



City of Richmond

Report to Committee

To: General Purposes Committee **Date:** May 9, 2023
From: Cecilia Achiam **File:** 03-1000-05-069/Vol 01
 General Manager, Community Safety
Re: **Touchstone Family Association Restorative Justice Annual Performance Outcome Evaluation Report**

Staff Recommendation

That the staff report titled “Touchstone Family Association Restorative Justice Annual Performance Outcome Evaluation Report” dated May 9, 2023 from the General Manager, Community Safety, be received for information.

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

Att. 1

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

Staff Report

Origin

This report is to provide Council with information regarding the Touchstone Family Association's (Touchstone) annual report on the outcome and evaluation of the Richmond Restorative Justice Program in 2022.

Touchstone is a non-profit community-based organization that has been providing services focused on preserving and enhancing family relationships since 1983. In 2008, the City entered into a three-year partnering contract with Touchstone for it to provide restorative justice services in the City. The partnering contract was renewed five times (2011, 2014, 2017, 2020 and 2023) and the current contract will expire on December 31, 2025.

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

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

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

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

Analysis

Under the *Youth Criminal Justice Act*, police officers must consider extrajudicial measures for young offenders who have no prior criminal records and have committed low severity and non-violent crimes. Extrajudicial measures are alternatives to the criminal justice system, such as courts, to holding young offenders accountable for their actions. Unlike the traditional criminal justice system, which commonly involve punishing the offenders, extrajudicial measures are social justice approaches that focus on repairing the harm caused by criminal behaviors and rebuilding relationships to foster healing. Extrajudicial measures have proven to help reduce youth recidivism and provide positive reinforcement of good behaviour in the community. Young offenders who accept and complete extrajudicial measure programs would be spared from having criminal records.

In Richmond, there are two extrajudicial measures programs. They are:

1. the Youth Intervention Program, which is a counselling program offered by City staff at the City Centre Community Police Offices under the direction of the Richmond Detachment; and
2. the Restorative Justice Program (RJ Program), which is a Richmond program offered by Touchstone that places emphasis on accountability and problem solving as a way of addressing harm for non-violent crimes.

The objective of the RJ Program is provide an opportunity for offenders to address their behaviour, recognize the pain and suffering they have caused to others and accept accountability for their actions. The RJ Program aims to facilitate a constructive process where both the victims and the offenders actively participates in finding a resolution agreement.

Touchstone's Restorative Justice Program

The RJ Program is a volunteer-based program managed by a regular full-time Touchstone coordinator. Upon receiving referral files from the Richmond Detachment, Touchstone staff carefully assess each referral to determine the appropriate restorative justice method to proceed. This may involve non-scripted comprehensive victim-offender conferencing for complicated offences or utilizing scripted community justice forums processes for less serious offences. Touchstone staff also provide training and information sessions at Richmond Detachment briefings to foster relationship with the RCMP for referrals to the RJ Program. Building community awareness is a Touchstone strategic priority.

Touchstone's Performance in the Restorative Justice Program

The performance of the RJ Program is provided in the 2022 Restorative Justice Outcome Evaluation Report (2022 RJ Report), which include summarized activities, statistics and survey results (Attachment 1).

The number of referrals received by Touchstone fluctuates from year-to-year, depending on the number of youth-related crimes occur each year and the investigators' discretion to refer young offenders to the RJ Program. Between 2018 and 2022, 145 offenders participated in the RJ Program and 10 referrals were made in 2022. The majority of the referrals were for minor offence such as theft and mischief.

The number of referrals in 2022 was below that of previous years due to the slow lifting of pandemic restrictions and turnover of members at the Richmond Detachment Youth Section. These factors resulted in knowledge gaps of available extrajudicial programs for members. Additionally, an RCMP policy requires explicit consent from all participants¹ of a file before it can be officially referred to Touchstone, which may limit potential opportunities. However, the RJ Program has maintained a high success and completion rate at 96 per cent with 119 completed resolution agreements out of a total of 124 over five years. Additional performance metrics are provided in Table 1 below.

¹ The offender and their family, the victim and their family, and other compulsory parties.

Table 1: Statistics of Touchstone Performance Metrics between 2018 and 2022

Total Number of:	2018	2019	2020	2021	2022	Total
Offenders ²	43	39	21	28	14	145
Referrals	34	27	17	20	10	108
RJ Program Process	38	26	15	23	9	111
Resolution Agreements	39	31	15	26	13	124
Completed Resolution Agreements	38	31	13	22	15	119

To address the referral challenges, City staff have initiated proactive measures in 2023 by meeting with the RCMP and Touchstone. With the support of the Officer-in-Charge, Touchstone will regularly attend new member briefings at the Richmond Detachment to provide information on the RJ Program. Additionally, the Supervisor of Youth Services (a City employee working in the Richmond Detachment) will focus on streamlining the process to obtain express consent from all participants, with an aim to enhance referrals rates. Lastly, Touchstone will increase the frequency of engagements with the Richmond Detachment Youth Section, meeting on a monthly basis, to further promote the RJ Program and maintain program awareness. These proactive initiatives are expected to increase the number of referrals to the RJ Program in 2023.

A three-year recidivism analysis was conducted by the Richmond Detachment indicated that participants who completed the RJ Program had a recidivism rate of approximately 11 per cent³; while those who did not complete the program exhibited recidivism rates ranging from approximately 35 to 50 per cent. According to a publication from the BC Justice and Public Safety Council, the recidivism rate for youth from 2005 to 2010 was approximately 50 per cent⁴. These findings indicate that the RJ Program has made a positive impact, as young offenders who have completed the program are less likely to reoffend.

Financial Impact

None.

² One important aspect to note is that a single referral can involve multiple offenders. The decision to make referrals rests with the RCMP investigators, who evaluate the criminal files they possess. However, it is crucial to understand that each file can encompass multiple individuals (offenders) who may participated in the same criminal event.

³ A low recidivism rate signifies a reduced likelihood of reoffending among the same offender after successfully completing the RJ Program.

⁴ Province-wide research and data on youth recidivism are very limited. The data from the BC Justice and Public Safety Council is sourced from the BC Corrections Operations Network (CORNET).

Conclusion

The RJ Program is an extrajudicial measure that strengthens the social health and independence of families and children through effective intervention and support. The RJ Program has demonstrated a positive impact on young offenders, as evidenced by low recidivism rates among participants who have successfully completed the RJ Program. The number of referrals in 2022 experienced a decline due to pandemic restrictions and turnover of RCMP members. In response, the RCMP and Touchstone have taken proactive steps to enhance awareness of the RJ Program within the Richmond Detachment. With the removal of pandemic restrictions, it is anticipated that the referral will gradually to return to pre-pandemic levels.

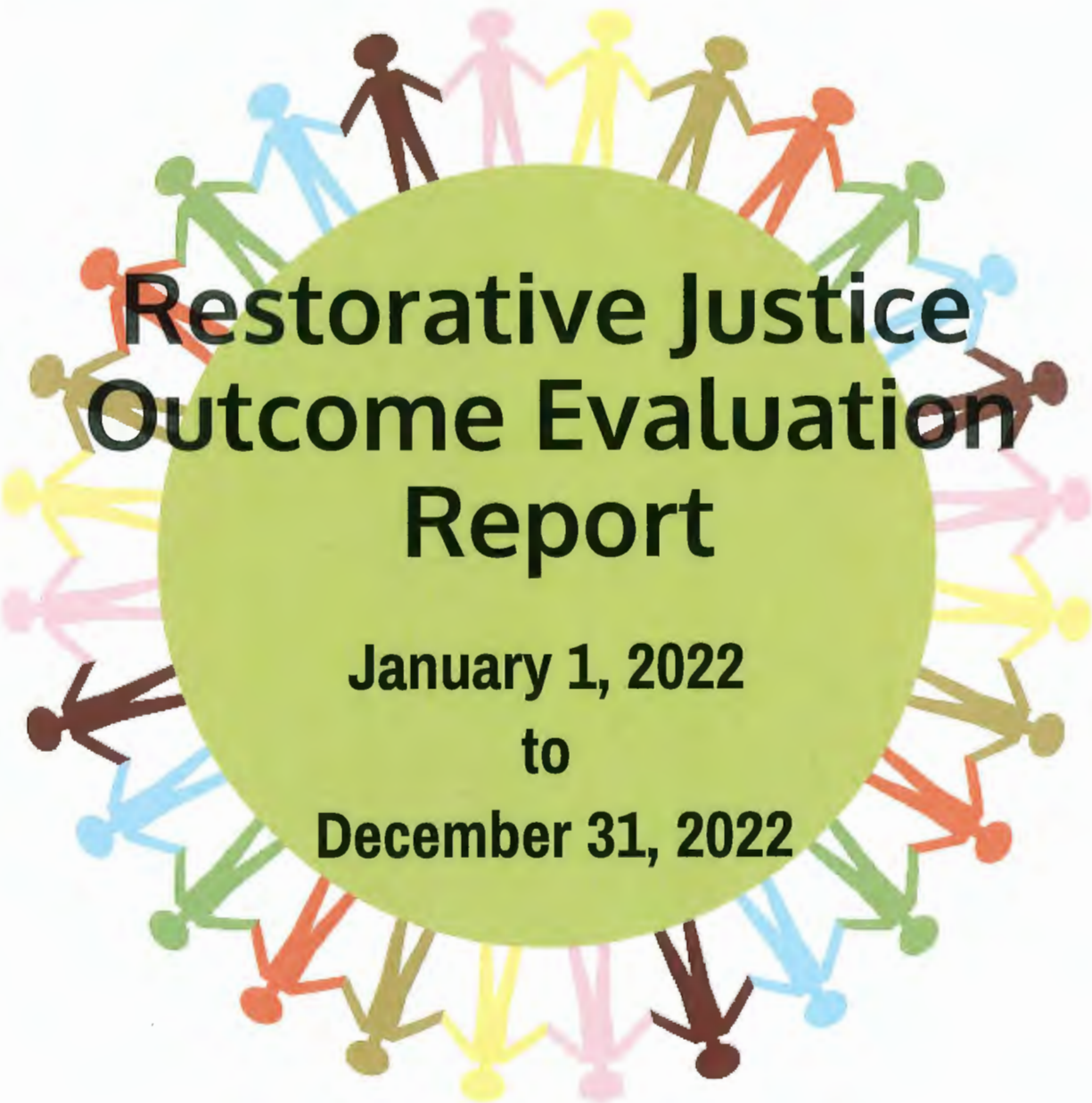


Douglas Liu
Manager, Community Safety Policy and Programs
(604-276-4004)

Att. 1: Restorative Justice: Performance Evaluation Report January 1, 2022 to December 31,
2022 by Touchstone Family Association



Touchstone Family Association
Strengthening Family • Building Community



**Restorative Justice
Outcome Evaluation
Report**

**January 1, 2022
to
December 31, 2022**

Touchstone Family Association acknowledges that our work takes place on the ancestral land of the Coast Salish peoples, including the Xʷməθkʷəy̓əm (Musqueam), Skwxwú7mesh Úxwumixw (Squamish), and Seííwítlh (Tseil Waututh) First Nations.



TOUCHSTONE AT A GLANCE

Touchstone Family Association is a non-profit society that has been providing services to children, youth and families in Richmond since 1983. Our services have primarily focused on preserving and enhancing family relationships and we offer a variety of services designed to meet the needs of children to ensure their optimum development.

Over 2900
Children, youth and
their families benefit
from our services on
an annual basis!



The Mission of the Association is:
"strengthening the social health and independence of
families and children through effective intervention
and support services."

The Vision of the Association is:
"Strong, self-reliant families, youth and children."

Our Objectives are:

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

Our overall objective is to strengthen families by building community.



Touchstone has been
CARF Accredited
since 2002.
That's 20 years!



Touchstone
has been
supporting
Restorative
Justice since
2004!



Restorative Justice

Executive Summary

At **Touchstone Family Association**, we pride ourselves on our responsiveness to the needs and wants of the community we serve. This comprehensive **Performance Outcome Evaluation Report** examines and demonstrates the performance and quality of services provided by our **Restorative Justice (RJ) Program** throughout 2022. It will also touch upon the impact the ongoing global pandemic has had on services.

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

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

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

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

Touchstone was also successful again this year in obtaining funding from the province's **Civil Forfeiture** fund. Eligible Restorative Justice organizations currently receiving funding from the CAP program were invited to apply for \$30,000 to complement an existing RJ program. Touchstone was successful in receiving this grant for the third year in a row and thus has been able to continue offering **1:1 mentorship service** to youth participating in the RJ Program.

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

What is Restorative Justice?



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



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



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



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

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

Communities become healthier and safer as a result.

Program Features

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

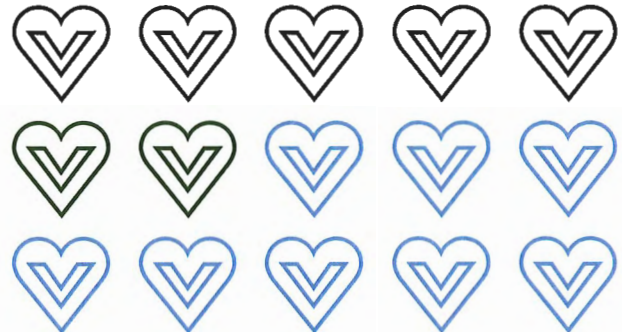


Touchstone Family Association's Restorative Justice program is a **volunteer-driven program**, staffed by one permanent, full-time coordinator.

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

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

- Life experience
- Professional employment history
- Education
- Commitment to the program
- Experience / Confidence in leading a group discussion
- Flexibility
- Knowledge of Restorative Justice
- Experience/comfort level with conflict
- Oral and written skills



Given the intensity of the training and the role of the facilitator, it is important to recruit solid, committed individuals. Once the intensive interview process and reference checks are complete, volunteer applicants must successfully train in various restorative justice processes or applications. This includes community justice forums, where the volunteer applicants attend an intense 3-day training program. Once the volunteer applicant has achieved a certificate of training, he or she must earn accreditation by co-facilitating a minimum of five forums alongside and under the supervision of a certified mentor/facilitator. This is an approach that increases the volunteer’s level of confidence and competency and enhances the program's commitment to quality assurance.

In 2022, the Restorative Justice program was supported by 10 volunteers, in both facilitator and translation roles.

Touchstone recognizes the commitments and contributions of its Restorative Justice Volunteers on a yearly basis, at our Annual General Meeting!

Restorative Approaches & Outcomes

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

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

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

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



Case Example

- Below is a case example involving a real case from our Restorative Justice Program in 2022, which illustrates the benefits of a restorative circle process.
- This story illuminates the power of dialogue when facilitated with care inside a safe and respectful process suited to the participants.

In the summer of 2022, two young brothers broke into a popular event site in Richmond. The brothers damaged property and stole merchandise. They were caught by police almost as soon as they left the property and were arrested for breaking and entering. Police spoke with the owner of the business and discussed with him the options available, including Restorative Justice. While still apprehensive, the owner decided to take a chance on this alternative approach to the court system. The offenders also agreed to participate in restorative justice upon learning of the opportunity.

The Restorative Justice Facilitator contacted and then conducted separate interviews with all of the affected parties. These meetings are critical in examining the perspectives, concerns and hopes of the people involved, prior to determining whether it is suitable to proceed and then find an appropriate process customized to the needs of the victim.

The business owner, at first, began to have second thoughts, since the restorative justice approach was still very alien to him. He was also still angry with what the young men had done and worried that they would not be taught a lesson for their crime. His feelings began to change after several meetings, where he received more information about the benefits of restorative justice. In the end, he was prepared to meet directly with "Abe" and "Noah" in a facilitated process. The brothers were also prepared to accept responsibility and meet with "Leon," the business owner.

The facilitator invited Abe and then Noah, who were supported by their mother "Suzie" to explain what had happened the night of the break and enter. Each explained how they had been drinking heavily that day in Vancouver. Then, they caught the Sky Train back to Richmond, began walking, and came upon Leon's property. Then, without thinking, they decided to break in. While doing so, they damaged the fence blocking entry into the premises. Their attempt at stealing a large exhibit resulted in irreparable damage to the item. They eventually left the property with large stuffed toys, and were quickly caught by the police and arrested.

They explained how they only began understanding the full result of their actions some time after their arrest. They explained how embarrassed they were by their behaviour and everyone impacted by it, specifically Leon. They knew that he was angry and frustrated. They told him that they were prepared to make up for their mistake any way that they could. They assured him that this was not their true character and were prepared to be accountable to him.

Abe and Noah's mother also wanted to reassure Leon that what her sons did that night was truly out of character for both of them. Suzie explained how she was ashamed to learn what Abe and Noah had done. She noted they were both terrified about the consequences for their future. Finally, she expressed her gratitude to Leon for his willingness to participate in a dialogue with her sons, so they could take responsibility and make things right with him.

Leon explained how he was still wrestling with the sincerity of the boys' claim they were not fully aware of what they were doing when they broke into his property. He showed a couple of short video clips capturing segments of the incident on surveillance camera at his property. He pointed out that there were police on scene at his property, earlier, because of another incident that was reported. He told them that he was dealing with the police when he had noticed both of them in the vicinity. Leon, himself, had briefly confronted them before they escaped from the premises.

Leon explained how upset and angry he was by their actions because break-ins at his property had become a regular occurrence, costing him time and money. As a result of their actions, he had to increase security and spend time dealing with the police investigation. He shared how the exhibit they damaged came from outside of Canada, and it was impossible to repair. He also had to incur the cost of replacing items that were stolen. Most of all, he was disappointed at their choice to get drunk and do something without thinking. Nevertheless, he could see after listening to them that they were sincerely remorseful and prepared to do whatever necessary to fix their mistake.

Together, Leon, Abe and Noah worked on a resolution that made reparation to Leon for the damages, thefts and time involved dealing with the incident and subsequent investigation. The brothers made financial restitution and agreed to carry out a number of volunteer hours in the community, helping other charitable organizations. Leon expressed his satisfaction in having a restorative process to address the incident in a way that met his needs. Abe and Noah, along with Suzie, expressed their gratitude to Leon for the opportunity he provided to have the matter resolved through restorative justice.

2022 Program Highlights

January



January 24th - Restorative Justice Coordinators of British Columbia Network Meeting & the Restorative Practices School Coordinators of British Columbia Network Meeting

January 11th to February 15th - Restorative Practice Group run twice-weekly at Mitchell Elementary

March



March 1st - Professional Development Training: Culturally Inclusive & Welcoming Volunteer Program

March 3rd - Restorative Justice Coordinators of the Lower Mainland Network Meeting

March 1st to March 31st - Restorative Practice Group run twice-weekly at McNeely Elementary

April/May



April 12th to May 12th - Restorative Practice Group run twice-weekly at Mitchell Elementary

May 30th - Professional Development Training: Heart and Mind (Dalai Lama Centre)

June/July



June 1st - Restorative Justice Coordinators of British Columbia Meeting

June 22nd - Touchstone Family Association - Annual General Meeting

July 2022 - Month long Restorative Practice Group run weekly at Touchstone Family Association

October



October 4th to November 4th - Restorative Practice Group run twice-weekly at Brighthouse Elementary

November 5th to December 15th - Restorative Practice Group run twice-weekly at McNeely Elementary

November



November 17th - Restorative Justice Coordinators of British Columbia Network Meeting

November 22nd - Restorative Justice Presentation to 100 Grade 10 Students at Cambie Secondary

November 26 - Professional Development Training: Dignity in Restorative Justice Practice (Survivors: Resistance to Violence)

December



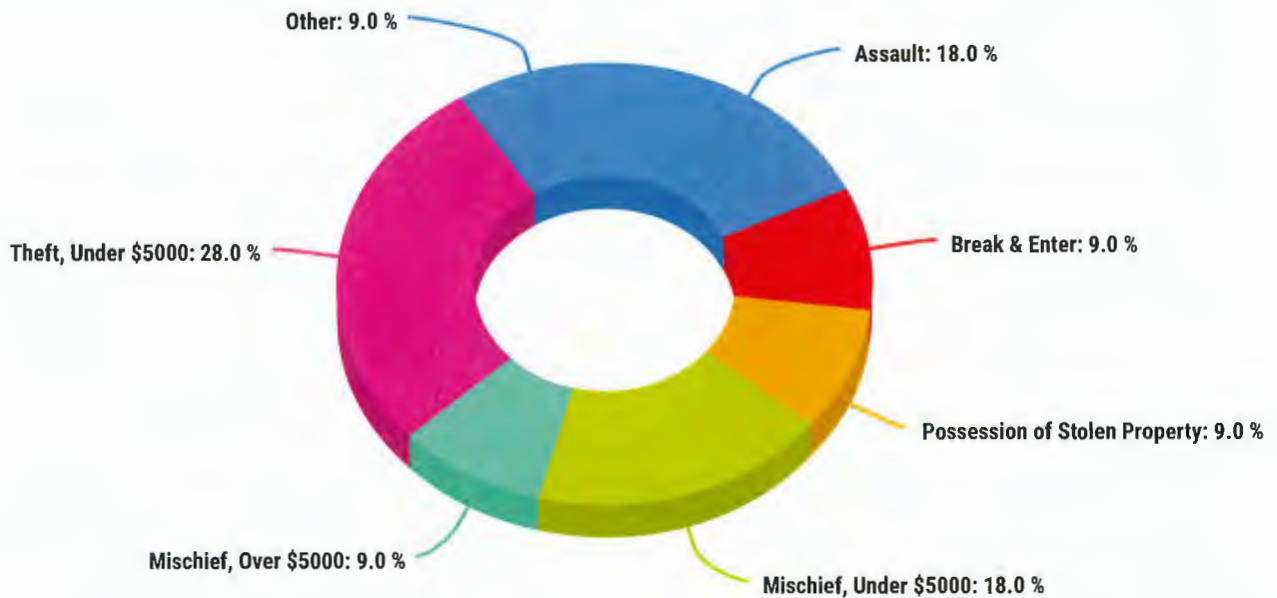
December 6th - Professional Development Training: Trauma Informed Practice in Restorative Justice

Program Statistics

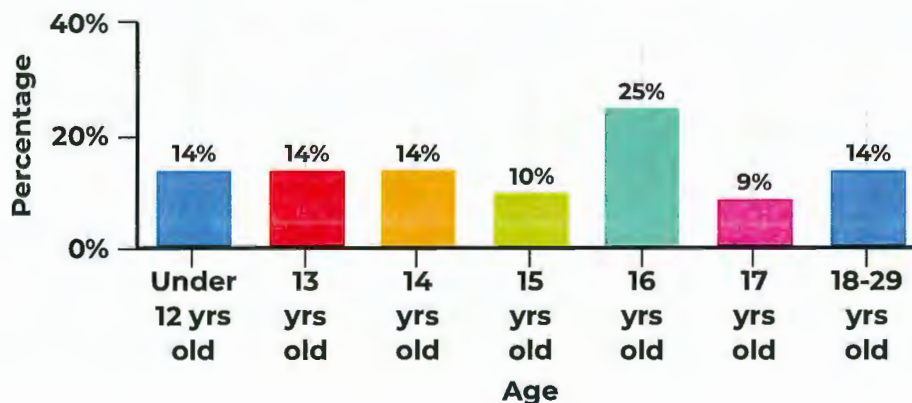
In 2022, there were 10 referrals to Touchstone's **Restorative Justice Program**, which is a decrease from the 20 referrals in 2021. Both 2021 and 2022 were substantially impacted by the global pandemic. There were 9 restorative processes held this year, compared to 23 the year prior. Each year brings a slight fluctuation in referrals based often on youth crime and new members to the RCMP.

The following are graphic representations of Touchstone's Restorative Justice Program's demographics gathered from January 1, 2022 to December 31st 2022.

Types Of Offenses

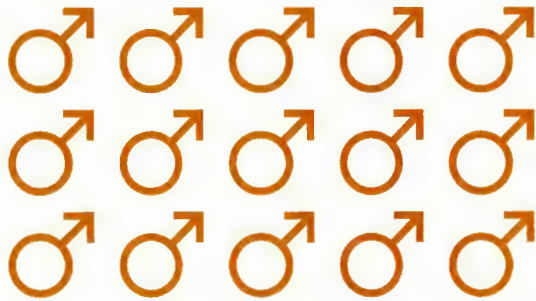


Age of Offenders Referred



Program Statistics

Gender of Offenders Referred



This year, **100%** of the referrals received were for offenders who identified as male.

In 2022, four schools (*two elementary and two secondary*) were referred to Touchstone's Restorative Justice Program.



Walter Lee Elementary



Brighthouse Elementary



Richmond Secondary



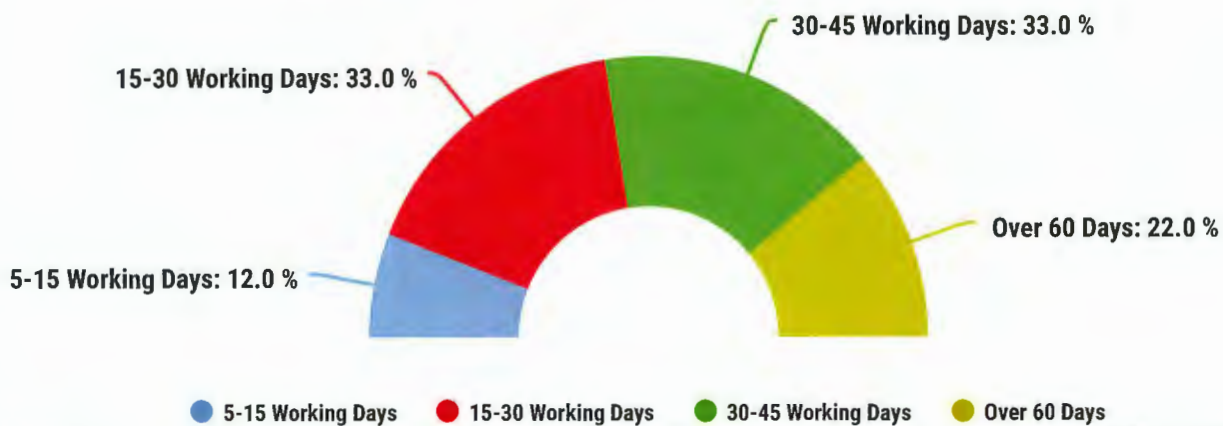
Hugh Boyd Secondary

The **Richmond Night Market & Richmond Centre** also referred to the Restorative Justice Program.

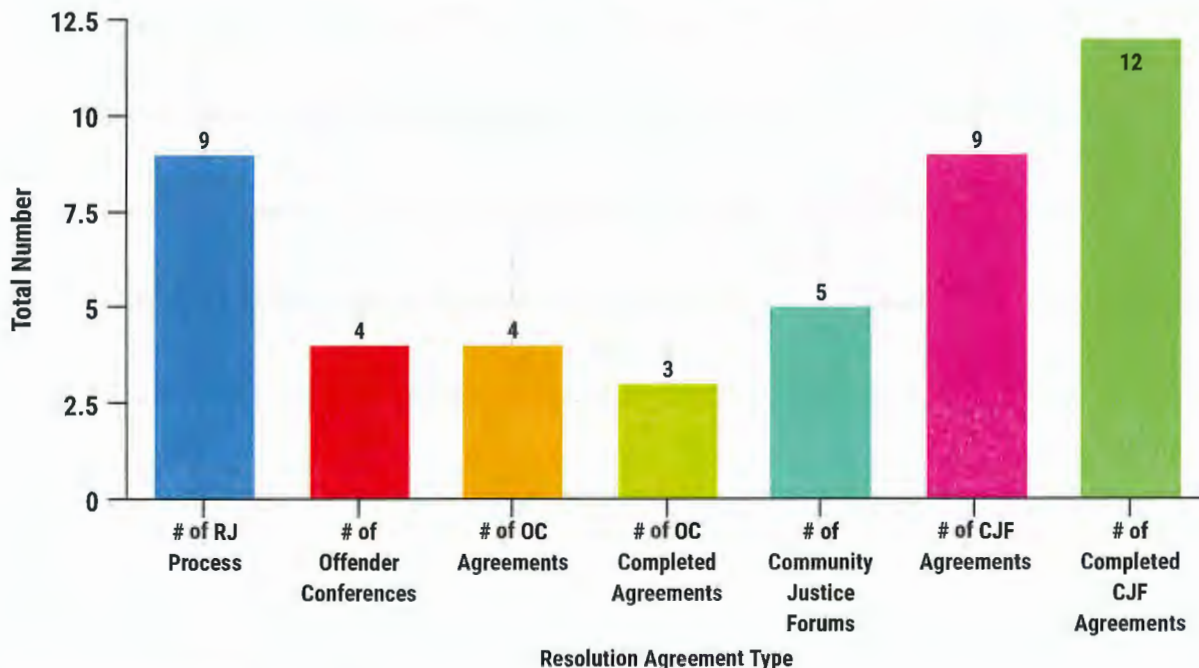
Program Statistics

In 2022 the program saw referrals taking a bit more time to have a matter brought forward for a community process. As indicated below **12%** of the cases were processed between **5 to 15 work days**, compared with **67%** the year prior. This is important as resolution should happen as quickly as possible for the greatest amount of impact and for the participants to remain invested in the process.

Length of Time Between Referral and Forum



Resolution Agreements



CJF = Community Justice Forum
OC = Offender Conference

Participant Feedback

Consumer Feedback Evaluation

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

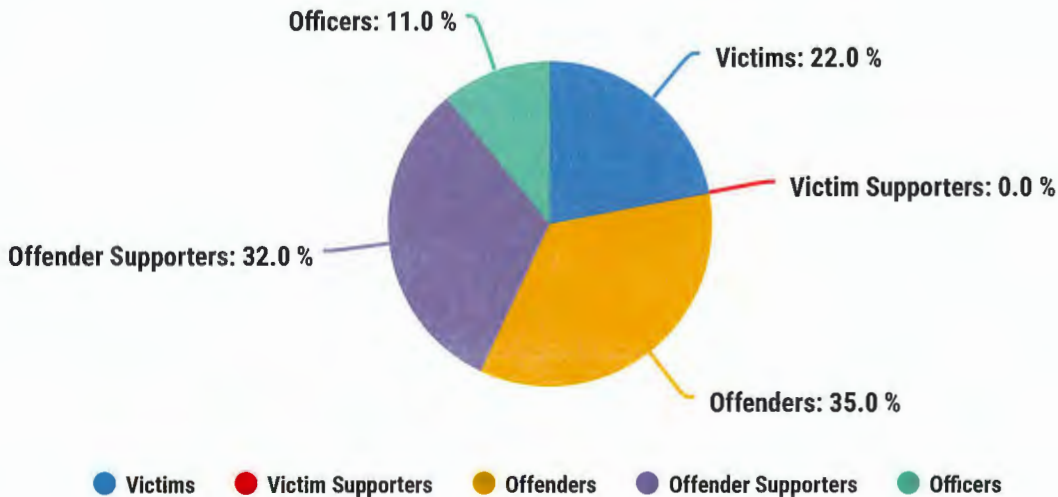
Evaluating Quality of Impact

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

Restorative Justice Participant Feedback

Touchstone Family Association invites all participants involved in the Restorative Justice process to evaluate their experience. In 2022, **37** people participated in a Restorative Justice process. The next sections will graphically summarize the data captured from the participant surveys.

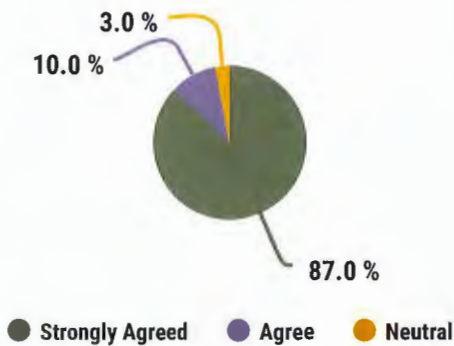
Roles of Participants in Forums



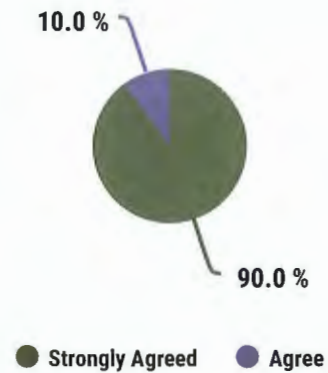
Participant Feedback

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

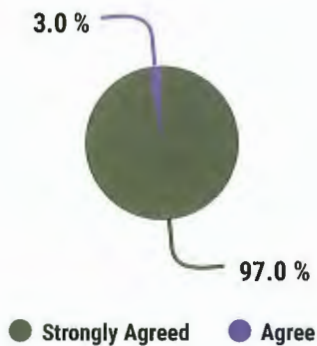
"I received adequate preparation and support from the facilitators."



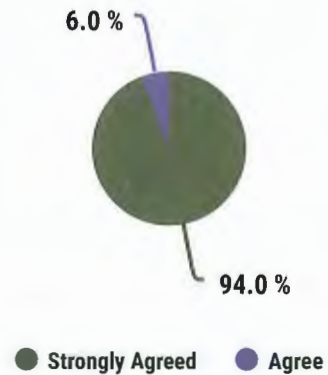
"I felt safe and was treated with respect."



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



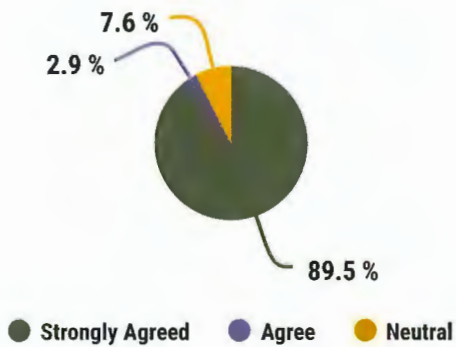
"My questions, concerns and issues were addressed."



Participant Feedback

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

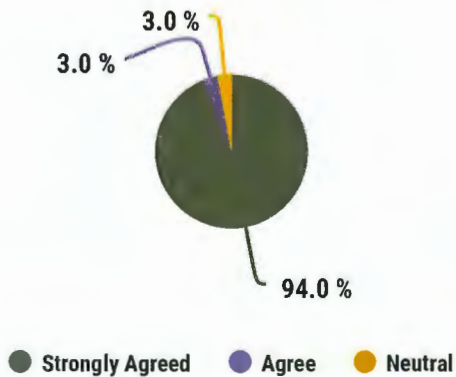
"Listening to everyone helped me gain a better understanding of what happened."



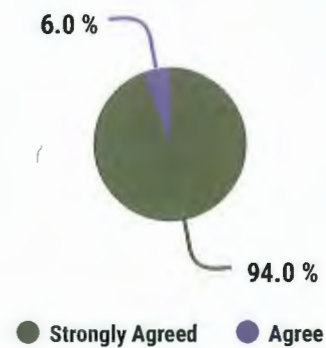
"I am satisfied with the resolution agreement."



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



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



Participant Feedback

In addition to the previous rating questions, each survey has room for comments regarding any of the aforementioned questions. The following are the responses (verbatim). *The role of the individual making the response is in parenthesis.*

- "Appreciate the support." (*victim*)
- "Appreciate all efforts to resolve this incident." (*offender supporter*)
- "I enjoyed this meeting and now I can understand how others felt." (*offender*)
- "Process was excellent, opportunity to share our thoughts and listen to others." (*victim*)
- "I appreciate the patience of everyone involved." (*victim*)
- "Time for meetings were good/very flexible and agreeable with all parties." (*victim*)
- "Haroon was wonderful at helping resolve the situation with everyone. A very positive experience all around." (*offender supporter*)
- "I think this does help finding closure which is what I was most concerned about. Meeting everyone involved and able to have this communication put a lot of things to rest for me and my family." (*victim*)
- "This has helped me understand everything much better. I have a clear understanding." (*offender*)
- "I am happy with the result and thank you for the great work!" (*victim*)
- "This program helped me to see the damage I caused without feeling attacked or victimized which I think made a huge difference." (*offender*)
- "Thank you for your assistance. The process made us realize many things we might not have realized." (*offender supporter*)
- "None, session was good and I felt safe and comfortable." (*offender*)

Participant Feedback

Participants are asked to share their comments on **Accessibility**. Below are their comments verbatim.

"Only slight issue I had was being given a time on a day I already had multiple appointment on."
(Offender Supporter)

"I would like to have more after school hours to be able to come later."
(Offender Supporter)

"Phone numbers more available. Don't really know Touchstone's other services."
(Victim)

"It sounds like maybe families with small children need childcare support."
(Victim)

"None."
(Victim)

"Newsletters."
(Offender)

"It has been very accessible and the process is so easy so far."
(Victim)

"They have been very accommodating with times and location."
(Offender Supporter)

"I believe Touchstone did an excellent job in making the services accessible."
(Offender)

How can Touchstone make it easier for you to access our services?



Participant Feedback

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

"Thank you both!." (*Officer*)

"Thank you" (*Offender Supporter*)

"Appreciate it." (*Offender Supporter*)

"Thank you for working with us, feels better and positive moving forward." (*Victim*)

"Thanks Haroon and Barry! I think Constable Walker's presence really helped." (*Victim*)

"Thanks for the opportunity to be part of a solution." (*Victim*)

"Thank you for organizing everything so well." (*Victim*)

"Very supportive and effective." (*Offender Supporter*)

"This program looks interesting and affective preventing future issues." (*Offender Supporter*)

"Thanks for your help, support and understanding." (*Offender Supporter*)

"Thanks for giving myself and my brother another chance." (*Offender*)



Example of a Feedback Survey!



Referral Trends

Summarized below is a comparison of data from 2014 through 2022.

	2014	2105	2016	2017	2018	2019	2020	2021	2022
Total # of Offenders	56	57	74	44	43	39	21	28	14
Total # of Referrals	41	49	49	36	34	27	17	20	10
Total # of RJ Process	43	47	52	34	38	26	15	23	9
Total # of Resolution Agreements	47	50	67	41	39	31	15	26	13
Total # of Completed Resolution Agreements	46	45	67	37	38	31	13	22	15

As indicated by the chart above, the Restorative Justice Program has had **377** offenders participate in the program over the past 9 years. This averages **42** offenders per year who have been supported by restorative practice.

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

In 2022, **37** individuals participated in a restorative justice process either as a victim, an offender, an officer, or an offender supporter. The more participants involved, the more groundwork that needs to be done by the facilitator before undergoing the RJ process with all involved parties. This translates to more time for interviewing all participants involved. It is important that everyone participating understands the process and what the expected outcomes may be.

It is evident when comparing the data from 2021 and 2022 to years prior that the ongoing global pandemic has had an impact on services. The year 2022 saw the program's lowest amount of referrals in the history of the Restorative Justice Program. This was a surprise given most services had recovered and were fully operational. Touchstone is working collaboratively with city staff to fully explore what is behind the under utilization of the Restorative Justice Program.

Strategic Plan Review

A review of Touchstone's Restorative Justice Program 2020 to 2022 Strategic Plan is outlined on the following 2 pages.

Strategic Priority 1:

To secure a sustainable level of funding for the restorative justice program from all levels of government, including municipal, provincial and federal

1. To carry out both independent and collective lobbying through the newly formed Restorative Justice Association of British Columbia (RJABC), representing restorative justice programs throughout British Columbia

Action on Strategic Priority 1, Objective 1: Incomplete

While unsuccessful, thus far, the Richmond Restorative Justice Program continues to lobby for funding from Provincial and Federal levels of Government through the Restorative Justice Association of British Columbia, which advocates on behalf of all restorative justice programs in British Columbia. This priority will be carried forward

2. To continue to apply for relevant Civil Forfeiture or National Crime Prevention funding that may become available.

Action on Strategic Priority 1, Objective 2: Complete

Touchstone has been awarded 2 civil forfeiture grants and has applied for a third. These grants must be used to enhance Restorative Justice supports and have been put towards a youth mentor who can facilitate Restorative Justice Processes and assist youth in completing resolution agreements.

Strategic Priority 2:

To maintain and strengthen a partnership between RCMP and the Richmond Restorative Justice Program.

1. To collaborate with RCMP representatives on issues related to police referrals and service delivery of the restorative justice program

Action on Strategic Priority 2, Objective 1: Complete

The Richmond Restorative Justice Program remained in regular contact with the RCMP Liaison on a monthly basis, providing file/referral updates, sharing information and addressing issues, including the pandemic and its negative affect on referrals from 2020 to 2022.

2. To provide restorative justice orientation to new RCMP members whenever opportunities arise, including potential member testimonies for education purposes

Action on Strategic Priority 2, Objective 2: Complete

The Richmond Restorative Justice Coordinator delivered Orientations to new Constables in four separate RCMP Watches (A, B, C and D).

3. To collaborate with RCMP Youth Section on potential school-based referrals

Action on Strategic Priority 2, Objective 3: Complete

The Richmond Restorative Justice Coordinator met with RCMP Youth Section to deliver restorative justice orientation and build relationships and collaboration with members of the School Liaison Unit.

Strategic Plan Review

Strategic Priority 3:

To promote and/or implement restorative practices inside schools

1. To deliver restorative practices education to schools

Action on Strategic Priority 3, Objective 1: Incomplete

The Covid-19 Pandemic from early 2020 onwards led to fundamental changes in student learning in the Richmond School District, making it difficult to deliver in-person, relationship building, restorative practices at the High School level.

2. To partner with one or more schools in running a pilot project in restorative practices

Action on Strategic Priority 3, Objective 2: Complete

Due to a limit of in-person programming due to the Pandemic, after-school programs for Elementary Students were mostly non-existent. Nevertheless, Touchstone Family Association succeeded in delivering restorative practices in a pilot program at McNeely Elementary School called Leadership Skills Group. The program eventually expanded to Mitchell Elementary, Talmey Elementary and Brighthouse Elementary.

3. To service referrals for restorative action upon request from schools

Action on Strategic Priority 3, Objective 3: Incomplete

The potential for reaching an agreement with High Schools in handling disciplinary matters through the use of restorative practice is still a work in progress and remains a long-term objective. The pandemic from 2020 to 2022 also proved to be an impediment to efficiently pursuing this objective.

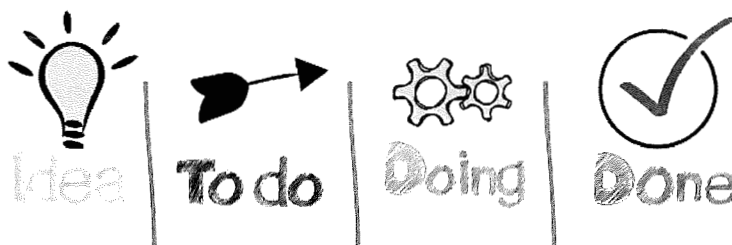
Strategic Priority 4:

To provide education and promotion of the Richmond Restorative Justice Program in the community

1. To deliver presentations and/or information to community members, groups and organizations when opportunities arise

Action on Strategic Priority 4, Objective 1: Complete

Through 2021 and 2022 Restorative Practice orientation and presentations were delivered to several High Schools, including students and staff at McMath, Cambie and McRoberts. Restorative Justice orientation was also delivered to the Richmond RCMP and to Mall Security at Richmond Centre Mall.



Strategic Plan



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

Strategic Priority 1:

To increase RCMP community referrals to the Richmond Restorative Justice Program

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

Strategic Priority 2:

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

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

Strategic Priority 3:

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

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

Summary

The Pandemic's Impact on Service Delivery:

The impact of the global pandemic continues to challenge the Restorative Justice Program in all areas of operations. The number of new referrals for the program in 2022 was significantly lower than any time in the program's history. The program continues to engage with the RCMP and community partners to strengthen the program's foundation and reach.

Due to the significant reduction in referrals, much time has been spent running groups in four elementary schools, focusing on building leadership skills from a Restorative perspective.

It is important to note that when given the choice of holding a Circle, victims and offenders have elected to meet in person, satisfied that the Program has taken the necessary precautions and has addressed any concerns they may have in regards to safety. The philosophy of care, welfare, safety and security for all continues to guide our practice as we navigate the many unknowns of Covid-19.

Concluding Thoughts

Restorative Justice is about giving all parties involved in a conflict the opportunity to take an active role in a safe and respectful process that allows open dialogue between the victim, offender and the community. For the **offenders**, it is about taking responsibility and being held accountable for the harm caused. For the **victims**, it provides an opportunity to talk about the harm caused and ask questions that may be necessary as a part of the healing process. For **communities** surrounding the victim and offender, it provides an understanding of the root causes of conflict.



Community involvement in **Restorative Justice** is one of the core components of the approach thus the feedback is an integral part of understanding the effectiveness of the overall restorative experience.

As evident in this outcome report, program participants indicated a high satisfaction rating. The **Restorative Justice Program** responds to the needs of young people and the community by repairing harm, restoring the moral bond of the community and teaching responsibility and accountability to the young person.

We look forward to continuing our restorative practice programming into 2023.

Statement of Income

Restorative Justice Statement of Income for 2022:

	Jan to Mar 2022	Apr to Jun 2022	Jul to Sept 2022	Oct to Dec 2022	Total 2022	YTD Budget 2022	Variance	Annual Budget
Revenue								
Grant from City of Richmond	25,175	25,175	25,175	25,175	100,700	100,700	0	100,700
Community Accountability Grant	1,000	1,000	1,000	1,000	4,000	4,000	0	4,000
Expenses								
Wages & Benefits	21,061.50	21,061.50	21,061.50	21,061.50	84,246	84,246	0	84,246
Rent	3000	3000	3000	3000	12,000	12,000	0	12,000
Mileage	0	0	0	0	0	0	0	0
Telephone	0	0	0	0	0	0	0	0
Office Supplies	0	0	0	0	0	0	0	0
Supervision	1,113.50	1,113.50	1,113.50	1,113.50	4,454	4,454	0	4,454
	26,175	26,175	26,175	26,175	104,700	104,700		104,700
Net Surplus (Deficit)	0	0	0	0	0	0		

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

January 1 - December 31, 2023			
	Annual	Monthly	Quarterly
Wages & Benefits	\$84,246	\$7,020.50	\$21,061.50
Rent	\$12,000	\$1,000.00	\$3,000.00
Mileage	0	0	0
Cell Phones	0	0	0
Office Expense	0	0	0
Supervision	\$4,454	\$371.17	\$1,113.50
	\$100,700.00	\$8,391.67	\$25,175.00