



# City of Richmond

## Report to Committee

**To:** Community Safety Committee **Date:** February 15, 2017  
**From:** Daniel McKenna **File:** 09-5355-01/2017-Vol  
 Acting Senior Manager, Community Safety 01  
 Policy and Programs  
**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 February 15, 2017 from the Acting Senior Manager, Community Safety Policy and Programs, be received for information.

Daniel McKenna  
 Acting Senior Manager, Community Safety Policy and Programs  
 (604-276-4273)

Att. 1

<b>REPORT CONCURRENCE</b>	
CONCURRENCE OF GENERAL MANAGER <sup>(4 copies)</sup> 	
REVIEWED BY STAFF REPORT / AGENDA REVIEW SUBCOMMITTEE	INITIALS: DW
APPROVED BY CAO 	

## Staff Report

### Origin

On January 1, 2014 the City of Richmond renewed its contract with the Touchstone Family Association (Touchstone) to provide Restorative Justice Services. This contract expired December 2016 and was renewed for an additional three year term ending in December 2019. As part of this contract, Touchstone is responsible for reporting to Council on an annual basis. This report provides Council with Touchstone's Restorative Justice Performance Outcome and Evaluation Report for the 2016 year.

This report supports Council's 2014-2018 Term Goal #1 A Safe Community:

- 1.1. Policy and service models that reflect Richmond-specific needs.*
- 1.2. Program and service enhancements that improve community safety services in the City.*
- 1.4. Effective interagency relationships and partnerships.*

### Analysis

While there is no single definition of restorative justice, the Province defined it in its White Paper on Justice Reform as:

“an option for addressing criminal prosecutions by repairing the harm caused to victims of crime. It is typically achieved through a process that addresses victims' needs and holds offenders accountable for their actions. Restorative Justice can provide opportunities for victim participation, community involvement and can hold offenders accountable in a meaningful way.”

According to the same White Paper, restorative justice primarily focuses on “low-risk cases which have been referred by local police departments, schools, First Nations bands and Crown counsel.”

Although the Province has endorsed restorative justice, it was acknowledged in an independent review of BC's justice system that community based restorative justice programs are dependent on other program grants, volunteers, municipal funding and donations. Despite a lack of a consistent funding source, the White Paper found that restorative justice was more effective in reducing recidivism and in lowering cost to the justice system. A similar conclusion can be found in the Province's recent Blue Ribbon Panel Report on Crime Reduction which again recommended that the “government develop, in collaboration with the UBCM, province-wide standards to govern the implementation and management of diversion and restorative justice programs.”

Within Richmond, there are two restorative justice programs:

1. The Youth Intervention Program, which is a counselling program offered by City Staff at the Community Police Office in City Centre under the direction of the RCMP Detachment; and
2. The Touchstone Restorative Justice Program, which places an emphasis on accountability and problem solving as a way of addressing harm that takes place when a crime or incident occurs.

Touchstone is required to report to Council annually on the:

- Restorative justice annual budget for the upcoming year;
- Restorative justice revenues and expenditure from the previous year;
- Performance indicators including the number of referrals, forums and completed resolution agreements;
- Milestones and achievements; and
- Participants' satisfaction survey.

As noted in the attached report by Touchstone, funding continues to be a challenge as the Provincial Government provides only a small amount of funding to restorative justice. The City has long advocated for increased funding for restorative justice services, but the Province maintains it will not advance additional funding. The Province's position has resulted in the City funding the Restorative Justice Program.

The City first entered into a three year agreement with Touchstone Family Association in 2008, and has renewed the contract in 2011, 2014 and again in 2017. The current three year contract will expire on December 31, 2019.

#### Restorative Justice Performance Outcome Evaluation Report

The Richmond Restorative Justice Program is a volunteer driven program staffed by Touchstone with a permanent full time coordinator. There are many highlights of this program which are expressed in the Performance Outcome Evaluation Report, January 1, 2016 – December 31, 2016, from Touchstone Family Services (Attachment 1).

Summary Statistics

	2010	2011	2012	2013	2014	2015	2016
Total # of Offenders	61	74	41	46	56	57	74
Total # of Referrals	48	44	35	35	41	49	49
Total # of RJ Process	44	56	31	35	43	47	52
Total # of Resolution Agreements	48	68	34	42	47	50	67
Total # of Completed Resolution Agreements	46	56	34	45	46	45	67

\* A referral can have more than one offender

\*\* Restorative Justice Processes can include conferencing between victims and offenders, community justice forums (less serious cases), and healing circles (often used in schools).

Over the past seven years there were a total of 301 referrals and 409 offenders that entered the program. In 2016, there were a total of 49 referrals which was above the previous five year average of 41. According to RCMP Detachment statistics 14 percent of youth who went through the process re-offended within a three year period after completing the restorative justice program. RCMP data further showed that 10 percent of adults who completed the same program re-offended. While these low recidivism rates appear to be impressive the Blue Ribbon Panel noted that “there is no standardized method of measuring recidivism in the province and it would be important to develop and impose consistent standards.”

**Financial Impact**

None.

**Conclusion**

The City’s Restorative Justice Program is a cost effective way of providing a much needed service to address some social issues within the community. According to Touchstone staff, the program has the capacity to double the current number of annual referrals/offenders and has outlined raising community awareness of the program as a strategic priority.

The contract with Touchstone Family Association to administer Richmond’s Restorative Justice Program is a service delivery model that strengthens the social health and independence of families and children in our community through effective intervention and support services. This alternative service delivery model to the court system addresses the harm that takes place when a crime or incident occurs, and ensures accountability.

February 15, 2017

- 5 -



Daniel McKenna

Acting Senior Manager, Community Safety Policy and Programs

(604-276-4273)

DM:dm

Att. 1: Restorative Justice: Performance Evaluation Report January 1, 2016 – December 31, 2016 by Touchstone Family Association.



**Touchstone Family Association**  
Strengthening Family • Building Community



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**RESTORATIVE JUSTICE**

***PERFORMANCE OUTCOME  
EVALUATION REPORT***

*January 1, 2016 - December 31, 2016*



## **EXECUTIVE SUMMARY**

Touchstone Family Association is a non-profit society that has been providing services to children and their 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, youth and families to ensure their optimum development. Over 1900 children, youth and families benefit from our services on an annual basis.

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. This annual report will focus on the successes and challenges of the past year.

It is important to note that the core funding for Restorative Justice comes from the City of Richmond through the Law and Community operating budget for which we have now concluded our third year of a three year contract. Touchstone Family Association continues to engage other levels of government regarding not only the need but the responsibility in cost sharing this program across the three levels of government. Restorative Justice receives \$2500.00 from the Community Actualization Program funded by the province which provides some funds for volunteer training and recruitment. 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 for believing in the Restorative Philosophy of understanding how it creates a safer and healthier community for everyone.

### **Restorative Justice**

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 behaviour, 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 restorative justice, volunteer facilitators help offenders take responsibility for their crimes. Offenders are given the opportunity to recognize the people that they harmed and are able to learn how others have been affected by their behaviour. 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 affords 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.

**Resolution Agreements can include:**

- Financial Restitution
- Apology to Victim(s)
- Community Service Work
- Essay
- Counselling
- Donation
- Resume Preparation
- Job Search



Restorative Justice is a volunteer driven program that has a permanent full time coordinator. Recruitment, retention and training of volunteers are crucial to the success of the Restorative Justice Program. The RJ 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 is not limited to:

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



## **Restorative Justice Embodies Different Processes**

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 check are complete, volunteer applicants are eligible for, and must successfully complete over time, training in various restorative justice processes or applications, including 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 quality assurance. Of course, community justice forums are only one example of the kind of processes inspired by a restorative justice philosophy. There are other processes that are also utilized by the Restorative Justice Program.

At the heart of restorative justice are its underlying values and principles, which give birth to 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 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.

The Richmond Restorative Justice Program dealt with a variety of offences in 2016: Customs Act, Excise Act, Fire Setting, Fraud, Loss of Enjoyment, Mischief, Theft from Motor Vehicle Under \$5000, Theft Under \$5000, Tobacco Possession/Sale, Uttering Threats. This variety of offences illustrates the flexibility of the program to meet the ever-changing needs of the community.

Two RJ Program stories from 2016 are highlighted, below, to illustrate the benefits of a restorative approach.

### **“From Mischief to Redemption”**

Two male teens were identified and investigated for causing damage to a play structure for children in one of the City's parks. The damage caused to the newly built play structure was significant enough that it posed a safety risk to the community and, in particular, the children using it. Both teens eventually admitted to their roles in the series of incidents that took place over

a period of time. Park officials agreed to participate in a Community Justice Forum (CJF) with the offenders and their family and/or supporters.

The CJF brought forth strong emotions from those directly impacted by the two boys' actions. Each of the Park Officials described the anger, frustration, worry and disappointment brought about because of the boys' behaviour. They explained the pride with which the new and innovative play structure was built, and how much labour had gone into getting the expensive project approved. They were devastated when they found out what had happened. They pointed out their greatest concern was that the safety of children was jeopardised on each occasion that the play structure was compromised by the harmful actions of the boys. They explained how their staff had to field angry calls from the community about what had happened and people's loss of enjoyment due to the closure for repairs.

The young men listened and absorbed the full impact of their actions. Both admitted their mistake and apologized for their actions. They both learned that their goal to relieve boredom and seek out excitement in this way was wrong and dangerous. Their family and supporters were also impacted. They appreciated the significance of the boys' actions and were willing to support the boys in their aim of righting their mistake.

Both teens formed a resolution agreement reached through consensus inside the circle of participants. They agreed to contribute their time and effort in the community for a significant period of time. They successfully completed their agreements in 2016. All of the participants involved in the restorative justice process were more than pleased with the accomplishment. Because of their hard work and the integrity they had shown in fulfilling all of their promises, a faith in young people was restored. Both of the young men were able to turn their lives around and redeem themselves. In turn, they were rewarded with opportunities for a better future. One young man was rewarded with a job working for the City. The other young man set his aims on forging a career serving his country.

### **“A Prank Goes too Far”**

Over a period of several months, a large group of boys, ranging from ages twelve to fifteen carried out mischief on a number of homes in or near their neighborhood. They participated in a prank called “ding dong ditch,” where one runs up to people's homes, rings the bell and then runs. Complaints were made to the nearby Elementary and Secondary School by some of the homeowners. Police were eventually contacted and an investigation was carried out as the pranks were on-going and worsening. In the end, a dozen young men were identified and admitted to having participated in the mischief, which led to the loss of enjoyment for homeowners. They agreed to participate in a community justice forum (CJF) with the homeowners. While it was anticipated that all of the initial complainants would participate, only one couple was left to participate. The other victims chose not to participate, perhaps, in some cases, because they feared reprisals from the boys against themselves or their own children, if recognized inside the circle. While the participating victims also had very strong reservations due to their own fear and safety, they eventually agreed to participate after obtaining information about the process and getting assurances around safety. Nevertheless, they remained skeptical about whether they would see accountability, not only from the children, but also from their parents or guardians.

A very large circle was convened for all of the boys and their parents, as well as the administrators of both the elementary and secondary schools. The Officer who investigated the case and referred it to restorative justice also took part. The homeowners were joined by another neighbor, who came as support. Many of the parents underestimated the true extent of the harm that had taken place. The victims explained that this was not a simple prank, a one-time event. Their house, in particular, was targeted on an almost daily basis. The mischief did not involve just ringing the bell. The door of their house had been pounded upon, verbal abuse took place, including yelling and profanity aimed directly at them, an object was thrown at the house and the garden was trampled upon. The on-going harassment lasted for weeks. They lost total enjoyment of their own home and neighborhood. The abuse led to stress, anxiety and fear. One of them had to spend a night in a hotel to prepare for an important meeting because they could not depend on peace at home. Important obligations were put aside because one of them feared being at home alone. They considered putting in an expensive alarm system to stay safe. And, they seriously contemplated selling their home, which they cherished, and moving away.

Inside the circle, the boys learned that there was no hiding from the truth and were held accountable for their individual and group actions. Some admitted that peer pressure played a role, while others thought it was harmless, at first. Their aim was getting a reaction from the homeowner, which happened. They understood in the circle how perverse this was as a form of entertainment. The parents of the youth were shocked at the extent of the harassment and the minimizing of it by their own children, when they first learned about it from the school and police. They expressed their indignation and remorse. Each of the young men apologized to the couple and vowed to never repeat their mistakes. They each agreed to form a plan to be carried out with the aid and support of their parents to address their free time. The plan could include, for example, volunteering, finding employment, joining a sports or recreational program, or all of the above. The children and their parents committed themselves to this obligation and successfully carried out the plans in 2016. The children also vowed to leave the homeowners in peace and cause no further disturbances in the neighborhood. They have lived up to their promise. The homeowners' participation in the restorative justice program was an important contribution to peace and harmony in their own neighborhood and the greater community.

### **Referrals to the Richmond Restorative Justice Program**

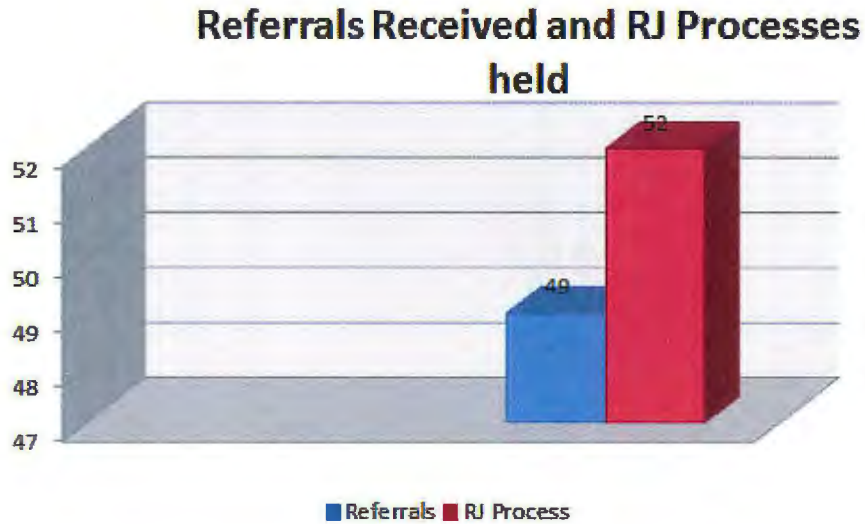
The predominant referral base for the Richmond Restorative Justice Program remains to be the Royal Canadian Mounted Police (RCMP). The Program continues to advocate and reach out to the broader community, including Schools and Crown.

School referrals remain a priority for the program. While school-based incidents are sometimes referred by the RCMP to the Program, there is potential for greater involvement and more comprehensive coordination amongst RCMP, Schools and the Richmond Restorative Justice Program in utilizing a restorative justice approach in many more cases involving a criminal investigation. In other cases, where criminal investigations are not necessarily warranted, schools can make direct use of the Richmond Restorative Justice Program.

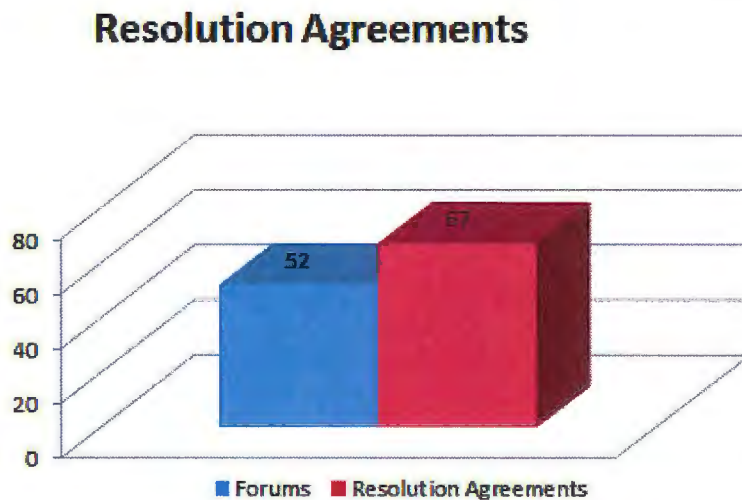
Richmond Crown also makes use of the Richmond Restorative Justice Program and sees the real benefit the Program offers. Both the Program and Crown continue to partner in cases deemed suitable for restorative justice. In this case, too, there is potential for a more collaborative and coordinated approach to criminal cases amongst Crown, RCMP and the Richmond Restorative Justice Program.

## STATISTICS

In 2016 there were 49 referrals to the Restorative Justice Program which is the same as the previous year. Each year brings a slight fluctuation often based on youth crime and new members to the RCMP. There were 52 restorative processes held.



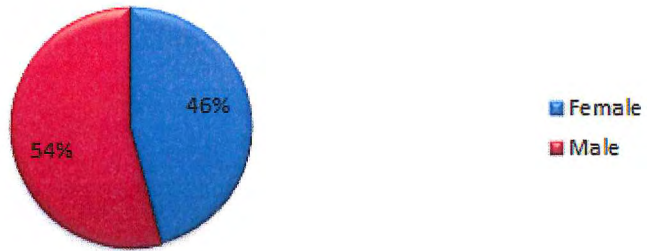
There were 67 resolution agreements resulting from the 49 community justice proceedings.



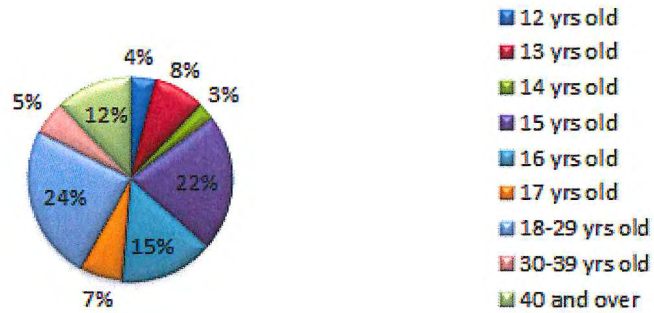
Of the 67 Resolution Agreements, all were successfully completed. This data illustrates that the Restorative Justice process allows for a healthy healing process to occur for all parties involved. The Agreements are mutually agreed upon by all parties (victim, offender and supporters) at the end of each process. Each participant has input into what they need to see happen to make things right. The offenders in all cases have successfully completed these Resolution Agreements demonstrating a commitment to the healing process and an investment in their community.

There were 34 females and 40 males referred to the program.

### Gender of Offenders Referred

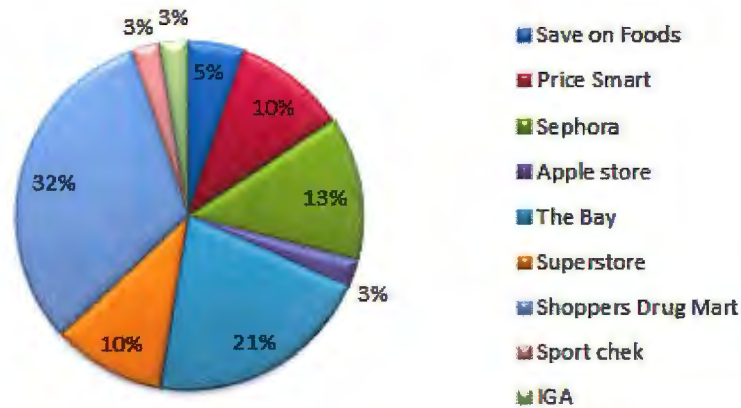


### Age of Offenders Referred



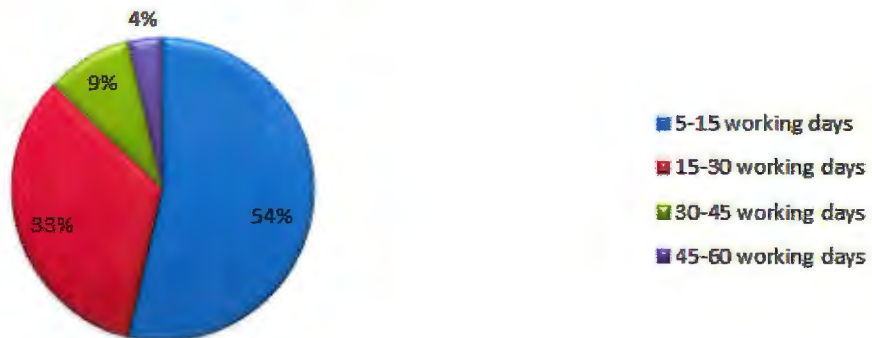
The majority of offenses remained to be for theft under \$5000. There were many different stores that reported these thefts.

### Big Box Stores



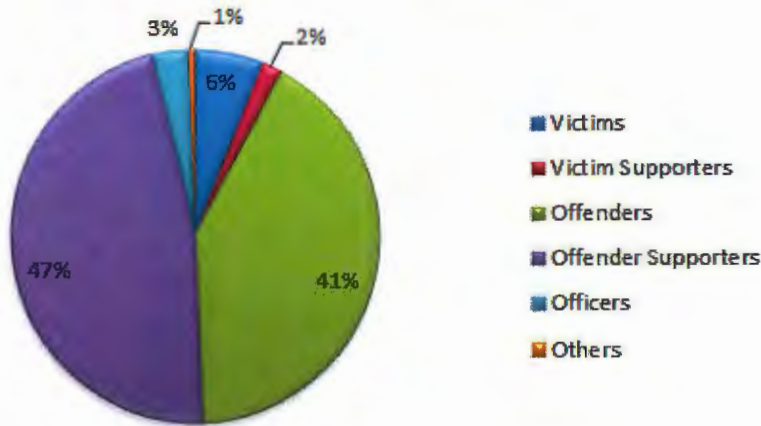
In regards to how long it took to have a matter brought forward for a community process, the time improved from last year. The majority of referrals (54%) were processed between 5-15 working days as compared to 51% last year. 33% of the referrals were processed between 15-30 working days. It is very important that resolution happens as quickly as possible for the greatest amount of learning and for the participants to remain invested in the process. This graph illustrates that the majority (87%) of the referrals were processed within our targeted time period (within 30 working days).

### How long after the file was referred did the forum take place



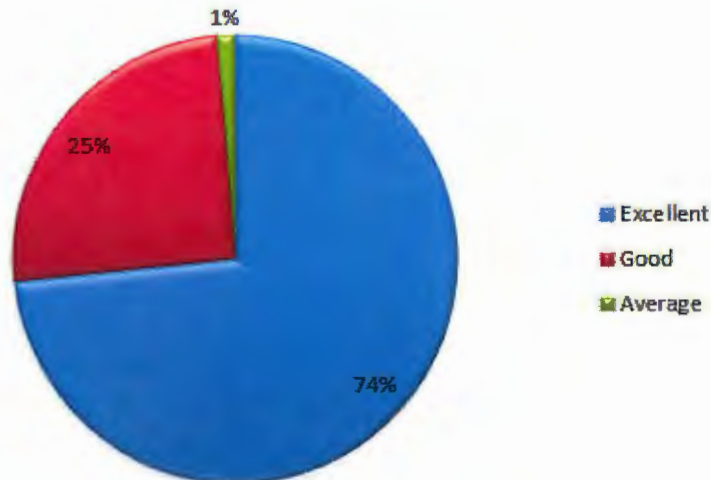
Touchstone Family Association invites all participants involved in the Restorative Justice Process to evaluate their experience. In 2016, 170 people participated in a Restorative Justice process compared to 122 participants in 2015. This is an increase of 39% in total participants for this reporting year. Of the 170 participants, 160 people completed a survey. Below are the results of the surveys, beginning with the role they played in the process.

### Roles of Participants in Forums



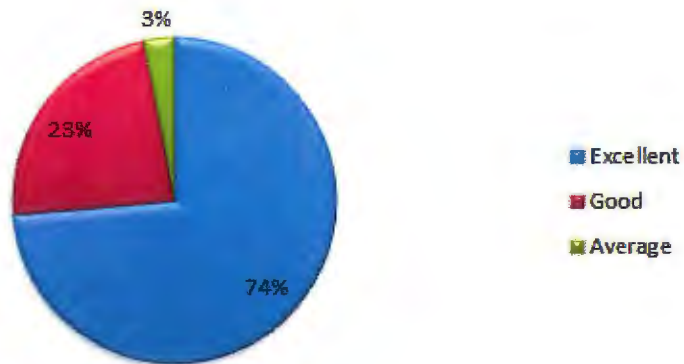
The next question we ask the participants is how fair they felt the Community Justice Agreement to be, ranging from a score of “very unsatisfactory” to “excellent”. As you can see from the graph below, the majority of participants were very satisfied with the mutually agreed upon Agreement.

### How Fair was the Community Justice Agreement



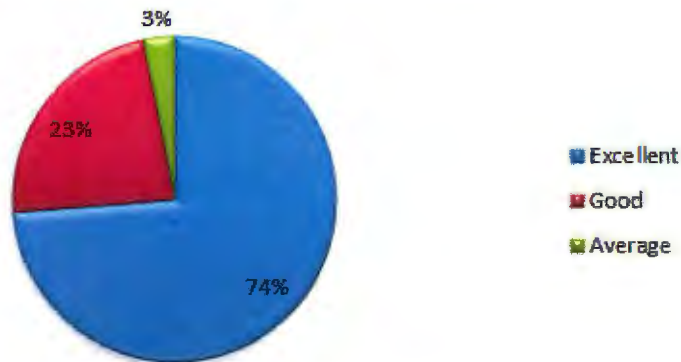
The next question on the survey asked how fair the participants felt the process was. This would indicate if their individual needs were met and that overall, the process was beneficial to the community. The graph below indicates that the majority of participants were satisfied with the Community Justice Process.

### How Fair was the Community Justice Process



Next, we ask for feedback around the participants' overall satisfaction with their experience in the Community Justice Forum. As demonstrated by the results below, the majority of the participants were very happy with the process.

### How was your overall experience with the Community Justice Forum





The survey asks two open ended questions and below are the answers to those questions and in parenthesis is the role of the person who said the comment.

<b>Question 6: Did you encounter any barriers to service, which affected or interfered with your participation in the program?</b>	
<b>Respondents</b>	
1.	No barriers whatsoever. (offender supporter)
2.	No there was not. Mr. Bajwa was an individual that was very easy to open up to and continued the conversations seamlessly. (Offender)
3.	Felt ashamed and embarrassed! Even more confronting my dad about it for the first time. (offender)
4.	I learned from this and I won't do this stupid stuff. (offender)
5.	After this meeting I felt something done finally and I have to thank the volunteer, Mary for helping me complete the process. (offender)
6.	I understood this is a very wrong and guilty thing. I won't let her do it again in the future. It will hurt many people and I believe she understands (offender supporter)
7.	No both the facilitators Haroon and Jessica were very professional and knowledgeable. (offender supporter)
8.	None at all, everything was very well organized. Both facilitators were very clear about their goals for the outcome of the process. (offender)
9.	No barriers, no limits, all honesty and openness to all questions.(offender)
10.	Awareness of this Program. (Victim)
11.	No, I thought it was well run and very affective. (offender supporter)
12.	It definitely impacted me in a good way. (offender)
13.	Nope, everybody was very understanding and nice. (offender supporter)
14.	No very flexible in scheduling meeting. (offender)
15.	No, Haroon was very accommodating. (offender supporter)
16.	Very helpful and listened with good communication. (offender supporter)
17.	Nope, young people are given opportunities to improve and this is really great. (offender supporter)
18.	No. I was very pleased with the organization, process and outcome. (officer)
19.	No, I found the program to be excellent in service. (offender supporter)
20.	The staff were professional and friendly. (offender supporter)
21.	Time commitment, stress. (victim)

<b>Question 7: Is there anything else you would like to comment on?</b>	
<b>Respondents</b>	
1.	I am very grateful for a program like this to give me a second chance in life. I honestly thought it was over for me after committing the crime but it has opened up my eyes on the negative effects it has on a more human level. (offender)
2.	This is a great program that will have tremendous impact on an individual's life. Some people just need a second chance and an organization that believes that they do as well. (offender supporter)
3.	Liked that it was very straightforward. (offender)

4.	The facilitator was great. (offender)
5.	I'm very impressed by this program. It brought out a very positive outcome. (offender)
6.	I wish we had more cities with similar programs. (offender supporter)
7.	This program is very good thanks. (offender supporter)
8.	Thank you to everyone involved. (offender supporter)
9.	Yes it was a very good talk. (offender)
10.	It was a very good program to help youth to connect their action! (offender supporter)
11.	I really enjoyed this session, I feel it will help a lot. (offender supporter)
12.	I am grateful to have a program like this for my son and myself. (offender supporter)
13.	I found this program very informative on how I could overcome the barriers in my life and how I can address my situation. (offender)
14.	I was not aware this program existed, but I'm pleased to know that it does. It affords people an opportunity to make amends for what are often lapses in judgement which result in silly mistakes and avoid having to deal with the situation through the justice system. (Offender supporter)
15.	Very Valuable services. (offender supporter)
16.	This is a good way of dealing with young teens who actually do not know what they've done instead of them being in court. I didn't know about this program but this a very helpful program in restoring and helping teens go back to their normal lives again. (offender supporter)
17.	The facilitators were warm and welcoming during the process. (Offender supporter)
18.	Great process and hope the program continues to assist the people committing first time offenses. (Offender supporter)
19.	Not really, I liked that this gave me/us some closure. (offender)
20.	I am extremely thankful for the help given to me by the kind people in this program. (Offender)
21.	We are grateful to yourselves and the Restorative Justice program. Thank you for your help. (offender supporter)
22.	This gives people a better way to reconnect with their family. (offender)
23.	Both counsellors were very kind, thoughtful and fair. (offender supporter)
24.	So grateful to have the opportunity to participate in this program for our family and our daughter. (Offender supporter).
25.	Very well facilitated, a positive experience. (offender)
26.	Thank you and sorry for all the inconvenience. (offender)
27.	It was very informative and helpful. (offender)
28.	This has been very helpful. (offender)
29.	The environment was very friendly and non-judgmental. Restorative Justice should be better known. (offender supporter)
30.	The discussion was very open and nonjudgmental, which I appreciate a lot. The facilitators did a great job in covering all the important aspects of the case that allowed me to understand. (offender)
31.	Haroon Bajwa was tremendous in facilitating the process and his openness in communication was really helpful. (offender)
32.	Haroon was very pleasant to deal with. He explained the process clearly and we were very happy with the end results. (offender supporter)
33.	I am very impressed with the professionalism of Haroon. He rally made my son think. (offender supporter)
34.	Haroon did an excellent job. (offender)

35.	They were very clear on how there are consequences on this harmful thing that I did. They explained very clearly. They are very kind and understanding. (offender)
36.	Great opportunity to discuss the situation in a nonjudgmental setting. (offender supporter)
37.	Both facilitators were very kind and helpful. I feel very thankful for the support and opportunity. (offender)
38.	I am very thankful for you guys. (offender)
39.	This is a great process to hold individuals accountable for their actions. (offender supporter)
40.	Very appreciative of the support and the efficiency. Thank You. (officer)
41.	Keep up with our service!! If we could provide career planning services then that would be helpful for families with job seekers. It isn't easy for new immigrants or young people to look for jobs. (Offender supporter.)
42.	RJ is very helpful and led me to a right spot. Feel very comfortable. (offender)
43.	It's an excellent program and Haroon did a very good job, no hard feelings at all but effective and positive in restoring. (offender supporter)
44.	The whole process was a positive experience based on the circumstances. I am very appreciative that I had an opportunity to participate in this process. (offender supporter)
45.	I had no idea a program such as the one I participated in today was available. It is definitely one that I feel was perfectly suited to us. Thank you for inviting me to be a support. (offender supporter)
46.	This was my first experience participating in the RJ program. I was very pleased with the process and would definitely consider it again in future files – thank you for all your time and organization on the matter. (officer)
47.	Glad to have had the opportunity to participate (offender supporter)
48.	The process was a good experience for myself and my son. I believe the forum has opened his eyes. (offender supporter)
49.	Thank you for all of the effort and work put into this complex situation to bring about understanding and resolution. (offender supporter)
50.	I am glad there is a program like this. (offender supporter)
51.	I'm sorry for my actions. (offender)
52.	I'm very sorry. (offender)
53.	I'm sorry. (offender)
54.	Excellent form of consequence. ( School)
55.	Large group very successful. (officer)
56.	Great learning experience for young men. (offender supporter)
57.	I hope it works!! (Victim)
58.	After we see results the guys might get a letter from CJF to thank them for keeping their word. (victim)

## Follow-up Evaluation Summary

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.

In regards to our follow up information eliciting feedback for general satisfaction with the RJ Program, the participant feedback as in past years 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 community and teaching responsibility and accountability to the young person.

A comparison of data from 2010 until 2016 is summarized in the chart below.

	2010	2011	2012	2013	2014	2015	2016
<b>total # of offenders</b>	61	74	41	46	56	57	74
<b>Total # of referrals</b>	48	44	35	35	41	49	49
<b>Total # of RJ Process</b>	44	56	31	35	43	47	52
<b>Total # of Resolution agreements</b>	48	68	34	42	47	50	67
<b>Total # of completed Resolution agreements</b>	46	56	34	45	46	45	67

As evident by the chart above, the Restorative Justice Program has had **409** young people go through the program over the past 7 years which on average is **58** young people a year have been served by the program. It is important to note that the above statistics is only talking about offenders; it is not capturing the number of people participating in the program. In 2016, **170** people participated in a restorative justice process either as a victim, an offender, an officer, a victim supporter, or offender supporter. The more participants involved the more ground work that needs to be done by the volunteer before undergoing the RJ process with all involved parties. This translates to more time for interviewing this increase in participants. It is important that everyone participating understands the process and what the expected outcomes may be.

**2013-2016**  
Strategic Plan (Summary)  
**Restorative Justice**

**Strategic Priority 1** – To promote and actively seek funding partners in order to sustain and grow the Richmond Restorative Justice Program.

1. To meet with representatives of all levels of government regarding this innovative approach to youth justice.
2. To continue to apply for any relevant civil forfeiture or National Crime Prevention funding that may come available.

**Update:**

The Executive Director spoke to the Liberal government representative from the Ministry of Justice who are presently evaluating Restorative Justice Programs. Subsequently there is no funding available from the federal government at this time. Touchstone will continue to research and apply for any pertinent Civil Forfeiture or National Crime Prevention funding.

In addition to the City of Richmond funding, Touchstone receives \$2500.00 from the Community Accountability Program (CAP).

It is recommended that this Strategic Priority is carried over into the new Plan as it remains to be relevant and essential to the Restorative Justice Program.

**Strategic Priority 2** – To bring choice to the community by providing different Restorative Justice Models.

1. Offer a variety of restorative models or applications suitable to the needs of the community.

**Update:**

The Richmond Restorative Justice Program offers a variety of process applications suited to the unique needs of participants, including Community Justice Forums, Victim-Offender Conferences and Offender Conferences. The program continues to evolve with the aim of delivering innovative processes for participants. This Strategic Priority has been met.

**Strategic Priority 3** – To provide Restorative Justice Services, which are, open, accessible and flexible, and meet the needs of the community as a whole. At Touchstone we will endeavour to ensure that the RJ program and service is guided by community need, cultural diversity and political and social necessity.

1. Continued commitment to the accreditation process.

**Update:**

Touchstone Family Association maintained high standards for all of its services and programs, including the Restorative Justice Program and was accredited by CARF. Touchstone Family Association will undergo another accreditation process in 2017.

2. Conduct ongoing needs assessments (internal/ external).

**Update:**

The RJ Program Coordinator and the Program Director regularly analyzed service capacity, volunteer retention, translation requirements, types of processes and participant feedback forms to assess whether service was meeting the needs of the community and making the necessary adjustments and/or improvements.

3. Continue to commit to community work, sector involvement and other mechanisms for stakeholder involvement.

**Update:**

The RJ Program Coordinator took part in an event at Kwantlen Polytechnic University (KPU), presentations at Simon Fraser University and Richmond School District Conference, and also performed orientations for all four RCMP Watches. In addition to this, the Program Coordinator took part in regional trainings and meetings of restorative justice practitioners, advocates, academics and community partners in the justice system and victim services, which were coordinated and delivered by the Ministry of Public Safety and Solicitor General.

This Strategic Priority has been met.

**Strategic Priority 4** – To continue to build and foster the relationship with Crown in order to support learning for offenders and closure/healing for victims of crime.

1. The RJ Coordinator will meet with Crown Counsel annually.

**Update:**

The RJ Program Coordinator met and presented the Restorative Justice Program to Crown Counsel and has processed suitable referrals from Crown. This Strategic Priority will be carried over in an effort to maintain relationships with current Crown Counsel staff and any new personnel within that office, and to work with these personnel to enhance and streamline the referrals from Crown.

**Strategic Priority 5** – To raise community awareness of the Restorative Justice Program and its role in addressing youth crime. The organization will actively seek to educate the community members such as RCMP, Big Box stores, the Richmond School District in the value of Restorative Justice as an alternative to punitive interventions to youth anti-social behaviour.

1. The RJ Coordinator will actively work/advocate to promote the RJ program by attending community events and liaising with school district staff, RCMP Loss Prevention Officers (box stores).

**Update:**

The RJ Program Coordinator promoted restorative justice at a community event at Kwantlen Polytechnic University (KPU) in Richmond; delivered presentations to school administrators on a restorative justice alternative to traditional school discipline; and fostered a closer relationship with RCMP School Liaisons. The RJ Program provided an Offender Conference (OC) model for the retail sector to aid greater participation in restorative justice.

2. To continue to hold a community event during Restorative Justice Week educating the community on Restorative Justice and to continue to present in Richmond Schools regarding creating safe and caring schools through a Restorative approach.

**Update:**

The restorative justice program has, both, held community events, including mock restorative justice forums, and promoted restorative justice through submissions online and to the community newspaper during Restorative Justice Week.

The program has advocated for the use of restorative practices inside schools, which align with the school district's commitment to creating safe and caring schools.

This Strategic Priority has been met.



2017-2019  
Strategic Plan  
Restorative Justice

**Strategic Priority 1:**

To promote and actively seek funding partners in order to sustain and grow the Richmond Restorative Justice Program.

1. To meet with representatives of every level of government regarding the innovative approach of restorative justice in relationship to funding.
2. To continue to apply for any relevant Civil Forfeiture or National Crime Prevention funding that may become available.

**Strategic Priority 2:**

To build and foster a relationship with Crown that promotes the utilization of the Richmond Restorative Justice Program in appropriate cases.

1. To meet or communicate with Crown annually to provide information, orientation and/or discuss potential referrals, as well as other relevant topics or issues.

**Strategic Priority 3:**

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

1. To meet or communicate with RCMP representatives and/or liaisons to enhance collaboration on issues related to police referrals and service delivery of the restorative justice program.
2. To deliver an orientation on the restorative justice program to new RCMP members whenever an opportunity is made possible.
3. To meet or communicate with RCMP School Liaison Officers in Youth Section to foster a good working relationship and work collaboratively on potential school-based referrals.

**Strategic Priority 4:**

To promote and/or implement restorative practices inside schools.

1. To foster relationships with schools through outreach and/or presentations on restorative practices.

**Strategic Priority 5:**

To participate with other restorative justice programs, advocates, academics and community partners in opportunities to lobby senior levels of government for recognition and funding of Restorative Justice.

1. To collaborate and partner with the restorative justice community in assessing and working

towards the establishment of an association or other entity that can collectively represent RJ in British Columbia.

Restorative Justice 2016 Statement of Income								
	Jan to Mar 2015	Apr to Jun 2015	Jul to Sep 2015	Oct to Dec 2015	Total 2015	YTD Budget 2015	Variance	Annual Budget
<b>Revenue</b>								
Grant from City of Richmond	23,750	23,750	23,750	23,750	95,000	95,000	0	95,000
<b>Expenses</b>								
Wages and benefits	15,075	16,653	15,427	16,273	63,428	63,125	-303	63,125
Rent	6,080	6,080	6,080	6,080	24,320	25,000	680	25,000
Mileage	149	34	26	59	268	300	32	300
Telephone	255	255	255	255	1,020	800	-220	800
Office supplies	380	380	229	275	1,264	1,075	-189	1,075
Supervision	1,175	1,175	1,175	1,175	4,700	4,700	0	4,700
	23,114	24,577	23,192	24,117	95,000	95,000		95,000
<b>Net surplus (deficit)</b>	636	-827	558	-367	0	0		
<b>Restorative Justice budget for \$95,000 contract to cover January 1 - December 31, 2017</b>								
	<b>Annual</b>	<b>Monthly</b>	<b>Quarterly</b>					
Wages and benefits	\$ 65,000.00	\$ 5,416.67	\$16,250.00					
Rent	\$ 23,800.00	\$ 1,983.33	\$ 5,950.00					
Mileage	\$ 300.00	\$ 25.00	\$ 75.00					
Cell phones	\$ 780.00	\$ 65.00	\$ 195.00					
Office expense	\$ 1,520.00	\$ 126.67	\$ 380.00					
Supervision	\$ 3,600.00	\$ 300.00	\$ 900.00					
	<b>\$ 95,000.00</b>	<b>\$ 7,916.67</b>	<b>\$23,750.00</b>					