



# City of Richmond

## Report to Committee

**To:** Planning Committee **Date:** November 17, 2016  
**From:** Cathryn Volkering Carlile **File:** 08-4040-01/2016-Vol  
01  
**Re:** **RCSAC Social Services Funding and Space Needs**

### Staff Recommendation

That the 2014/15 Richmond Community Services Advisory Committee (RCSAC) Social Services and Space Needs Survey Results, identified in Attachment 2 of the staff report titled, "RCSAC Social Services Funding and Space Needs", dated November 17, 2016, from the General Manager, Community Services be received for information.

Cathryn Volkering Carlile  
 General Manager, Community Services

Att. 3

REPORT CONCURRENCE		
<b>ROUTED TO:</b>	<b>CONCURRENCE</b>	<b>CONCURRENCE OF GENERAL MANAGER</b>
Real Estate Services	<input checked="" type="checkbox"/>	
<b>REVIEWED BY STAFF REPORT / AGENDA REVIEW SUBCOMMITTEE</b>	<b>INITIALS:</b> 	<b>APPROVED BY CAO</b> 

## Staff Report

### Origin

On September 22, 2015, the Richmond Community Services Advisory Committee (RCSAC) delegated to Planning Committee to provide information about the results of their annual Social Services and Space Needs Survey (Attachment 1). Following discussion, Planning Committee resolved:

- (1) That the results and Communication Tool for the annual Richmond Community Services Advisory Committee Social Services and Space Needs Survey be referred to staff; and*
- (2) That staff examine the availability of space for use by non-profit community organizations within the City's inventory of buildings, and report back.*

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 Council's 2014-2018 Term Goal #6 Quality Infrastructure Networks:

*Continue diligence towards the development of infrastructure networks that are safe, sustainable, and address the challenges associated with aging systems, population growth, and environmental impact.*

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

### Findings of Fact

This section provides information relevant to the two parts of the September 22, 2015 Planning Committee referral, (1) RCSAC Social Services and Space Needs Survey results, and (2) availability of City inventory for use by non-profit community organizations. The results of two annual RCSAC Social Services and Space Needs Surveys are included in this report; the 2013/2014 survey, presented to Planning Committee in September 2015, resulting in the above referral; and the 2014/2015 survey which has subsequently been completed.

## RCSAC 2013/2014 and 2014/2015 Social Services and Space Needs Survey Results

Since 2011, the RCSAC has conducted an annual survey of member agency funding gains and losses, including impact on client groups and services. In 2013, the funding survey was revised to be more comprehensive including the addition of a section regarding agency space needs. Results of the 2013/2014 and 2014/2015 surveys are attached (Attachments 1 and 2).

Key points from the two main sections of the survey, (1) social services funding and (2) space needs, are described below. Comparisons of results between the two years, as illustrated in the 2014/2015 report, are noted. Over the two-year period, participation increased from 18 to 22 organizations.

The following description of results focuses on information from the 2013/2014 survey because more information was generated due to the availability of funding for a research assistant to compile, analyze and report on the results.

### *1. Social Services Funding*

#### **1.1 2013/2014 Survey Results**

The 2013/2014 survey results indicated that more than 13,000 clients were served and 1,200 referrals were made by the 18 agencies participating. All age groups, as well as individuals and families, were served. Target populations included those with addictions, disabilities, physical and mental health concerns, immigrants/refugees and the homeless. The largest number of agencies served immigrants and refugees (11) and the general population (11), while fewer addressed physical health (six), addictions (six) and homelessness (seven).

Funding changes, including increases and/or reductions directly impacting services to the community, were reported by 12 (67%) respondents. Of these, five agencies reported both growth and reduction simultaneously, while four added or increased services and three lost or reduced services. Overall, more personnel were gained (14.5 Full Time Equivalent) than lost (7.5 Full Time Equivalent). Client groups impacted by 2013/2014 funding changes are summarized in the following table (Table 1).

Table 1

<b>Service Gains</b>	<b>Service Losses</b>
Middle school years services	Specialized programs (unspecified)
Volunteer Ambassador Training	Youth and seniors services
New 9-bed site in North Vancouver for addictions treatment*	Workshop cancellations
Public education re: workplace violence, sexual offending and mental health	Full time positions (now part-time)
Subsidized before and after-school daycare	Evening programming (e.g., youth drop-in, music/art sessions)
Day and residential services for adults with developmental disabilities	Youth outreach and support
Mental health support to refugee parents, caregivers and children	Seniors ESL classes
Cultural brokers to assist in mental health projects	Settlement integration
	Seniors peer counseling
	Reduced hours of operation and summer closure

\*While not located in Richmond, this gain was reported by a Richmond-based organization, as the services are available to Richmond residents as well as those from other municipalities.

While funding gains were reported for services supporting children, those with disabilities, addictions and mental health challenges, losses were reported for services for seniors and youth. However, funding losses reported for seniors' peer counseling and ESL classes were subsequently restored to the same agency.

Agencies reported extensive use of volunteers; in 2013/2014, a total of 1,481 volunteers provided more than 105,057 service hours. Agencies also supplemented resources through fundraising, donations, the use of practicum students and service partnerships.

## **1.2 2014/2015 Survey Results**

As indicated above, the 2014/15 RCSAC Survey report provides less information than the 2013/2014 version due to the lack of funding for a research assistant to compile, analyze and report on results.

Results from 2014/2015 indicated that funding and service trends remained fairly stable, although an increase in referrals reported by nine agencies demonstrates increasing demand. Some funding gains were reported for services targeting immigrants, youth and children although language training for citizens was again identified as a loss. A RCSAC Task Group is monitoring this situation and will report to Council accordingly. Another loss noted in 2014/2015 was for federally funded employment services for people with disabilities; in 2015, a "national scope" criteria was introduced requiring that programs be delivered in two or more provinces/territories. Alternate funding sources are being pursued, although some impose narrower eligibility limits (e.g. to serve youth only).

## 2. *Space Needs*

### 2.1 **2013/2014 Survey Results**

While the RCSAC had surveyed member agencies regarding space needs intermittently since 2008, this had not been done on a regular basis. As members consistently expressed concern about the lack of appropriate, affordable, available space in which to offer their programs and services, the RCSAC added a space needs section to the annual survey beginning in 2013/2014. While the space needs section monitors trends, it does not provide agency-specific information.

As indicated in 2013/2014 survey results (Attachment 1), the top five considerations in selecting office and program space included access to transit, rental rates, location, accessibility and size. Space occupied per agency ranged from 250 to 35,000 sq. ft. (average of 8,347 sq. ft.). Several agencies (number unspecified) also offered programs at other venues, including community centres and schools. A number of agencies (seven) indicated needing additional space in their coming fiscal year (2014/2015), ranging from 100 to 11,000 sq. ft. for a total of 40,852 sq. ft. In 2014/2015, agencies reinforced the importance of location to their services, including access to transportation.

With respect to current space, half of respondents (8) reported that space limited, hindered, or inhibited the flow and progression of agency efforts. Of 16 respondents to questions regarding the strengths and challenges of office space, almost half (seven) felt that their current lease agreements did not provide stability. Some (four) were in month-to-month agreements, while others (three) had demolition clauses.

### 2.2 **2014/2015 Survey Results**

In 2014/2015, the importance of location was again identified, particularly with respect to transit access. While the majority of agencies reported having stable lease arrangements (13 of 16 respondents to this question), the need for additional space was emphasized. As noted above, Space Needs Survey results in 2014/2015 do not provide as much information as in the previous year.

### 2.3 **RCSAC Non-Profit Organizations (NPO) Space Needs Action Group**

Recognizing that further information is required to communicate agency-specific space needs, a RCSAC Action Group was established to develop an effective format for determining and communicating agency-specific needs. Action group members include the Richmond Society for Community Living, Richmond Family Place, Richmond Food Bank, Richmond Youth Services Agency and the Richmond Caring Place Society. Under agency auspices (Richmond Society for Community Living), a Richmond Community Foundation (RCF) seed grant was received for preliminary work on developing a comprehensive non-profit space needs assessment and survey. Once the format and process has been developed, a second RCF grant will be sought to complete the project in 2017 (Attachment 3).

### City Inventory

At the September 22, 2015 Planning Committee, staff were directed to explore the availability of space for use by non-profit community organizations within the City's inventory of buildings. The City's inventory of suitable space is limited, as sites are purchased for future use as parks, roadways or other strategic purposes. City properties at 7080 River Road (office and warehouse space) and 7400 River Road (warehouse space) were identified and information was circulated to the RCSAC and other non-profit agencies seeking space. Real Estate Services staff and Dorset Realty have been available to show these properties to any interested parties (one non-profit has viewed these sites to date). Both properties are available for up to eight years when they will be converted to parkland.

While some agencies expressed interest, limitations of suitability include appropriate size, lack of transit proximity for clients with mobility challenges, lack of wheelchair access, cost of tenant improvements, limited duration of occupancy and the need for rezoning to accommodate program use. No non-profit social service agencies have entered into lease agreements for these properties to date.

Staff will continue to be available should any non-profits seek to view the identified properties, and will circulate information about other City inventory as it becomes available. Website listings of commercial properties in Richmond have also been circulated to assist agencies with their search for space. Richmond School District contact information has been provided in case empty classrooms may be available for lease.

### **Analysis**

Key trends noted in the RCSAC 2014/2015 Survey Communication Tool (Attachment 2) are that, with a growing population and rapidly developing City Centre, demand for services is increasing while opportunities for secure, affordable and accessible space are diminishing for non-profit agencies. In spite of active, ongoing real estate searches, agencies have been unable to locate suitable properties to date. With respect to the social services funding section of the survey, the RCSAC will continue to monitor the situation on an annual basis and keep Council apprised of trends and developments.

Further work by a RCSAC Action Group will provide a clearer picture of agency space needs than available through the existing survey, as agency-specific information will be provided (Attachment 3). Community Services staff will meet with the RCSAC Action Group to determine how the City might best support this process. Once agency-specific space needs information is compiled, results will be presented to Council.

Staff will continue to monitor the availability of City properties and will keep the RCSAC and other non-profit agencies informed as suitable opportunities arise. While School District contact information has been circulated in case empty classrooms are available for lease, classroom space is not suitable for most social service purposes. Primarily office and meeting space is required and the cost of retrofitting classrooms, as reported by one agency, is prohibitive.

### **Financial Impact**

None.

### **Conclusion**

The RCSAC Social Services and Space Needs survey provides general information about trends impacting the non-profit agencies providing social services to Richmond residents. Some of these trends significantly impact the ability of agencies to provide needed services to the community. One recurring theme is agencies' need for secure, affordable, accessible and appropriate space to serve the community in the context of City Centre redevelopment and rapid population growth. Staff will continue to monitor City inventory as it becomes available and keep the RCSAC informed about suitable opportunities. A RCSAC Space Needs Action Group is currently working on gathering agency-specific information regarding space needs and results will be presented to Council once prepared.



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- Att. 1: RCSAC 2013/2014 Social Services and Space Needs Survey Report
- 2: RCSAC 2014/2015 Social Services and Space Needs Survey Report
- 3: RCSAC Space Needs Action Group Report



**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	To provide information regarding gains and losses of services, funding, needs, and populations to ascertain changes in how resources are being utilized.  To identify space usage and needs for community services in Richmond.	18 different community agencies participated in the survey and reported 13,000 clients served in Richmond. This is not a totality of all agencies or clients served in the community, but a significant representation to evaluate resources and needs.	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.  RCSAC requests to make a short presentation on the results of this survey and needs assessment to Planning Committee.



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

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## Introduction

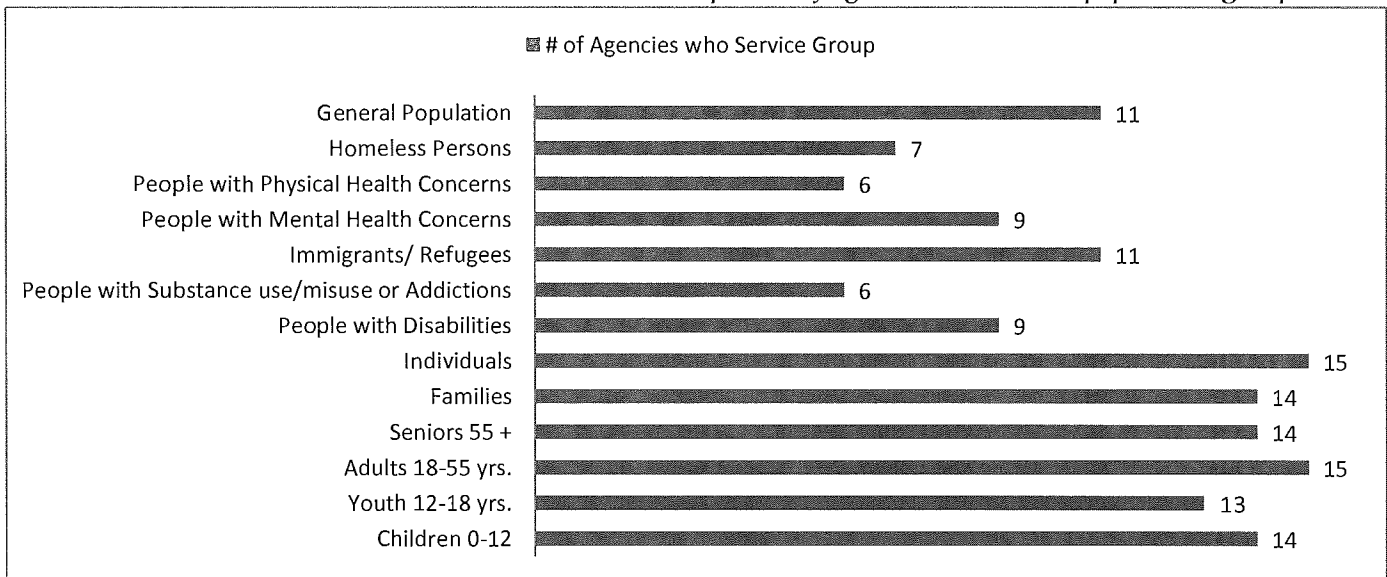
The Richmond Community Services Advisory Committee (RCSAC), funded by the City of Richmond, is an advisory body to Richmond City Council on social, health, and community matters. The RCSAC brings together a broad and diverse group of government, community and agency representatives concerned about the 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).

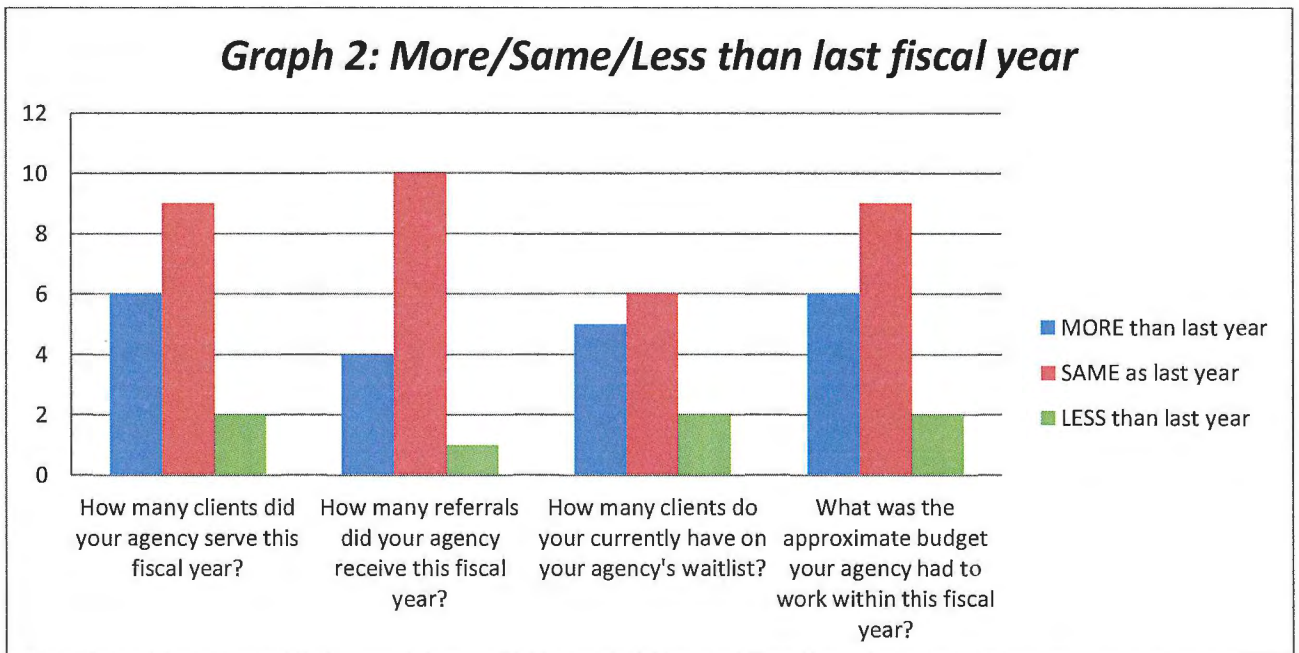
*Graph 1: # of agencies who service population groups*



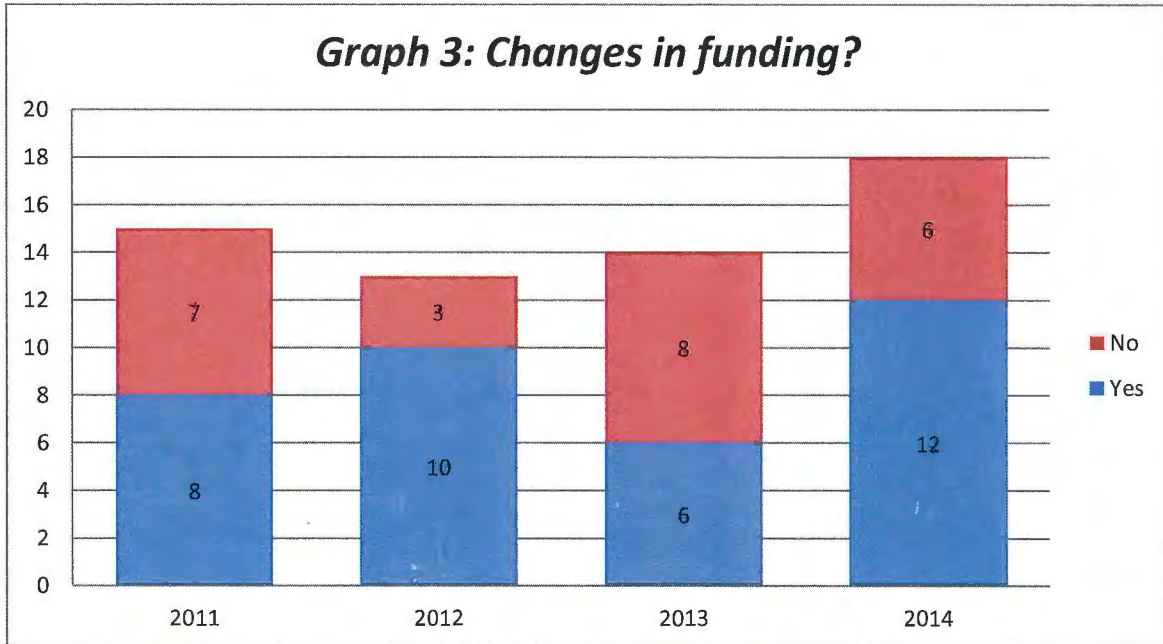
However, where an effort to service immigrants/refugees with the same attention as the general population; the homeless, people with physical health concerns, as well as people with addictions or substance misuse concerns are not as readily served. Since the members of the RCSAC are just a representative 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

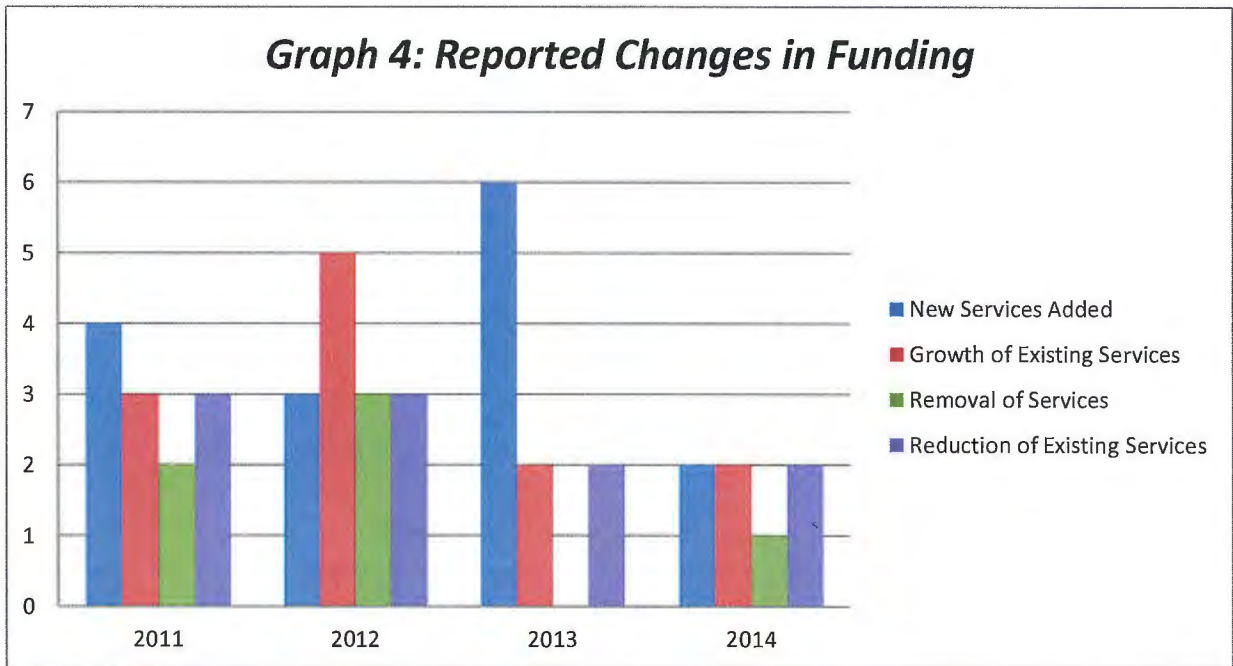


The participating agencies were asked, 'Has there been a change in your funding that will impact direct services to the community?' This question was held over from the previous RCSAC survey. Shown here are the previous survey responses with the addition of the 2014 responses.



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.



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:

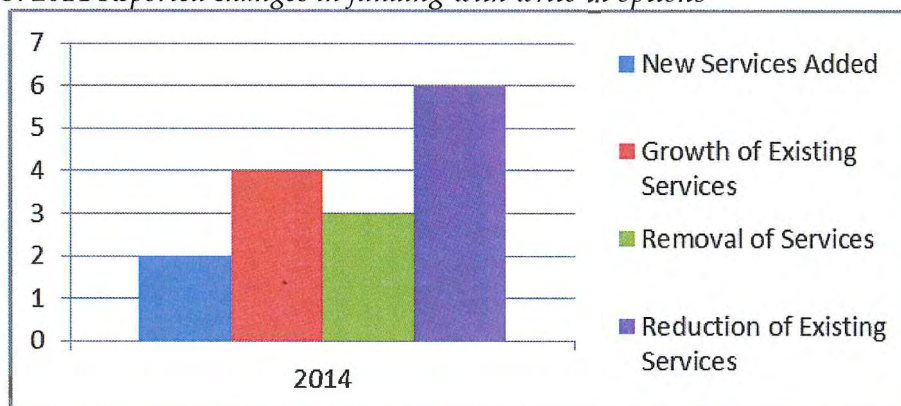
*Table 1: Write-In’s*

#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
- Answering the telephone
- Helping with research projects and collecting data
- To support the community at booths and community fairs handing out information
- 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

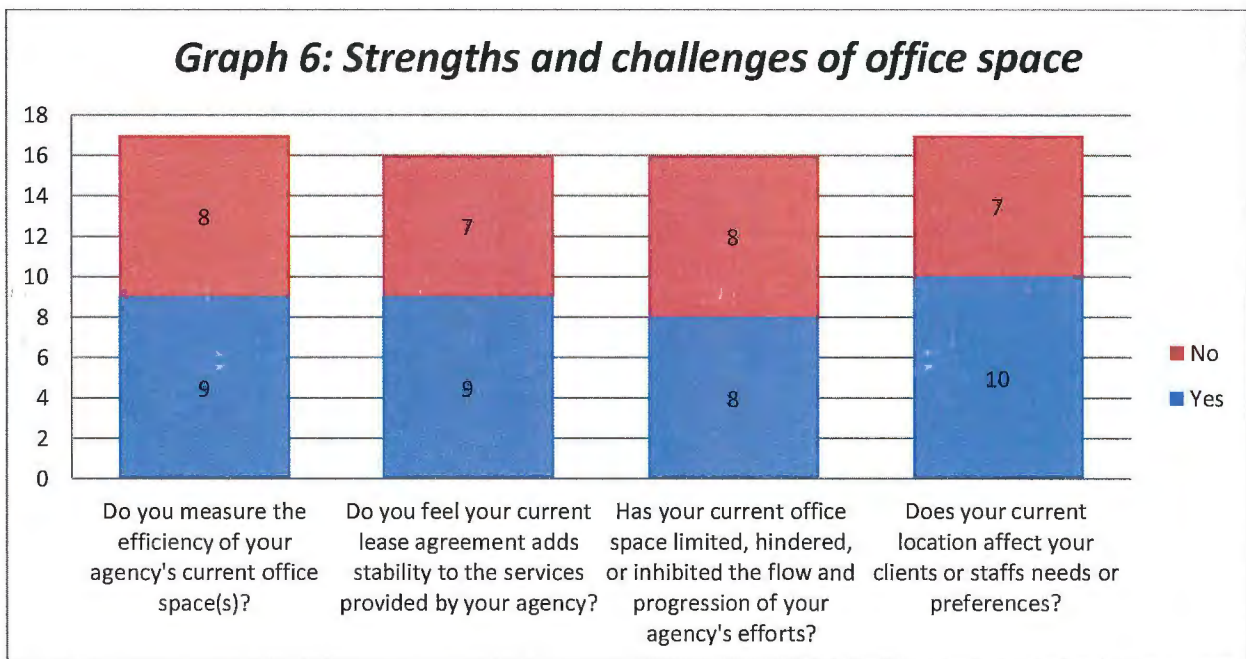
Participants were then asked about the current square footage of office space being used to conduct services; 12 agencies reported a range of office space from 250 sq. ft. to 35,000 sq. ft. This is an average of approximately 8,347 sq. ft. per agency who replied. While this estimate is much more than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

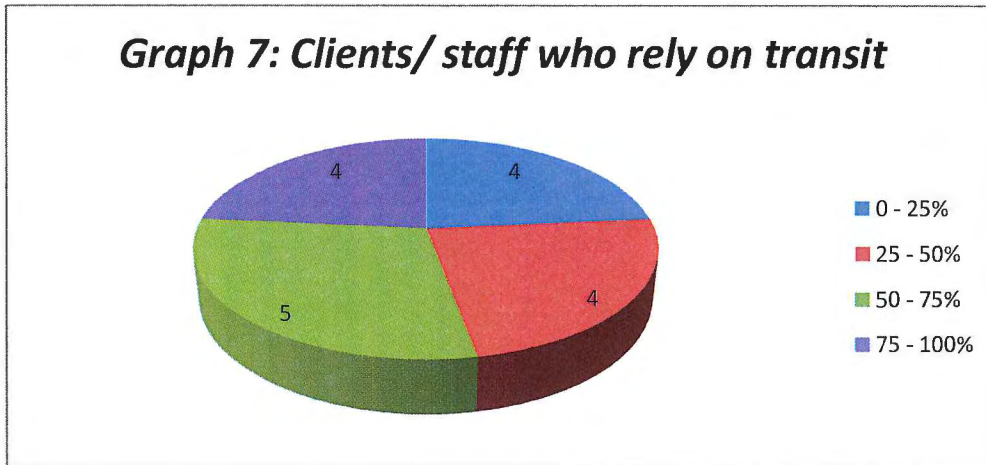
- Has limited expansion, not enough space for existing programs (4)
- Cost of rent has taken up a large portion of budget (2)
- Lacks privacy for clients and staff (1)

**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.



# RCSAC | Richmond Community Services Advisory Committee

To: Mayor Brodie and Councillors  
 From: Daylene Marshall & Alex Nixon, RCSAC Co-Chairs  
 CC: Cathy Carlile, Lesley Sherlock & Kim Somerville  
 Date: September 15, 2016  
 Re: **Social Service and Space Needs Survey 2014-15 Results**

## Purpose

The purpose of this Communication Tool is to inform City Council of Richmond Social Service Providers needs, gains and losses and that impact on the community through providing a summary from our annual Social Service and Space Needs Survey.

This Communication Tool reflects:

- Council Term Goal 1, A Safe Community: 1.4 Effective interagency relationships and partnerships.
- RCSAC 2016 Work Plan Actions re: Council Term Goal 1: “Advise Council if changes in social service programs and corresponding funding structures will impact the City of Richmond” and “Support initiatives that reduce barriers to accessing services in the community”.

Issue	Potential impact	Agency or individuals affected	Advice
<p>The 2014-15 fiscal year appeared to be a fairly good year for Social Service Agencies in Richmond with funding and services staying the same or increasing.</p> <p>Agencies are continually increasing fundraising efforts and rely heavily on volunteers to meet community needs.</p> <p>Finding affordable space for agency use continues to be an issue.</p>	<p>With limited funding available, agencies are often competing for money to meet needs of community.</p> <p>As the City Centre continues to develop, more community members will need access to Social Services, but with decreased space availability, this is becoming an issue to offer services where the need is growing. Future space need priorities are:</p> <ol style="list-style-type: none"> <li>1. Location being close to transportation</li> <li>2. Childcare space</li> <li>3. More space in general</li> </ol>	<p>22 Agencies completed the survey. The impact is on all client demographics. The survey indicated that Richmond Agencies serve a diverse population.</p>	<p>Currently there is an RCSAC sub-committee that is researching the future space needs issue further, and it would be helpful to have City Staff engaged in this process to help determine future space needs.</p>

## Social Services and Space Needs Survey – 2014-2015 (Gains and Losses Survey)

### A. Introduction

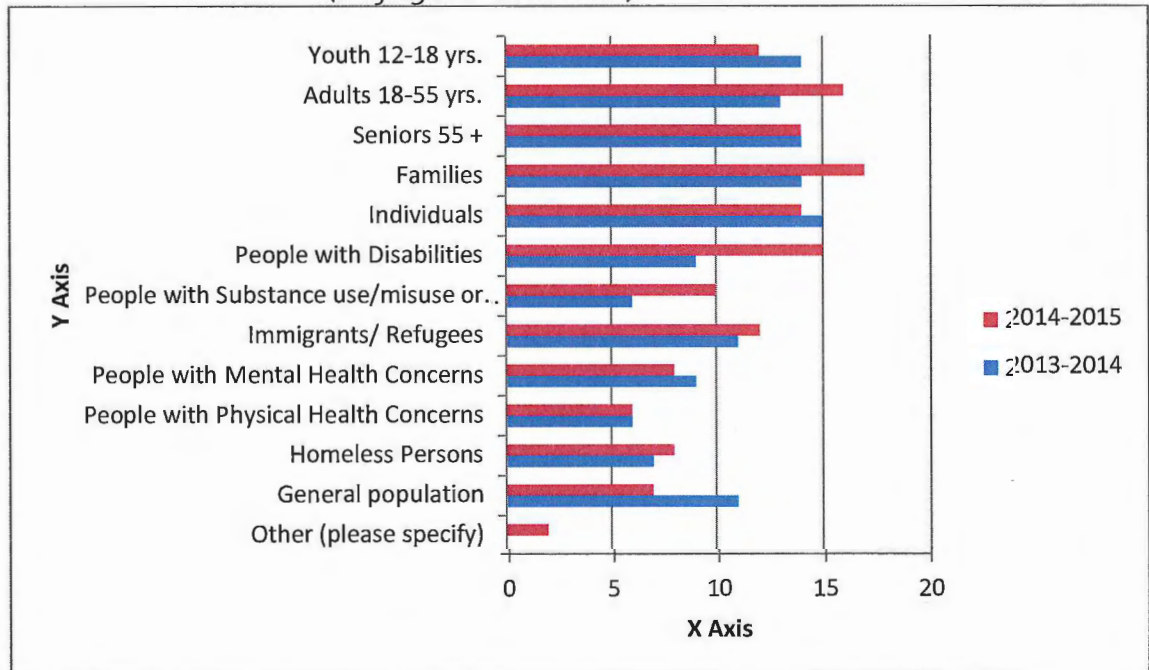
In 2011, the Richmond Community Services Advisory Committee (RCSAC) initiated a survey of member municipalities to track the impact of funding changes on the community and services of Richmond on an annual basis. Gains and losses of services, funding, needs and populations are evaluated to ascertain changes in how resources are being utilized. In 2013, a section on agency space needs was added and in 2014 the survey was revised to include more information.

This report summarizes the results of the 2014-15 survey, including some comparisons with previous years' results. A total of 22 agencies responded to this survey.

### B. Social Services

#### 1. Service Mandates of Responding Agencies

***'The mandate that agencies serve, including only the specifically funded programs and services in Richmond'***  
(# of agencies on X Axis)

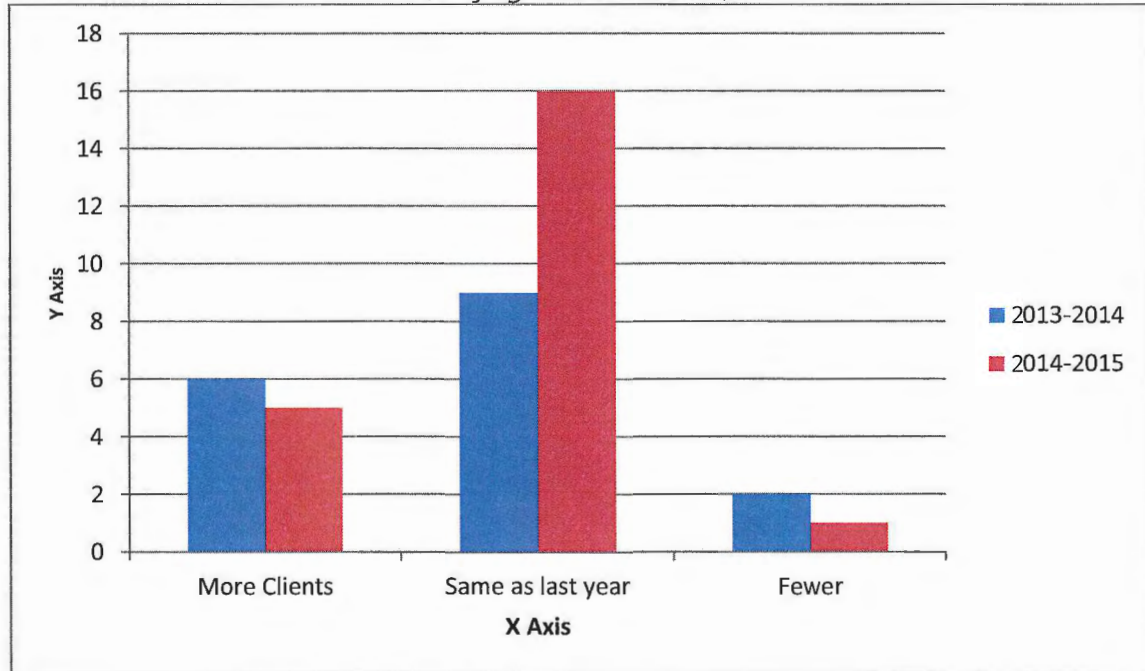


As four more agencies completed the survey in 2014-2015, this would account for some of the increased numbers serving different groups.

## 2. Numbers Served

**'Are you serving more or the same number of clients  
as the previous fiscal year?'**

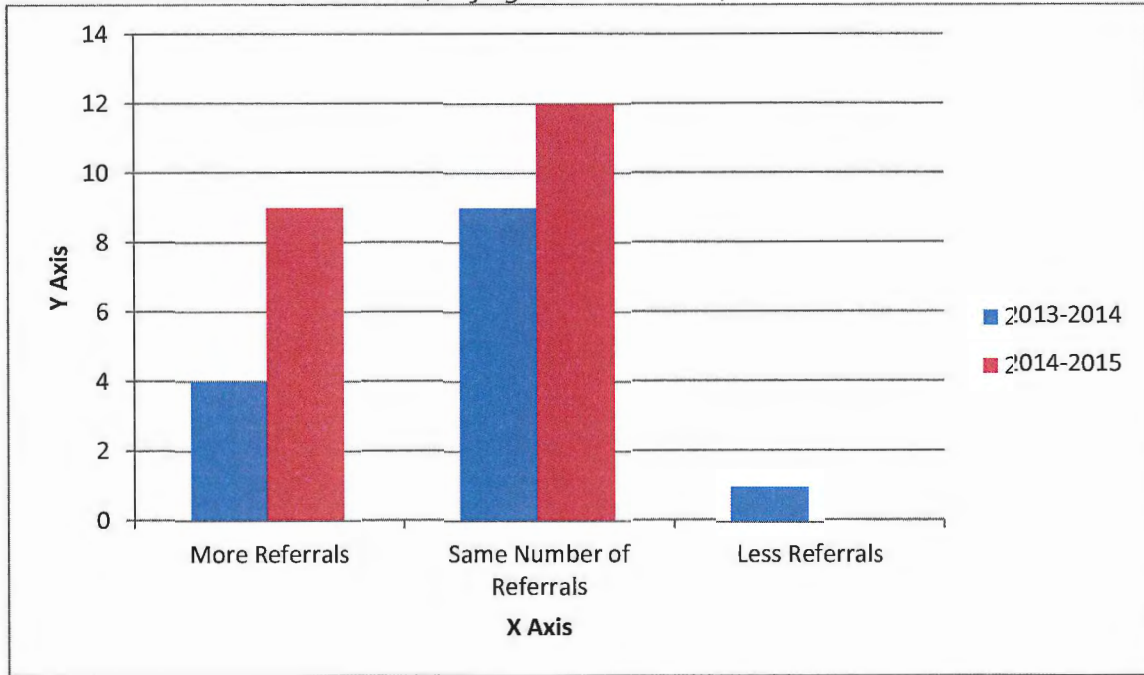
(# of agencies on Y Axis)



While the majority of agencies (16) are serving the same number, five agencies are serving more clients than last year. Only one agency is serving fewer clients.

### 3. Referrals Received

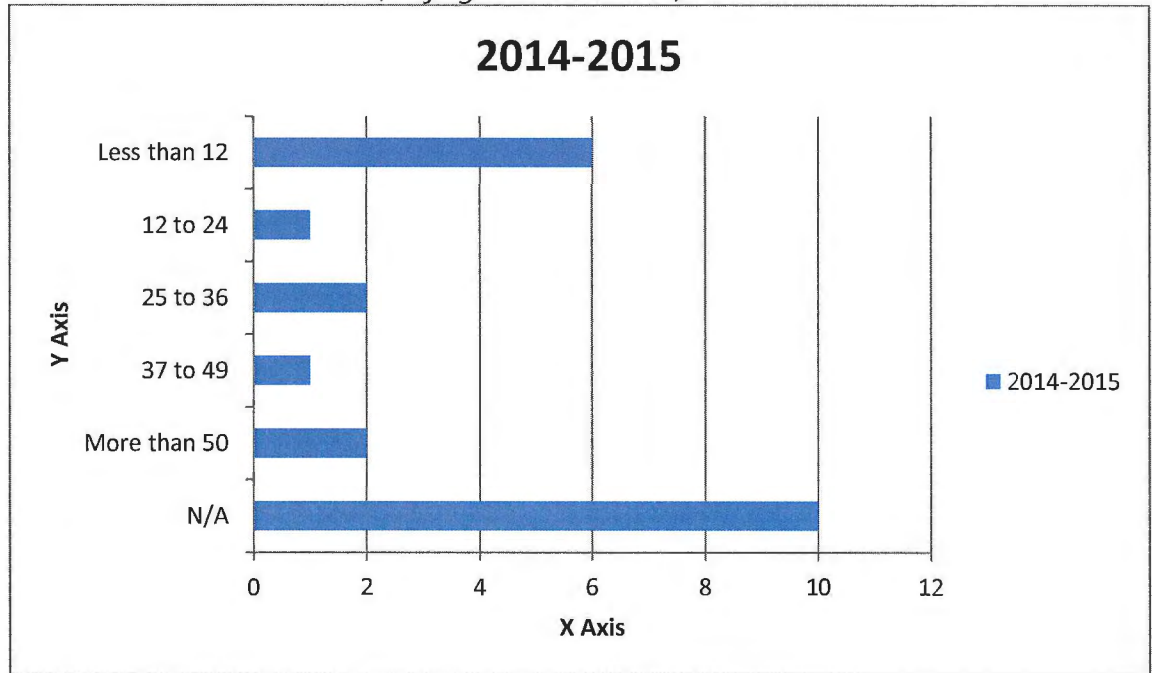
**'Are you receiving more or the same number of referrals  
as the previous fiscal year?'**  
(# of agencies on Y Axis)



While most agencies (12) received the same number of referrals as last year, more agencies reported receiving an increased number of referrals. Only one agency received less referrals.

#### 4. Number of Clients

**'How many clients do you currently have on your agency's waitlist?'**  
(# of agencies on X Axis)



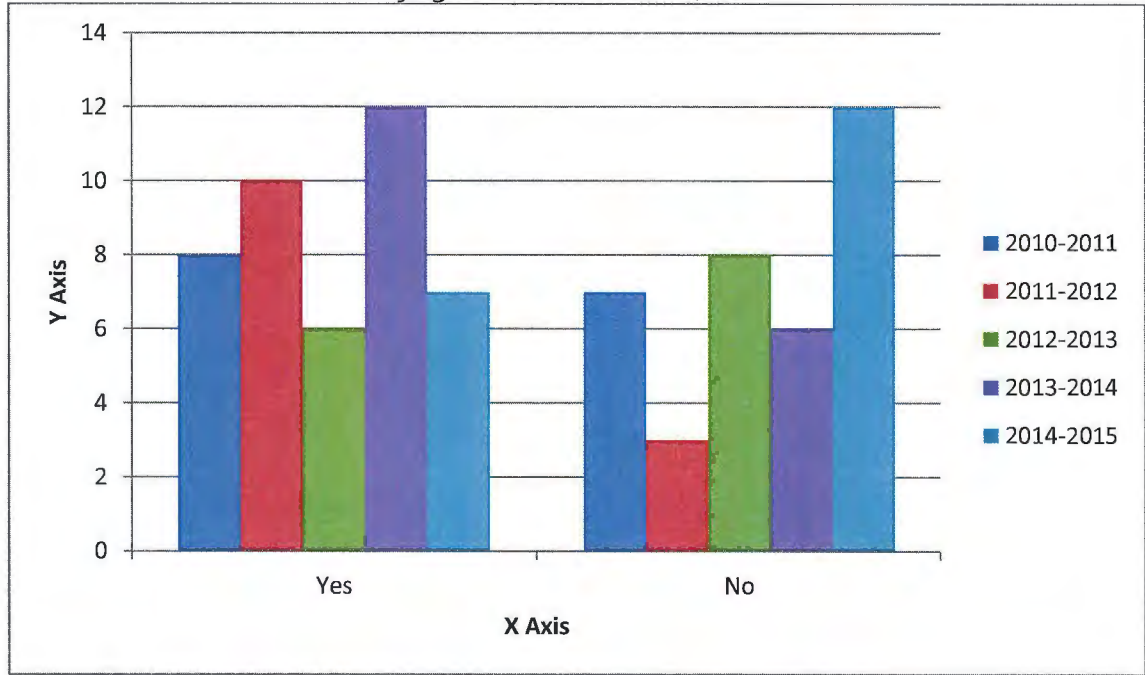
Most agencies (10) indicated that this question did not pertain to their agencies. Some do not keep waitlists. Others provide services for clients who are waitlisted by the funder or government agency, and are not privy to information regarding how many are waiting to receive their services. Future surveys will include a question as to whether or not an agency receives referrals from an externally-held waitlist.

Of those who do maintain waitlists, half (6) reported a waitlist of 12 or more. Of those with waitlists, 2 reported having over 50 waitlisted clients. Of relevance to this question would be the time represented by the waitlist, as smaller numbers do not necessarily signify shorter wait times.



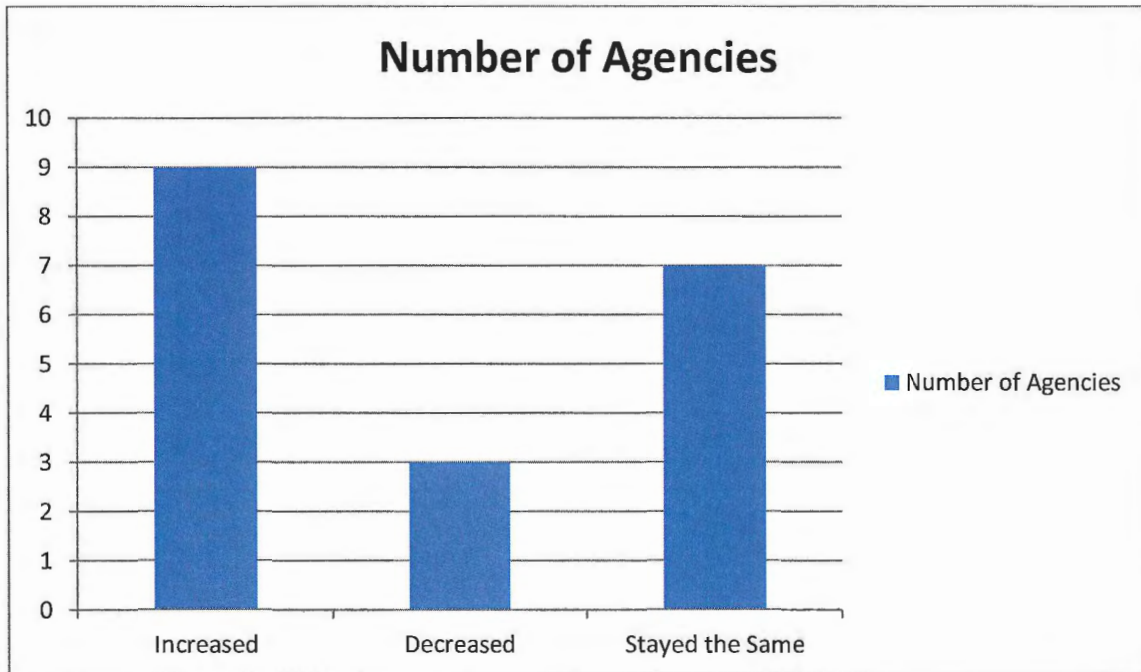
5. Service Impact

***'Has there been a change in your funding that will impact direct services to the community?'***  
(# of agencies on the Y Axis)



***'Has your annual operating budget increased, decreased, or stayed the same as last fiscal year'***  
(# of agencies on the Y Axis)





Results of this question were correlated with agency budget information. Of those agencies bringing in outside funding such as donations and grants, most report that budgets have either increased or stayed the same. Only 3 agencies of 22 said their budget was reduced.

The five-year comparison of whether or not funding changes are impacting services to the community indicates significant fluctuation year-to-year. In the last fiscal year, fewer agencies reported such an impact than during the previous year.

Impacts noted included:

- Richmond gained more staff than lost
- Immigrants, youth and children appeared to benefit the most from our community's changing priorities
- Canadian citizens no longer qualify for federal settlement services and therefore lost access to services, as well as persons with disabilities due to changing criteria for federal funding
- 18 of the agencies that responded rely on 1000's of hours of volunteer time to support their services
- Richmond agencies are continually creating new ways to engage and serve their clients

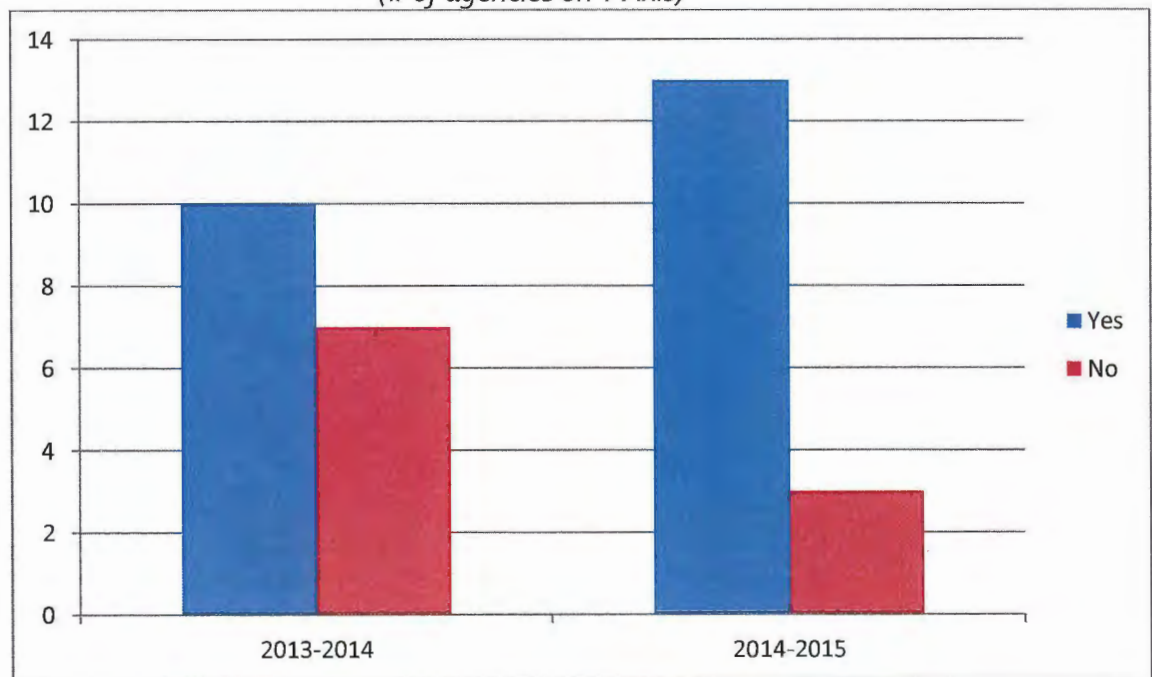
### C. Space Needs

Fortunately, 13 of the 16 agencies that responded reported having lease agreements that provide stability to their operations. Another positive indicator is that 13 of 16 agencies that answered this question also use free or in-kind space. However, a common concern voiced at RCSAC meetings is about agencies with insufficient space or demolition clauses in current lease contracts.

#### 1. Location Needs and Preferences

***'Does your current location affect your clients or staffs needs or preferences?'***

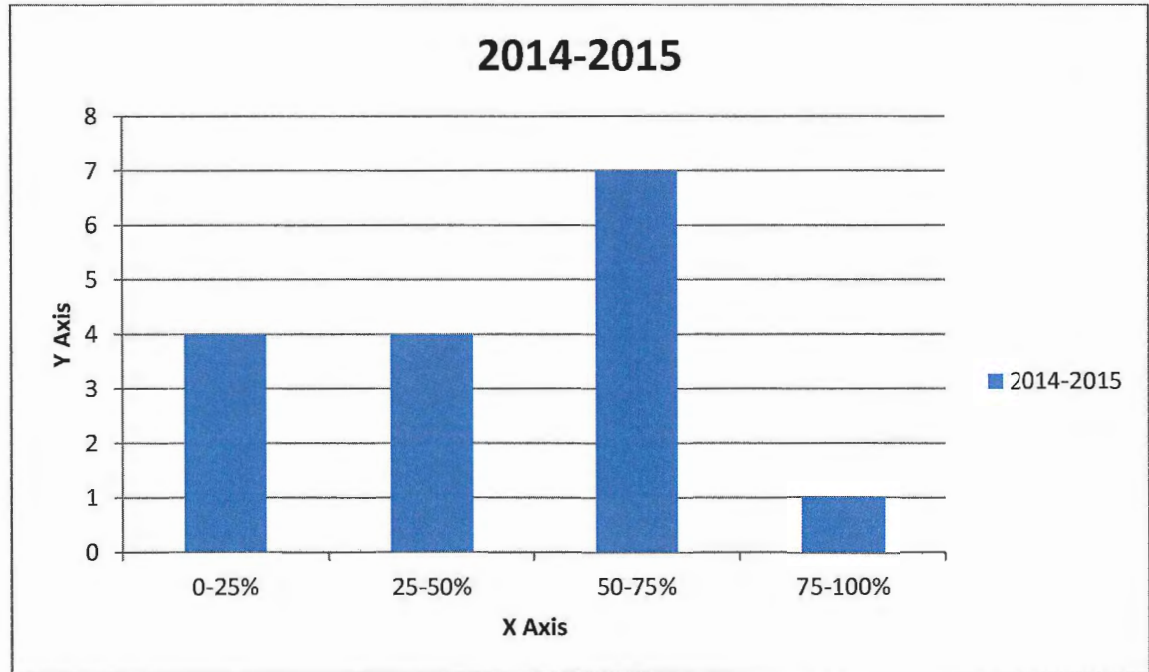
*(# of agencies on Y Axis)*



The majority of respondents (13 of 16) indicate that location impacts the client and staff needs or preferences.

## 2. Public Transit Use

***'What percentage of your clients/staff/volunteers rely on public transit to move to and from this site?'***  
(# of agencies on Y Axis; % of clients/staff/volunteers on X Axis)



Results indicate that between 50%-75% of staff, clients and volunteers rely on public transport to access agencies, supporting the fact that location is critical.

Richmond agencies need agency (office) space to offer programs and services and noted the following criteria:

1. Location close to transportation
2. Childcare space
3. More space in general is needed.

## D. Conclusion

The RCSAC will continue to monitor space needs trends through its annual survey. A number of RCSAC member agencies are also meeting to provide more detailed, agency-specific information about their space needs. This will enable them to provide the City with more complete information and to enhance their space needs search capacity.



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

## **Space Needs Action Group Report**

*Submitted by Janice Barr, ED of Richmond Society for Community Living*

Increasingly, non-profit organizations (NPO) in Richmond are struggling to find affordable office and program space, especially in City Centre. If NPOs do not have space, they will be unable to provide their services to Richmond residents which will have a significant and detrimental impact on Richmond residents' quality of life. A group of five non-profit organizations (Richmond Society for Community Living, Richmond Family Place, Richmond Food Bank, Richmond Youth Service Agency, and Richmond Caring Place) have formed a committee to begin to try and address this issue. The Richmond Community Foundation has provided a small grant to contract a consultant to complete the preliminary work of designing a comprehensive NPO Space Needs Assessment/Survey; including setting the scope and choosing the methods to develop the report. This preliminary work will be completed by the end of 2016. Once we have determined the format/process of the assessment/survey, we will apply for a second (larger) grant from the Richmond Community Foundation to complete the project. The full assessment/survey will include relevant resource materials (e.g. OCP), a large sample of Richmond NPOs and other important stakeholders. We expect the second phase of this work and report to be completed by spring/summer 2017.

RCSAC, P.O. Box 97059, Richmond Main PO, Richmond, British Columbia V6X 8H3

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