



# City of Richmond

## Report to Committee

**To:** Planning Committee **Date:** November 27, 2017  
**From:** Kim Somerville **File:** 07-3000-01/2017-Vol  
 Manager, Community Social Development 01  
**Re:** **Richmond Community Services Advisory Committee (RCSAC) 2017 Annual Report and 2018 Work Program**

### Staff Recommendation

That the staff report titled “Richmond Community Services Advisory Committee (RCSAC) 2017 Annual Report and 2018 Work Program,” dated November 27, 2017, from the Manager of Community Social Development, be approved.

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

Att. 3

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

## 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 2017 Annual Report (Attachment 1) and proposed 2018 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.*

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

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

### Analysis

#### 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.

### **2017 Annual Report**

Highlights of the 2017 RCSAC Work Program, based on a number of Council Term Goals (2014-2018) (Attachment 1) include:

- The Non-Profit Organization (NPO) Space Needs Action Team secured partial funding through a Richmond Community Foundation grant to develop, conduct, analyze and report on an agency-specific Non-Profit Space Needs survey. This project is distinct from their annual Social Services and Space Needs Survey, which monitors general trends but does not provide agency-specific information;
- Communication Tools were sent to Council regarding a request for the City to fund the balance of the NPO Space Needs Survey and to establish a Richmond Food Systems Advisory Committee;
- A calendar addition to the RCSAC website whereby members can post mental health and addictions programs and services to enable intake workers and other service providers to navigate and access systems and services for their clients more easily. The usefulness of this pilot project will be reviewed intermittently; and
- An MLA Information Session to be held in December 2017.

### **2018 Work Program**

Council Term Goals (2014-2018) have been used to form the basis of RCSAC 2018 activities. As indicated in "Origins", above, Council Term Goals 2.2 and 2.3 regarding effective social service networks are particularly relevant. In addition, the RCSAC contributes to Council Term Goals regarding community safety, well-planned communities, sustainability, partnerships, infrastructure and a well-informed citizenry (Attachment 2). Highlights of the RCSAC's 2018 work plan include:

- Implementing the NPO Space Needs Survey and reporting results to Council;
- Continuing to update an inventory of community-based tables and committees relevant to social services;
- Expanding the RCSAC calendar of addictions and mental health services and programs
- Working collaboratively with other Richmond organizations to provide information regarding affordable housing needs;
- Providing information to Council regarding the impact of Federal and Provincial policy and funding decisions on Richmond services;
- Hosting an annual information sharing meeting with Richmond MLAs as well as provincial ministers; and
- Continuing to apprise Council of matters affecting community agencies and Richmond residents.

This work program may be revised as necessary, based on emerging issues and Council priorities.

#### **Financial Impact**

None.

#### **Conclusion**

The RCSAC 2018 Work Program is designed to reflect Council Term Goals (2014-2018) and advance Social Development Strategy (2013-2022) actions by strengthening social infrastructure and addressing 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  
Social Planner  
(604-276-4220)

- Att. 1: RCSAC 2017 Annual Report  
2: RCSAC 2018 Work Program and Budget  
3: RCSAC Charter



**RCSAC** | **Richmond Community Services  
Advisory Committee**

## **2017 Final Report**

## 2017 RCSAC Executive Committee Report

### 2017 Executive Committee Membership:

Kathie Chiu, Salvation Army	Co-Chair
Alex Nixon, Richmond Food Bank	Co-Chair
Rick Dubras, Richmond Addictions Services Society	Treasurer
Jenn Fancy de Mena, Problem Gambling Addictions Services (until Feb 2017)	Member-at-Large
Hayden Marshall-Fox, Turning Point Recovery Society	Member-at-Large
Lonnie Belfer, Avia Employment Services (from March 2017)	Member-at-Large
Councillor Derek Dang	City Council Liaison
Lesley Sherlock, Social Planner	City Staff Liaison

### Results of Executive Elections at the November 9, 2017 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	Kathie Chiu, Salvation Army (2 <sup>nd</sup> year)
Co-Chair	Lonnie Belfer, Avia Employment Services
Treasurer	Rick Dubras, Richmond Addiction Services Society
Member-at-Large	Ling Chu, SUCCESS
Member-at-Large	Diane Sugars, Chimo
Member-at-Large	Janice Lambert, Richmond Family Place

### Executive Committee Summary of 2017 Activities:

#### Membership

- The number of members (40) stayed the same from 2016 to 2017.
- There were two Citizen Appointee positions (2017-2018): Olivia Chia and Hamid Ghanbari.

#### 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 2017:

- Addictions and Mental Health
- Food Systems
- Non-Profit Organization (NPO) Space Needs Project (to identify agency-specific space needs)
- Annual Social Services and Space Needs Survey (overall funding and space needs trends)
- Commercial Tax Task Group (amalgamated with the NPO Space Needs Group)
- RCSAC Website

Additionally, the RCSAC receives monthly reports from the Richmond Homelessness Coalition to keep the RCSAC informed on housing and homelessness issues.

## Action Group Reports

### ***Addictions and Mental Health***

#### Mandate:

To work in an advisory capacity to Richmond City Council on issues related to Addictions and Mental Health (AMH); to enhance the continuum of AMH services in Richmond; and to develop partnerships and identify funding sources for the implementation of AMH working group initiatives

#### Activities:

In order to renew the 2012 Addictions and Mental Health Gap Analysis Report, the AMH Task group looked for and applied for funding to renew the Gap Analysis since it was last completed five years ago. Unfortunately, we were unsuccessful with the funding request. In order to support initiatives that reduce barriers to accessing services, the AMH Task group supported the development of a RCSAC calendar update that would allow all members to post programs and services on one website location to allow intake workers and partners to navigate systems and services more easily. These changes have increased website viewing and utilization when compared to last year's results. The AMH Task Group has supported the evaluation of this initiative and results were positive. The AMH Task Group has also been diligent in ensuring more consistent reporting to the RCSAC in 2017 to make sure that members are aware of programs and services as well as key changes in the community such as current updates regarding the STOREYS development, the Outreach and Resources Support Program (OARS) and prevention initiatives carried out by other organizations (e.g. Richmond Addiction Services Society, the Salvation Army and Pathways Clubhouse).

### ***Food Systems***

#### Membership:

Anita Georgy, Alex Nixon, De Whalen.

#### Mandate:

To explore ways to address gaps in how our food system serves our community, and report back to the RCSAC on potential solutions.

#### Activities:

The Food Systems Action Group met with Brent Mansfield, Director of the BC Food Systems Network, to discover how other municipalities address food system gaps. The action group recommended that the RCSAC advise Richmond City Council to form a Richmond Food System Advisory Committee to provide advice to City Council. The RCSAC presented a Communication Tool to Planning Committee in May 2017 conveying this advice.

### ***Non-Profit Organization (NPO) Space Needs***

Membership: Janice Barr, Rick Dubras, Janice Lambert, Sandy McIntosh, Alex Nixon.

Mandate: To explore Richmond's NPO space needs and find collaborative solutions; to report the results back to the RCSAC.

Activities:

The NPO Space Needs Action Group secured partial funding through the Richmond Community Foundation to commission the development of a new Space Needs Survey to gather agency-specific information. The goal is to deploy and analyse the new survey and provide City Council with policy options regarding NPO space needs.

### ***Commercial Tax Task Group***

Membership:

Judy Valsonis (TFA), Janice Barr (RSCL), Brian Wardley (HORAS), Rick Dubras (RASS), Jennifer Larsen (Community Member), Una Mulhall (Pathways Clubhouse)

Mandate:

To understand the changes to the commercial tax situation for non-profits in 2017 as many Richmond agencies have experienced recent increases to rent including property tax.

Activities:

The group met with City staff who presented information as to the current situation of property taxes in Richmond. This information was presented to the RCSAC membership. Due to the overlapping concerns with the NPO Space Needs Task Group, the Commercial Tax Task Group decided to join the NPO Space Needs Task group.

### ***Website***

Membership: Rick Dubras, Hayden Marshall-Fox, Lonnie Belfer, Jennifer Dieckmann

Mandate: To update the RCSAC website and integrate a mental health and addictions services calendar into it.

Activities:

In January the Addictions and Mental Health Task Group Proposal was accepted at the RCSAC General Meeting. The purpose of the proposal is to carry out a pilot program concerning the specific use of the RCSAC website calendar for mental health and addictions services as an aid for intake workers and other service providers in the field as well as to increase use of the RCSAC website. The focus is coordination of services and programs in one on-line location.



Beginning in February, the secretary began to enter mental health and addictions specific programs and services in the RCSAC website calendar, supported by the AMH Task Group. The secretary asked pilot project participants to provide Calendar program updates at regular intervals.

In late spring, the RCSAC contracted with IT GURL, an IT services consultant, to update the look of the RCSAC Calendar to make it easier to view and navigate.

The Website Task Group met in September and October to discuss how the Calendar was working and what other areas could be improved/changed.

In September the RCSAC Calendar was shown at the General meeting to the membership where further suggestions were offered on the use of the calendar.

In October, pilot project participants were contacted for feedback. The majority stated that, although they did not use the Calendar often, it was a useful resource. They would like it to be searchable and have more program information entered.

### Communications with the City of Richmond

The RCSAC sent the following correspondence to City Council to advise them on issues impacting Richmond's citizens and community services:

- Richmond Food Systems Advisory Committee Communication Tool
- Richmond Non-Profit Space Review Funding Request

### Community Tables

The RCSAC continues to maintain a list of community tables and committees addressing a range of social service topics.

### Presentations

Community organizations presented to the RCSAC at most RCSAC meetings on issues and topics vital to Richmond's community services. The organizations and topics included:

- February: RCSAC Member Presentations
- March: Colt Program
- April: Transit Police
- May: Dr. Michael Ma
- June: Richmond Women's Resource Centre
- September: Richmond Addictions Services Society
- October: Richmond Cares, Richmond Gives
- November: RCSAC AGM
- December: MLA Forum

### Financial

A 2017 financial report and proposed 2018 budget were drafted by the Treasurer and approved by the membership at the RCSAC's November AGM.

The RCSAC has continued to operate without an increase to its operating grant for five years, despite the added financial pressures due to increasing membership (from 33 members in 2011 to 40 members in 2017). For 2017, the RCSAC continued to reduce meeting and staff expenses.

The 2018 Work Plan was approved at the November 9, 2017 RCSAC AGM as a working document that will be revisited throughout the year and revised as necessary.

#### RCSAC 2017 Membership

In 2017, we lost Jennifer Larsen, a long-time member of the RCSAC. Jennifer served her community with passion and commitment and her contribution to the RCSAC is greatly missed.

<b>Organization</b>	<b>Representative(s)</b>
<b>Voting Members</b>	
Avia Employment Centres	Lonnie Belfer
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	Olivia Chia
Community Living BC	George Sartori
Developmental Disabilities Association	Donna Cain
Family Services of Greater Vancouver	Karin Kirkpatrick
Heart of Richmond AIDS Society	Brian Wardley
Individual Member	Jennifer Larsen
Pacific Community Resource Services	Leslie Martin
Pathways Clubhouse Richmond	Una Mulhall
RCMP Richmond	Constable Heather Hall
Richmond Addictions Services Society	Rick Dubras
Richmond Animal Protection Society	Eyal Lichtmann
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	Anita Georgy
Richmond Mental Health Consumer & Friends Society	Isabel Ceron
Richmond Multicultural Community Services	Parm Grewal
Richmond Poverty Response Committee	De Whalen
Richmond School District #38	Sherry Elwood
Richmond Seniors Advisory Committee	Sandra Gebhardt
Richmond Society for Community Living	Janice Barr
Richmond Therapeutic Equestrian Society	TBD
Richmond Women's Resource Centre	Florence Yau
Richmond Youth Service Agency	Jane Reed
Salvation Army (Richmond)	Kathy Chiu
S.U.C.C.E.S.S.	Ling Chu
Touchstone Family Services	Judy Valsonis
Turning Point Recovery Society	Ted Paxton
Vancouver Coastal Health	Belinda Boyd
Vancouver Transit Police	Inspector Bruce Shipley
<b>Non-Voting Members</b>	
Council Liaison	Cllr. Derek Dang
Staff Liaison	Lesley Sherlock

## **2017 RCSAC Work Plan Results**

For the 2017 year, the RCSAC continued to link its annual work plan initiatives to the Richmond City Council Term Goals. The 2017 Work Plan was designed to provide Council with advice to support Council's Goal Statement for Community Social Services:

*Continued implementation of the Social Development Strategy that articulates our role and how we work with our partners in service provision, manages expectations and targets our limited resources in the delivery of these services.*

Within this goal statement, the RCSAC focused on providing advice on the following Council priorities. The RCSAC also worked to strengthen agency and RCSAC capacity.

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### **Council Term Goal 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 speakers regarding City and community initiatives
- To identify, advise and provide recommendations to City Council and staff of trends, gaps and needs of our community

#### **2017 Activities**

- **Provided networking and information sharing opportunities for member agencies with the goal of strengthening the social safety net**
- **Heard eight presentations from various groups on topics relevant to RCSAC member organizations and Richmond social services, including presentations by the Transit Police and Dr. Michael Ma from Kwantlen Polytechnic's Criminology Department**

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### **Council Term Goal 2.2 - Effective social service networks**

#### **Objectives**

- To increase connections within the RCSAC membership
- To increase information and opportunities for the 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 the RCSAC

## 2017 Activities

- **Maintained the Community Table/Committee Inventory**
  - **Actively recruited potential member organizations**
  - **Began the process of upgrading the RCSAC website to ensure its continued use**
  - **Completed the RCSAC 2017 Annual Report**
- 

## Council Term Goal 3.4 - Diversity of housing stock

### Objectives

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

## 2017 Activities

- **Participated in the Affordable Housing Strategy Update consultations**
  - **Received monthly updates from the Richmond Homeless Coalition**
- 

## Council Term Goal 4.2 - Innovative projects and initiatives to advance sustainability

### Objectives

- The RCSAC will examine 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 and appropriate committee structure for the City of Richmond

## 2017 Activities

- **An action team was formed regarding Food Security in Richmond**
- **A Communication Tool was sent to Council advising that Richmond City Council create a Richmond Food Systems Advisory Committee**

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**Council Term Goal 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

**2017 Activities**

- **Presented “Municipal Responses to Child & Youth Poverty” report to Planning Committee in February 2017 resulting in Council advocating to the Province for the establishment of a BC Poverty Reduction Plan**
- **Held the MLA Information Session and exchanged information on social services and gaps in service in Richmond**

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**Council Term Goal 6.2 - Infrastructure is reflective of and keeping pace with community need**

**Objectives**

- Identify non-profit society space needs within Richmond
- Identify housing needs of RCSAC member agency clients

**2017 Activities**

- **Formed the NPO Space Needs Subcommittee to closely examine agency-specific space needs in Richmond**
- **Funding request for NPO Space Needs project was reviewed by Planning Committee in September 2017**

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**Council Term Goal 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

**2017 Activities**

- **Encouraged information sharing at every RCSAC General Meeting**
- **Sent out weekly updates to RCSAC member organizations that included community and agency updates**

- **Welcomed eight presentations from various groups on important topics relevant to member organizations**
- 

## **Additional RCSAC Work Plan Activities**

### **Objectives**

- To increase connections between the RCSAC members
- To increase information and opportunities for the 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 the RCSAC

### **2017 Activities**

- **Maintained the Community Committees and Tables list**
- **Increased RCSAC membership**
- **Encouraged and facilitated sub-committees and task forces to collaborate on RCSAC and community projects**
- **Promoted information sharing amongst member organizations**
- **Encouraged and facilitated advocacy amongst member organizations**
- **Reduced meeting and administrative costs of the RCSAC**
- **Began the process of upgrading the RCSAC website**

**RCSAC 2017 Financial Statement**

	<b>2017 - January 1 to December 31</b>
<b>Balance Projected to be brought Forward from 2016</b>	<b>\$4212.58</b>
<b>Revenue</b>	
City of Richmond	\$11,000.00
Membership Dues	\$1,450.00
Bank Interest	\$1.11
Sponsorship	
<b>Total Revenue</b>	<b>\$16,663.69</b>
<b>Expenses</b>	
Admin Assistant	\$9,599.42
Admin Expenses	\$236.01
Forums/Meetings	\$778.16
Website + IT	\$2,079.49
Website Training/Calendar	\$0.00
Post Box Renewal	\$170.10
Volunteer Appreciation	\$50.00
Task/Action Groups	\$250.00
<b>Total Expenses</b>	<b>\$13,163.18</b>
<b>Total Balance</b>	<b>\$3,500.51</b>





**RCSAC** | **Richmond Community Services  
Advisory Committee**

## **2018 Work Plan and Budget**

## **2018 Draft RCSAC Work Plan**

The RCSAC continues to link its annual work plan initiatives to Richmond City Council's Term Goals. The 2018 Work Plan is designed to provide Council with advice on social and other community services to support Council's Goal Statement for a Vibrant, Active and Connected City.

The RCSAC will prioritize Council requests for advice as they arise throughout the year. The RCSAC will also continue to provide advice on community service matters that reflect Council Term Goals as outlined in the following proposed 2018 Work Plan.

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### **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 2018 Actions**

- Continuing to implement the annual RCSAC Community Social Services and Space Needs Survey that provides an overview of agency funding and space need trends in Richmond
- Invite guest presenters to educate the RCSAC on topics relevant to social service providers and their clients, including community safety
- Determine the need for further gap analysis in service areas, in addition to Addictions and Mental Health
- Support initiatives that reduce barriers to accessing services in the community

##### **Outcomes/Indicators of Success**

- Advice is provided to Council regarding community safety net matters
  - Annual Social Services and Space Needs Survey monitoring funding and space needs trends is prepared, implemented, analyzed and reported out
  - Communication Tools are sent to Council as appropriate
-

## **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 the RCSAC

#### **Proposed 2018 Actions**

- Maintain the Community Table/Committee Inventory and provide an update to Council in the RCSAC Annual Report
- Continue to develop a 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 including additions and improvements to the Members-only calendar of addictions and mental health services
- Form an action team to review membership and invite organizations to learn more about the RCSAC

#### **Outcomes/Indicators of Success**

- Increased RCSAC website utilization and webpage hits
  - RCSAC website members-only log-in page is used
  - Increased number of events and program information posted to the RCSAC website
  - Additional social and community service organizations join the RCSAC
  - Report on successful outcomes completed and included in the RCSAC 2018 Annual Report
- 

## **Goal 3: A Well-Planned Community**

### **3.4 Diversity of housing stock**

#### **Objective**

- Advise Council regarding the need for affordable housing and related support services
- Continue to work collaboratively to support the implementation of the City's Affordable Housing Strategy

#### **Proposed 2018 Actions**

- Participate in the City's Homelessness Strategy Update consultations

- Work collaboratively with organizations, advocates, and the City to identify and highlight affordable and supportive housing needs and projects in Richmond.
- Work collaboratively with Richmond social services and advocates to prepare communication tools highlighting housing needs and projects to City Council and staff

### **Outcomes/Indicators of Success**

- Regular updates are presented to the RCSAC General Committee meeting by member organizations on the state of housing and homelessness in Richmond
  - Successful actions are completed and reported in the RCSAC 2018 Annual Report
- 

## **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 and a committee to oversee implementation

#### **Proposed 2018 Actions**

- Action teams formed as necessary to meet objectives
- Support social service organizations as they address food security in Richmond

#### **Outcomes/Indicators of Success**

- Communication Tools to Council completed as appropriate
  - Successful actions completed and included in the RCSAC 2018 Annual Report
-

## **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 service agencies and Richmond residents

#### **Proposed 2018 Actions**

- Prepare a multi-year analysis of the annual RCSAC Social Services and Space Needs Survey that monitors senior government funding trends
- Invite MLAs to an information session with the RCSAC members
- Invite appropriate provincial ministers to an information session with the RCSAC members

#### **Outcomes/Indicators of Success**

- Communication Tools submitted as appropriate
  - Multi-year analysis of senior government funding trends completed and reported to Council
  - Meeting held with Richmond MLAs to exchange information regarding social services in Richmond
  - Meeting held with provincial ministers to exchange information regarding social services in Richmond
- 

## **Goal 6: Quality Infrastructure Networks**

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

#### **Objectives**

- Identify agency-specific space needs for non-profit societies within Richmond
- Identify housing needs of RCSAC member agency clients

#### **Proposed 2018 Actions**

- NPO Space Needs Action Team reports to RCSAC; RCSAC reports to Council as needed

#### **Outcomes/Indicators of Success**

- Agency-specific space needs information is compiled
  - Communication Tools are sent to Council as appropriate
  - Successful actions are completed and included in the RCSAC 2018 Annual Report
-

## **Goal 9: Well-Informed Citizenry**

### **9.2 Effective engagement strategies and tools.**

#### **Objectives**

- To share and promote information and engagement opportunities to member agency clients
- To stay apprised of the results of engagement tools and how they impact clients

#### **Proposed 2018 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 with member agencies and clients

#### **Outcomes/Indicators of Success**

- Communication Tools are sent to Council as appropriate
- Presentations are included in the RCSAC meetings
- Information sharing is included in meetings

**RCSAC 2018 Proposed Budget**

<b>2018 - January 1 to December 31</b>	
<b>Balance Projected to be brought Forward from 2017</b>	\$3,500.51
<b>Revenue</b>	
City of Richmond	\$11,000.00
Membership Dues	\$1,000.00
Bank Interest	\$1.50
Sponsorship	\$0.00
<b>Total Revenue</b>	<b>\$15,502.01</b>
<b>Expenses</b>	
Admin Assistant	\$10,600.00
Admin Expenses	\$80.00
Forums/Meetings	\$750.00
Website + IT	\$2,000.00
Website Training/Calendar	\$600.00
Post Box Renewal	\$0.00
Volunteer Appreciation	\$200.00
Task/Action Groups	\$1,000.00
<b>Total Expenses</b>	<b>\$15,230.00</b>
<b>Total Balance</b>	<b>\$272.01</b>



**RCSAC** | **Richmond Community Services  
Advisory Committee**

## **Charter**

September 11, 2008

*Approved by Richmond City Council January 20, 2009*



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**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<sup>1</sup>.

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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<sup>1</sup> See Appendix I

### **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<sup>2</sup> 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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<sup>2</sup> See Appendix II

## **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

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*RCSAC Charter - Approved January 2009*

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.



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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