City of
Richmond

Report to Committee

To:	Planning Committee	Date:	January 4, 2016
From:	Cathryn Volkering Carlile General Manager, Community Services	File:	01-0100-30-RCSA1- 01/2016-Vol 01
Re:	RCSAC 2015 Annual Report and 2016 Work Program		

Staff Recommendation

That the Richmond Community Services Advisory Committee's 2016 Work Program be approved.

Cathryn Volkering Carlile
General Manager, Community Services

Att. 3

REPORT CONCURRENCE	
CONCURRENCE OF GENERAL MANAGER	
REVIEWED BY STAFF REPORT / AGENDA REVIEW SUBCOMMITTEE	INITIALS:
APPROVED BY CAO	

Staff Report

Origin

The mandate of the Richmond Community Services Advisory Committee (RCSAC) is to encourage and promote social policies and community services that contribute to the well-being and quality of life of Richmond residents, and to develop the capacity of the community service sector.

While an advisory body, the RCSAC is only partially a City-appointed committee (i.e. only two citizen representatives are Council-appointed). The City supports the RCSAC by providing an annual operating budget, a Council Liaison and a Staff Liaison.

This report presents the RCSAC 2015 Annual Report (Attachment 1) and proposed 2016 Work Program (Attachment 2). This report supports Council's 2014-2018 Term Goal #2 A Vibrant, Active and Connected City:

> *Continue the development and implementation of an excellent and accessible system of programs, services, and public spaces that reflect Richmond's demographics, rich heritage, diverse needs, and unique opportunities, and that facilitate active, caring, and connected communities.*
>
> *2.2.   Effective social service networks.*
>
> *2.3.   Outstanding places, programs and services that support active living, wellness and a sense of belonging.*

Analysis

RCSAC Charter

As indicated in the RCSAC Charter (Attachment 3), the mission of this advisory committee is "to encourage and promote those social policies and community services which contribute to the general health, welfare and quality of life of the residents of Richmond, and to increase inter-agency relations and cooperation in order to enhance community capacity". Their mandate is described in the attached Charter as

Section A
The RCSAC shall advise Richmond City Council and may, in consultation with City Council, make representations to other policy-making bodies on the following:
1. Policies that encourage cooperative planning and delivery of community services to ensure optimum efficiency and effectiveness;
2. Social issues/concerns that have an impact on community services, special needs groups and the quality of life in the community;
3. Community impact of governmental changes to policies and/or programs affecting Richmond's community services; and

    4. Any other matters that may be referred by Richmond City Council, RCSAC member groups and the community at large.

Section B

    1. Coordination of activities and information sharing between the voluntary and public sector.

The RCSAC also has separate "Operating Policies and Procedures" describing membership, structure and procedures.

<u>2015 Annual Report</u>

Highlights of the 2015 RCSAC Work Program, based on Council Term Goals (2010 – 2014) (Attachment 1) include:

- Completion of the annual Social Services and Space Needs Survey exploring funding changes and space needs, with results presented to Planning Committee in September 2015;

- Communication Tools sent to Council regarding the 2013/2014 RCSAC Social Services and Space Needs Survey, the Richmond Youth Media Lab, Adult Basic Education and the BC Rent Supplement Survey;

- A report and Communication Tool regarding "Municipal Responses to Child/Youth Poverty" prepared for presentation to Planning Committee in 2016; and

- Continued participation by RCSAC member agencies in community initiatives, tables and consultations, including the Richmond Homeless Coalition, Richmond Children First and the Richmond Poverty Response Committee (see Attachment 1 for further information).

<u>2016 Work Program</u>

Council Term Goals (2014 – 2018) have been used to form the basis of RCSAC 2016 activities. In addition to responding to Council requests as they arise, highlights of the RCSAC's 2016 plans (Attachment 2) include:

- Hosting an information sharing meeting with Richmond MLAs;

- Completing an annual and multi-year analysis (last three years) of Community Social Services and Space Needs Survey results;

- Updating an inventory of community-based tables and committees relevant to social services;

- Working collaboratively with other Richmond organizations to provide information regarding affordable housing needs, including participating in the consultation phase of the Affordable Housing Strategy Update;

- Providing information to Council regarding the impact of Federal and Provincial policy and funding decisions on Richmond services;

- Supporting food security initiatives; and

- Continuing to apprise Council of matters affecting community agencies and Richmond residents.

2016 Budget

The 2016 RCSAC budget no longer allows for funding special projects and surveys as these initiatives were funded from a surplus that has since been depleted. An example of a special project undertaken by the RCSAC is the Municipal Responses to Child/Youth Poverty Report, whereby a research assistant was paid an honorarium to prepare the document. Meeting expenses have also risen due to increasing membership.

The RCSAC has instituted cost-saving measures, including reducing their IT consultation website and meeting expense budgets. While no special projects have been identified to date, the RCSAC would like to continue to have funds available for special projects and survey costs to continue their annual social services and space needs survey. As a result, at the September 2015 General Meeting, the RCSAC resolved to request a $2,000 increase to their annual $11,000 operating grant. As the 2016 City budget process was already underway, this request for an increase to the RCSAC operating grant will be put forward for consideration in the 2017 budget cycle.

Financial Impact

The RCSAC operating budget reflects the existing funding plan, as budgeted. An additional level request of $2,000 will be submitted for consideration in the 2017 operating budget.

Conclusion

The RCSAC 2016 Work Program is designed to reflect a number of Council Term Goals (2014 – 2018) and address emerging issues impacting the community. The RCSAC will continue to support the community service sector by fostering collaborative working relationships, networking opportunities and information exchange. The RCSAC thereby plays a vital role in sustaining and enhancing the social well-being of Richmond residents.

Lesley Sherlock
Planner 2
(604-276-4220)

Att. 1: RCSAC 2015 Final Report
    2: RCSAC 2016 Work Plan and Budget
    3: RCSAC Charter

RCSAC | Richmond Community Services
Advisory Committee

2015 Final Report

2015 RCSAC Executive Committee Report

2015 Executive Committee Membership:

Daylene Marshal, Richmond Youth Services Agency	Co-Chair
Alex Nixon, Richmond Food Bank (from March 2015)	Co-Chair
Colin Dring, Richmond Food Security Society (to January 2015)	Co-Chair
Lisa Whittaker, Family Services of Greater Vancouver	Treasurer
Hamid Ghanbari, Citizen Appointee	Member-at-Large
De Whalen, Richmond Poverty Response Committee	Member-at-Large
Councillor Derek Dang	City Council Liaison
Lesley Sherlock	City Staff Liaison

Results of Executive Elections at the November 12, 2015 Annual General Meeting

As documented in the RCSAC Operating Policies and Procedures, members on the executive, with the exception of the Co-Chair positions, hold their positions for a period of one year. Elections are held at the November Annual General Meeting (AGM) to elect/re-elect committee members to their respective executive roles. The results of the elections were:

Co-Chair	Daylene Marshal, Richmond Youth Services Agency (2nd year)
Co-Chair	Alex Nixon, Richmond Food Bank (2nd year)
Treasurer	Rick Dubras, Richmond Addiction Services Society
Members-at-Large	De Whalen, Richmond Poverty Response Committee
	Lisa Whittaker, Family Services of Greater Vancouver
	Cathy Chiu, Salvation Army

There was significant turnover with the executive leadership and staff in 2015. Colin Dring, the co-chair, left his position at Richmond Food Security Society at the end of January and then resigned as co-chair. Debbie Chow, the RCSAC executive secretary, resigned in March. To fill these roles, Alex Nixon was appointed as co-chair and Jennifer Dieckmann was hired as executive secretary.

In spite of the challenges due to this turnover, RCSAC was very productive at identifying issues facing Richmond and advising City Council.

Executive Committee Summary of 2015 Activities:

Membership

- Membership increased in 2015 as Community Living BC, Richmond Division of Family Practice, and Richmond Therapeutic Equestrian Society joined the RCSAC
- There were two Citizen Appointee positions: Hamid Ghanbari and Ihsan Malik.

RCSAC Action Groups

The RCSAC does not have standing sub-committees, but rather has ad hoc, time-limited action groups to address specific concerns or accomplish specific tasks. The following action groups were active in 2015:

- Addictions and Mental Health
- Adult Basic Education
- BC Rent Subsidies
- Hoarding and Seniors with Alzheimers
- Municipal Responses to Poverty
- Social Services and Space Needs Survey
- VCH and Richmond Health Services

Action Group Reports

Addictions and Mental Health; Hoarding and Seniors with Alzheimers; VCH and Richmond Health Services

These action groups merged with the Homelessness Coalition Outreach Working Group and will be reporting out accordingly.

Adult Basic Education

Membership: Rick Dubras, Monica Pamer, and De Whalen

Mandate: The committee investigated the withdrawal of Adult Basic Education (ABE) funding and its impact on Richmond residents. Previously, the Richmond School District registered an average of 198 graduated adults per year; with the cost increasing from $0 per course to $550 per course, the number of adults has plummeted. This cost increase will impact community services as low-income individuals and families will require community services for longer because of the financial barrier to advancing education and thereby qualifying for employment, or better employment opportunities.

Activities: RCSAC submitted a communication tool to City Council, presented to the November 3, 2015 Planning Committee, recommending that the City of Richmond advocate to the Provincial government for restoring ABE funding.

BC Rent Subsidies

Membership: Janice Lambert, De Whalen, and Jocelyn Wong

Mandate: RCSAC formed this committee in response to questions posed by the Hon. Linda Reid, Speaker of the Legislature and MLA of Richmond East, at the MLA forum in March 2015. The committee surveyed RCSAC members about the accessibility and usage of BC Rent Subsidy programs SAFER and RAP.

Activities: RCSAC submitted to City Council a communication tool recommending the City of Richmond share this report with the Hon. Linda Reid and advocate to the Provincial Government and its Ministers for an increase in the income ceiling for both programs. This Communication Tool will be presented to Planning Committee in the first quarter of 2016.

Municipal Responses to Child/Youth Poverty

Membership: Lynda Brummitt, Jennifer Larsen, Daylene Marshall, Brian Wardley, and De Whalen

Mandate: RCSAC commissioned a report researching and comparing municipal responses to child/youth poverty in the Metro Vancouver region. The committee developed an executive summary and recommendations based on the report.

Activities: The report and committee recommendations will be submitted to City Council in the first quarter of 2016.

Social Services and Space Needs Survey

Membership: Rick Dubras, Daylene Marshall, Alex Nixon, De Whalen, and Lisa Whittaker.

Mandate: The RCSAC formed this committee to combine the two surveys (social services and space needs) previously commissioned by the RCSAC and then report on the results. The committee hired Theresa Thomas, a research assistant, to compile and analyze the results of the 2014 combined survey. The survey showed funding cuts and increased demands have made maintaining services difficult for Richmond agencies. Finding space that meets agency needs while being both affordable and accessible has also been a challenge for Richmond social service agencies.

Activities: RCSAC submitted a communication tool to City Council and will be surveying RCSAC members again in 2016.

Communications with the City of Richmond

As mentioned above, the RCSAC sent several communication tools to City Council to advise them on issues impacting Richmond's citizens and Community Services:
- Adult Basic Education Courses No Longer Free Communication Tool
- BC Rent Supplement Survey for Richmond Residents Communication Tool
- Report from Richmond Addictions Services Society and Richmond Media Lab Communication Tool
- Social Services and Space Needs Assessment Communication Tool
- Vulnerable community members and the Richmond Homelessness Coalition Working Group Communication Tool

Presentations

Community organizations presented to RCSAC at almost every RCSAC meeting on issues and topics vital to Richmond's community services. The organizations and topics include:

- January: Kwantlen- Career Choices and Life Success
- February: BC Responsible and Problem Gambling Awareness Week
- March: VCH- Accessing Health Services - Health Care 101
- April: What's Up Richmond Website
  City of Richmond- Affordable Housing Strategy Update
  Caring Place- BC Societies Act Update
- May: BC 211
- June: Walk Richmond and VCH Richmond Community Health Profile
- September: Richmond School District
- October: Richmond Family Place
- November: Richmond Division of Family Practice- A GP For Me

Financial

A 2015 financial report and proposed 2016 budget was drafted by the Treasurer and approved by the membership at the RCSAC's November AGM.

The RCSAC has continued to operate without an increase in the City Grant for five years, despite the added financial pressures due to increasing membership (from 33 members in 2011 to 39 members in 2015). For 2016, the RCSAC is reducing meeting and website expenses. However, RCSAC will need to have increased funding if it is to continue to effectively advise City Council. At the September 10, 2015 General Meeting, the RCSAC membership approved a motion to request an additional $2,000 for the 2017 budget year.

The 2016 Work Plan was approved at the November 12, 2015 RCSAC General Meeting as a working document that will be revisited throughout the year and revised as necessary.

RCSAC 2015 Membership

Organization	Representative(s)
Voting Members	
Avia Employment Centres	Nicole Smith
BC Responsible and Problem Gambling	Jenn Fancy de Mena
Boys and Girls Club of South Coast BC	Jason Lee
Chimo Community Services	Diane Sugars
City Appointee	Hamid Ghanbari
City Appointee	Ihsan Malik
Community Living BC	George Sartori
Developmental Disabilities Association	Donna Cain
Family Services of Greater Vancouver	Lisa Whittaker
Heart of Richmond AIDS Society	Brian Wardley
Individual Member	Jennifer Larsen
Pacific Community Resource Services	Leslie Martin
Pathways Clubhouse Richmond	Dave MacDonald
RCMP Richmond	Constable Heather Hall
Richmond Addictions Services Society	Rick Dubras
Richmond Cares, Richmond Gives	Jocelyn Wong
Richmond Caring Place Society	Sandy McIntosh
Richmond Children First	Helen Davidson
Richmond Centre for Disability	Ella Huang
Richmond Division of Family Practice	Denise Ralph
Richmond Family and Youth Court Committee	Neelu Kang Dhaliwal
Richmond Family Place Society	Janice Lambert
Richmond Food Bank Society	Alex Nixon
Richmond Food Security Society	TBD
Richmond Mental Health Consumer & Friends Society	Barb Bawlf
Richmond Multicultural Community Services	Parm Grewal
Richmond Poverty Response Committee	De Whalen
Richmond School District #38	Monica Pamer
Richmond Seniors Advisory Committee	Corisande Percival-Smith
Richmond Society for Community Living	Janice Barr
Richmond Therapeutic Equestrian Society	TBD
Richmond Women's Resource Centre	Florence Yau
Richmond Youth Service Agency	Daylene Marshall
Salvation Army (Richmond)	Kathy Chiu
S.U.C.C.E.S.S.	Francis Li
Touchstone Family Services	Judy Valsonis
Turning Point Recovery Society	Ted Paxton
Vancouver Coastal Health	Belinda Boyd
Vancouver Transit Police	Inspector Wendy Hawthorne
Non-Voting Members	
Council Liaison	Derek Dang
Staff Liaison	Lesley Sherlock

2015 RCSAC Work Plan Results

For the 2015 year, the RCSAC continued to link its annual work plan initiatives to the Richmond City Council Term Goals. The 2015 Work Plan was designed to provide Council with advice to support Council's Goal Statement for Community Social Services:

> To develop and implement an updated social services strategy that clearly articulates and communicates the City's roles, priorities and limitations with respect to social services issues and needs.

Within this goal statement, the RCSAC focused on providing advice on Council's following priorities that were scheduled for implementation in 2015.

The RCSAC also highlighted several other areas to work towards in 2015 to ensure committee stability and to improve Community Agency engagement.

RCSAC further advised Richmond City Council by providing feedback on their Term Goals through two sessions at General member meetings.

Council Term Goal 2.1

Completion of the development and implementation of a clear City social services strategy that articulates the City's role, priorities and policies, as well as ensures these are effectively communicated to our advisory committees, community partners, and the public in order to appropriately target resources and help manage expectations.

Objectives

In conjunction with City Council and staff, establish methods for ongoing identification of service needs based on feedback of RCSAC members and the ongoing utilization of these services.

Proposed Actions

- Determine the need for further service gaps analysis in service areas additional to Addictions and Mental Health.
- Build on success of Mental Health and Addiction services wallet card. Determine potential need for other similar service cards in the community.
- Continue to implement RCSAC Community Social Services Survey. Identify to Council changes in social service programs and corresponding funding structures that will have impact to the City of Richmond
- Complete a multi-year analysis of Community Social Services Survey results
- Support initiatives that reduce barriers to accessing services

Anticipated Outcomes/Indicators of success

- Community Social Services Survey and Report Completed
- Communication Tools to Council as appropriate
- Final report on successful actions completed

2015 Activities

- **Community Social Services and Space Needs Survey updated, completed and results sent to City Council. Loss of services for seniors and youth, as well as ongoing need for program and office space for community agencies were identified as key issues.**
- **Working group formed to address issues of Hoarding and Alzheimer's with Seniors**
- **Working Group and Report Completed on barriers for Adult Basic Education**
- **Working Group and Report Completed on Municipal Responses for Child and Youth Poverty**

Council Term Goal 2.2

Completion of an updated Older Adults Service Plan to address the growing needs of older adults in the community, including services and facilities for active older adults, the development of a volunteer base to serve the older adult population, as well as to provide opportunities for volunteering for this population

2015 Activities

- **Councilor Dang brought a draft of the Seniors Service Plan to the committee for feedback. Several members were already involved in this process through their work with seniors.**

Council Term Goal 2.3

Clarification of the City's role with respect to providing or facilitating the securing of space for non-profit groups.

Objectives

- The RCSAC continues to be active in working with the City to identify changes in space needs by non-profit societies within Richmond

Proposed Actions

- Inclusion of space needs in Community Social Services Survey
- Reports to RCSAC as needed
- Communication Tool to Council about Survey results

Anticipated Outcomes/Indicators of Success

- Space results compiled from the Community Needs Assessment Survey
- Communication Tool presented to Planning Committee
- Final report on successful outcomes completed

2015 Activities

- **Space Needs Survey was completed and a Communication Tool presented to September 22, 2015 Planning Committee. RCSAC Co-Chairs discussed potential solutions with Planning Committee members.**

Council Term Goal 2.4

Initiation of a strategic discussion and ongoing dialogue with the City's MLAs and MPs to ensure better representation of Richmond's needs in Victoria and Ottawa for social services issues and the related effects of downloading.

Objectives

- To provide Council with information re: impact of provincial and federal funding decisions on social services agencies

Proposed Actions

- Completion of annual Community Social Services Survey and Report - provide information to Council on provincial and federal funding decisions that may affect the delivery of social services in Richmond
- Contribute to and update as needed multi-year analysis of Community Social Services Survey
- Membership will submit Communication Tools regarding changes in relationships with federal and provincial government

Anticipated Outcomes/Indicators of Success

- Communication Tools submitted as appropriate
- Community Social Services survey completed and report submitted to Council
- Final report on successful outcomes completed

2015 Activities

- **MLA Linda Reid attended RCSAC Meeting in March 2015**
- **MLAs invited to Information Session in December 2015 (postponed to June 2016)**
- **Communication Tools to City Council recommending advocating to the Provincial Government to reinstate funding for Adult Basic Education, presented to November 3, 2015 Planning Committee, and for a BC Poverty Reduction Plan (for presentation to Planning Committee in the first quarter of 2016).**

Council Term Goal 2.5

Development of a clearer definition of affordable housing priorities and subsequent utilization of affordable housing funding.

Objective

- Continue to support the implementation of an Affordable Housing Strategy
- Support implementation of the Affordable Housing Strategy Update

Proposed Actions

- Work collaboratively with Richmond Homeless Coalition –Homes for All, Richmond housing organizations, advocates and the City to identify and highlight affordable and supportive housing needs and projects in Richmond.
- Work collaboratively with Richmond housing organizations and advocates to draft regular communication, which highlights housing needs and projects, to City Council and staff.

Anticipated Outcomes/Indicators of Success

- RCSAC Action Team formed as required
- Communication Tool to Council as appropriate
- Regular updates presented to RCSAC General Committee meeting
- Final report to RCSAC and Council on successful outcomes completed

2015 Activities

- **Affordable Housing Coordinator and Planner presented the Affordable Housing Strategy Update in April 2015**
- **Working Group formed and Report and Communication Tool prepared on BC Rent Supplements (for presentation to Planning Committee in first quarter of 2016).**

Council Term Goal 2.6

Development of an updated youth strategy to address the needs and to build on the assets of youth in the community.

Objective

- To participate as requested in the development of the Youth Strategy
- To continue to support and ensure updating of the RCSAC Youth web page to provide a one-stop access for activities and events of interest to youth in the community

Proposed Actions

- Continue to work with existing community-based youth committees
- Engage youth volunteers to ensure youth web page is regularly updated
- Provide training in Joomla for maintenance of youth page
- Communication Tools to Council as appropriate

Anticipated Objectives/Indicators of Success

- Continued engagement of youth volunteer and youth website "What's Up Richmond" completed and regularly updated
- Communication Tools developed
- Final report on successful outcomes completed

2015 Activities

- **Developed the Municipal Responses to Child and Youth Poverty Report**
- **Youth action group reported to the RCSAC on status of youth website in April 2015**
- **Youth Website What's Up Richmond (WURd) was launched summer 2015 http://www.whatsuprichmond.ca/**

Council Term Goal 7.2

Develop a plan to ensure the provision of public facilities and services keeps up with the rate of growth and changing demographics of the community (families, older adults, increasing cultural diversity), particularly in the City Centre.

Objectives

- The RCSAC continues to support and work with the Richmond Children's First committee on their City Centre Early Childhood Development Report

Proposed Actions

- RCSAC follows up as appropriate on Communication Tool sent to Council in December 2012 on Richmond Children First's City Centre Early Childhood Development Report

Anticipated Outcomes/Indicators of Success

- Regular reports from Richmond Children First at RCSAC
- Communication Tools to Council as appropriate

2015 Activities

- **Developed the Community Space Needs Survey, collated and presented the results to September 22, 2015 Planning Committee**
- **RCSAC received regular reports from Richmond Children First**

Council Term Goal 8.2

Continue to advocate for a coordinated regional approach to enhance local food security for Richmond and the region through policy development initiatives such as community farms.

Objectives

- The RCSAC will examine issues of food security and its inter-relation to community and social services in Richmond (e.g. intersection of food with physical and mental health, disease prevention, emergency food relief)
- Support the City as it advocates for a coordinated regional approach to enhance local food security
- Support the development of a food security action plan for the City of Richmond

Proposed Actions

- Action teams formed as necessary to meet objectives
- Potential food security gap analysis undertaken
- Communication Tool developed for Council

Anticipated Outcomes/Indicators of Success

- Presentation from Richmond Food Security on final Food Charter
- Action team formed
- Communication Tools to Council completed as appropriate
- Final report on successful actions completed

2015 Activities

- **Due to a RCSAC member from Richmond Food Security Society (RFSS) leaving his position, this area was not addressed during the 2015 term of RCSAC. A new RFSS Executive Director plans to join the RCSAC in 2016.**

Objectives

- To increase connections within RCSAC members
- To increase information and opportunities RCSAC members can access to plan and promote community and social service events and activities
- To review and broaden the membership of RCSAC and encourage organizations providing community and social services in the Richmond community to join
- To increase administrative efficiency for RCSAC

Proposed Actions

- Maintain Community Table/Committee Inventory and provide update to Council in 2015 final report
- Continue to develop members only log-in section on RCSAC website so members can access minutes, agendas, reports etc.
- Support on-going updates to the RCSAC website
- Form an action team to review RCSAC membership and determine which organizations will receive an invitation to learn more about the RCSAC

Anticipated Outcomes/Indicators of Success

- Members only log-in page continue to be enhanced and utilized by members
- Website utilization continues to be increased. Increased number of webpage hits
- Increased number of events and program information posted to website
- Potential new memberships joining the RCSAC
- Report on successful outcomes completed

2015 Activities

- **Maintained the Community Committees and Tables list**
- **Increased RCSAC membership**

	2015 - January 1 to December 31
Balance Projected to be brought Forward	$1,889.40
Revenue	
City of Richmond	$11,000.00
Membership Dues	$1,400.00
Bank Interest	$4.00
Sponsorship	
Total Revenue	**$14,293.40**
Expenses	
Admin Assistant	$10,000.00
Admin Expenses	$100.00
Forums/Meetings	$1,600.00
Website + IT	$1,100.00
Website Training/Calendar	$1,100.00
Post Box Renewal	$158.00
Volunteer Appreciation	$250.00
Sub-Committee/printing/events	
Total Expenses	**$14,308.00**
Total Balance	**-$14.60**

RCSAC | Richmond Community Services
Advisory Committee

2016 Work Plan and Budget

2016 Draft RCSAC Work Plan

For 2016, the RCSAC has chosen to link its annual work plan initiatives to the new Richmond City Council Term Goals. The 2016 Work Plan is designed to provide Council with advice to support Council's Goal Statement for a Vibrant, Active and Connected City: effective social service networks and other Council Term Goals that impact social services and the clients of RCSAC member agencies.

The RCSAC will prioritize responding to Council requests as they arise throughout the year, and provide advice on the following Council Term Goals in the following RCSAC initiatives scheduled for implementation in 2016.

Goal 1: A Safe Community

1.4 Effective interagency relationships and partnerships

Objectives

- To respond to Council requests for advice regarding community safety matters
- To provide a forum for Social Service Providers, Council Liaisons and City Staff, Citizen Appointees and Individual Members to collaborate, share, network and learn from one another, as well as from guest presenters from the City and community
- To identify, advise and provide recommendations to City Council and staff of trends, gaps and needs of our community

Proposed 2016 Actions

- Participate in City consultations regarding community safety
- Continuing to implement the RCSAC Community Social Services and Space Needs Survey. Advise Council if changes in social service programs and corresponding funding structures will impact the City of Richmond
- Invite guest presenters to educate the RCSAC on topics relevant to Social Service providers and their clients
- Determine the need for further service gaps analysis in service areas in addition to Addictions and Mental Health
- Build on the success of the Mental Health and Addiction services wallet card. Determine potential need for other similar service cards in the community
- Complete a multi-year analysis of Community Social Services Survey results (2014 – 2016)
- Support initiatives that reduce barriers to accessing services in the community

Outcomes/Indicators of Success

- Advice provided to Council regarding community safety matters
- Community Social Services and Space Needs Survey and Report Completed
- Communication Tools to Council as appropriate
- Final report on successful actions completed

Goal 2: A Vibrant, Active, and Connected City

2.2 Effective social service networks

Objectives

- To increase connections within the RCSAC membership
- To increase information and opportunities for RCSAC members to plan and promote community and social service events and activities
- To review and broaden the membership of the RCSAC and encourage organizations providing community and social services in the Richmond community to join.
- To increase administrative efficiency for RCSAC

Proposed 2016 Actions

- Maintain the Community Table/Committee Inventory and provide an update to Council in the RCSAC 2016 Annual Report
- Continue to develop members only log-in section on the RCSAC website so members can access minutes, agendas, reports etc.
- Support on-going updates to the RCSAC website
- Form an action team to review membership and determine organizations to receive invitation to learn more about the RCSAC

Outcomes/Indicators of Success

- RCSAC website members-only log-in page continues to be enhanced and utilized by members
- RCSAC website utilization continues to increase. Increased number of webpage hits.
- Increased number of events and program information posted to the RCSAC website
- Potential new memberships joining the RCSAC
- Report on successful outcomes completed and included in the RCSAC 2016 Annual Report

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Goal 3: A Well-Planned Community

3.4 Diversity of housing stock

Objective

- Continue to support the implementation of the Affordable Housing Strategy
- Advise Council regarding the Affordable Housing Strategy Update

Proposed 2016 Actions

- Participate in the Affordable Housing Strategy Update consultations

- Work collaboratively with the Richmond Homeless Coalition –Homes for All, Richmond housing organizations, advocates and the City to identify and highlight affordable and supportive housing needs and projects in Richmond.
- Work collaboratively with Richmond housing organizations and advocates to draft regular communication, which highlights housing needs and projects, to City Council and staff

Outcomes/Indicators of Success

- Affordable Housing Action Team formed as required
- Communication Tool to Council as appropriate regarding the Affordable Housing Strategy Update
- Regular updates presented to RCSAC General Committee meeting
- Successful outcomes completed and reported in the RCSAC 2016 Annual Report

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Goal 4: Leadership in Sustainability

4.2 Innovative projects and initiatives to advance sustainability

Objectives

- The RCSAC will examine issues of food security and its inter-relation to community and social services in Richmond (e.g. intersection of food with physical and mental health, disease prevention, emergency food relief)
- Support the City as it advocates for a coordinated regional approach to enhance local food security
- Support the development of a food security action plan for the City of Richmond

Proposed 2016 Actions

- Action teams formed as necessary to meet objectives
- Potential gap analysis undertaken
- Communication Tool developed for Council

Outcomes/Indicators of Success

- Presentation from Richmond Food Security on final draft of Food Charter
- Action team formed
- Communication Tools to Council completed as appropriate
- Successful actions completed and included in the RCSAC 2016 Annual Report

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Goal 5: Partnerships and Collaboration

5.1 Advancement of City priorities through strong intergovernmental relationships

Objectives

- To provide Council with information about the impact of provincial and federal funding decisions on social services agencies and Richmond residents

Proposed 2016 Actions

- Completion of annual Community Social Services Survey and Report - provide information to Council on provincial and federal funding decisions that may affect the delivery of social services in Richmond
- Contribute to and update as needed multi-year analysis of Community Social Services Survey
- Membership will submit Communication Tools to Council regarding changes in member agency funding relationships with federal and provincial governments
- Invite MLAs to information exchange with RCSAC members

Outcomes/Indicators of Success

- Communication Tools submitted as appropriate
- Community Social Services survey completed and report submitted to Council
- Successful actions completed and included in the RCSAC 2016 Annual Report
- Meeting held with Richmond MLAs to exchange information regarding social services in Richmond

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Goal 6: Quality Infrastructure Networks

6.2. Infrastructure is reflective of and keeping pace with community need.

Objectives

- Identify space needs for non-profit societies within Richmond
- Identify housing and community space needs of RCSAC clients and member agencies

Proposed 2016 Actions

- Inclusion of space needs in Community Social Services Survey
- Action team reports to RCSAC as needed

Outcomes/Indicators of Success

- Space results compiled from community needs assessment survey
- Communication Tool to Council as appropriate
- Successful actions completed and included in the RCSAC 2016 Annual Report

Goal 9: Well-Informed Citizenry

9.2 Effective engagement strategies and tools.

Objectives

- To share and promote information and engagement opportunities to clients of member agencies
- To stay apprised of results of engagement tools and how they are impacting our clients

Proposed 2016 Actions

- Provide an opportunity for presentations to the RCSAC from City staff and Community Partners on engagement strategies and tools
- Share and promote information and engagement opportunities within agencies and to clients

Outcomes/Indicators of Success

- Communication Tools to Council as appropriate
- Final report on outcomes
- Presentations included in RCSAC meetings
- Information sharing included in meetings

	2016 - January 1 to December 31
Balance Projected to be brought Forward	$300.00
Revenue	
City of Richmond	$11,000.00
Membership Dues	$1,400.00
Bank Interest	$1.50
Sponsorship	
Total Revenue	**$12,701.50**
Expenses	
Admin Assistant	$10,000.00
Admin Expenses	$80.00
Forums/Meetings	$1,400.00
Website + IT	$700.00
Website Training/Calendar	$100.00
Post Box Renewal	$158.00
Volunteer Appreciation	$200.00
Sub-Committee/printing/events	
Total Expenses	**$12,638.00**
Total Balance	**$63.50**

RCSAC | Richmond Community Services
Advisory Committee

Charter

September 11, 2008

Approved by Richmond City Council January 20, 2009

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RCSAC Charter – Approved January 2009

I.   **MISSION STATEMENT OF THE RICHMOND COMMUNITY SERVICES ADVISORY COMMITTEE**

To encourage and promote those social policies and community services which contribute to the general health, welfare and quality of life of the residents of Richmond, and to increase inter-agency relations and cooperation in order to enhance community capacity.

II. HISTORY

The Richmond Community Services Advisory Committee, hereinafter referred to as "RCSAC", received formal recognition as an advisory body to Richmond City Council and its appropriate Committees on May 25, 1987[1].

It builds on the information gathering and sharing strengths of the Richmond Community Services Council, which served the community in a similar but less formal capacity from April, 1978 to its evolution as the RCSAC in September, 1987.

During several years of Community services as a voluntary collaborative of non-profit, government and private agencies and organizations in the field of social and related community services, the Richmond Community Services Council and its member organizations were instrumental in the development and establishment of:

- The municipally funded RCMP Youth Intervention Program;

- A municipal social planner position;

- Richmond Child Protection Network;

- Richmond Family Place;

- An open referral in-the-home parenting program (lost with others during the 1983 restraint measures imposed by major government funding sources);

- Collaboration in preparation of the report Preparing for a Livable Future: Recommendations by the City Center Steering Committee;

- Improved Municipal Grant application and appeal processes;

- The Child Care Advisory Committee;

- The Inventory of Social Services in Richmond

- The Richmond Intercultural Advisory Committee

An RCSAC Poverty Response Committee was established, and reports were submitted to Council. This has now become an independent committee.

Representatives from the RCSAC

- participated in the Community Parks, Recreational & Cultural Working Group to assist in providing City Council with a Master Plan;

- currently participate in the Substance Abuse Task Force; and

- the Richmond Intercultural Advisory Committee.

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[1] See Appendix I

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III. RICHMOND COMMUNITY SERVICES ADVISORY COMMITTEE (RCSAC) IN BRIEF

1. Advises Richmond City Council, and/or the appropriate Council Committee.

2. Makes representations to other policy-making bodies on social policy and community services matters.

3. Provides informed comment and advice to Richmond City Council on implications for policies and services being changed and introduced.

4. Undertakes its work at the request of Richmond City Council, the RCSAC membership, and the community at large.

5. Provides a strong and active role in overall social policy and community services decisions for community representatives and nonprofit society boards.

IV. RCSAC ROLES

1. The Richmond Community Services Advisory Committee (RCSAC) is a forum for community service* agencies to meet on a regular basis in order to share information and ideas about issues of common interest, and to identify emerging needs.

    *Community Services: defined as those covering the general areas of health, social services, education, and other related service where the overall intent is to improve the quality of life for Richmond residents.

2. The RCSAC will foster the development of services, through an asset building[2] approach, to meet those needs.

3. The RCSAC will establish and monitor Task Forces to undertake activities deemed by the RCSAC to be necessary and consistent with the objectives of the RCSAC. All Task Forces will be time limited with both start and end dates, and will produce a written report.

4. The RCSAC may employ and hire such staff as deemed necessary to assist in the operation of the RCSAC, including all Task Forces. All employees will report directly to the Co-Chairs of the Executive Committee.

5. The RCSAC will provide a leadership and educational role in social issues affecting community services.

6. The RCSAC strives to work cooperatively and in a complementary manner with other City advisory committees.

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[2] See Appendix II

RCSAC Charter – Approved January 2009

V.   CITY LIAISON

Liaison with the City of Richmond will be provided by:

- One (1) non-voting Richmond City Council Liaison, and
- One (1) non-voting City Staff Liaison, provided by the Policy Planning Department.

VI.   MANDATE

Section A

The RCSAC shall advise Richmond City Council and may, in consultation with City Council, make representations to other policy-making bodies on the following:

1. Policies that encourage cooperative planning and delivery of community services to ensure optimum efficiency and effectiveness;

2. Social issues/concerns that have an impact community services, special needs groups and the quality of life in the community;

3. Community impact of governmental changes to policies and/or programs affecting Richmond's community services; and

4. Any other matters that may be referred by Richmond City Council, RCSAC member groups and the community at large.

Section B

1. Coordination of activities and information sharing between the voluntary and public sector.

APPENDIX I

An Oral History of RCSC, later to become RCSAC

(Delivered by Olive Bassett at the RCSAC General meeting of December 8, 2003)

It is ten years since I have been associated with this advisory council, some of which I speak on today could be familiar to many of you but perhaps some of you are not familiar with the early history I hope it will be of interest to you. I was a member of RCSC for many years before becoming a school trustee then I was elected as their Rep. on the PAC (Policy Advisory Council) in 1990. Back in 1978, there was very little planning for social services, something had to be done, and the United Way was invited to set up some social planning for the community. There was no Social Planner at the municipal level at that time. The Child Services Committee, a committee of the United Way, was not representative enough; its mandate was services to children 12 & under. A newly formed Child Abuse Committee was attempting to educate the public on what was happening to children; the community health nurses and social workers were the only ones going into the homes of many abused children. But the climate of the times prevented anyone from speaking out especially about sexual abuse, this was a taboo topic, no one wanted to talk about it. And there were many turf problems, every one was working in isolation on their own particular issues and problems, this is mine that is yours, don't mix the two! Finally the United Way placed an arms length community person in as Chair of the Child Services Committee hoping to become more effective. Something was still needed; the committee was not representative of agencies working with families, children & youth. Palmer School had just gone up in smoke, at the hands of a teen-age girl who badly needed treatment. There were no services of the kind youth like her needed, but it was risking a teachers or a community health nurse's job to speak out on lack of services. It was so difficult to address so many social problems in the community but at that time, the thought of washing your linen in public was not to be tolerated. The School Board refused to put a family life program into the schools. The community was polarized. Many were demanding the program, just as many were in denial it was needed, and these felt the only place to teach this subject was in the home. Which was fine but those children needing the program did not come from homes where this kind of education was taught. It was a little later I believe the Richmond Youth Services Agency came into being to focus on the issues and problems facing the over 12's. And so, it was in this type of atmosphere that a major meeting was held with many of those delivering social services to families. Through this meeting, they got the endorsement needed to be something much broader than the Richmond Children's Committee. A Steering Committee was set up that met twice a month for a solid year and what came out of that was the framework for the Richmond Community Services Council. That was in 1978, and nine years later in '87, with the assistance of a municipal councilor, a social planner had finally been hired, RCSC was restructured and given the formal title of the Richmond Community Services Advisory Council, RCSAC, as it is known today. They would make recommendations for social service issues and report those issues & concerns directly to the Municipal Council through the Policy Advisory Council, who were elected from the Boards of the individual agencies to serve on PAC. They were the political arm of the RCSAC. And Council listened. In their eyes, it was no longer just staff driven. These were elected people making the recommendations. With the new structure, there was also the IAC, Inter Agency committee, made up the staff and the 'Hands On' people who worked in the field, and the Coordinating Committee overseeing both IAC & PAC. This is all in your charter, I found it very interesting to re-read, and it would be well worth your re-reading pages 20 to 24. In

1989, the RCSAC held a "Strategy Planning and Priority Setting Meeting". This was an extremely important meeting for RCSAC. Johnny Carline, Deputy Administrator, Strategic Planning for Richmond spoke on what Richmond could look like in the future, two questions he asked of the group: 1. "What are the priorities for service provision for all of the agencies in the next three years?" 2. "What suggestions do you have for the municipality to incorporate social issues into the growth management strategy?" A planning committee took all the suggestions, solutions, comments and concerns and brought in a final report in January 1990. Seven (7) recommendations came out of it and were presented to council, they may help you in your deliberations on the restructure process, I will leave it with Michael Then in 1994, RCSAC sent out an excellent questionnaire to member organizations, to see if the advisory council was meeting the needs of its membership by addressing gaps, identifying issues and resources to address them and then develop an action plan. The survey was divided into six major sections: Role & Function, Participation, Community issues, Strengths & Weaknesses, Suggestions for raising the profile of RCSAC and lastly the potential for sending out a newsletter. I will also leave a copy of this with Michael, as it may prove useful. I see you are now contemplating another re-structure, perhaps some questions that you may ask yourselves are: "What do you want to accomplish that you are not doing now?" "When was the last time your charter was brought up to date?" "How many agencies out there are not aware of what you do?" "How many agencies or groups out there doing a service for the community, are you not aware of?" In my opinion the reason RCSAC has survived while many others have not, is because community volunteers and staff have worked together for a common goal, this way everyone wins. The effectiveness of RCSAC has always been present to a greater or lesser degree. It is a tremendously important organization and the accomplishments you have gained have not come easy. It is an organization you can be proud to belong to. However, it must be supported by each and every social service organization in order to have the greatest impact for good.

Thank you.

M. Olive Bassett

APPENDIX II

40 DEVELOPMENTAL ASSETS

Search Institute has identified the following building blocks of healthy development that help young people grow up healthy, caring, and responsible.

External Assets
Category Asset Name and Definition

Support
1. Family Support-Family life provides high levels of love and support.
2. Positive Family Communication-Young person and her or his parent(s) communicate positively, and young person is willing to seek advice and counsel from parents.
3. Other Adult Relationships-Young person receives support from three or more non-parent adults.
4. Caring Neighborhood-Young person experiences caring neighbors.
5. Caring School Climate-School provides a caring, encouraging environment.
6. Parent Involvement in Schooling-Parent(s) are actively involved in helping young person succeed in school.

Empowerment
7. Community Values Youth-Young person perceives that adults in the community value youth.
8. Youth as Resources-Young people are given useful roles in the community.
9. Service to Others-Young person serves in the community one hour or more per week.
10. Safety-Young person feels safe at home, school, and in the neighborhood.

Boundaries and Expectations
11. Family Boundaries-Family has clear rules and consequences and monitors the young person's whereabouts.
12. School Boundaries-School provides clear rules and consequences.
13. Neighborhood Boundaries-Neighbors take responsibility for monitoring young people's behavior.
14. Adult Role Models-Parent(s) and other adults model positive, responsible behavior.
15. Positive Peer Influence-Young person's best friends model responsible behavior.
16. High Expectations-Both parent(s) and teachers encourage the young person to do well.

Constructive use of time
17. Creative Activities-Young person spends three or more hours per week in lessons or practice in music, theatre, or other arts.
18. Youth Programs-Young person spends three or more hours per week in sports, clubs, or organizations at school and/or in the community.
19. Religious Community-Young person spends one or more hours per week in activities in a religious institution.
20. Time at Home-Young person is out with friends "with nothing special to do" two or fewer nights per week

INTERNAL ASSETS
Category Asset Name and Definition

Commitment to Learning
21. Achievement Motivation-Young person is motivated to do well in school.
22. School Engagement-Young person is actively engaged in learning.
23. Homework-Young person reports doing at least one hour of homework every school day.

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24. Bonding to School-Young person cares about her or his school.
25. Reading for Pleasure-Young person reads for pleasure three or more hours per week.

Positive Values
26. Caring-Young person places high value on helping other people.
27. Equality and Social Justice-Young person places high value on promoting equality and reducing hunger and poverty.
28. Integrity-Young person acts on convictions and stands up for her or his beliefs.
29. Honesty-Young person "tells the truth even when it is not easy."
30. Responsibility-Young person accepts and takes personal responsibility.
31. Restraint-Young person believes it is important not to be sexually active or to use alcohol or other drugs.

Social Competencies
32. Planning and Decision Making-Young person knows how to plan ahead and make choices.
33. Interpersonal Competence-Young person has empathy, sensitivity, and friendship skills.
34. Cultural Competence-Young person has knowledge of and comfort with people of different cultural/racial/ethnic backgrounds.
35. Resistance Skills-Young person can resist negative peer pressure and dangerous situations.
36. Peaceful Conflict Resolution-Young person seeks to resolve conflict nonviolently.

Positive Identity
37. Personal Power-Young person feels he or she has control over "things that happen to me."
38. Self-Esteem-Young person reports having a high self-esteem.
39. Sense of Purpose-Young person reports that "my life has a purpose."
40. Positive View of Personal Future-Young person is optimistic about her or his personal future.

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