



RCSAC | **Richmond Community Services
Advisory Committee**

2017 Final Report

2017 RCSAC Executive Committee Report

2017 Executive Committee Membership:

Kathie Chiu, Salvation Army	Co-Chair
Alex Nixon, Richmond Food Bank	Co-Chair
Rick Dubras, Richmond Addictions Services Society	Treasurer
Jenn Fancy de Mena, Problem Gambling Addictions Services (until Feb 2017)	Member-at-Large
Hayden Marshall-Fox, Turning Point Recovery Society	Member-at-Large
Lonnie Belfer, Avia Employment Services (from March 2017)	Member-at-Large
Councillor Derek Dang	City Council Liaison
Lesley Sherlock, Social Planner	City Staff Liaison

Results of Executive Elections at the November 9, 2017 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	Kathie Chiu, Salvation Army (2 nd year)
Co-Chair	Lonnie Belfer, Avia Employment Services
Treasurer	Rick Dubras, Richmond Addiction Services Society
Member-at-Large	Ling Chu, SUCCESS
Member-at-Large	Diane Sugars, Chimo
Member-at-Large	Janice Lambert, Richmond Family Place

Executive Committee Summary of 2017 Activities:

Membership

- The number of members (40) stayed the same from 2016 to 2017.
- There were two Citizen Appointee positions (2017-2018): Olivia Chia and Hamid Ghanbari.

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 2017:

- Addictions and Mental Health
- Food Systems
- Non-Profit Organization (NPO) Space Needs Project (to identify agency-specific space needs)
- Annual Social Services and Space Needs Survey (overall funding and space needs trends)
- Commercial Tax Task Group (amalgamated with the NPO Space Needs Group)
- RCSAC Website

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

Mandate:

To work in an advisory capacity to Richmond City Council 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:

In order to renew the 2012 Addictions and Mental Health Gap Analysis Report, the AMH Task group looked for and applied for funding to renew the Gap Analysis since it was last completed five years ago. Unfortunately, we were unsuccessful with the funding request. In order to support initiatives that reduce barriers to accessing services, the AMH Task group supported the development of a RCSAC calendar update that would allow all members to post programs and services on one website location to allow intake workers and partners to navigate systems and services more easily. These changes have increased website viewing and utilization when compared to last year's results. The AMH Task Group has supported the evaluation of this initiative and results were positive. The AMH Task Group has also been diligent in ensuring more consistent reporting to the RCSAC in 2017 to make sure that members are aware of programs and services as well as key changes in the community such as current updates regarding the STOREYS development, the Outreach and Resources Support Program (OARS) and prevention initiatives carried out by other organizations (e.g. Richmond Addiction Services Society, the Salvation Army and Pathways Clubhouse).

Food Systems

Membership:

Anita Georgy, Alex Nixon, De Whalen.

Mandate:

To explore ways to address gaps in how our food system serves our community, and report back to the RCSAC on potential solutions.

Activities:

The Food Systems Action Group met with Brent Mansfield, Director of the BC Food Systems Network, to discover how other municipalities address food system gaps. The action group recommended that the RCSAC advise Richmond City Council to form a Richmond Food System Advisory Committee to provide advice to City Council. The RCSAC presented a Communication Tool to Planning Committee in May 2017 conveying this advice.

Non-Profit Organization (NPO) Space Needs

Membership: Janice Barr, Rick Dubras, Janice Lambert, Sandy McIntosh, Alex Nixon.

Mandate: To explore Richmond's NPO space needs and find collaborative solutions; to report the results back to the RCSAC.

Activities:

The NPO Space Needs Action Group secured partial funding through the Richmond Community Foundation to commission the development of a new Space Needs Survey to gather agency-specific information. The goal is to deploy and analyse the new survey and provide City Council with policy options regarding NPO space needs.

Commercial Tax Task Group

Membership:

Judy Valsonis (TFA), Janice Barr (RSCL), Brian Wardley (HORAS), Rick Dubras (RASS), Jennifer Larsen (Community Member), Una Mulhall (Pathways Clubhouse)

Mandate:

To understand the changes to the commercial tax situation for non-profits in 2017 as many Richmond agencies have experienced recent increases to rent including property tax.

Activities:

The group met with City staff who presented information as to the current situation of property taxes in Richmond. This information was presented to the RCSAC membership. Due to the overlapping concerns with the NPO Space Needs Task Group, the Commercial Tax Task Group decided to join the NPO Space Needs Task group.

Website

Membership: Rick Dubras, Hayden Marshall-Fox, Lonnie Belfer, Jennifer Dieckmann

Mandate: To update the RCSAC website and integrate a mental health and addictions services calendar into it.

Activities:

In January the Addictions and Mental Health Task Group Proposal was accepted at the RCSAC General Meeting. The purpose of the proposal is to carry out a pilot program concerning the specific use of the RCSAC website calendar for mental health and addictions services as an aid for intake workers and other service providers in the field as well as to increase use of the RCSAC website. The focus is coordination of services and programs in one on-line location.

Beginning in February, the secretary began to enter mental health and addictions specific programs and services in the RCSAC website calendar, supported by the AMH Task Group. The secretary asked pilot project participants to provide Calendar program updates at regular intervals.

In late spring, the RCSAC contracted with IT GURL, an IT services consultant, to update the look of the RCSAC Calendar to make it easier to view and navigate.

The Website Task Group met in September and October to discuss how the Calendar was working and what other areas could be improved/changed.

In September the RCSAC Calendar was shown at the General meeting to the membership where further suggestions were offered on the use of the calendar.

In October, pilot project participants were contacted for feedback. The majority stated that, although they did not use the Calendar often, it was a useful resource. They would like it to be searchable and have more program information entered.

Communications with the City of Richmond

The RCSAC sent the following correspondence to City Council to advise them on issues impacting Richmond's citizens and community services:

- Richmond Food Systems Advisory Committee Communication Tool
- Richmond Non-Profit Space Review Funding Request

Community Tables

The RCSAC continues to maintain a list of community tables and committees addressing a range of social service topics.

Presentations

Community organizations presented to the RCSAC at most RCSAC meetings on issues and topics vital to Richmond's community services. The organizations and topics included:

- February: RCSAC Member Presentations
- March: Colt Program
- April: Transit Police
- May: Dr. Michael Ma
- June: Richmond Women's Resource Centre
- September: Richmond Addictions Services Society
- October: Richmond Cares, Richmond Gives
- November: RCSAC AGM
- December: MLA Forum

Financial

A 2017 financial report and proposed 2018 budget were drafted by the Treasurer and approved by the membership at the RCSAC's November AGM.

The RCSAC has continued to operate without an increase to its operating grant for five years, despite the added financial pressures due to increasing membership (from 33 members in 2011 to 40 members in 2017). For 2017, the RCSAC continued to reduce meeting and staff expenses.

The 2018 Work Plan was approved at the November 9, 2017 RCSAC AGM as a working document that will be revisited throughout the year and revised as necessary.

RCSAC 2017 Membership

In 2017, we lost Jennifer Larsen, a long-time member of the RCSAC. Jennifer served her community with passion and commitment and her contribution to the RCSAC is greatly missed.

Organization	Representative(s)
Voting Members	
Avia Employment Centres	Lonnie Belfer
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	Olivia Chia
Community Living BC	George Sartori
Developmental Disabilities Association	Donna Cain
Family Services of Greater Vancouver	Karin Kirkpatrick
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	Isabel Ceron
Richmond Multicultural Community Services	Parm Grewal
Richmond Poverty Response Committee	De Whalen
Richmond School District #38	Sherry Elwood
Richmond Seniors Advisory Committee	Sandra Gebhardt
Richmond Society for Community Living	Janice Barr
Richmond Therapeutic Equestrian Society	TBD
Richmond Women's Resource Centre	Florence Yau
Richmond Youth Service Agency	Jane Reed
Salvation Army (Richmond)	Kathy Chiu
S.U.C.C.E.S.S.	Ling Chu
Touchstone Family Services	Judy Valsonis
Turning Point Recovery Society	Ted Paxton
Vancouver Coastal Health	Belinda Boyd
Vancouver Transit Police	Inspector Bruce Shipley
Non-Voting Members	
Council Liaison	Cllr. Derek Dang
Staff Liaison	Lesley Sherlock

2017 RCSAC Work Plan Results

For the 2017 year, the RCSAC continued to link its annual work plan initiatives to the Richmond City Council Term Goals. The 2017 Work Plan was designed to provide Council with advice to support Council's Goal Statement for Community Social Services:

Continued implementation of the Social Development Strategy that articulates our role and how we work with our partners in service provision, manages expectations and targets our limited resources in the delivery of these services.

Within this goal statement, the RCSAC focused on providing advice on the following Council priorities. The RCSAC also worked to strengthen agency and RCSAC capacity.

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 speakers regarding City and community initiatives
- To identify, advise and provide recommendations to City Council and staff of trends, gaps and needs of our community

2017 Activities

- **Provided networking and information sharing opportunities for member agencies with the goal of strengthening the social safety net**
- **Heard eight presentations from various groups on topics relevant to RCSAC member organizations and Richmond social services, including presentations by the Transit Police and Dr. Michael Ma from Kwantlen Polytechnic's Criminology Department**

Council Term Goal 2.2 - Effective social service networks

Objectives

- To increase connections within the RCSAC membership
- To increase information and opportunities for the RCSAC members 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 the RCSAC

2017 Activities

- **Maintained the Community Table/Committee Inventory**
 - **Actively recruited potential member organizations**
 - **Began the process of upgrading the RCSAC website to ensure its continued use**
 - **Completed the RCSAC 2017 Annual Report**
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Council Term Goal 3.4 - Diversity of housing stock

Objectives

- Continue to support the implementation of the City's Affordable Housing Strategy
- Advise Council regarding the City's Affordable Housing Strategy Update

2017 Activities

- **Participated in the Affordable Housing Strategy Update consultations**
 - **Received monthly updates from the Richmond Homeless Coalition**
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Council Term Goal 4.2 - Innovative projects and initiatives to advance sustainability

Objectives

- The RCSAC will examine food security and its inter-relation to community and social services in Richmond (e.g. intersection of food with physical and mental health, disease prevention, emergency food relief)
- 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 and appropriate committee structure for the City of Richmond

2017 Activities

- **An action team was formed regarding Food Security in Richmond**
- **A Communication Tool was sent to Council advising that Richmond City Council create a Richmond Food Systems Advisory Committee**

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

2017 Activities

- **Presented “Municipal Responses to Child & Youth Poverty” report to Planning Committee in February 2017 resulting in Council advocating to the Province for the establishment of a BC Poverty Reduction Plan**
- **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 non-profit society space needs within Richmond
- Identify housing needs of RCSAC member agency clients

2017 Activities

- **Formed the NPO Space Needs Subcommittee to closely examine agency-specific space needs in Richmond**
- **Funding request for NPO Space Needs project was reviewed by Planning Committee in September 2017**

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

2017 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**
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Additional RCSAC Work Plan Activities

Objectives

- To increase connections between the RCSAC members
- To increase information and opportunities for the RCSAC members 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 the RCSAC

2017 Activities

- **Maintained the Community Committees and Tables list**
- **Increased RCSAC membership**
- **Encouraged and facilitated sub-committees and task forces to collaborate on RCSAC and community projects**
- **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 2017 Financial Statement

	2017 - January 1 to December 31
Balance Projected to be brought Forward from 2016	\$4212.58
Revenue	
City of Richmond	\$11,000.00
Membership Dues	\$1,450.00
Bank Interest	\$1.11
Sponsorship	
Total Revenue	\$16,663.69
Expenses	
Admin Assistant	\$9,599.42
Admin Expenses	\$236.01
Forums/Meetings	\$778.16
Website + IT	\$2,079.49
Website Training/Calendar	\$0.00
Post Box Renewal	\$170.10
Volunteer Appreciation	\$50.00
Task/Action Groups	\$250.00
Total Expenses	\$13,163.18
Total Balance	\$3,500.51