately, MCFD's budgets were cut by treasury board which resulted in a 5.2% overall reduction to Touchstone MCFD contracts and resulting services. However, the Community Service Manager, for MCFD is very supportive of the Restorative approach as is the Deputy Minister and when the Ministry is in a better position are certainly prepared to enter into more detailed discussions.
- In November 2010, Michael McCoy will be meeting with Alice Wong to investigate whether she could arrange a meeting for Mr. McCoy in Ottawa with high ranking officials to discuss a partnership regarding funding for the RJ program.

The Challenges with obtaining funding is that although people talk highly of the Restorative Justice Model and are aware of the strong rates of success behind teaching young offenders resulting in high rates of recidivism there is little to no agreement on who should assume financial responsibility.

Touchstone in all meetings with all levels of government promotes a tri-partnership where all levels assume funding responsibility. However, there are several municipalities in the province that recognize the benefit to the citizens of their city and have provided core funding for Restorative Justice. An example of this would be the city of Abbotsford who has provided core funding to Abbotsford Restorative Justice and Advocacy Association for \$100,000 since 2003.

Schools: Challenges and Successes:

Touchstone has a long history of partnering with the Richmond School District through all of our services. However, since 2008 the RSB has faced many challenges not the least a cut to the overall operating budget. A challenge that has occurred for TFA and the RSB is bringing the Restorative Model into the schools. In 2010 a principal shuffle occurred at the same time as a reduction to the budgets creating some extra stress for principals as well as the retirement of key individuals in the administration. However, our collaborative working relationship with the School District continues and we are busy promoting and collaborating with the District on how best to implement RJ into each school. The following is a list of school based activities that TFA has been involved in with regards to Restorative Justice:

- The Restorative Justice Coordinator, Haroon Bajwa in 2008 in collaboration with McRoberts Secondary conducted a mock forum providing students and teachers a firsthand experience into the restorative approach to solving conflict.
- During Restorative Justice Week in November 2009 TFA brought the Virks to the Richmond Community to share their story on behalf of their daughter Reena Virk who was murdered. They shared their story from both a school bullying perspective as well as a Restorative Justice perspective. The Virks gave a presentation at McNair Secondary and Cambie Secondary as well as to the community as a whole in Council Chambers.
- The Restorative Justice Coordinator, Haroon Bajwa has been invited to participate in the Richmond School Districts Leadership Conference. This is to be held November 6th at Palmer Secondary School and the theme is "Overcome Obstacles, Open Opportunities". The students will range from grade 6 to 12 and will come from all over the Richmond school district. The RJ

coordinator will be presenting 2 workshops to approximately 25 students in each workshop. The first workshop is "Creating Safe and Caring Schools through Restorative Action".

This workshop will introduce students to the philosophy of restorative justice. Students will take part in a discussion about the kinds of values and principles that are necessary for creating safe and caring school environments. The workshop will use group exercises to help students understand and apply what they have learned.

The second workshop is "Peacekeeping in Schools: Overcoming Conflict and Promoting Opportunities for Healing".

This Workshop will invite students to actively apply theory to practice. Students will be divided into groups and will have an opportunity to role-play. Each group will be given a scenario involving a school conflict, and each student will have a part to play. This exercise will help demonstrate for students the potential for restorative action inside their school. At the end each group will provide feedback on their experience.

- On February 11, 2011 the RJ Coordinator will be participating in the Live Learn Lead 1V Richmond district convention 2011 taking place at Cambie Secondary School. He will be facilitating a workshop on "Resolving Conflict through Restorative Action/Justice." This session will explore the benefits of a restorative approach to resolving conflict within schools. This philosophy is based on a set of principles and values that respond to people's needs while bringing about meaningful outcomes. While conflict may be unavoidable and harmful inside schools, it can also provide an opportunity for healing and growth.

The above is just to highlight some of the ongoing and special events that the Restorative Justice Program is collaborating on in the schools and with the district. The coordinator has ongoing relationships with different principals at different schools and is always working on how to strengthen and build a school community from within a restorative lens.