

***FORWARDED ON BEHALF of RCSAC Co-Chairs Daylene Marshall and Alex Nixon***

**Dear Mayor and Councillors of Richmond City:**

**Please find attached the results and Communication Tool for the annual *RCSAC Social Services and Space Needs Survey*. In previous years these have been two separate surveys, but this past year we combined the two surveys as the issues are interrelated.**

**Please feel free to contact us regarding any questions or if you require further information.**

**Sincerely,**

***Jennifer Dieckmann***, Executive Secretary  
Richmond Community Services Advisory Committee (RCSAC)

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**Richmond Community Services  
Advisory Committee**

To: Mayor Brodie and Councillors  
 From: Daylene Marshall (Richmond Youth Service Agency) and Alex Nixon (Richmond Food Bank), Co-Chairs RCSAC  
 CC: Cathy Carlile, Lesley Sherlock, and John Foster  
 Date: July 1, 2015  
 Re: Richmond Community Social Services Advisory Committee 2013/14 Survey and Space Needs Assessment

<b>Objective</b>	<b>Potential Outcome</b>	<b>Agency or Individuals Affected</b>	<b>Suggested Action</b>
1. To advise Council of the results of the Richmond Community Services Advisory Committee 2013/2014 Survey, including Space Needs Assessment 2. To summarize trends and needs for Richmond Community Services	<p>To provide information regarding gains and losses of services, funding, needs, and populations to ascertain changes in how resources are being utilized.</p> <p>To identify space usage and needs for community services in Richmond.</p>	<p>18 different community agencies participated in the survey and reported 13,000 clients served in Richmond.</p> <p>This is not a totality of all agencies or clients served in the community, but a significant representation to evaluate resources and needs.</p>	<p>To inform Richmond City Council of the impacts and needs in the City of Richmond for Community Services and the community members who access services.</p> <p>RCSAC requests to make a short presentation on the results of this survey and needs assessment to Planning Committee.</p>

Summary Report of Richmond  
Community Services Advisory  
Committee 2013/2014 Survey and Space  
Needs Assessment

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## Introduction

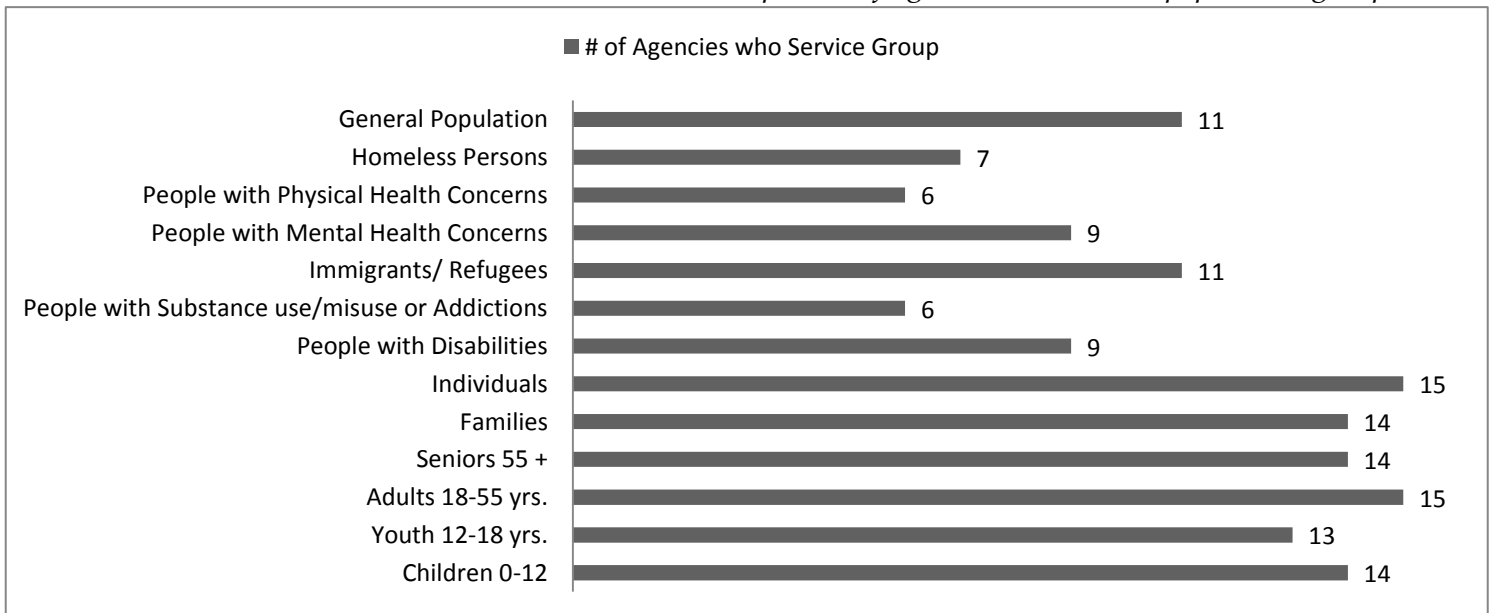
The Richmond Community Services Advisory Committee (RCSAC), funded by the City of Richmond, is an advisory body to Richmond City Council on social, health, and community matters. The RCSAC brings together a broad and diverse group of government, community and agency representatives concerned about the social well-being of the community. The objectives of the RCSAC include advising City Council on social policies and community planning issues, to identify and address emerging concerns, to create awareness of relevant issues, as appropriate, at the federal, provincial and municipal levels of government and to support local community-based initiatives.

In 2011 the member agencies of the RCSAC were asked to complete a survey to track impacts to the community and services of Richmond, BC on an annual basis. Gains and losses of services, funding, needs, and populations are evaluated to ascertain changes in how resources are being utilized. In 2014 the survey was modified to include a more comprehensive data comparison. That information is included in this report.

## Survey Response Data

Survey participants were asked to indicate the population groups whom they service, specifically the programs and services offered to Richmond residents (Graph 1). It appears as though participating RCSAC agencies are making an effort to service individuals of all ages from children (0-12 yrs. old), to seniors (55+ yrs. old).

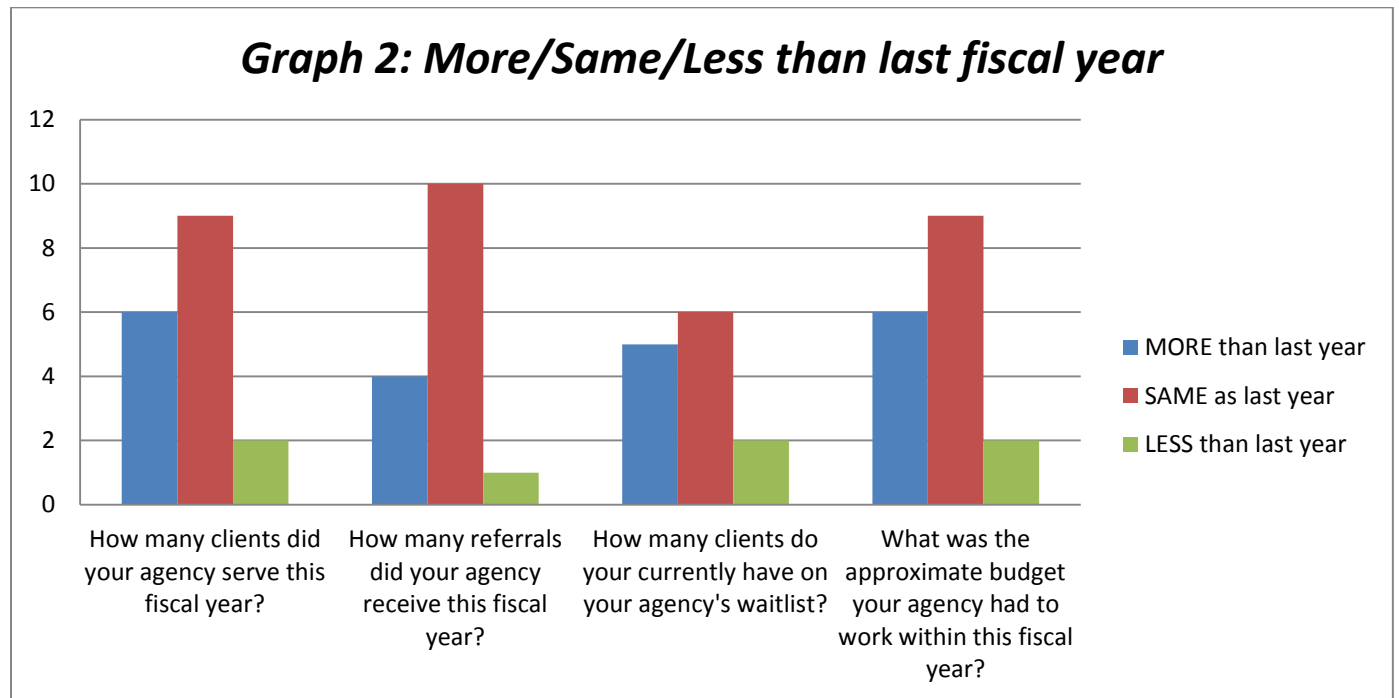
*Graph 1: # of agencies who service population groups*



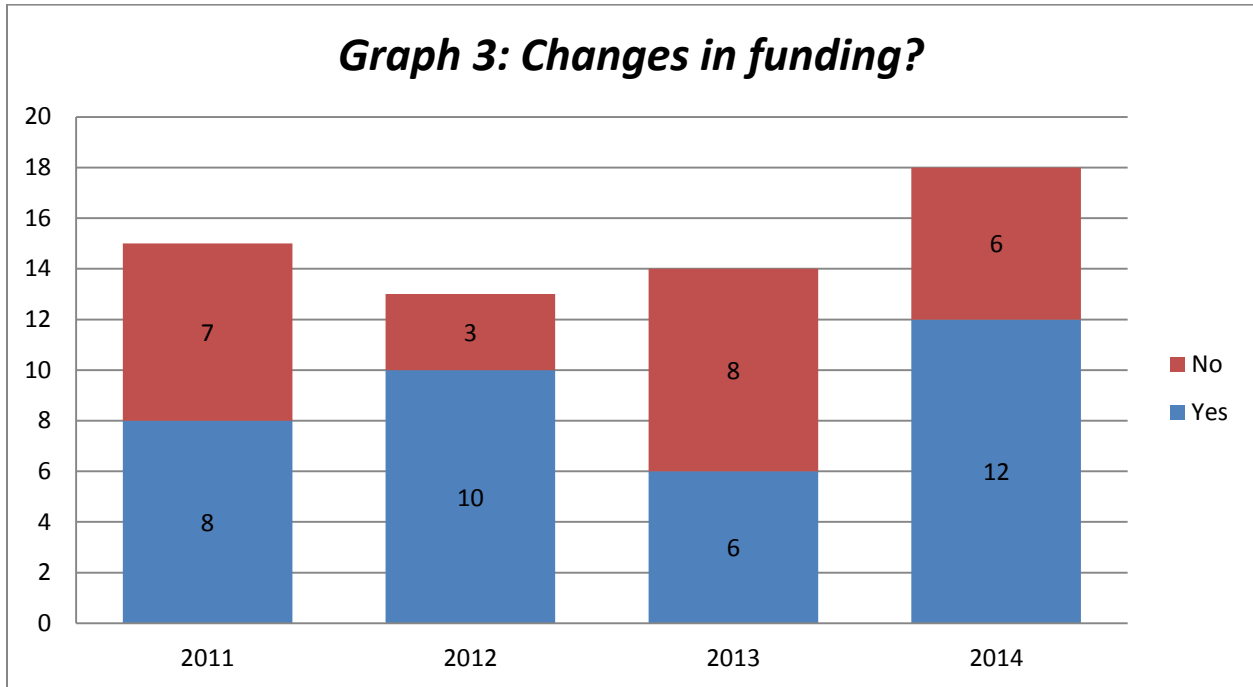
However, where an effort to service immigrants/refugees with the same attention as the general population; the homeless, people with physical health concerns, as well as people with addictions or substance misuse concerns are not as readily served. Since the members of the RCSAC are just a representative sample of service agencies in Richmond it's reasonable to assume that in Richmond there are limited agencies that are able to meet the needs of these individuals.

Survey participants were asked about clients served and referrals received to gauge gains and losses, as well as fluctuations, of service for the population of Richmond. **The 18 participating agencies reported more than 13,000 clients served, more than 1,200 clients referred, and approximately 275 people were on waitlists waiting to receive services in the 2013/ 2014 fiscal year.** When asked to compare these numbers to the previous fiscal year participants reported if there was an increase, decrease, or if the numbers remained stable this year (Graph 2). Participants were also asked to report on their operating budgets and how these totals varied from last fiscal year.

\*Please note: the following data was not previously asked in the annual RCSAC survey and therefore can be reported upon but cannot be compared to previous years



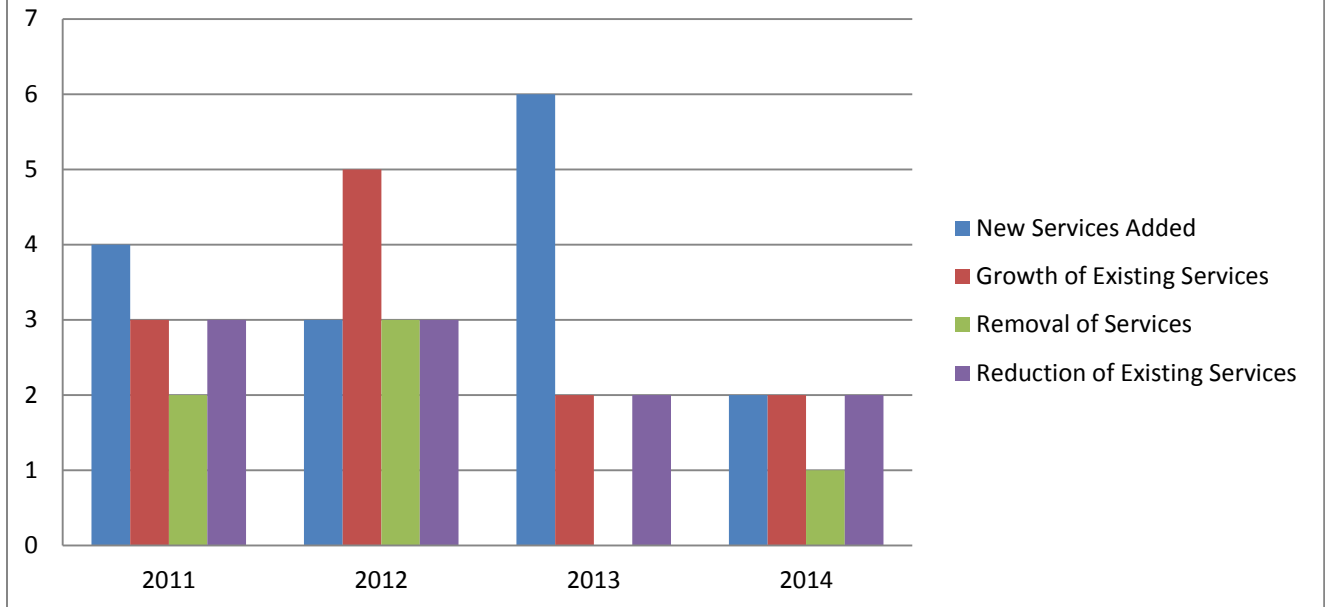
The participating agencies were asked, 'Has there been a change in your funding that will impact direct services to the community?' This question was held over from the previous RCSAC survey. Shown here are the previous survey responses with the addition of the 2014 responses.



This graph (Graph 3) shows that in 2014, 67% (12) of agencies who participated in the survey reported that they have experienced changes in funding that have directly impacted services to the community of Richmond. This percentage is an increase from the previous years (2011 & 2013), however; in 2012 approximately 77% of agencies reported impacts to funding.

While it is important to know the realities of funding fluctuations within the service agencies in Richmond; it is necessary to understand *what* those funding realities are. When asked what those impacts in funding were, in previous years, the following chart (Graph 4) identifies how many agencies reported either new services added, a growth of existing services, the removal of services, or the reduction of existing services. The chart also includes the responses from the 2014 survey.

**Graph 4: Reported Changes in Funding**



Of the 12 agencies in 2014 who reported changes in funding five chose “other” as an explanation to what those changes were; they were asked to “please specify.” A review of short answer write in’s shows that several of these agencies had both growth and reductions in services provided and programs offered, see below:

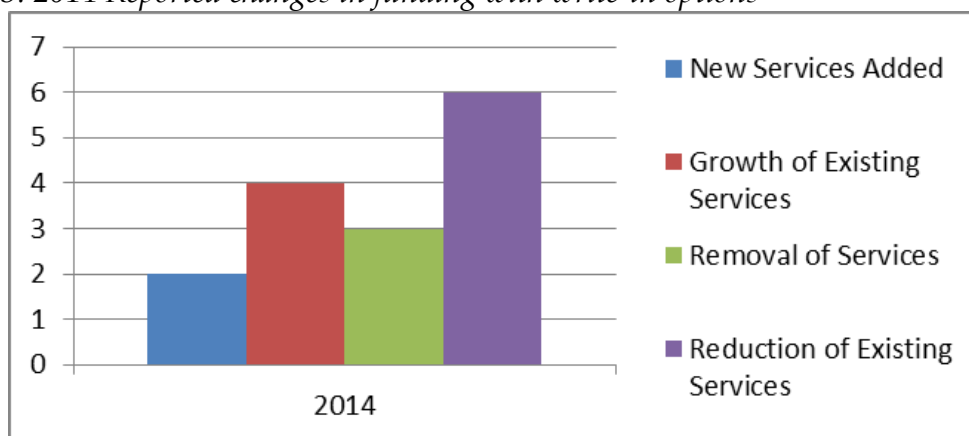
*Table 1: Write-In’s*

#1	Growth in Existing Services	Reduction of Services	
#2	Growth of Existing Services	Reduction of Services	Removal of Services
#3		Reduction of Services	Removal of Services
#4		Reduction of Services	
#5	No Response		

These write - in options show a more substantial picture of how these changes in funding have affected the participating agencies in the 2014 survey. Please consult Graph 5 for more accurate picture of 2014 funding changes.



Graph 5: 2014 Reported changes in funding with write-in options



In the 2014 survey these impacts to services were further asked about to gain a larger understanding of the changes in the 2013/2014 fiscal year. Participants were asked **'If your agency had to shift resources from one client service group to another, based on changing local, municipal, provincial or federal priorities, which client group did this benefit?;**' **'If your agency had to shift resources from one client service group to another, based on changing local, municipal, provincial or federal priorities, which client group did this negatively impact?;**' **'If applicable, what did adding new services for your agency consist of this year?;**' and **'If applicable, what did removal of services for your agency consist of this year?'**

The 18 agencies who participated in the 2014 survey identified these impacts as gains of 14.5+ FTE personnel and losses of 7.5+ FTE personnel. In addition:

**Adding New Services/ Growth of Existing Services** were identified as

- Services for middle school years
- Volunteer ambassador training
- We added a new 9-bed site in North Vancouver which increased capacity to treat addicted persons
- Public education: violence in the workplace, sexual offending and mental health
- Addition of a subsidized before and after school daycare
- Added new day and residential services for adults with a developmental disability
- Providing mental health support to refugee parents, caregivers, and children
- Training & staffing costs for cultural brokers to assist in mental health projects

**Reduction/ Removal of Services** were identified as

- Specialized programs reduced in frequency
- Lost services for youth and seniors
- Cancellation of some workshops
- Changing full time positions to part-time
- Reduced some targeted evening programming such as youth drop-in sessions or music/art sessions.
- Reduction of youth outreach and support services
- Removal of seniors ESL program
- Settlement integration services
- Senior peer counselling
- Reduced hours of operation and closed for summer

It appears that the impacts to community resources include reduction and/or removal of multiple youth and senior services and programs. In addition, it was reported that new and growing services addressed residential services for adults with disabilities, as well as adults with addictions, which was previously reported as populations that were not as sufficiently serviced as others. It's reasonable to assume that growths in services by the participating agencies were geared toward addressing the populations reported to be lesser served this fiscal year.

The agencies that reported losing resources were asked if to their knowledge was another agency providing those same services or programs, essentially, were these services still available to the city of Richmond? **7 agencies, approximately 40%**, reported *no other organization* provides this service, or *they were the only organization* in Richmond available to the population they serve.

### **Volunteer Services**

Participants were asked to report on their use of volunteer services to help offset costs and encourage community involvement. Respondents offered that volunteer services were utilized in the following ways:

- |  |  |
|--|--|
| • Data entry   | • To support the community at booths and community fairs                   |
| • Answering the telephone                            | • handing out information  |
| • Helping with research projects and collecting data | • To make referrals to agencies and help bridge people to needed resources |

- Workshop facilitators conducting workshops and participating in planning, monitoring, and improving workshop content and outcomes
- To leaflet and poster as well as staff information tables at the library and community events
- To drive residents to meetings and appointments
- Facilitate groups
- Cover shifts
- Provide peer mentoring and support
- Serve on the board
- Fundraising events
- To support and encourage community involvement
- In our programs for children and youth as we use a mentorship model
- Volunteers assist with fundraising, board, and some program activities
- Mail-outs
- Networking with seniors in the community
- To deliver telephone crisis intervention
- Assist clients with legal, housing, financial related problems
- Present and facilitate workshops in local high schools
- Chinese Help Lines
- Support Groups
- Assisted Living Residences
- Income Tax Clinic
- For special events and occasionally assisting staff
- Volunteers bring skill sets and languages that are incredibly valuable in the community
- Thrift store operations
- Cooks and food preparation
- Assistance within programs with the children and families

It appears as though the use of volunteer services by service agencies are necessary to day-to-day operations, as well as to tailored, and specific programs and outreaches for the people of Richmond. Many agencies reported they would not be able to function as they are without the use of volunteer services. The 18 agencies that participated in the 2014 survey reported a **total of 1,481 volunteers providing more than 105,057 hours of service in the 2013-2014 fiscal year alone!**

Lastly participating agencies were asked, **'Explain any other actions taken by your agency this fiscal year to meet the needs of clients that have not been asked about?'** Respondents spoke largely of their fundraising efforts, which appear to have become a

necessity of doing business, the use of practicum students, as well as community donations and collaborations with local businesses/providers to reduce costs and expand services were also suggested as lengths taken to meet needs and provide services to the citizens of Richmond, BC.

### **Conclusion**

Response data from the 2014 RCSAC annual agency survey shows that while efforts are being made to service clients of all ages certain populations such as people with physical health concerns, people with addictions, and the homeless are not as *well* served as the general population and immigrants/refugees. Agencies reported gains in clients, referrals, and operating budgets, however; it appears as though largely, respondents are making do with the *same* resources, and sources of income as last fiscal year. When asked in more detail, the fact appears to be that many of the cuts in funding, and limits to program growth have challenged agencies to preserve services as best they can with reductions of existing services, and modifications in active programs. The use of volunteer services has been a necessary factor in maintaining services. Though efforts are being made to address the needs of underserved populations, a steady reduction of youth and senior based programs has been the trend in direct services to the community.

## Client Stories and Program Illustrations

### Examples of work done in Richmond from participating Agencies:

This is a part of the summary of findings from the final evaluation of the Community Action Ambassadors program:

It appears the CAA volunteers report feeling: “strengthened,” “enriched,” “informed,” “educated,” “confident,” and “prepared” in the training they received to go out into Richmond and Surrey and meet with seniors and competently make referrals to address their needs.

Volunteers in Richmond spoke about the gains of training in regards to learning from a position of multiculturalism and diversity. It was also commented on how the diversity of volunteers in the field attracted diverse seniors to speak with CAA’s where they may have just passed by the table if they didn’t see someone they identify as “like them” standing at the table or booth. This speaks to the success of recruitment initiatives that sought to limit language and cultural competence barriers to engage with the ethnic community.

These are quotes from participants in some of our programming:

" Know that Richmond has strong and readily available support for people caught up in addiction one way or another.....very impressed in the way you advocated for people with addiction. Will be forever grateful to you for introducing another way of looking at the problem." D.W.

"I think it was a good learning experience for me in the CATS program." CATS referral

“My experience was helpful, understanding myself. And what the outcome can be from drug . Thanks for the help & knowledge." CATS referral

"CATS was really helping. It helps me to think about myself, my body, my health, my family & my friends." CATS referral

“(Facilitator) was good help & very understanding." CATS referral

"I liked the CATS program far better than school. It was fun and relaxing." CATS referral

"It was better than I thought it would be. I thought it was just about telling you about drugs but my problems were focused." CATS referral

"I thought it was really beneficial and a very welcoming environment." CATS referral

"It was pretty interesting. At first the program was very intimidating but it was fun & informative." CATS referral

An article was written by Richmond Review: "A local mom and her three children will have one less thing to worry about for the next six months after turning to Nova House in search of a refuge from domestic violence. Thanks to a generous local developer, who offered up a home he's planning to demolish in six months, the family has a stable place to stay for just \$1 per month.

Furnishings at the home will be provided by Richmond Shares - a Richmond Women's Resource Centre program that assists locals in need -while donations received by CHIMO, including bikes and bike helmets, will be provided to the family.

*The "Chen" Family had three children coming to the Richmond Club for some time. When all three children started with us, they displayed some extreme challenging behaviors but our staff worked closely with the kids to establish boundaries, model appropriate behaviours and supported the children to build positive relationships with other Club members.*

*Unfortunately, we learned that the family was moving away at the end of the school year. However, their mother said there was a Boys and Girls Clubs in the area that they were moving to, and she was excited about signing them up there since the children had learned and grown so much after being with us. She felt her kids would be fine going into a new school and Boys and Girls Club because they now had the skills and confidence to meet and keep new friends.*

Brett, a university graduate, found himself addicted to drugs and living on the streets with no ability to earn an income or find a job. Seeking help, he entered Turning Point Richmond men's residential addiction recovery program. With assistance from Turning Point, he found a place to live after completing the program, allowing him to focus on overcoming his addiction.

Today, Brett is almost 10 years clean and sober; he is working with others who are experiencing what he faced and giving back to the community. "If I hadn't been able to get sober at Turning Point or secure longer term sober living arrangements in Richmond after I left, I am just not sure I would have made it," Brett says.

"Not having a roof over my head was one of the leading contributors of relapse for me. Since finding a home to call my own, I have been able to maintain my recovery and give back by helping others."

One youth client lived with her grandparents, but they were struggling to care for her due to being low income, our youth outreach program helped connect that youth to MCFD so she could be put on a youth agreement which helped give her grandparents money to care for her.

While we still are supporting youth, the loss of funding for youth outreach and support will mean not as many youth will have someone to help them navigate social and health services. This story is just one example, but we have helped many youth to find housing, employment, medical and mental health care, educational support and social connections.

There are many youth in our community who need this support because they don't have a support network.

Our Support Child Development (SCDP) waitlist continues to grow each year. We are now at a point that all children that have a disability in Richmond are not able to attend pre-school (3-5 years) because the SCDP program does not have the funds to provide the extra staff support that is required.

We have provided free educational workshops to over 100 participants on the rights and responsibilities of tenants and landlords under the Residential Tenancy Act.

We also established an on-line Rental Registry so workshop attendees can post their needs or their rental units. These workshops are useful to the public at large and they do not have to sign onto the registry.

**In May of 2013 an art show was organized by the Executive Director to showcase the work of mental health clients' art work. The event was held at the Cultural Centre in Richmond and RCFC partnered with the city, CMHA Pathways, Vancouver Coastal Health and a committee member of RCSAC to put on the show.**

**The Mayor and one council member attended a wine and cheese party at the centre and 11 artists participated in a very successful event. This was held in Mental Health Awareness week.**

Here is a story shared by one of our clients:

I consider myself extremely lucky to have found Richmond Women's Resource Center within two weeks after my arrival in Canada, because I found a community of sisterhood and no longer felt alone and lonely in a new land and new culture. From the first time I stepped into the office, I have always felt the inviting openness and friendliness which makes me keep coming back ever since, sometimes to get help, sometimes to volunteer my service to other newcomers, sometimes just because I miss the laughter and the fun there. I also joined the Work Ready Program and had a wonderful time not only learning new skills in Business English, computer, office administration and job hunting, but I have also benefitted immensely from the humorous, caring instructors. They are not only there to teach, but also ready to listen and offer advice to our frustrations in getting settled into the new culture.

I have also made new friends with classmates with whom I can share my experiences as a newcomer and enjoy a completely girls' time over a cup of coffee and a box of Tim Bits. On top of all that, during my work as volunteer for office support, I have seen women coming in and getting help in numerous ways: a tearful mother seeking help in dealing with bullying at her son's school, an anxious woman who lost her job and don't know how to start all over again, a single parent seeking consultation on how to apply for government subsidy, groups of women enjoying dancing lessons, grannies having fun meeting and talking to each other which keep them away from the "November Blues"

..... And then one day I saw a woman happily coming to the Centre and going away with several bags of donated new clothes for herself and her son because the breakup of her relationship left her homeless and possession less. It was only then that I became fully aware of the meaning and power of sisterhood. It means you won't ever have to stand all alone, in despair, in isolation, or in humiliation. As newcomers, one unkind word can draw tears to our eyes, one indifferent glance can make us shrink from asking for help, one trifle frustration can lead to sleepless nights, and I am glad to say that, being a member of the Richmond Women's Resource Centre has helped me through the most difficult times in my first three months here. I am not saying there will be no troubles and frustrations in the future, but you see, I am not scared, because deep in my heart, I always know there is a community to turn to, in that cozy, laughter-filled office in the Caring Place. Indeed, it is a caring place.

## Space Needs Survey

The 2014 annual RCSAC member survey included a portion related to the office spaces used by the participating agencies. In assessing the needs of space by the member agencies a complete picture can be gathered in regards to service delivery in Richmond or, any factors of space that may be limiting the delivery of services to the community. The following data will speak directly to strengths and challenges of organizational office space for RCSAC member agencies.

Participants were asked, **'What are the main considerations for your agency when selecting new office or program space?'** Responses were counted and listed here (Table 2) in order from most important to least important:

*Table 2: Office space considerations*

1. Access to Transit	6. Potential of Space	11. Efficiency of Layout
2. Rental Rates	7. Parking	12. Ability to Vacate
3. Location	8. Leasing Agreement	13. Expansion Capability
4. Accessibility	9. Length of Commitment	14. Signage
5. Square Footage	10. Landlord Flexibility	15. Owning vs. Renting

Participants were then asked about the current square footage of office space being used to conduct services; 12 agencies reported a range of office space from **250 sq. ft. to 35,000 sq. ft.** This is an **average of approximately 8,347 sq. ft. per agency** who replied. While this estimate is much more than some agencies are in possession of, it is quite less than some agencies have reported.

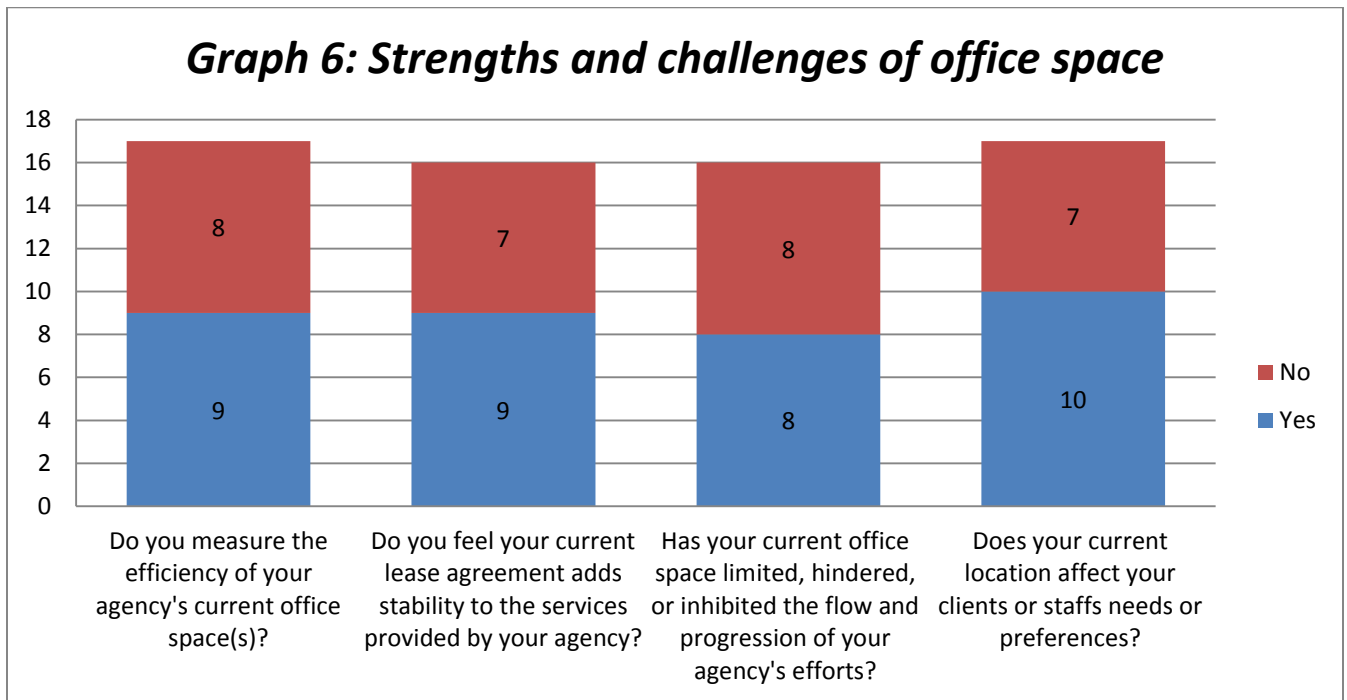
Participants were further asked if any space they use to provide services have been in-kind from other organizations within the community. It appears as though most agencies regardless of square footage are in need of additional office space to deliver services to Richmond residents. In-kind space is being offered from locations such as:

- The caring place
- The public library
- Several community centers
- Various Richmond schools
- City Hall
- St. Albans



- Local learning centers
- Garrett wellness center
- Cultural center performance hall
- FSGV
- Many city parks for outdoor activities

In an effort to gain more understanding of the experiences individual agencies are having in their office spaces, participants were asked questions about efficiency of space, leasing agreements, limitations of space, and needs of staff and clients. Graph 6 offers insight about office spaces:



**When asked to provide details about how efficiency of office space is measured participants offered:**

“We use a usage rate to measure efficiency of space”

“...on a first come first serve basis, coordinators book the space they need in our annual planning”

“The ability to enlarge and shrink space is dependent upon the services being provided at the time”

“A space design consultant provided us with how much (space) we needed for our current level of service”

“...by shifting programs daily to maximize space”

“...by need and funding”

“We review use of space and financial cost/return on the space towards program costs”

**When asked to provide details about the stability of current lease agreements respondents stated:**

- Many expired lease agreements some have left month to month situations (4)
- Many reported demolition clauses (3)
- Inability to expand services due to limited space (1)
- Shared meeting rooms (2)
- Concessions from the city of Richmond to make rent affordable (1)
- 10 year lease (1)

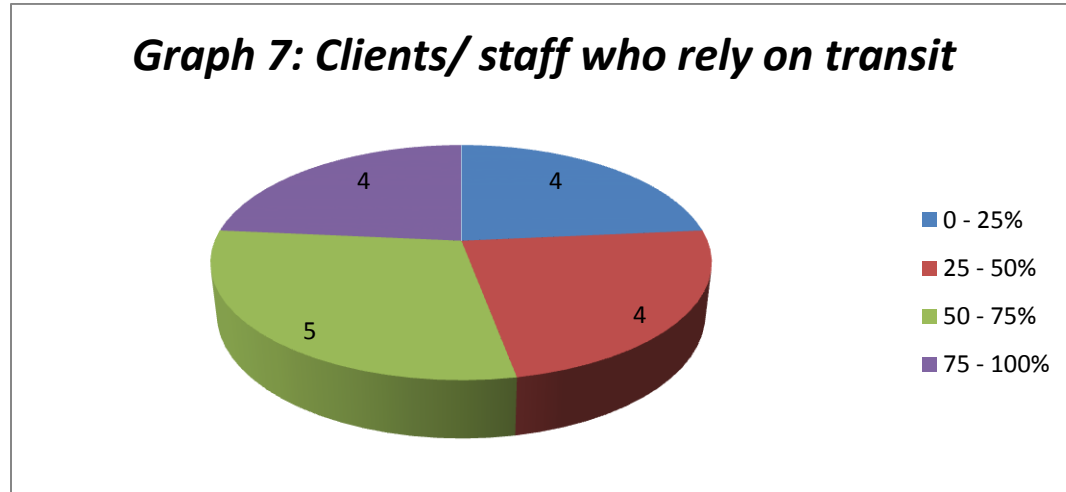
**Participants were asked to provide details about any limitations or hindrances in agency efforts due to current office spaces. Respondents offered:**

- Has limited expansion, not enough space for existing programs (4)
- Cost of rent has taken up a large portion of budget (2)
- Lacks privacy for clients and staff (1)

**Participants were also asked to provide details as to how their current location may affect clients or staff's needs. Respondents reported:**

- Good location, sufficiently meets needs (5)
- Limited space affects program scheduling (3)
- The building (noise and temperature) negatively affects clients and staff (2)
- Commute (2)
- Limited Parking (1)
- Lacks an elevator to 2<sup>nd</sup> floor (1)

To further learn about clients and staff needs and preferences participants were asked to indicate how many of their clients, staff, and volunteers use public transit to get to and from their office location, Graph 7 indicates their responses.



Lastly participants were asked to anticipate their space needs next fiscal year. When asked to provide an estimate for the amount of additional square footage they may need, 7 agencies reported an additional need for a range of space from **100 sq. ft. to 11,000 sq. ft. essentially an average of 5,836 more sq. ft. needed**, approximately, to continue, expand, and deliver services.

Additionally participants were asked to consider their future office needs and report on how that space will differ from their current office locations. Member agencies disclosed that their ideal office spaces would include:

- More space/ more ability to serve more clients (9)
- Better working conditions for staff (3)
- Offices for staff (2)
- Larger group space (2)
- Improved parking for staff and clients (2)
- More energy efficient space (2)
- Owned instead of renting (1)
- Long-term lease without demolition clause (1)
- Sound proofing/ more privacy (1)
- Better accessibility for clients with mobility issues (1)
- To be closer to transit (1)

## Conclusion

It is clear that the agencies reporting on the RCSAC Space Needs Survey are effectively utilizing the office space they have to provide a wide array of services in Richmond. Access to transit, rental rates, location and accessibility are identified as the most important considerations for new office space. Currently member agencies report utilizing anywhere from 250 to 35,000 sq. ft. of office space to conduct services, and in addition used in-kind space all over Richmond. While the majority of respondents report feeling their current lease agreement adds stability to services provided, many report expired leases, month-to-month situations, and demolition clauses. While services continue to go on in the face of funding and budgetary limitations, it is widely stated that the limitations in office space are limiting the services that are being, and could be, provided to the community of Richmond. Several agencies state their current office space sufficiently meets their needs; however many agencies state expansion efforts and program efficiency have been hindered by their current office space. It is clear that over half of clients, staff, and volunteers use transit to access the resources offered by the participating service agencies. In anticipation of next fiscal year agencies report needing an average of about 5,836 more sq. ft. to continue, expand and effectively deliver services to the residents of Richmond.