



City of Richmond

Report to Committee

To: Community Safety Committee **Date:** June 4, 2024
From: Cecilia Achiam **File:** 09-5375-01/2024-Vol
 General Manager, Community Safety 01
Re: **Touchstone Family Association Restorative Justice Annual Performance Outcome Evaluation Report for 2023**

Staff Recommendation

That the staff report titled “Touchstone Family Association Restorative Justice Annual Performance Outcome Evaluation Report for 2023” dated June 4, 2024 from the General Manager, Community Safety, be received for information.

Cecilia Achiam,
General Manager, Community Safety
(604-276-4122)

Att. 1

REPORT CONCURRENCE	
ROUTED TO:	CONCURRENCE
RCMP	<input checked="" type="checkbox"/>
SENIOR STAFF REPORT REVIEW	INITIALS:
APPROVED BY CAO 	

Staff Report

Origin

The purpose of this report is to provide Council with information on Touchstone Family Association's (Touchstone) annual outcome evaluation report of the Richmond Restorative Justice program for 2023 (Attachment 1).

Touchstone is a non-profit organization that has been providing community-based services focused on preserving and enhancing family relationships since 1983. In 2008, the City entered into a three-year partnership with Touchstone for the delivery of restorative justice services in Richmond. Since then, the City has renewed the partnership contract with Touchstone five times, in the years 2011, 2014, 2017, 2020 and 2023. The current partnership contract will expire on December 31, 2025.

As a condition of this partnership, Touchstone is required to report to Council annually on the:

- restorative justice annual budget for the upcoming year;
- restorative justice revenues and expenditures from the previous year;
- performance indicators including the number of referrals, forums and completed resolution agreements;
- milestones and achievements; and
- participants' satisfaction survey.

This report supports Council's Strategic Plan 2022-2026 Focus Area #3 A Safe and Prepared Community:

Community safety and preparedness through effective planning, strategic partnerships and proactive programs.

3.2 Leverage strategic partnerships and community-based approaches for comprehensive safety services.

Background

Under the *Youth Criminal Justice Act*, police officers are required to consider whether extrajudicial measures will hold youth offenders accountable for their criminal behaviour, regardless of whether they have a criminal record. For restorative justice eligibility, the youth offender must first admit guilt and take responsibility for their criminal behaviour. Charges will not be laid when signed consent is obtained from the youth offender, their parent/guardian and the victim.

Extrajudicial measures offer alternatives to the traditional criminal justice system, which primarily focuses on retribution. Extrajudicial measures hold youth offenders accountable while promoting community-based responses to youth crime. This approach has been effective in reducing youth recidivism and encouraging positive behavior in the community.

In Richmond, there are two extrajudicial measures programs as listed below:

1. Youth Intervention Program, which is a counselling program offered by City staff at the City Centre Community Police Office under the direction of the Richmond RCMP Detachment; and
2. Restorative Justice Program (RJ Program), which is a program overseen by Touchstone that emphasizes accountability and problem-solving as ways of addressing harm from non-violent crimes.

The Richmond RCMP routinely screens police files involving youth who have committed non-violent offenses to determine suitability for referral to the RJ Program. Some of the non-violent offenses for referral to the RJ Program may include assault (minor in nature), shoplifting, mischief and theft and online exploitation.

The RJ Program, offered by Touchstone, is a volunteer-based program managed by one regular full-time Touchstone coordinator. Upon receiving referral files, Touchstone staff assess each referral to determine the appropriate restorative justice community process for the file, such as: a non-scripted, comprehensive victim-offender conferencing process for complicated cases; a scripted community justice forum process for less serious cases; a separate conference process when a direct victim-offender process proves less beneficial; and healing circles, which are mostly used in schools.

The RJ Program addresses the needs of victims and the community when a crime occurs, while holding offenders accountable for the harm they have caused. This program brings together victims, offenders and relevant members of the community to discuss the impact of the crimes committed and to address and resolve the underlying causes of the harm.

Analysis

The performance and effectiveness of the RJ Program are detailed in Touchstone's Restorative Justice Outcome Evaluation Report 2023. There were 18 referrals to the RJ Program in 2023, an 80 percent increase from the 10 referrals in 2022. Since one RJ Program referral can involve more than one offender, there were 23 individual offenders who entered the RJ Program in 2023 with the most common age of offenders being 15 years old. The majority of offenders referred to the RJ Program were involved in assault and theft under \$5,000.

Between 2019 and 2023, 125 offenders participated in the RJ Program. In 2023, 89 percent of the referrals to the RJ Program proceeded to the community process stage in under 30 days. This is more time-efficient than the traditional criminal justice system and allows the participants to remain invested in the restorative justice process. Table 1 highlights the annual statistics for the Richmond RJ Program from 2019 to 2023.

Table 1: Touchstone Performance Outcome Summary Statistics

Total Number of:	2019	2020	2021	2022	2023	Total
Offenders	39	21	28	14	23	125
Referrals	27	17	20	10	18	92
RJ Program Process	26	15	23	9	15	88
Resolution Agreements	31	15	26	13	15	100
Completed Resolution Agreements*	31	13	22	15	17	98

* The number of Completed Resolution Agreements is higher than the number of Resolution Agreements in 2022 and 2023 is due to the RJ process from the prior year. For example, if an RJ process began near year-end and a resolution agreement was drafted but completed in the following year, the “Completed Resolution Agreement” statistics would be recorded in that subsequent year.

According to Richmond RCMP statistics, only 12 percent of the youth who completed the RJ Program re-offended within a three-year period, compared to a recidivism rate of 35 to 50 percent for youth who did not complete the RJ Program. The comparison of the recidivism rates indicates that the RJ Program has had an effect in reducing youth re-offending.

In 2023, Touchstone and City staff provided information about the RJ Program at orientation sessions for Richmond RCMP Detachment members to build an understanding of the restorative justice approach. In addition, Touchstone met with the RCMP Youth Section on a quarterly basis to discuss the RJ Program, held RJ Program practice groups at local schools and provided restorative justice training to school administrators and counsellors. Touchstone will continue to advance these initiatives as part of its 2023 to 2025 Strategic Plan for the RJ Program. Touchstone’s dedication to advancing the restorative approach in Richmond contributed to the increase in referrals to pre-pandemic levels.

Financial Impact

None

Conclusion

The Richmond RJ Program is an extrajudicial measure that promotes healing and reduces recidivism through dialogue-based approaches involving victims, offenders and the community. It fosters community engagement and cost-effective solutions, providing a holistic approach to addressing non-violent crimes committed by youth offenders. The referral numbers to the RJ Program are gradually returning to pre-pandemic levels. Touchstone will continue to advance its strategic priorities for the RJ Program by engaging with the Richmond RCMP on the restorative justice process and increasing awareness of the RJ Program in schools and the community.



Douglas Liu
 Manager, Community Safety Policy and Programs

Att.1: Restorative Justice Outcome Evaluation Report 2023 by Touchstone Family Association

Restorative Justice

Outcome Evaluation

Report

2023



Restorative
Justice



Touchstone Family Association acknowledges that our work takes place on the ancestral land of the Coast Salish peoples, including the X̣m̄əθk̄w̄əȳəm (Musqueam), Skwxw̄7mesh Úxwumixw (Squamish), and Seíłwítulh (Tseil Waututh) First Nations.

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ABOUT TOUCHSTONE



Touchstone Family Association is a non-profit society that has been providing services to children, youth and families in Richmond since 1983.

In 2023 we celebrated our 40th anniversary!

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.

The Mission of the Association is:

“strengthening the social health and independence of families and children through effective intervention and support services.”

The Vision of the Association is:

“Strong, self-reliant families, youth and children.”

Our Objectives are:

- to establish and operate preventative services to children, youth and their families in the City of Richmond and surrounding Municipalities;
- to inform the residents of Richmond as to the importance of the services being provided to families.

Our overall objective is to strengthen families by building community.

2023 AT A GLANCE...



Touchstone has been supporting Restorative Justice in Richmond since 2004!



In 2023, Touchstone was named Association of the Year by the Richmond Chamber of Commerce!



In December 2023, Touchstone successfully completed our 8th Accreditation with CARF Canada, resulting in another 3 year accreditation!



Restorative Justice

Executive Summary

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 our **Restorative Justice (RJ) Program** throughout 2023. It will also touch upon the impact the ongoing global pandemic has had on services.

This RJ program is built upon the principle of **Restorative Practice** - a social science that studies how to improve and repair relationships between people and communities. The purpose is to build healthy communities, increase social capital, decrease crime and most importantly, repair harm and mend relationships.

In 2004, the Restorative Justice Program was launched in partnership with the **Richmond RCMP**. In 2008, the **City of Richmond** provided funding for a full-time Restorative Justice Coordinator.

It is important to note that the **core funding** for Restorative Justice comes from the **City of Richmond** through the **Community Safety** operating budget. Touchstone continues to engage other levels of government regarding not only the need, but also the responsibility in cost-sharing this program across the three levels of government.

Restorative Justice receives \$4000 from the **Community Accountability Program (CAP)** funded by the province which is an increase of \$1500 effective 2020. This provides some funds for volunteer training and recruitment.

Touchstone was also successful again this year in obtaining funding from the province's **Civil Forfeiture** fund. Eligible Restorative Justice organizations currently receiving funding from the CAP program were invited to apply for \$40,000 to complement an existing RJ program. Touchstone was successful in receiving this grant for the fourth year in a row, and thus has been able to continue offering **1:1 mentorship service** to youth participating in the RJ Program.

Touchstone continues to raise the profile of this extremely cost-effective alternative to court and is continuously seeking out funding partners and grant opportunities. Funding continues to be an ongoing challenge; however, we are very appreciative to the **City of Richmond** for not only its financial support, but also for believing in the **Restorative Philosophy** of understanding how it creates a safer and healthier community for everyone.



What is Restorative Justice?



Restorative Justice is an alternative approach to our court system. Restorative Justice is a philosophy built on the cornerstone of community healing. Like community policing, it's a way of doing business differently. While our court system is adversarial and focused on punishment restorative justice encourages dialogue and responsibility for past behavior, while focusing on problem-solving and offender accountability.

Through this approach, victims and offenders are not marginalized as they are in the court system. Rather, both are invited to come together, so that the offender can be held accountable and the victim can receive reparation.

Through the restorative justice process, volunteer facilitators help offenders take responsibility for their crimes. Offenders are given the opportunity to recognize the people that they harmed and they are able to learn how others have been affected by their behavior. Furthermore, the offender can work with the victim to find ways to repair the damage that has been done.

Victims benefit greatly from a process, unlike court, where they can sit together with the offender and speak directly to him/her about the pain that they have endured. Through restorative justice, victims can get answers to their questions about the incident, and they can learn why it happened. Furthermore, they can share with the offender what needs to be addressed for healing to begin to take place.

While restorative justice provides everyone affected by crime the opportunity to gain closure from the incident, it also gives the community the chance to become closer and grow together through understanding, compassion and healing.

Communities become healthier and safer as a result.

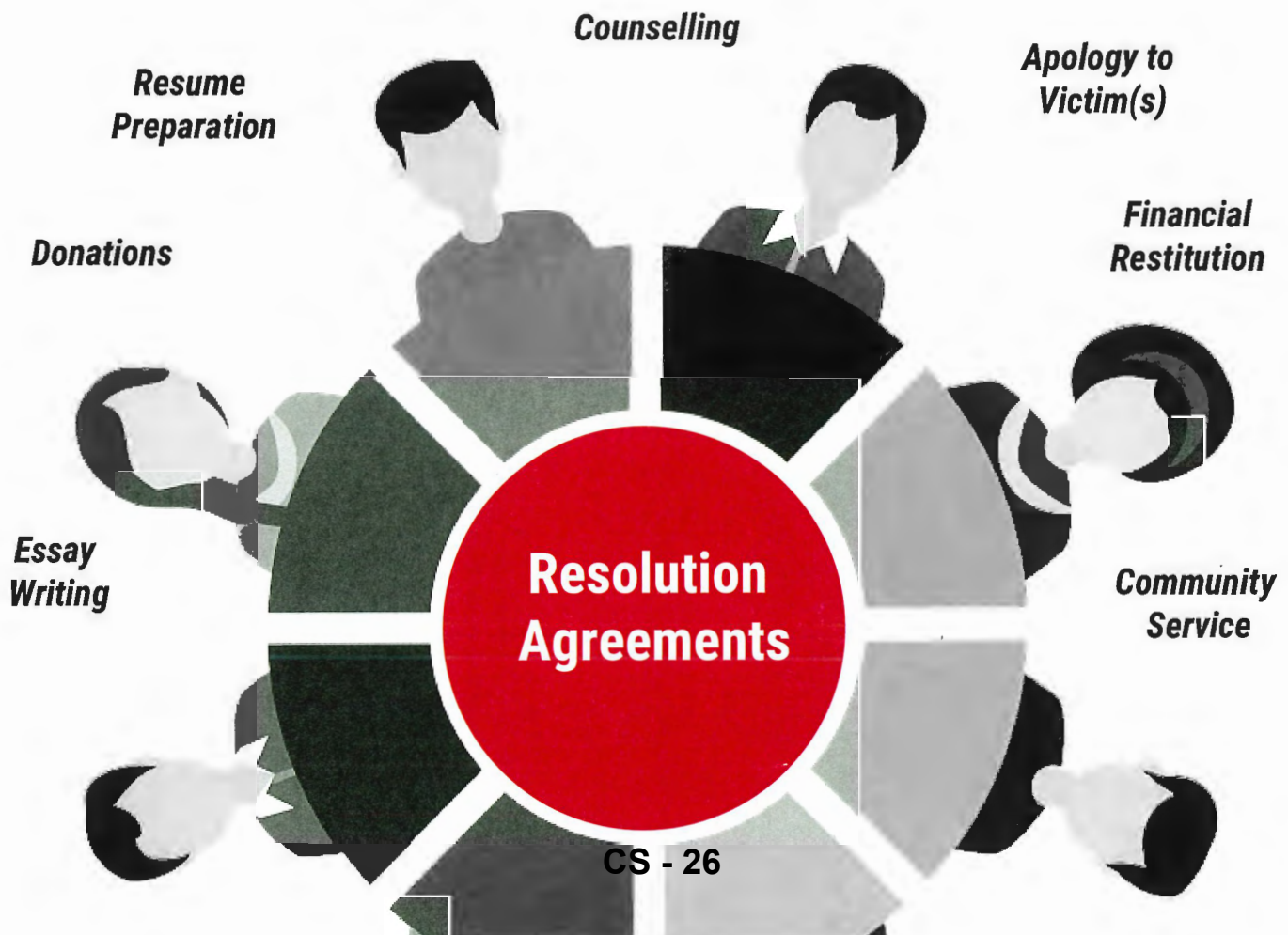
Restorative Approaches & Outcomes

At the heart of **Restorative Justice** are its underlying values and principles, which propagate a variety of processes designed to meet the unique needs and circumstances of victims, first and foremost, followed by the rest of the community and, of course, the offender. This recognition requires that we carefully consider the process that will have the most benefit and the greatest chance of success.

Volunteers will continue to expand their knowledge and skills by applying different applications of restorative justice dictated by the specified needs of the affected parties and/or community. A few examples include: a **non-scripted, comprehensive victim-offender conferencing (VOC)** process in complicated cases; a **scripted community justice forum (CJF)** process in less serious cases; a separate conference (Conference) process in cases where a direct victim and offender encounter proves less beneficial; as well as numerous types of Circles in community and school settings.

In each case assigned to restorative justice facilitators, the most suitable type of process can only be determined after exploring the needs of the participants and investigating the circumstances surrounding each case. It is important to understand that restorative justice is a process, where each case evolves from the first point of examination, takes shape through exploratory discussions with the affected parties, and involves everyone's consideration of an appropriate process to address what happened.

Resolutions Agreements are a direct result of this process, where the participants work together to determine reparations. These agreements can include one or more of the following



Program Features



Touchstone Family Association's *Restorative Justice* program is a **volunteer-driven program**, staffed by one permanent, full-time coordinator.

Recruitment, retention and training of volunteers are crucial to the success of the Restorative Justice Program.

The Restorative Justice Coordinator engages all volunteer applicants in a formal interview process which includes a criminal record check and two reference checks. The screening process also takes into account several key criteria that may include, but are not limited to:

- Life experience*
- Professional employment history*
- Education*
- Commitment to the program*
- Experience / Confidence in leading a group discussion*
- Flexibility*
- Knowledge of Restorative Justice*
- 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 checks are complete, volunteer applicants must successfully train in various restorative justice processes or applications. This includes community justice forums, where the volunteer applicants attend an intense 3-day training program. Once the volunteer applicant has achieved a certificate of training, he or she must earn accreditation by co-facilitating a minimum of five forums alongside and under the supervision of a certified mentor/facilitator. This is an approach that increases the volunteer's level of confidence and competency and enhances the program's commitment to quality assurance.

Richmond's enriched demographic requires the support of a team of interpreters, who are trained to support the diverse language needs of those engaging in the Restorative process.

Our program's volunteers currently support translation in Arabic, Cantonese and Mandarin.

Each year, during our Annual General Meeting, Touchstone recognizes the commitments and contributions of our Restorative Justice volunteers. In 2023, the Restorative Justice program was supported by 11 volunteers, in both facilitator and translation roles, with 3 members exceeding 7 years of committed service.



“Volunteers do not necessarily have the time; they just have the heart.”

Strategic Plan



Touchstone Family Association's Restorative Justice Program *2023 to 2025 Strategic Plan*

Strategic Priority 1:

To increase RCMP community referrals to the Richmond Restorative Justice Program

1. To hold Quarterly meetings with RCMP Community Engagement Liaison, RCMP Restorative Justice Liaison and RCMP Youth Section Representative.
2. To hold Restorative Justice Orientations for each RCMP Watch.
3. To share RCMP Referral Statistics monthly with RCMP.

Strategic Priority 2:

To increase awareness and utilization of the Richmond Restorative Justice Program in schools and in the community

1. To deliver at least one education or training to the community every quarter.
2. To target education or training to relevant stakeholders, including community groups, non-profits and schools, working to address harm in the community.
3. To increase restorative practices in schools where opportunities exist.

Strategic Priority 3:

To secure sustainable level of funding for the Richmond Restorative Justice Program from all levels of Government, including Municipal, Provincial and Federal

1. To carry out both independent and collective lobbying through the Restorative Justice Association of BC (RJABC), which represents restorative justice programs throughout British Columbia
2. To continue to apply for relevant Civil Forfeiture or National Crime Prevention funding that may become available

Case Example

Below is a case example involving a real case from the our Restorative Justice Program in 2023. This story illuminates the power of dialogue when facilitated with care inside a safe and respectful process suited to the participants

In May of 2023, the Richmond Restorative Justice Program received a referral from the Richmond RCMP involving a case where a seventeen year old teen was groomed to expose himself intimately, online. The perpetrator, himself, a seventeen year old student at the same High School, was found responsible for this grossly harmful act. Both "Mark," the victim, and "Abe," the offender, agreed to participate in a restorative justice process to address the harm.

Exploration meetings were carried out separately with Mark and Abe, who brought with them their family members for support as is common practice in restorative justice. Exploration or preliminary meetings are a necessary prerequisite in a restorative process. Trained facilitators are able to orient program participants to the aims and benefits of a restorative approach; to determine their suitability for participation; to explore individual perspectives about the incident and; to design a process, which has in mind the victim's needs, first and foremost. Ultimately, a restorative justice process seeks to bring about accountability and healing.

Having met with all of the participants, all of whom were now prepared to participate and engage with one another in person, a Circle, or Group Conference, was convened.

Seated on one side of a Circle of chairs sat Mark between his mother and his father. On the other side sat Abe beside his mother. Between both sides, at one end of the circle, sat the facilitator. And, across from him sat the referring police officer.

After introductions, the facilitator invited Abe to explain to Mark and the rest of the participants what his role was and how he got involved in the incident. Prompted by the facilitator's questions to elicit not only the details, but also his thoughts and emotions about his wrongful actions, Abe shared how he went along and got carried away with what he thought was a harmless prank. He took on a fraudulent female identity on a social media platform to deliberately target Mark and groom him into undressing for the camera. He did not act alone: several other students watched the livestream and egged him on through his headphones. Abe later discovered that one of the onlookers, in fact the principal instigator and cheerleader of the prank, "John," had taken a screen shot of Mark, undressed. Right away, Abe regretted his involvement and understood how devastating this would be for Mark. Indeed, "John," sent the photo to several students and the picture was quickly disseminated throughout the school, where a substantial number of students had seen it.

Inside the Circle, Abe expressed to Mark how terrible and guilty he felt about his actions. How he wished he could turn back time. He wanted him to know that he understood the serious harm that he had caused him, and that he was prepared to make things right. What made this worse was that they were, at one time, close friends.

Mark, while visibly upset, appreciated Abe's willingness to take responsibility and apologize to him. He shared with Abe the devastating impact his actions had on him, emotionally and psychologically. Mark revealed how he was so ashamed at having been fooled by Abe after learning the truth from a classmate. Mark hid the truth from his own family, isolating himself, until the school received report from some students about what had happened and began to address the matter. Mark blamed himself for not being wiser. He, too, had to learn a painful lesson about the harms that can take place on social media platforms if one is not careful. More significantly, Mark felt betrayed and his trust in people had been shattered. He, nevertheless, told Abe that he appreciated his willingness to face him and express his remorse in person – he could not say the same about the others involved to varying degrees in the incident.

Upon their turn to speak, all of the parents, one after the other, shared their astonishment and heartbreak. Mark's parents shared the hurt that was caused to their entire family and not having learned in time about the incident to help Mark when he was most vulnerable. They also expressed their deep disappointment in everyone in the school community that failed to do the right thing. Abe's mother tearfully expressed how deeply hurt and disappointed she was in her son, and promised to help him be a better person. She felt she had personally failed and vowed to be more engaged in Abe's life to help steer him in the right direction.

Satisfied with a painful but healing discussion, Mark, Abe and their supporters collaboratively reached an agreement where Abe would write an apology letter to Mark and his family, which also included Mark's siblings, with reflections on the harm he caused and the lessons he learned from this experience. They all expressed their gratitude for having the opportunity to repair the harm in a safe and respectful way. They continued socializing with one another after signing the resolution agreement, giving Mark and Abe the opportunity to engage more informally, now, with the weight lifted for both of them.

Reflection Letter

Restorative
Justice



Below is the Reflection Letter, written by the Harm Doer, to the Victim and their family, following the restorative process outlined in the case study.

Dear [REDACTED] and Family,

I want to begin this letter by extending my heartfelt apology to each of you. I am truly sorry for the pain and distress that my recent actions have caused, and I wholeheartedly accept full responsibility for my behavior.

I recognize that my actions not only inflicted hurt upon you but also had a profound impact on your entire family. I deeply regret the disappointment and emotional distress that I have caused. As I've engaged in this program, I've had the opportunity to reflect deeply on the consequences of my actions. I understand the profound impact it had on your son, [REDACTED], forcing him to bear this burden alone. I can only begin to fathom the toll it took on his daily life, and I genuinely wish that this unfortunate incident had never taken place. Moreover, I understand the potential repercussions for [REDACTED] siblings who continue to be a part of the [REDACTED] community, and I empathize with how this might have affected them.

Having put myself in the shoes of my own parents, I've keenly felt the hurt and disappointment they experienced. My actions contradicted the values they've instilled in me. They, too, have been profoundly concerned about your family, placing themselves in your shoes to understand the impact of such actions on a loved one. In striving to align myself with their teachings and expectations, I am committed to exemplifying their values through my actions moving forward. I am glad to have started rebuilding my relationship with your son, [REDACTED], and I am dedicated to repairing the ties that were once strained.

In the wake of my actions, I have turned to God for spiritual guidance and forgiveness. I seek strength in aligning my path with the teachings of Christ, in the hopes of repairing and restoring the relationships I have harmed. Seeking forgiveness from Him is an ongoing journey, as I recognize that God's guidance constantly shapes us over time.

My reflections on my actions and their far-reaching consequences have led me to learn and grow. I am deeply committed to effecting positive changes in my behavior. The opportunity I had to participate in the restorative justice process is something I am immensely grateful for, as it has provided a means to mend the bonds that were fractured.

I extend my gratitude to you for taking the time to read this letter. I understand that forgiveness is a gradual process, and I am wholeheartedly prepared to invest the necessary effort to mend the relationships that I have strained.

With sincerity,

[REDACTED]

**Names removed to protect Identity.*

2023 Program Highlights



January

- Restorative Practice Group run twice-weekly at Talmey Elementary
- Restorative Justice Coordinators Network Meeting - Lower Mainland Group

March

- British Columbia First Nations (BCFN) Justice Forum in - Vancouver
- Diversity' Training (Professional Development) - Touchstone
- Restorative Justice Stakeholder Meeting - RCMP, City of Richmond, Touchstone

May

- Restorative Justice Orientation - RCMP Members: C Watch (2 Sessions)
- 'Non Violent Crisis Intervention' Training (Professional Development) - Touchstone
- Restorative Practice Group (Gr.4-7) run bi-weekly at McNeely Elementary
- 'Working with Shame and Guilt' Training (Professional Development) - Community Justice Initiatives
- Restorative Justice Orientation - RCMP Members: A Watch (2 Sessions)

February

- Building Safer Communities Meeting - with Dr. Irwin Cohen
- Restorative Justice Presentation to CHIMO Community Services
- Restorative Practice Presentation to School District Administrators for Elementary Schools at Garden City Elementary
- Restorative Justice Coordinators Network Meeting - BC Group

April

- Restorative Justice Quarterly Meeting - RCMP Youth Section, Touchstone
- Restorative Justice Orientation - RCMP Members: D Watch (2 Sessions)
- Circles in Classrooms Training Delivered in Collaboration with Community Justice Initiatives to Elementary School District Administrators at Grauer Elementary
- Restorative Justice Orientation - RCMP Members: B Watch (2 Sessions)

June

- Restorative Justice Symposium - Restorative Justice Association of British Columbia (RJABC)
- 'First Aid' Training (Professional Development) - Touchstone
- Annual General Meeting - Touchstone
- Restorative Justice Coordinators Network Meeting - Lower Mainland Group
- Restorative Justice Coordinators Network Meeting - BC Group



July

- 'Real Change: Developing Meaningful Accountability Process and Opportunities' Training (Professional Development) – Community Justice Initiatives

October

- Restorative Practice Group (Gr.4-7) run bi-weekly at Brighthouse Elementary
- Restorative Justice Quarterly Meeting – RCMP Youth Section, Touchstone
- 'Cyber Bullying Intervention and Prevention Strategies' Training (Professional Development) – Safe Schools Together
- Restorative Practice Training to High School Administrators and Counsellors

December

- 'Executive Functioning' Training (Professional Development) – Touchstone.
- Restorative Justice Coordinators Network Meeting – Lower Mainland Group.
- CARF Accreditation Re-Survey.



August

- Restorative Justice Coordinators Network Meeting – BC Group

November

- "Restorative Justice in the Classroom' Training – Dr. Crystena Parker-Shandal (Hosted by Restorative Justice Association of British Columbia (RJABC)
- Restorative Justice Training to Richmond School District Alternative Program Staff
- Restorative Justice Presentation to 100 Students over 3 Sessions at Cambie Secondary School
- Restorative Practice Group (Gr.4-7) run bi-weekly at Talmey Elementary
- 'Executive Functioning' Training (Professional Development) – Touchstone

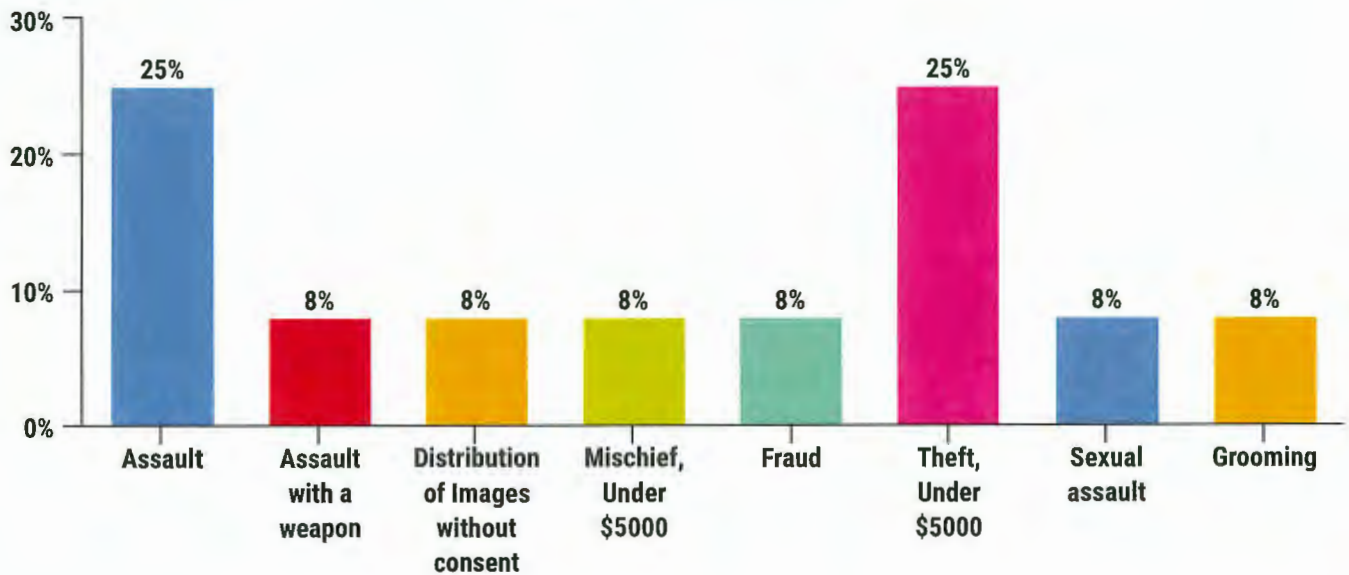


Program Statistics

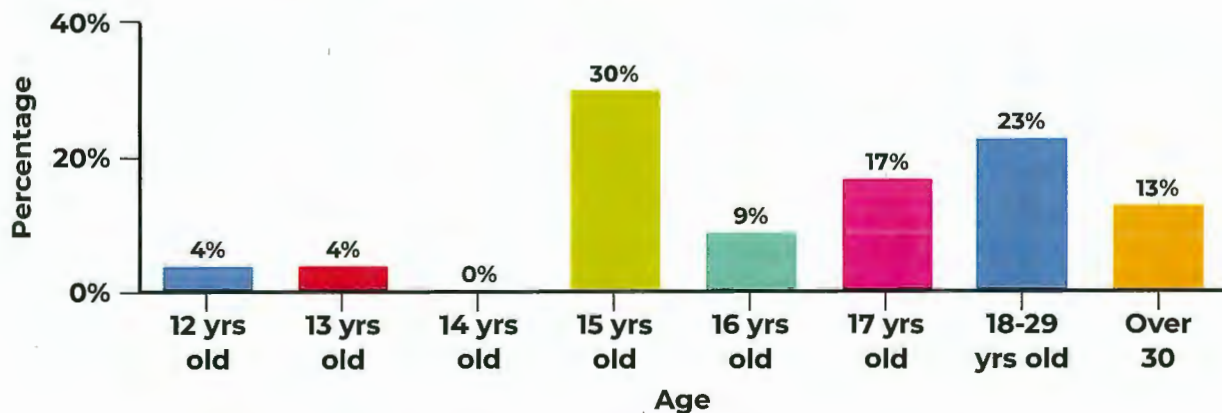
In 2023, there were 18 referrals to Touchstone's **Restorative Justice Program**, which is an increase from the 10 referrals in 2022. There were 15 restorative processes held this year, compared to 9 the year prior. Each year brings a slight fluctuation in referrals based often on youth crime and new members to the RCMP, but the program is starting to see a rebound in referrals post pandemic.

The following are graphic representations of Touchstone's Restorative Justice Program's demographics gathered from January 1, 2023 to December 31st 2023.

Types Of Offenses

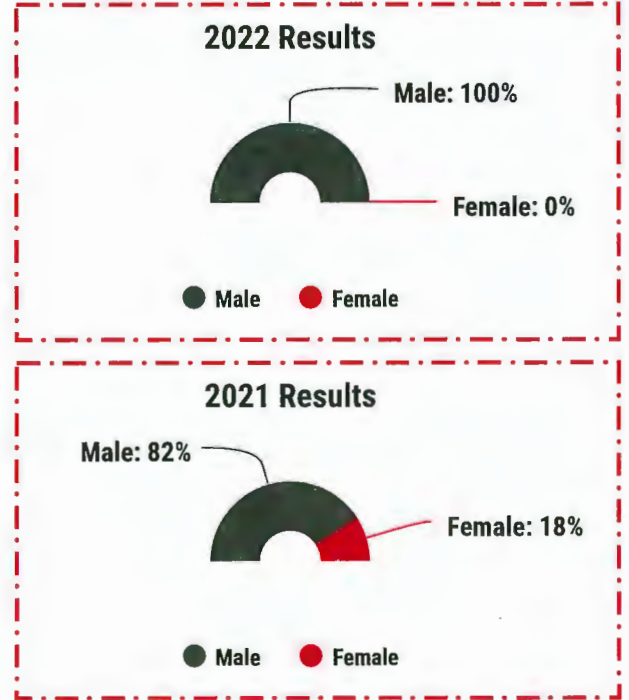
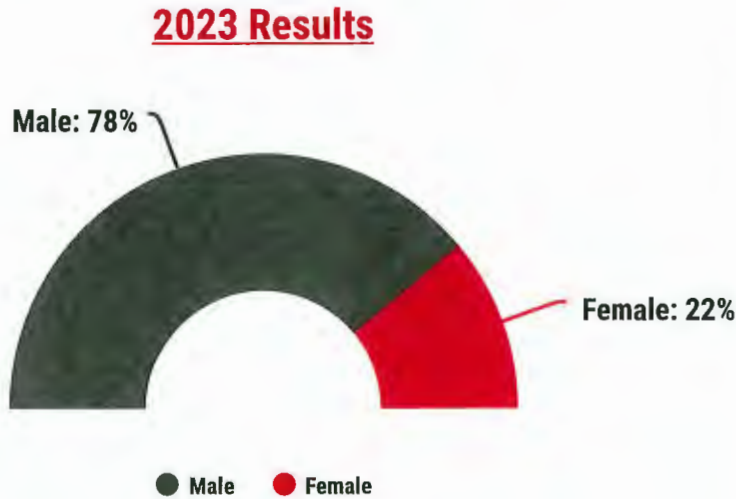


Age of Offenders Referred



Program Statistics

Gender of Offenders Referred



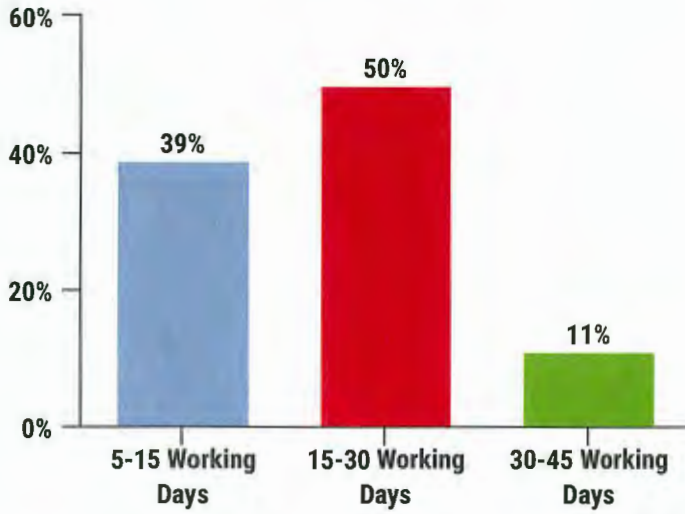
Big Box Stores

Touchstone's Restorative Justice Program received referrals from local Big Box Stores, including Home Depot, Walmart and London Drugs.



Program Statistics

Length of Time Between Referral and Forum



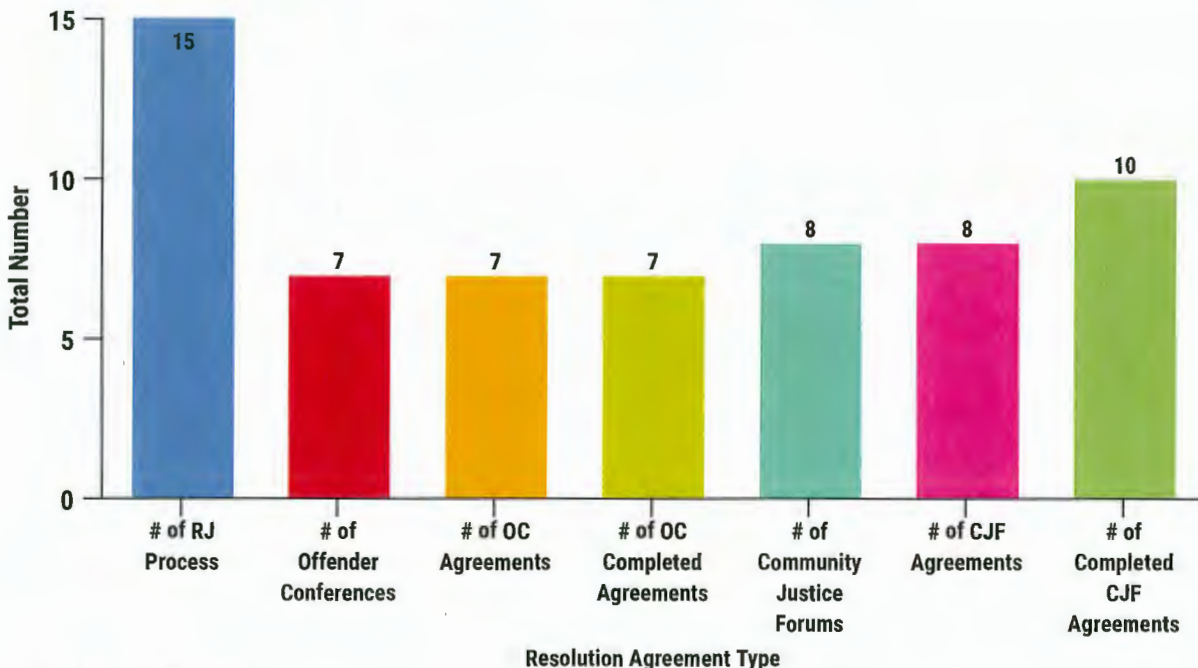
In 2023, the program was very efficient in having a referral brought forward for a community process in a timely manner.

This is important as resolution should happen as quickly as possible for the greatest amount of impact and for the participants to remain invested in the process.

As indicated in the graph, almost 90% of the referrals were brought forward for a community process within a month (30 days).



Resolution Agreements



CJF = Community Justice Forum
OC = Offender Conference

Participant Feedback

Consumer Feedback Evaluation

Touchstone is committed to utilizing consumer feedback to contribute to the development of high quality and responsive services. Our staff seek feedback from clients and other service providers as the services are being provided to continuously develop and enhance services to address any special needs and referral issues of the clients served.

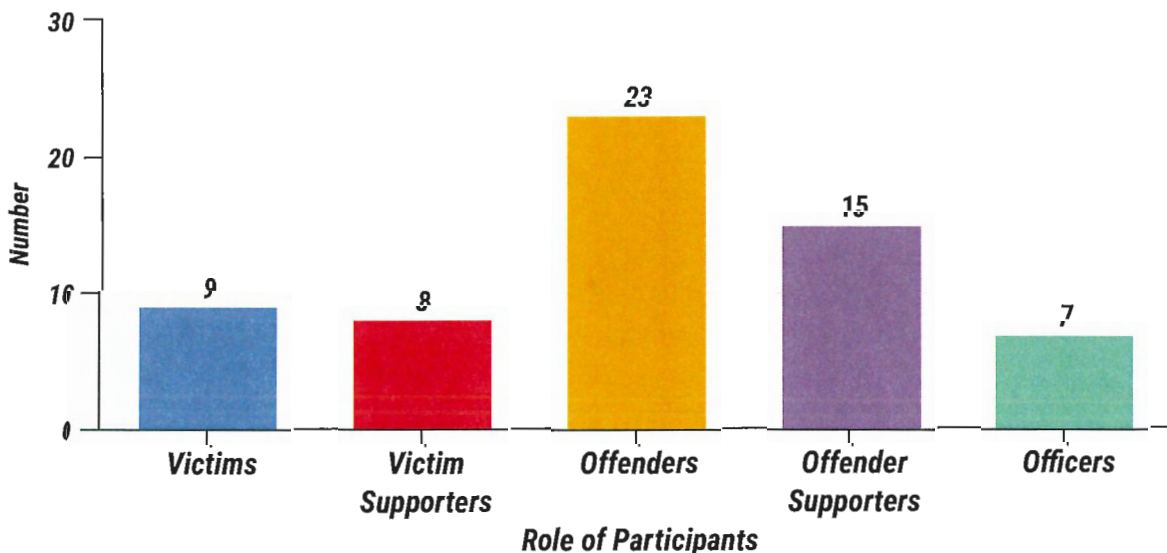
Evaluating Quality of Impact

Touchstone’s Consumer Feedback evaluation process is intended to help us see what kind and quality of impact we are having on the population we serve. Surveys are designed to measure both quantitative and qualitative factors, giving the Association a balanced set of statistical responses. We then use this data to analyze and identify trends and consider the implications of these findings to plan adjustments and improvements in our programs. At Touchstone, we strive to deliver client-centered services, making participants own experiences and goals our top priority. Ongoing consumer feedback is essential to this process.

Restorative Justice Participant Feedback

Touchstone Family Association invites all participants involved in the Restorative Justice process to evaluate their experience. In 2023, **62** people participated in a Restorative Justice process. The next sections will graphically summarize the data captured from the participant surveys.

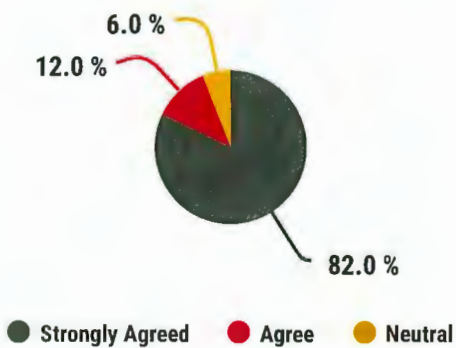
Participants in Forums



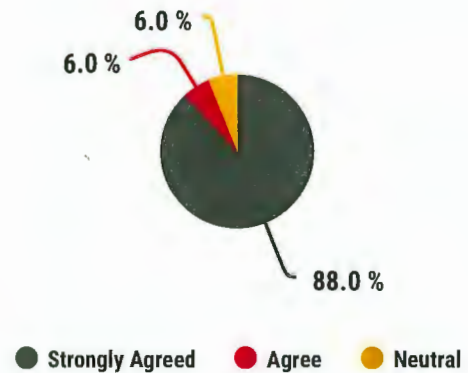
Participant Feedback

The following are graphic depictions of participant feedback, based off of questions in the Restorative Justice Participant Survey.

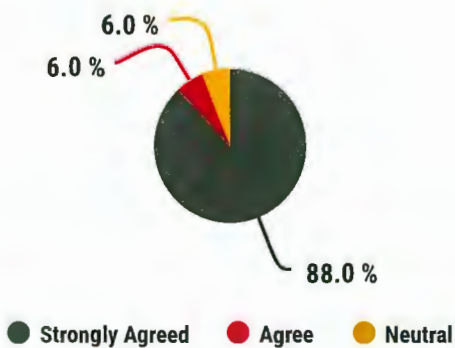
"I received adequate preparation and support from the facilitators."



"I felt safe and was treated with respect."



"I felt I was able to have my say, allowing me to participate in a meaningful way."



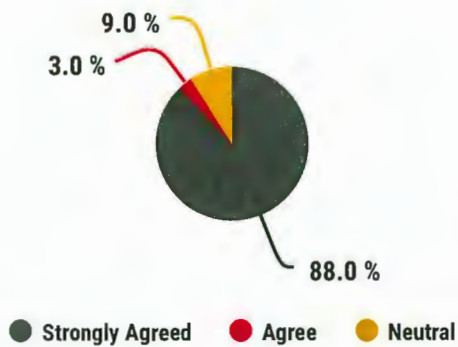
"My questions, concerns and issues were addressed."



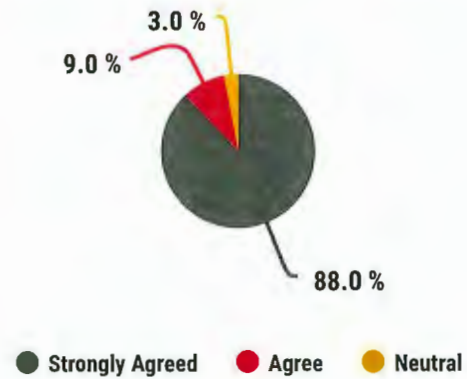
Participant Feedback

The following are graphic depictions of participant feedback, based off of questions in the Restorative Justice participant Survey.

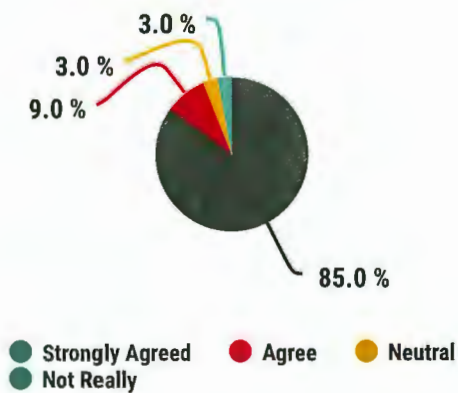
"Listening to everyone helped me gain a better understanding of what happened."



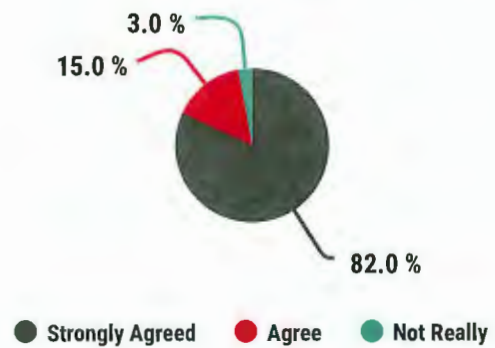
"I am satisfied with the resolution agreement."



"I believe the process has helped me find closure."



"I would recommend Restorative Justice to others facing similar situations"



Participant Feedback



In addition to the previous rating questions, each survey has room for comments regarding any of the aforementioned questions. The following are the responses (verbatim).

- Both offender and victims' families were impressed with the RJ circles. *(Officer)*
 - Professional, Open. *(Offender supporter)*
 - Haroon is very helpful for our family. *(Offender supporter)*
 - I think that this has been great to be able to meet face to face to reach a mutual agreement rather than needing to go to court or having to have conflict. Overall, I think this option is best for settling conflict. *(Offender)*
 - I am satisfied with the outcome. *(Victim supporter)*
 - I think this is an awesome program that should be promoted more elsewhere. *(Officer)*
 - Very respectful process. Thank you *(Victim)*
 - Truly helped me. *(Offender)*
 - I felt I was able to have my say, allowing me to participate in a meaningful way. For example, I knew this was a safe place and Haroon tried making everyone as comfortable as he could. He's very respectful, considerate, and good at explaining other aspects/point of views on this incident. *(Offender)*
 - I think this is a good way for people who have been harmed to find a way to get closure, and the person who has done the harm a way to take accountability and close a chapter for both parties. *(Victim)*
-

Participants are then asked to share their comments on **Accessibility**. Below are their comments verbatim to the question: **"How can Touchstone make it easier for you to access our services?"**

- It's easy to access. *(Offender supporter)*
- I think the location and hours work well. *(Offender)*
- I think it might be easier for some to partake in this afterhours or during the weekend, because some people have to work or attend school during regular weekday business hours. *(Officer)*
- The services Touchstone provides are really good and everything here is really well managed. *(Offender)*
- Building bathroom hard to find at first. *(Offender)*
- Location on where you are, making it more accessible to people in school who might not know who to talk to about this. Luckily the school knew that there are programs like this out there to support them. *(Victim)*
- I think the location and parking are great. It would possibly be more beneficial if the meetings can occur on weekends as well as some people work during weekdays. *(Officer)*
- No comment, it was accessible for me. *(Victim)*

Participant Feedback

Participants were asked if they had any **Additional Comments** to share. The following are verbatim of those comments, from the final section of the feedback survey.

- I appreciate both of you for the time put into this file to restore the harm committed. **(Officer)**
- Professional, transparent, resolution oriented. Open. **(Offender Supporter)**
- Excellent de-escalation format and process. **(Offender Supporter)**
- Thanks for Touchstone's services **(Offender Supporter)**
- Outcome was great so nothing else needs to be added. **(Victim Supporter)**
- I think this was an enormous learning opportunity for all those involved as it was a genuine heartfelt moment when everyone spoke their mind on the matter. **(Officer)**
- I am so thankful for this program. **(Offender)**
- Great work Haroon! **(Officer)**
- It has been a good experience. I appreciate that we can have this means to resolve issues. **(Victim Supporter)**
- I think this was an excellent opportunity to provide the youth some understanding and closure to the incident. I think it will be very beneficial to them in the future. More youths and adults should be given the opportunity to participate in the Restorative Justice Program meetings. **(Officer)**
- Had a thoughtful and helpful resolution. Thank you, Haroon. **(Offender)**
- Everything was well organized. **(Victim)**

 **Thank you!**
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Referral Trends

Summarized below is a comparison of data from 2014 through 2023

	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
Total # of Offenders	56	57	74	44	43	39	21	28	14	23
Total # of Referrals	41	49	49	36	34	27	17	20	10	18
Total # of RJ Process	43	47	52	34	38	26	15	23	9	15
Total # of Resolution Agreements	47	50	67	41	39	31	15	26	13	15
Total # of Completed Resolution Agreements	46	45	67	37	38	31	13	22	15	17

As indicated by the chart above, the Restorative Justice Program has had **399** offenders participate in the program over the past **10** years. This averages **40** offenders per year who have been supported by restorative practice.

It is important to note that the above statistics are only talking about offenders; it is not capturing the total number of people participating in the program.

In 2023, **62** individuals participated in a restorative justice process either as a victim, an offender, an officer, or an offender supporter. The more participants involved, the more groundwork that needs to be done by the facilitator before undergoing the RJ process with all involved parties. This translates to more time for interviewing all participants involved. It is important that everyone participating understands the process and what the expected outcomes may be.

It is evident when comparing the data from **2022** and **2023** to years prior that referrals are in recovery mode and are slowly increasing. The RJ Coordinator is meeting regularly with the RCMP to encourage and build understanding of Restorative processes. Many of the referrals this year have been complicated, including varying types of offenses.

Summary



Concluding Thoughts

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 the **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.

As evident in this outcome report, program participants 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 the community and teaching responsibility and accountability to the young person.

We look forward to continuing our program into 2024, when we will celebrate 20 years of supporting the Richmond community with Restorative Practice Services!



Statement of Income

Restorative Justice Statement of Income for 2023:

	Jan to Mar 2023	Apr to Jun 2023	Jul to Sept 2023	Oct to Dec 2023	Total 2023	YTD Budget 2023	Variance	Annual Budget
Revenue								
Grant from City of Richmond	25,175	25,175	25,175	25,175	100,700	100,700	0	100,700
Expenses								
Wages & Benefits	23,175	23,175	23,175	23,175	92,700	92,700	0	92,700
Rent	2,000	2,000	2,000	2,000	8,000	8,000	0	8,000
Mileage	0	0	0	0	0	0	0	0
Telephone	0	0	0	0	0	0	0	0
Office Supplies	0	0	0	0	0	0	0	0
Supervision	0	0	0	0	0	0	0	
	25,175	25,175	25,175	25,175	100,700	100,700		100,700
Net Surplus (Deficit)	0	0	0	0	0	0		

Restorative Justice Budget for \$100,700 Contract to cover 2023:

January 1 - December 31, 2023	Annual	Monthly	Quarterly
Wages & Benefits	\$92,700.00	\$7,725.00	\$23,175.00
Rent	\$8,000	\$666.67	\$2,000.00
Mileage	0	0	0
Cell Phones	0	0	0
Office Expense	0	0	0
Supervision	0	0	0
	\$100,700.00	\$8,391.67	\$25,175.00

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