



# City of Richmond

## Report to Committee

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**To:** Planning Committee **Date:** December 20, 2016  
**From:** Cathryn Volkering Carlile **File:** 07-3000-01/2016-Vol  
General Manager, Community Services 01  
**Re:** Richmond Community Services Advisory Committee (RCSAC) 2016 Annual  
Report and 2017 Work Program

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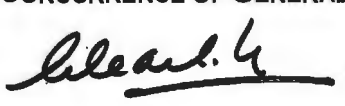
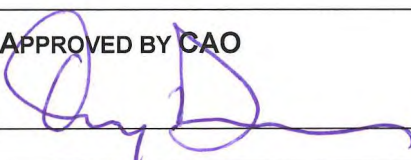
### Staff Recommendation

That the staff report titled, "Richmond Community Services Advisory Committee (RCSAC) 2016 Annual Report and 2017 Work Program", dated December 20, 2016, from the General Manager, Community Services, be approved.



Cathryn Volkering Carlile  
General Manager, Community Services  
(604-276-4068)

Att. 3

REPORT CONCURRENCE	
CONCURRENCE OF GENERAL MANAGER 	
REVIEWED BY STAFF REPORT / AGENDA REVIEW SUBCOMMITTEE	INITIALS: DW
APPROVED BY CAO 	

## Staff Report

### Origin

The mandate of the Richmond Community Services Advisory Committee (RCSAC) is to encourage and promote social policies and community services that contribute to the well-being and quality of life of Richmond residents, and to develop the capacity of the community service sector.

While an advisory body, the RCSAC is only partially a City-appointed committee (i.e. only two citizen representatives are Council-appointed). The City supports the RCSAC by providing an annual operating budget, a Council Liaison and a Staff Liaison.

This report presents the RCSAC 2016 Annual Report (Attachment 1) and proposed 2017 Work Program (Attachment 2). This report supports Council's 2014-2018 Term Goal #2 A Vibrant, Active and Connected City:

*Continue the development and implementation of an excellent and accessible system of programs, services, and public spaces that reflect Richmond's demographics, rich heritage, diverse needs, and unique opportunities, and that facilitate active, caring, and connected communities.*

2.2. *Effective social service networks.*

2.3. *Outstanding places, programs and services that support active living, wellness and a sense of belonging.*

### Analysis

#### RCSAC Charter

As indicated in the RCSAC Charter (Attachment 3), the mission of this advisory committee is "to encourage and promote those social policies and community services which contribute to the general health, welfare and quality of life of the residents of Richmond, and to increase inter-agency relations and cooperation in order to enhance community capacity". Their mandate is described in the attached Charter as

#### **Section A**

The RCSAC shall advise Richmond City Council and may, in consultation with City Council, make representations to other policy-making bodies on the following:

1. Policies that encourage cooperative planning and delivery of community services to ensure optimum efficiency and effectiveness;
2. Social issues/concerns that have an impact on community services, special needs groups and the quality of life in the community;
3. Community impact of governmental changes to policies and/or programs affecting Richmond's community services; and

4. Any other matters that may be referred by Richmond City Council, RCSAC member groups and the community at large.

**Section B**

1. Coordination of activities and information sharing between the voluntary and public sector.

The RCSAC also has separate “Operating Policies and Procedures” describing membership, structure and procedures.

2016 Annual Report

Highlights of the 2016 RCSAC Work Program, based on Council Term Goals (2010 – 2014) (Attachment 1) include:

- Completion of the annual Social Services and Space Needs Survey exploring funding changes and space needs, with results presented to Planning Committee in December 2016;
- The Non-profit Space Needs Action Team secured a Richmond Community Foundation grant for preliminary work in determining agency-specific space needs;
- Communication Tools were sent to Council regarding changes in VCH Management in Richmond and potential community impact as well as the 2014/2015 RCSAC Social Services and Space Needs Survey; and
- An updated inventory of community tables and committees operating in Richmond.

2017 Work Program

Council Term Goals (2014 – 2018) have been used to form the basis of RCSAC 2017 activities. In addition to responding to Council requests as they arise, highlights of the RCSAC’s 2017 plans (Attachment 2) include:

- Hosting an information sharing meeting with Richmond MLAs;
- Continuing to implement the Community Social Services and Space Needs Survey and informing Council of the results;
- Non-profit Space Needs Action Team report to Council;
- Continuing to update an inventory of community-based tables and committees relevant to social services;
- Working collaboratively with other Richmond organizations to provide information regarding affordable housing needs;
- Providing information to Council regarding the impact of Federal and Provincial policy and funding decisions on Richmond services; and
- Continuing to apprise Council of matters affecting community agencies and Richmond residents.

### 2017 Budget

The 2017 RCSAC budget no longer allows for funding special projects and surveys as these initiatives were funded from a surplus that has been depleted. For example, the RCSAC's annual Social Services and Space Needs Survey results were previously compiled, analyzed and reported on with the help of a research assistant. In August 2016, the RCSAC submitted a letter to Council requesting an increase of \$2,000 per annum to their operating budget to bring the total amount from \$11,000 to \$13,000. The increase was not recommended as part of the 2017 operating budget process as proposed increases were limited to non-discretionary increases only.

### **Financial Impact**

None.

### **Conclusion**

The RCSAC 2017 Work Program is designed to reflect a number of Council Term Goals (2014 – 2018) and address emerging issues impacting the community. The RCSAC will continue to support the community service sector by fostering collaborative working relationships, networking opportunities and information exchange. The RCSAC thereby plays a vital role in sustaining and enhancing the social well-being of Richmond residents.



Lesley Sherlock  
Social Planner  
(604-276-4220)

- Att. 1: RCSAC 2016 Final Report
- 2: RCSAC 2017 Work Program and Budget
- 3: RCSAC Charter



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

## **2016 Final Report**

## 2016 RCSAC Executive Committee Report

### 2016 Executive Committee Membership:

Daylene Marshal, Richmond Youth Services Agency	Co-Chair
Alex Nixon, Richmond Food Bank	Co-Chair
Rick Dubras, Richmond Addictions Services Society	Treasurer
Kathie Chiu, Salvation Army	Member-at-Large
Ihsan Malik, Citizen Appointee	Member-at-Large
De Whalen, Richmond Poverty Response Committee	Member-at-Large
Lisa Whittaker, Family Services of Greater Vancouver	Member-at-Large
Councillor Derek Dang	City Council Liaison
Lesley Sherlock	City Staff Liaison

### Results of Executive Elections at the November 10, 2016 Annual General Meeting

As documented in the RCSAC Operating Policies and Procedures, members on the Executive, with the exception of the Co-Chair positions, hold their positions for a period of one year. Elections are held at the November Annual General Meeting (AGM) to elect/re-elect committee members to their respective executive roles. The results of the elections were:

Co-Chair	Alex Nixon, Richmond Food Bank (3 <sup>rd</sup> year)
Co-Chair	Kathie Chiu, Salvation Army (1 <sup>st</sup> Year)
Treasurer	Rick Dubras, Richmond Addiction Services Society
Members-at-Large	Jenn Fancy de Mena, BC Responsible and Problem Gambling; Ihsan Malik, Citizen Appointee; Haydon Marshall-Fox, Turning Point Recovery Society.

### Executive Committee Summary of 2016 Activities:

#### Membership

- Membership increased in 2016 as the Richmond Animal Protection Society joined RCSAC. The Jewish Addiction Community Services and the United Way of the Lower Mainland also showed interest in joining RCSAC.
- There were two Citizen Appointee positions: Hamid Ghanbari and Ihsan Malik.

#### RCSAC Action Groups

The RCSAC does not have standing sub-committees, but rather has ad hoc, time-limited action groups to address specific concerns or accomplish specific tasks. The following action groups were active in 2016:

- Addictions and Mental Health
- NPO Space Needs
- Service Gaps for New Citizens
- Social Services and Space Needs Survey
- Website
- Youth

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

### Action Group Reports

#### *Addictions and Mental Health*

Membership: Brenda Plant, Belinda Boyd, Kathie Chiu, Rick Dubras, Jenn Fancy de Mena Heather Hall, Dave MacDonald, Judy Valsonis.

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

Activities: With funding from the Province of BC's Ministry of Health, the RCSAC AMH Working Group in partnership with Turning Point Recovery Society established the Outreach and Resource Support (OARS) program to provide a continuum of supports to individuals with addiction and mental health issues that are homeless and/or at risk of homelessness. OARS provides outreach counselling, referrals to housing and health services, community education and training, supports and client advocacy. A Communication Tool was submitted to Council on the development of the OARS program; a community resource guide was updated and circulated in Richmond; the Working Group identified that the most concerning gap in Richmond is the lack of communication and collaboration between some agencies and that this was impacting client care and client navigation. Meetings were held with the City of Richmond, Vancouver Coastal Health and RCSAC AMH Working Group members to address these issues.

#### *NPO Space Needs*

Membership: Janice Barr, Janice Lambert, Sandy McIntosh, Daylene Marshall, Alex Nixon.

Mandate: To explore the space needs of Richmond's NPOs and find collaborative solutions to report back to the RCSAC on those needs.

Activities: The member organizations of this committee worked together to secure a grant from Richmond Community Foundation to commission a report on the NPO space needs in Richmond. The preliminary work preparing the report is expected to be completed by December 2016.

#### *Social Services and Space Needs Survey*

Membership: Rick Dubras, Daylene Marshall, Alex Nixon.

Mandate: To analyze the results of the Social Services and Space Needs Survey and prepare a final report for City Council.

Activities: The committee compiled and analyzed the results of the 2014-2015 Social Services and Space Needs Survey and prepared a final report for City Council to be presented to Planning

Committee in December 2016. The committee also sent the 2015-2016 Social Services and Space Needs Survey out to RCSAC members

### *Website*

Membership: Rick Dubras, Daylene Marshall, Alex Nixon.

Mandate: This group explored options to update the RCSAC website.

Activities: The RCSAC website needed significant upgrades in order to ensure its continued operation. The RCSAC contracted IT Gurl to update the website to a format that should allow it to continue to operate without major upgrades for 3-4 years.

### *Youth*

Membership: Danny Taylor, Lauren Burrows Backhouse.

Mandate: To maintain the What's Up Richmond website and advise RCSAC and City Council on issues facing youth.

Activities: What's Up Richmond (WURd) was maintained and managed successfully through 2016. We faced difficulty confirming a youth volunteer content manager, but have finally established some current stability in the role. Updates continue on a monthly basis, and the goal is to promote a formal youth-specific "launch", whereby the website is promoted to youth in Richmond.

### Communications with the City of Richmond

The RCSAC sent the following Communication Tools to City Council to advise them on issues impacting Richmond's citizens and Community Services:

- Changes in VCH Management in Richmond and the potential impact for the community
- Social Services and Space Needs Survey Report

### Community Tables/Committee Inventory

As per our 2016 Work Plan, the RCSAC keeps the Richmond Community Table/Committee Inventory. Currently, we are aware of the following committees operating in Richmond.

- Advisory Design Panel
- Affiliation of Multicultural Societies and Services Agencies in BC (AMSSA)  
Collaborative Opportunity for Resources (CORe)
- Community Living Leadership Network Meeting
- Community Living BC (CLBC) Community Council
- Fetal Alcohol Syndrome FASD round table
- The Gambling Steering Committee in Richmond
- Gilwest Clinic Community Advisory Group
- Metro Vancouver Living Wage Committee municipality sub-committee
- Mental Health and Addictions Coordinating Committee
- Richmond Advisory Council on Perinatal Issues
- Richmond Arthritis Support Group



- Richmond Autism Interagency Committee (RAIC)
- Richmond Caring Place Tenants Council
- Richmond Child Care Development Advisory Committee (RCCDAC)
- Richmond Child Care Alliance
- Richmond Child Care Training Committee (RCCTC)
- Richmond Children First
- Richmond Community Action Team
- Richmond Community Collaboration Table (CCT)
- Richmond Community Meals Round Table
- Richmond Community Peace Labyrinth
- Richmond Falls Prevention Network
- Richmond Family Violence Prevention Network
- Richmond Health Advisory Committee
- Richmond Homelessness Coalition
- Richmond Infant Development Program Local Advisory Committee
- Richmond Literacy Now Committee
- Richmond Poverty Response Committee
- Richmond Public Agency Partners Group
- Richmond Seniors Advisory Committee
- Richmond Supported Child Development Program Local Advisory Committee
- Richmond VIAL of Life Committee
- Safer Relationships, Safer Children
- Settlement Workers In School Advisory Committee.
- Supporting Families With Parental Mental Health and/or Addictions Committee
- Welcoming Community Project Advisory Committee
- Youth Concurrent Disorders Network
- Youth Network

### Presentations

Community organizations presented to RCSAC at almost every RCSAC meeting on issues and topics vital to Richmond's community services. The organizations and topics include:

- January: City Centre Area Plan
- February: SFU Kiwanis Place-Making Project
- March: CHIMO Crisis Line Service  
BC Responsible and Problem Gambling
- April: Richmond Cares, Richmond Gives
- May: Atira Women's Resource Society
- June: MLA Information Session
- September: RCMP Domestic Violence Coordinator
- October: Salvation Army Emergency Response Teams
- November: RCSAC AGM

### Financial

A 2016 financial report and proposed 2017 budget was drafted by the Treasurer and approved by the membership at the RCSAC's November AGM.

The RCSAC has continued to operate without an increase in the City Grant for five years, despite the added financial pressures due to increasing membership (from 33 members in 2011 to 40 members in 2016). For 2016, the RCSAC reduced meeting and staff expenses. The RCSAC will need to have increased funding if it is to continue to effectively advise City Council. At the September 10, 2015 General Meeting, the RCSAC membership approved a motion to request an additional \$2,000 for the 2017 budget year.

The 2017 Work Plan was approved at the November 10, 2016 RCSAC AGM as a working document that will be revisited throughout the year and revised as necessary.

## RCSAC 2016 Membership

Organization	Representative(s)
<b>Voting Members</b>	
Avia Employment Centres	Nicole Smith
BC Responsible and Problem Gambling	Jenn Fancy de Mena
Boys and Girls Club of South Coast BC	Jason Lee
Chimo Community Services	Diane Sugars
City Appointee	Hamid Ghanbari
City Appointee	Ihsan Malik
Community Living BC	George Sartori
Developmental Disabilities Association	Donna Cain
Family Services of Greater Vancouver	Lisa Whittaker
Heart of Richmond AIDS Society	Brian Wardley
Individual Member	Jennifer Larsen
Pacific Community Resource Services	Leslie Martin
Pathways Clubhouse Richmond	Una Mulhall
RCMP Richmond	Constable Heather Hall
Richmond Addictions Services Society	Rick Dubras
Richmond Animal Protection Society	Eyal Lichtmann
Richmond Cares, Richmond Gives	Jocelyn Wong
Richmond Caring Place Society	Sandy McIntosh
Richmond Children First	Helen Davidson
Richmond Centre for Disability	Ella Huang
Richmond Division of Family Practice	Denise Ralph
Richmond Family and Youth Court Committee	Neelu Kang Dhaliwal
Richmond Family Place Society	Janice Lambert
Richmond Food Bank Society	Alex Nixon
Richmond Food Security Society	Anita Georgy
Richmond Mental Health Consumer & Friends Society	Barb Bawlf
Richmond Multicultural Community Services	Parm Grewal
Richmond Poverty Response Committee	De Whalen
Richmond School District #38	Monica Pamer/Sherry Elwood
Richmond Seniors Advisory Committee	Corisande Percival-Smith
Richmond Society for Community Living	Janice Barr
Richmond Therapeutic Equestrian Society	TBD
Richmond Women's Resource Centre	Florence Yau
Richmond Youth Service Agency	Daylene Marshall
Salvation Army (Richmond)	Kathie Chiu
S.U.C.C.E.S.S.	Francis Li
Touchstone Family Services	Judy Valsonis
Turning Point Recovery Society	Ted Paxton
Vancouver Coastal Health	Belinda Boyd
Vancouver Transit Police	Inspector Wendy Hawthorne
<b>Non-Voting Members</b>	
Council Liaison	Derek Dang
Staff Liaison	Lesley Sherlock

## **2016 RCSAC Work Plan Results**

For the 2016 year, the RCSAC continued to link its annual work plan initiatives to the Richmond City Council Term Goals. The 2016 Work Plan was designed to provide Council with advice to support Council's Goal Statement for Community Social Services:

To develop and implement an updated social services strategy that clearly articulates and communicates the City's roles, priorities and limitations with respect to social services issues and needs.

Within this goal statement, the RCSAC focused on providing advice on Council's following priorities.

The RCSAC also highlighted several other areas to work towards in 2016 to ensure committee stability and to improve Community Agency engagement.

RCSAC further advised Richmond City Council by providing feedback on their Term Goals through two sessions at General member meetings.

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### **Council Term Goal 1.4**

#### **Effective interagency relationships and partnerships**

##### **Objectives**

- To respond to Council requests for advice regarding community safety matters
- To provide a forum for Social Service Providers, Council Liaisons and City Staff, Citizen Appointees and Individual Members to collaborate, share, network and learn from one another, as well as from guest presenters from the City and community
- To identify, advise and provide recommendations to City Council and staff of trends, gaps and needs of our community

##### **Proposed Actions**

- Participate in City consultations regarding community safety
- Continuing to implement the RCSAC Community Social Services and Space Needs Survey.
- Advise Council if changes in social service programs and corresponding funding structures will impact the City of Richmond
- Invite guest presenters to educate the RCSAC on topics relevant to Social Service providers and their clients
- Determine the need for further service gaps analysis in service areas in addition to Addictions and Mental Health
- Build on the success of the Mental Health and Addiction services wallet card. Determine potential need for other similar service cards in the community
- Complete a multi-year analysis of Community Social Services Survey results (2014 – 2016)
- Support initiatives that reduce barriers to accessing services in the community

## **Anticipated Outcomes/Indicators of success**

- Advice provided to Council regarding community safety matters
- Community Social Services and Space Needs Survey and Report Completed
- Communication Tools to Council as appropriate
- Final report on successful actions completed

## **2016 Activities**

- **Encouraged member organizations to participate in the City of Richmond's Municipal Policing Survey**
  - **Provided a robust report for the 2014-2015 Social Services and Space Needs Survey that included multi-year analysis**
  - **Developed and submitted the Changes to VCH Management communication tool to Council to inform them of potential additional gaps in mental health and addictions services**
  - **Heard eight presentations from various groups on topics relevant to RCSAC member organizations and Richmond social services**
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## **Council Term Goal 2.2**

### **Effective social service networks**

#### **Objectives**

- To increase connections within the RCSAC membership
- To increase access to information and opportunities to plan and promote community and social service events and activities
- To review and broaden the membership of the RCSAC and encourage organizations providing community and social services in the Richmond community to join.
- To increase administrative efficiency for RCSAC

#### **Proposed Actions**

- Maintain the Community Table/Committee Inventory and provide an update to Council in the RCSAC 2016 Annual Report
- Continue to develop members only log-in section on the RCSAC website so members can access minutes, agendas, reports etc.
- Support on-going updates to the RCSAC website
- Form an action team to review membership and determine organizations to receive invitation to learn more about the RCSAC

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

- RCSAC website members-only log-in page continues to be enhanced and utilized by members
- RCSAC website utilization continues to increase. Increased number of webpage hits.

- Increased number of events and program information posted to the RCSAC website
- Potential new memberships joining the RCSAC
- Report on successful outcomes completed and included in the RCSAC 2016 Annual Report

**Anticipated Outcomes/Indicators of Success**

- RCSAC website members-only log-in page continues to be enhanced and utilized by members
- RCSAC website utilization continues to increase. Increased number of webpage hits.
- Increased number of events and program information posted to the RCSAC website
- Potential new memberships joining the RCSAC
- Report on successful outcomes completed and included in the RCSAC 2016 Annual Report

**2016 Activities**

- **Maintained the Community Table/Committee Inventory and included an update in the RCSAC 2016 Annual Report**
- **Actively recruited potential member organizations**
- **Began the process of upgrading the RCSAC website to ensure that it can continue to be used**
- **Completed the RCSAC 2016 Annual Report**

**Council Term Goal 3.4**

**Diversity of housing stock**

**Objectives**

- Continue to support the implementation of the Affordable Housing Strategy
- Provide input regarding the Affordable Housing Strategy Update

**Proposed Actions**

- Participate in the Affordable Housing Strategy Update consultations
- Work collaboratively with the Richmond Homeless Coalition –Homes for All, Richmond housing organizations, advocates and the City to identify and highlight affordable and supportive housing needs and projects in Richmond.
- Work collaboratively with Richmond housing organizations and advocates to draft regular communication, which highlights housing needs and projects, to City Council and staff

**Outcomes/Indicators of Success**

- Affordable Housing Action Team formed as required
- Communication Tool to Council as appropriate regarding the Affordable Housing Strategy Update
- Regular updates presented to RCSAC General Committee meeting

- Successful outcomes completed and reported in the RCSAC 2016 Annual Report

## **2016 Activities**

- **Received monthly updates from the Richmond Homeless Coalition**
  - **Received a report from CHIMO and the Richmond Poverty Response Committee on the current homeless situation in Richmond**
- 

## **Council Term Goal 4.2**

### **Innovative projects and initiatives to advance sustainability**

#### **Objectives**

- Support the City as it advocates for a coordinated regional approach to enhance local food security
- Support the development of a food security action plan for the City of Richmond

#### **Proposed 2016 Actions**

- Action teams formed as necessary to meet objectives
- Potential gap analysis undertaken
- Communication Tool developed for Council

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

- Presentation from Richmond Food Security Society on final draft of Food Charter
- Action team formed
- Communication Tools to Council completed as appropriate
- Successful actions completed and included in the RCSAC 2016 Annual Report

## **2016 Activities**

- **Received a report from the Richmond Food Security Society on the Richmond Food Charter and encouraged member agencies to consider sponsoring it**
-

## **Council Term Goal 5.1**

### **Advancement of City priorities through strong intergovernmental relationships**

#### **Objectives**

- To provide Council with information about the impact of provincial and federal funding decisions on social services agencies and Richmond residents

#### **Proposed 2016 Actions**

- Completion of annual Community Social Services Survey and Report - provide information to Council on provincial and federal funding decisions that may affect the delivery of social services in Richmond
- Contribute to and update as needed multi-year analysis of Community Social Services Survey
- Membership will submit Communication Tools to Council regarding changes in member agency funding relationships with federal and provincial governments
- Invite MLAs to information exchange with RCSAC members

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

- Communication Tools submitted as appropriate
- Community Social Services survey completed and report submitted to Council
- Successful actions completed and included in the RCSAC 2016 Annual Report
- Meeting held with Richmond MLAs to exchange information regarding social services in Richmond

#### **2016 Activities**

- **Completed the annual Social Services and Space Needs Survey and submitted the report to Council**
- **Developed and submitted the “Changes to VCH Management” Communication Tool to Council on changes to VCH staff funding in Richmond**
- **Held the MLA Information Session and exchanged information on social services and gaps in service in Richmond**

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## **Council Term Goal 6.2**

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

#### **Objectives**

- Identify space needs for non-profit societies within Richmond
- Identify housing and community space needs of RCSAC clients and member agencies



## **Proposed 2016 Actions**

- Inclusion of space needs in Community Social Services Survey
- Action team reports to RCSAC as needed

## **Outcomes/Indicators of Success**

- Space results compiled from community needs assessment survey
- Communication Tool to Council as appropriate
- Successful actions completed and included in the RCSAC 2016 Annual Report

## **2016 Activities**

- **Included space needs in the Social Services Survey**
  - **Completed the 2016 RCSAC Social Services and Space Needs Survey and submitted the report to Council**
  - **Formed the NPO Space Needs Subcommittee to closely examine NPO space needs in Richmond**
  - **Had presentations from City Staff on the City Centre Area Plan and from the SFU Kiwanis Place-Making Project**
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## **Council Term Goal 9.2**

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

#### **Objectives**

- To share and promote information and engagement opportunities to clients of member agencies
- To stay apprised of results of engagement tools and how they are impacting our clients

## **Proposed 2016 Actions**

- Provide an opportunity for presentations to the RCSAC from City staff and Community Partners on engagement strategies and tools
- Share and promote information and engagement opportunities within agencies and to clients

## **Outcomes/Indicators of Success**

- Communication Tools to Council as appropriate
- Final report on outcomes
- Presentations included in RCSAC meetings
- Information sharing included in meetings

## 2016 Activities

- **Encouraged information sharing at every RCSAC General Meeting**
  - **Sent out weekly updates to RCSAC member organizations that included community and agency updates**
  - **Welcomed eight presentations from various groups on important topics relevant to member organizations**
- 

## Additional RCSAC Work Plan Activities

### Objectives

- To increase connections within RCSAC members
- To review and broaden the membership of RCSAC and encourage organizations providing community and social services in the Richmond community to join
- To increase administrative efficiency for RCSAC

### Proposed Actions

- Maintain Community Table/Committee Inventory and provide update to Council in 2015 final report
- Continue to develop members only log-in section on RCSAC website so members can access minutes, agendas, reports etc.
- Support on-going updates to the RCSAC website
- Form an action team to review RCSAC membership and determine which organizations will receive an invitation to learn more about the RCSAC

### Anticipated Outcomes/Indicators of Success

- Members only log-in page continues to be enhanced and utilized by members
- Website utilization continues to increase; increased number of webpage hits
- Increased number of events and program information posted to website
- Potential new members joining the RCSAC
- Report on successful outcomes completed

## 2016 Activities

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

**RCSAC 2016 Financial Statement**

	<b>2016 - January 1 to December 31</b>
<b>Balance Projected to be brought Forward</b>	\$300.00
<b>Revenue</b>	
City of Richmond	\$11,000.00
Membership Dues	\$1,400.00
Bank Interest	\$1.50
Sponsorship	
<b>Total Revenue</b>	<b>\$12,701.50</b>
<b>Expenses</b>	
Admin Assistant	\$10,000.00
Admin Expenses	\$80.00
Forums/Meetings	\$1,400.00
Website + IT	\$700.00
Website Training/Calendar	\$100.00
Post Box Renewal	\$158.00
Volunteer Appreciation	\$200.00
Sub-Committee/printing/events	
<b>Total Expenses</b>	<b>\$12,638.00</b>
<b>Total Balance</b>	<b>\$63.50</b>



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

## **2017 Work Plan and Budget**

## **2017 RCSAC Work Plan**

The RCSAC continues to link its annual work plan initiatives to Richmond City Council's Term Goals. The 2017 Work Plan is designed to provide Council with advice on social and other community services to support Council's Goal Statement for a Vibrant, Active and Connected City.

The RCSAC will prioritize responding to Council requests as they arise throughout the year, and provide advice on the following Council Term Goals in the following RCSAC initiatives scheduled for implementation in 2017.

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### **Council Term Goal 1.4**

#### **Effective interagency relationships and partnerships**

##### **Objectives**

- To respond to Council requests for input regarding community safety matters
- To provide a forum for Social Service Providers, Council Liaisons and City Staff, Citizen Appointees and Individual Members to collaborate, share, network and learn from one another, as well as from guest presenters from the City and community
- To identify, advise and provide recommendations to City Council and staff of trends, gaps and needs of our community

##### **Proposed 2017 Actions**

- Continue to implement the RCSAC Community Social Services and Space Needs Survey.
- Advise Council if changes in social service programs and corresponding funding structures will impact the City of Richmond
- Continue to build on past results of the RCSAC Community Social Services and Space Needs Survey to provide context on the changing nature of social services in Richmond
- Invite guest presenters to educate the RCSAC on topics relevant to Social Service providers and their clients
- Determine the need for further service gaps analysis in service areas in addition to Addictions and Mental Health
- Support initiatives that reduce barriers to accessing services in the community

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

- Advice provided to Council regarding community safety matters
  - Community Social Services and Space Needs Survey and Report Completed
  - Communication Tools to Council as appropriate
  - Final report on successful actions completed
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## **Council Term Goal 2.2**

### **Effective social service networks**

#### **Objectives**

- To increase connections within the RCSAC membership
- To increase access to information and opportunities to plan and promote community and social service events and activities
- To review and broaden the membership of the RCSAC and encourage organizations providing community and social services in the Richmond community to join.
- To increase administrative efficiency for RCSAC

#### **Proposed 2017 Actions**

- Maintain the Community Table/Committee Inventory and provide an update to Council in the RCSAC Annual Report
- Continue to develop members only log-in section on the RCSAC website so members can access minutes, agendas, reports etc.
- Support on-going updates to the RCSAC website
- Form an action team to review RCSAC membership and determine organizations to receive invitation to learn more about the RCSAC

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

- Increased use of RCSAC website members-only log-in page
  - Increased RCSAC website utilization and webpage hits.
  - Increased number of events and program information posted to the RCSAC website
  - Increase the number of social and community service organizations joining the RCSAC
  - Report on successful outcomes completed and included in the RCSAC 2017 Annual Report
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## **Council Term Goal 3.4**

### **Diversity of housing stock**

#### **Objective**

- Continue to support the implementation of the Affordable Housing Strategy
- Provide input to Council regarding the Affordable Housing Strategy Update

#### **Proposed 2017 Actions**

- Participate in the Affordable Housing Strategy Update consultations
- Work collaboratively with the Richmond Homeless Coalition, advocates, and the City to identify and highlight affordable and supportive housing needs and projects in Richmond.

- Work collaboratively with Richmond social services and advocates to draft regular communication, highlighting housing needs and projects, to City Council and staff

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

- Receive monthly reports from the Richmond Homelessness Coalition and report to Council as required
  - Regular updates presented to RCSAC General Committee meeting by member organizations on the state of housing and homelessness in Richmond
  - Successful outcomes completed and reported in the RCSAC 2017 Annual Report
- 

#### **Council Term Goal 4.2**

#### **Innovative projects and initiatives to advance sustainability**

#### **Objectives**

- Support the City as it advocates for a coordinated regional approach to enhance local food security
- Support the development of a food security action plan for the City of Richmond

#### **Proposed 2017 Actions**

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

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

- Communication Tools to Council completed as appropriate
  - Successful actions completed and included in the RCSAC 2017 Annual Report
-

## **Council Term Goal 5.1**

### **Advancement of City priorities through strong intergovernmental relationships**

#### **Objectives**

- To provide Council with information about the impact of provincial and federal funding decisions on social services agencies and Richmond residents

#### **Proposed 2017 Actions**

- Completion of annual RCSAC Social Services and Space Needs Survey and Report - provide information to Council on provincial and federal funding decisions that may affect the delivery of social services in Richmond
- Contribute to and update as needed multi-year analysis of RCSAC Social Services and Space Needs Survey
- Invite MLAs to an information session with RCSAC members

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

- Communication Tools submitted as appropriate, including Community Social Services Survey and Space Needs Survey
  - Successful actions completed and included in the RCSAC 2017 Annual Report
  - Meeting held with Richmond MLAs to exchange information regarding social services in Richmond
- 

## **Council Term Goal 6.2**

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

#### **Objectives**

- Identify space needs for non-profit societies within Richmond
- Identify housing and community space needs of RCSAC clients and member agencies

#### **Proposed 2017 Actions**

- Submit the RCSAC Social Services and Space Needs Survey Communication Tool to Council
- NPO Space Needs Action team reports to RCSAC; RCSAC Communication Tool to Council as needed

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

- Space results compiled from community needs assessment survey
- Communication Tool to Council as appropriate
- Successful actions completed and included in the RCSAC 2017 Annual Report



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## **Council Term Goal 9.2**

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

#### **Objectives**

- To share and promote information and engagement opportunities to clients of member agencies
- To stay apprised of results of engagement tools and how they are impacting our clients

#### **Proposed 2017 Actions**

- Presentations to the RCSAC from City staff and Community Partners on engagement strategies and tools
- Share and promote information about engagement opportunities within agencies and to clients

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

- Communication Tools to Council as appropriate
- Final report on outcomes
- Presentations included in RCSAC meetings
- Information sharing included in meetings

**RCSAC 2017 Budget**

<b>2017 - January 1 to December 31</b>	
<b>Balance Projected to be brought Forward</b>	\$300.00
<b>Revenue</b>	
City of Richmond	\$11,000.00
Membership Dues	\$1,400.00
Bank Interest	\$1.50
Sponsorship	
<b>Total Revenue</b>	<b>\$12,701.50</b>
<b>Expenses</b>	
Admin Assistant	\$10,000.00
Admin Expenses	\$80.00
Forums/Meetings	\$1000.00
Website + IT	\$700.00
Website Training/Calendar	\$100.00
Post Box Renewal	\$158.00
Volunteer Appreciation	\$200.00
Sub-Committee	\$400.00
<b>Total Expenses</b>	<b>\$12,638.00</b>
<b>Total Balance</b>	<b>\$63.50</b>



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

## **Charter**

September 11, 2008

*Approved by Richmond City Council January 20, 2009*

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**I. MISSION STATEMENT OF THE RICHMOND COMMUNITY SERVICES ADVISORY COMMITTEE**

*To encourage and promote those social policies and community services which contribute to the general health, welfare and quality of life of the residents of Richmond, and to increase inter-agency relations and cooperation in order to enhance community capacity.*

## II. HISTORY

The Richmond Community Services Advisory Committee, hereinafter referred to as “RCSAC”, received formal recognition as an advisory body to Richmond City Council and its appropriate Committees on May 25, 1987<sup>1</sup>.

It builds on the information gathering and sharing strengths of the Richmond Community Services Council, which served the community in a similar but less formal capacity from April, 1978 to its evolution as the RCSAC in September, 1987.

During several years of Community services as a voluntary collaborative of non-profit, government and private agencies and organizations in the field of social and related community services, the Richmond Community Services Council and its member organizations were instrumental in the development and establishment of:

- The municipally funded RCMP Youth Intervention Program;
- A municipal social planner position;
- Richmond Child Protection Network;
- Richmond Family Place;
- An open referral in-the-home parenting program (lost with others during the 1983 restraint measures imposed by major government funding sources);
- Collaboration in preparation of the report *Preparing for a Livable Future: Recommendations* by the City Center Steering Committee;
- Improved Municipal Grant application and appeal processes;
- The Child Care Advisory Committee;
- The Inventory of Social Services in Richmond
- The Richmond Intercultural Advisory Committee

An RCSAC Poverty Response Committee was established, and reports were submitted to Council. This has now become an independent committee.

Representatives from the RCSAC

- participated in the Community Parks, Recreational & Cultural Working Group to assist in providing City Council with a Master Plan;
- currently participate in the Substance Abuse Task Force; and
- the Richmond Intercultural Advisory Committee.

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<sup>1</sup> See Appendix I

### **III. RICHMOND COMMUNITY SERVICES ADVISORY COMMITTEE (RCSAC) IN BRIEF**

1. Advises Richmond City Council, and/or the appropriate Council Committee.
2. Makes representations to other policy-making bodies on social policy and community services matters.
3. Provides informed comment and advice to Richmond City Council on implications for policies and services being changed and introduced.
4. Undertakes its work at the request of Richmond City Council, the RCSAC membership, and the community at large.
5. Provides a strong and active role in overall social policy and community services decisions for community representatives and nonprofit society boards.

### **IV. RCSAC ROLES**

1. The Richmond Community Services Advisory Committee (RCSAC) is a forum for community service\* agencies to meet on a regular basis in order to share information and ideas about issues of common interest, and to identify emerging needs.  
**\*Community Services:** defined as those covering the general areas of health, social services, education, and other related service where the overall intent is to improve the quality of life for Richmond residents.
2. The RCSAC will foster the development of services, through an asset building<sup>2</sup> approach, to meet those needs.
3. The RCSAC will establish and monitor Task Forces to undertake activities deemed by the RCSAC to be necessary and consistent with the objectives of the RCSAC. All Task Forces will be time limited with both start and end dates, and will produce a written report.
4. The RCSAC may employ and hire such staff as deemed necessary to assist in the operation of the RCSAC, including all Task Forces. All employees will report directly to the Co-Chairs of the Executive Committee.
5. The RCSAC will provide a leadership and educational role in social issues affecting community services.
6. The RCSAC strives to work cooperatively and in a complementary manner with other City advisory committees.

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<sup>2</sup> See Appendix II

## **V. CITY LIAISON**

Liaison with the City of Richmond will be provided by:

- One (1) non-voting Richmond City Council Liaison, and
- One (1) non-voting City Staff Liaison, provided by the Policy Planning Department.

## **VI. MANDATE**

### **Section A**

The RCSAC shall advise Richmond City Council and may, in consultation with City Council, make representations to other policy-making bodies on the following:

1. Policies that encourage cooperative planning and delivery of community services to ensure optimum efficiency and effectiveness;
2. Social issues/concerns that have an impact community services, special needs groups and the quality of life in the community;
3. Community impact of governmental changes to policies and/or programs affecting Richmond's community services; and
4. Any other matters that may be referred by Richmond City Council, RCSAC member groups and the community at large.

### **Section B**

1. Coordination of activities and information sharing between the voluntary and public sector.



## **APPENDIX I**

### **An Oral History of RCSC, later to become RCSAC**

**(Delivered by Olive Bassett at the RCSAC General meeting of December 8, 2003)**

It is ten years since I have been associated with this advisory council, some of which I speak on today could be familiar to many of you but perhaps some of you are not familiar with the early history I hope it will be of interest to you. I was a member of RCSC for many years before becoming a school trustee then I was elected as their Rep. on the PAC (Policy Advisory Council) in 1990. Back in 1978, there was very little planning for social services, something had to be done, and the United Way was invited to set up some social planning for the community. There was no Social Planner at the municipal level at that time. The Child Services Committee, a committee of the United Way, was not representative enough; its mandate was services to children 12 & under. A newly formed Child Abuse Committee was attempting to educate the public on what was happening to children; the community health nurses and social workers were the only ones going into the homes of many abused children. But the climate of the times prevented anyone from speaking out especially about sexual abuse, this was a taboo topic, no one wanted to talk about it. And there were many turf problems, every one was working in isolation on their own particular issues and problems, this is mine that is yours, don't mix the two! Finally the United Way placed an arms length community person in as Chair of the Child Services Committee hoping to become more effective. Something was still needed; the committee was not representative of agencies working with families, children & youth. Palmer School had just gone up in smoke, at the hands of a teen-age girl who badly needed treatment. There were no services of the kind youth like her needed, but it was risking a teachers or a community health nurse's job to speak out on lack of services. It was so difficult to address so many social problems in the community but at that time, the thought of washing your linen in public was not to be tolerated. The School Board refused to put a family life program into the schools. The community was polarized. Many were demanding the program, just as many were in denial it was needed, and these felt the only place to teach this subject was in the home. Which was fine but those children needing the program did not come from homes where this kind of education was taught. It was a little later I believe the Richmond Youth Services Agency came into being to focus on the issues and problems facing the over 12's. And so, it was in this type of atmosphere that a major meeting was held with many of those delivering social services to families. Through this meeting, they got the endorsement needed to be something much broader than the Richmond Children's Committee. A Steering Committee was set up that met twice a month for a solid year and what came out of that was the framework for the Richmond Community Services Council. That was in 1978, and nine years later in '87, with the assistance of a municipal councilor, a social planner had finally been hired, RCSC was restructured and given the formal title of the Richmond Community Services Advisory Council, RCSAC, as it is known today. They would make recommendations for social service issues and report those issues & concerns directly to the Municipal Council through the Policy Advisory Council, who were elected from the Boards of the individual agencies to serve on PAC. They were the political arm of the RCSAC. And Council listened. In their eyes, it was no longer just staff driven. These were elected people making the recommendations. With the new structure, there was also the IAC, Inter Agency committee, made up the staff and the 'Hands On' people who worked in the field, and the Coordinating Committee overseeing both IAC & PAC. This is all in your charter, I found it very interesting to re-read, and it would be well worth your re-reading pages 20 to 24. In

1989, the RCSAC held a "Strategy Planning and Priority Setting Meeting". This was an extremely important meeting for RCSAC. Johnny Carline, Deputy Administrator, Strategic Planning for Richmond spoke on what Richmond could look like in the future, two questions he asked of the group: 1. "What are the priorities for service provision for all of the agencies in the next three years?" 2. "What suggestions do you have for the municipality to incorporate social issues into the growth management strategy?" A planning committee took all the suggestions, solutions, comments and concerns and brought in a final report in January 1990. Seven (7) recommendations came out of it and were presented to council, they may help you in your deliberations on the restructure process, I will leave it with Michael Then in 1994, RCSAC sent out an excellent questionnaire to member organizations, to see if the advisory council was meeting the needs of its membership by addressing gaps, identifying issues and resources to address them and then develop an action plan. The survey was divided into six major sections: Role & Function, Participation, Community issues, Strengths & Weaknesses, Suggestions for raising the profile of RCSAC and lastly the potential for sending out a newsletter. I will also leave a copy of this with Michael, as it may prove useful. I see you are now contemplating another re-structure, perhaps some questions that you may ask yourselves are: "What do you want to accomplish that you are not doing now?" "When was the last time your charter was brought up to date?" "How many agencies out there are not aware of what you do?" "How many agencies or groups out there doing a service for the community, are you not aware of?" In my opinion the reason RCSAC has survived while many others have not, is because community volunteers and staff have worked together for a common goal, this way everyone wins. The effectiveness of RCSAC has always been present to a greater or lesser degree. It is a tremendously important organization and the accomplishments you have gained have not come easy. It is an organization you can be proud to belong to. However, it must be supported by each and every social service organization in order to have the greatest impact for good.

Thank you.

M. Olive Bassett

## **APPENDIX II**

### **40 DEVELOPMENTAL ASSETS**

Search Institute has identified the following building blocks of healthy development that help young people grow up healthy, caring, and responsible.

#### **External Assets**

##### **Category Asset Name and Definition**

##### **Support**

1. Family Support-Family life provides high levels of love and support.
2. Positive Family Communication-Young person and her or his parent(s) communicate positively, and young person is willing to seek advice and counsel from parents.
3. Other Adult Relationships-Young person receives support from three or more non-parent adults.
4. Caring Neighborhood-Young person experiences caring neighbors.
5. Caring School Climate-School provides a caring, encouraging environment.
6. Parent Involvement in Schooling-Parent(s) are actively involved in helping young person succeed in school.

##### **Empowerment**

7. Community Values Youth-Young person perceives that adults in the community value youth.
8. Youth as Resources-Young people are given useful roles in the community.
9. Service to Others-Young person serves in the community one hour or more per week.
10. Safety-Young person feels safe at home, school, and in the neighborhood.

##### **Boundaries and Expectations**

11. Family Boundaries-Family has clear rules and consequences and monitors the young person's whereabouts.
12. School Boundaries-School provides clear rules and consequences.
13. Neighborhood Boundaries-Neighbors take responsibility for monitoring young people's behavior.
14. Adult Role Models-Parent(s) and other adults model positive, responsible behavior.
15. Positive Peer Influence-Young person's best friends model responsible behavior.
16. High Expectations-Both parent(s) and teachers encourage the young person to do well.

##### **Constructive use of time**

17. Creative Activities-Young person spends three or more hours per week in lessons or practice in music, theatre, or other arts.
18. Youth Programs-Young person spends three or more hours per week in sports, clubs, or organizations at school and/or in the community.
19. Religious Community-Young person spends one or more hours per week in activities in a religious institution.
20. Time at Home-Young person is out with friends "with nothing special to do" two or fewer nights per week

## **INTERNAL ASSETS**

### **Category Asset Name and Definition**

#### **Commitment to Learning**

21. Achievement Motivation-Young person is motivated to do well in school.
22. School Engagement-Young person is actively engaged in learning.
23. Homework-Young person reports doing at least one hour of homework every school day.

24. Bonding to School-Young person cares about her or his school.
25. Reading for Pleasure-Young person reads for pleasure three or more hours per week.

### **Positive Values**

26. Caring-Young person places high value on helping other people.
27. Equality and Social Justice-Young person places high value on promoting equality and reducing hunger and poverty.
28. Integrity-Young person acts on convictions and stands up for her or his beliefs.
29. Honesty-Young person "tells the truth even when it is not easy."
30. Responsibility-Young person accepts and takes personal responsibility.
31. Restraint-Young person believes it is important not to be sexually active or to use alcohol or other drugs.

### **Social Competencies**

32. Planning and Decision Making-Young person knows how to plan ahead and make choices.
33. Interpersonal Competence-Young person has empathy, sensitivity, and friendship skills.
34. Cultural Competence-Young person has knowledge of and comfort with people of different cultural/racial/ethnic backgrounds.
35. Resistance Skills-Young person can resist negative peer pressure and dangerous situations.
36. Peaceful Conflict Resolution-Young person seeks to resolve conflict nonviolently.

### **Positive Identity**

37. Personal Power-Young person feels he or she has control over "things that happen to me."
38. Self-Esteem-Young person reports having a high self-esteem.
39. Sense of Purpose-Young person reports that "my life has a purpose."
40. Positive View of Personal Future-Young person is optimistic about her or his personal future.

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