



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 rd year) |
| Co-Chair | Kathie Chiu, Salvation Army (1 st 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) |
|---|----------------------------|
| Voting Members | |
| 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 |
| Non-Voting Members | |
| 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.

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**
-

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**
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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**
-

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**
-

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

| | 2016 - January 1 to December 31 |
|--|--|
| Balance Projected to be brought Forward | \$300.00 |
| Revenue | |
| City of Richmond | \$11,000.00 |
| Membership Dues | \$1,400.00 |
| Bank Interest | \$1.50 |
| Sponsorship | |
| Total Revenue | \$12,701.50 |
| Expenses | |
| 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 | |
| Total Expenses | \$12,638.00 |
| Total Balance | \$63.50 |