



City of Richmond

Report to Committee

To: Community Safety Committee **Date:** March 12, 2018
From: Carli Edwards, P.Eng. **File:** 03-1000-05-069/Vol 01
 Acting Senior Manager, Community Safety
 Policy & Programs and Licencing
Re: **Touchstone Family Association Restorative Justice Annual Performance
 Outcome Evaluation Report**

Staff Recommendation

That the staff report titled "Touchstone Family Association Restorative Justice Annual Performance Outcome Evaluation Report" dated March 12, 2018 from the Acting Senior Manager, Community Safety Policy & Programs and Licencing, be received for information.

Carli Edwards, P.Eng.
 Acting Senior Manager, Community Safety Policy & Programs and Licencing
 Chief Licence Inspector
 (604-276-4136)

Att. 1

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

Staff Report

Origin

On January 1, 2014 the City of Richmond renewed its contract with the Touchstone Family Association (Touchstone) to provide Restorative Justice Services. This contract expired December 2016 and was renewed for an additional three year term ending in December 2019. As part of this contract, Touchstone is responsible for reporting to Council on an annual basis. This report provides Council with Touchstone's Restorative Justice Performance Outcome and Evaluation Report for the 2017 year.

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

Maintain emphasis on community safety to ensure Richmond continues to be a safe community.

1.1. Policy and service models that reflect Richmond-specific needs.

1.2. Program and service enhancements that improve community safety services in the City.

1.4. Effective interagency relationships and partnerships.

Analysis

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

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

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

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

Within Richmond, there are two restorative justice programs:

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

Touchstone is required to report to Council annually on the:

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

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

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

Restorative Justice Performance Outcome Evaluation Report

The Richmond Restorative Justice Program is a volunteer driven program staffed by Touchstone with a permanent full time coordinator. There are many highlights of this program which are expressed in the Performance Outcome Evaluation Report, January 1, 2017 – December 31, 2017, from Touchstone Family Services (Attachment 1).

Over the past seven years there were a total of 392 offenders that entered the program. In 2017, there were a total of 44 offenders and 36 referrals that went through the program. According to Touchstone staff, the program has the capacity to double the current number of annual referrals/offenders and has outlined raising community awareness of the program as a strategic priority. The decrease in referrals from previous years is due to a new policy issued by "E" Division of the RCMP. Touchstone and the RCMP will continue to examine the privacy and efficiency of the referral process.

According to RCMP Detachment statistics, 14 percent of youth who went through the process re-offended within a three year period after completing the Restorative Justice Program. RCMP data further showed that 10 percent of adults who completed the same program re-offended.

While these low recidivism rates appear to be impressive, the Blue Ribbon Panel noted that “there is no standardized method of measuring recidivism in the province and it would be important to develop and impose consistent standards.”

Summary Statistics

	2013	2014	2015	2016	2017
Total # of Offenders	46	56	57	74	44
Total # of Referrals	35	41	49	49	36
Total # of RJ Process	35	43	47	52	34
Total # of Resolution Agreements	42	47	50	67	41
Total # of Completed Resolution Agreements	45	46	45	67	37

* A referral can have more than one offender


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

Financial Impact

None.

Conclusion

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



Carli Edwards, P.Eng.
 Acting Senior Manager, Community Safety Policy & Programs and Licencing
 Chief Licence Inspector
 (604-276-4136)

CE:dl

Att. 1: Restorative Justice: Performance Evaluation Report January 1, 2017 – December 31, 2017 by Touchstone Family Association.



RESTORATIVE JUSTICE

***PERFORMANCE OUTCOME
EVALUATION REPORT***

January 1, 2017 - December 31, 2017



EXECUTIVE SUMMARY

Touchstone Family Association is a non-profit society that has been providing services to children and their families in Richmond since 1983. Our services have primarily focused on preserving and enhancing family relationships and we offer a variety of services designed to meet the needs of children, youth and families to ensure their optimum development. Over 1900 children, youth and families benefit from our services on an annual basis.

In 2004 the Restorative Justice Program was launched in partnership with the Richmond RCMP. In 2008 the City of Richmond provided funding for a full time Restorative Justice Coordinator. This annual report will focus on the successes and challenges of the past year.

It is important to note that the core funding for Restorative Justice comes from the City of Richmond through the Law and Community operating budget. Touchstone Family Association continues to engage other levels of government regarding not only the need but the responsibility in cost sharing this program across the three levels of government. Restorative Justice receives \$2500.00 from the Community Actualization Program funded by the province which provides some funds for volunteer training and recruitment. Touchstone continues to raise the profile of this extremely cost effective alternative to court and is continuously seeking out funding partners and grant opportunities. Funding continues to be an ongoing challenge, however we are very appreciative to the City of Richmond for not only its financial support but for believing in the Restorative Philosophy of understanding how it creates a safer and healthier community for everyone.

Restorative Justice

What is restorative justice? Restorative justice is an alternative approach to our court system. Restorative Justice is a philosophy built on the cornerstone of community healing. Like community policing, it's a way of doing business differently. While our court system is adversarial and focused on punishment restorative justice encourages dialogue and responsibility for past behaviour, while focusing on problem-solving and offender accountability. Through this approach, victims and offenders are not marginalized as they are in the court system. Rather, both are invited to come together, so that the offender can be held accountable and the victim can receive reparation.

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

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

While restorative justice affords everyone affected by crime the opportunity to gain closure from

the incident, it also gives the community the chance to become closer and grow together through understanding, compassion and healing. Communities become healthier and safer as a result.

Resolution Agreements can include:

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



Restorative Justice is a volunteer driven program that has a permanent full time coordinator. Recruitment, retention and training of volunteers are crucial to the success of the Restorative Justice Program. The RJ coordinator engages all volunteer applicants in a formal interview process which includes a criminal record check and two reference checks and also takes into account several key criteria that may include but is not limited to:

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

Restorative Justice Embodies Different Processes

Given the intensity of the training and the role of the facilitator it is important to recruit solid, committed individuals. Once the intensive interview process and reference check are complete, volunteer applicants are eligible for, and must successfully complete over time, training in various restorative justice processes or applications, including community justice forums, where the volunteer applicants attend an intense 3 day training program. Once the volunteer applicant has achieved a certificate of training, he or she must earn accreditation by co-facilitating a minimum of five forums alongside and under the supervision of a certified mentor/facilitator; this is an approach that increases the volunteer's level of confidence and competency, and enhances quality assurance. Of course, community justice forums are only one example of the kind of processes inspired by a restorative justice philosophy. There are other processes that are also utilized by the Restorative Justice Program.

At the heart of restorative justice are its underlying values and principles, which give birth to a variety of processes designed to meet the unique needs and circumstances of victims, first and foremost, followed by the rest of the community and, of course, the offender. This recognition requires that we carefully consider the process that will have the most benefit and greatest chance of success. Volunteers will continue to expand their knowledge and skills by applying different applications of restorative justice dictated by the specified needs of the affected parties and/or community. A few examples include a non-scripted, comprehensive victim-offender conferencing (VOC) process in complicated cases; a scripted community justice forum (CJF) process in less serious cases; a separate conference (Conference) process in cases where a direct victim and offender encounter proves less beneficial; as well as numerous types of Circles in community and school settings.

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

The Richmond Restorative Justice Program dealt with a variety of types of offences in 2017: Assault, Break and Enter, Fraud, Mischief, Robbery and Theft Under \$5000

Two stories involving cases from the Richmond Restorative Justice Program are highlighted in this year's report to illustrate the benefits of a restorative approach. These stories illuminate the power of dialogue when facilitated with care inside a safe and respectful process suited to the participants.

Looking for Trouble

Two sixteen year olds were arrested for breaking and entering into people's garages in the summer of 2017. They were accused of stealing a bicycle from one home and hammers from another. They were eventually identified and consequently admitted to their crimes upon investigation by the police. Both of the boys and their families, along with their respective victims agreed to resolve the matter inside the community through their participation in restorative justice. Some of the victims initially expressed their trepidation at meeting with the youth; they wondered whether any good could come from a face-to-face dialogue, since the youth had been brazen enough to enter their private property. The preliminary meetings leading up to the community dialogue helped alleviate their concerns and identified the issues they needed to see addressed to help meet their needs and hold the kids accountable for their actions.

Inside the community justice forum, a visibly nervous teenager – let's name him "Tom" - described how he had made a deliberate decision to find trouble that day. He explained that he was hanging out at the co-accused's home – let's name him "Jerry" - when, after a while, they left in search of a neighborhood nearby. For Tom, the idea was to do mischief for mischief's sake. On the way, they stopped at a park, where they smoked marijuana and Tom stole a bicycle lying in

the park with no owner in sight.

Soon after, they continued towards the neighborhood they had in mind because of its seeming affluence. Jerry described how they came upon a property with numerous bicycles inside an open garage. He waited outside, while Tom, the physically larger and stronger teen, went in and stole one of the bicycles. They then biked around the neighborhood and spotted another open garage. Once again, Jerry waited outside the garage while Tom went inside. The teen grabbed two hammers. Perplexed by the items stolen, Jerry, nevertheless, accepted one of the hammers his friend handed over to him and placed it in his backpack. Suddenly, the homeowner came out and began yelling at them; both boys sped off on the bicycles. The couple from the home chased them in their car, but they eventually managed to evade them by splitting up. After a while, Tom and Jerry met up at the house of a mutual friend and then departed for their own respective homes. Jerry rode the bike Tom had stolen to his own place and threw the hammer into some bushes on the way there.

The husband and wife belonging to the home from which the bicycle was stolen described the emotional impact, as well as the terrible stress and inconvenience the teens had caused their family. They were having a social gathering with a group of friends when the crime took place. The group was preparing to ride on bicycle to a concert later that day. Thus, the bikes were stored inside the garage. The homeowners explained how they had always felt safe leaving the garage door open. Even their house door was often left unlocked while they were home. They simply didn't expect something like this to happen in their neighborhood. When the husband discovered his new and very expensive bicycle had been stolen, he was in disbelief; he initially thought perhaps he was the victim of a friendly prank. The theft meant that he could not accompany everyone to the concert, which had been planned for a long time. Instead, he would end up spending his time speaking with the police and filing a police report. The bicycle was later found in Jerry's possession.

He and his wife then described how the theft led them to re-examine their own safety, something they had always taken for granted. What troubled them most was the fact that their daughter and her young babysitter were vulnerable as they were in a room that could be accessed from the garage. The thought that someone made the decision to enter the garage while there were people in the home was disturbing enough. But, what scared them the most was what could have happened if the perpetrator had decided to access the room with their daughter. It was too terrifying for them to contemplate. They were forced to make changes with security in mind, knowing they and their neighbors were never going to be able to go back to the kind of openness and trust they once enjoyed as a community.

The second couple belonging to the home where the hammers were stolen concurred with the first couple on the lost feeling of community, noting how neighbours no longer feel as secure as they once did. After the incident, they reviewed video from the camera they had installed inside the garage. It was shown to Police and both Tom and Jerry were subsequently identified. The homeowners were angry with the teens for not stopping when being chased. Only after the chase did they discover the hammers were missing. One of the hammers had sentimental value as it belonged to the wife's grandfather – this was the hammer Jerry threw away. It was never found. The other hammer was turned in by Tom. (He had only stolen the hammers because he didn't

want to leave the garage empty-handed.)

Tom apologized. He was deeply remorseful for what he had done and described how the entire experience was a wake-up call for him to change his habits and his behavior. Tom was ashamed of his actions. He explained how he was in a different state of mind during that time, mostly angry, possibly depressed. He had been having troubles according to his parents, who tried to steer him away from the negative influences in his life. They remarked on his potential if he could focus. Tom acknowledged the pain and anger he had caused the homeowners, knowing he had changed them and their neighborhood. He was ashamed for causing his own parents embarrassment and anguish. He pledged to do better.

Jerry also apologized to the victims for his actions. He understood that he would have to prove his sincerity if he wanted to make things right with everyone who was affected by what he had done. He vowed to everyone that he was prepared to improve himself.

As their resolution, both Tom and Jerry agreed to write a report asking them to reflect on what they heard from their victims; what lessons they drew from the entire experience; and what changes they will make to prevent a similar incident from happening again in the future. They also agreed to write a progress letter before the Christmas Break, describing the improvements and changes they had made in their own lives.

Both Tom and Jerry fulfilled their obligations. Tom completely transformed his life. Jerry made improvement in his.

What's a Jacket Worth?

A fifteen year old youth was arrested after a major police response to a reported robbery on one summer day in 2017. "Jonah" (Not his real name) had orchestrated a scheme to steal a jacket from another teen. He was caught after a lengthy chase through Richmond. Jonah, his family and the victims all agreed to resolve the criminal matter through restorative justice.

Separate preliminary meetings were held with the offender and victims, accompanied by their respective family members. These meetings were critical in helping everyone prepare for the community justice forum, a face-to-face dialogue between all of the affected participants seated in a circle format facing one another, coordinated by a restorative justice facilitator.

Inside the Circle, Jonah appeared very much like a young man who was relieved to finally be able to release the burden he had been carrying since the incident. Seated between his parents, and across from "Ivan" and his father "Carl" (Not their real names), he began by apologizing for the harm that he had caused to them. He then told his story.

Jonah had been fixated on name brand clothing, like those worn by the athletes he admired on television and social media. Being an athlete himself he wished to emulate these sports stars. When he came upon a rare and expensive jacket being advertised in a private sale by Ivan on a particular website he became excited and set a plan in motion to gain possession of the jacket that

he could not afford. He convinced his own sister and a friend to help in a plot to steal the jacket from Ivan. Jonah had his friend make contact with Ivan online and express interest in buying the jacket at a specified location, date and time.

On the day of the robbery, Jonah, his sister and the friend put the plan into motion. Jonah's sister and friend would await Ivan at the agreed upon location, while Jonah waited around the corner of the building. Jonah's sister and friend would act as bait, luring Ivan through the belief that a legitimate transaction was about to take place. Once Jonah's friend had requested a closer examination of the jacket by taking it into his possession, it would be easier for Jonah to take the jacket without it being in Ivan's hands, removing the potential for his resistance. The plan was to make it appear that Jonah's sister and friend were also unaware of what was happening and disassociating them from their role in the robbery.

Jonah carried out his plan as intended, but he did not anticipate Ivan bringing his father along for the transaction and was caught by surprise. He ran, but Carl caught up to him at one point. In an effort to escape, Jonah assaulted Carl with bear mace. He then fled on foot, while Carl struggled to keep up with him. Eventually, Jonah was able to lose Carl and made it to a park bench with the jacket. He was scared, exhausted and regretting what he had done. Jonah sat down and contemplated what to do when he was approached by a stranger on a bicycle, who explained to him that a man was trying to locate someone who had stolen his son's jacket. Jonah admitted to having the jacket and asked the bicyclist to return the jacket to the owner as he no longer wanted it. Jonah then made his way to a sky train station, where he was taken down by an overwhelming number of police. At some point, he recalls being kicked in the head by the victim, who was also on the scene during the arrest and was quickly removed and spoken to by Police.

Ivan expressed his gratitude to Jonah for being completely forthcoming and demonstrating remorse for his actions, which he judged to be sincere and genuine. He saw, first-hand, Jonah's tearful and heartfelt account of the harm that he caused. He shared with Jonah, how he became "frozen" when Jonah appeared from out of nowhere in a hoodie, wearing a mask and holding a stick-like weapon in his hand. He informed Jonah that his father had come along because he was concerned about him being safe when making a private transaction with strangers. Ivan was expecting a straight forward sale of his jacket. His hope was to give the proceeds to his parents, who had generously bought him an expensive electronic item that he had on his wish list. He wanted to reimburse them for some of the cost as a way of expressing his gratitude. Thus, he was willing to sacrifice the jacket.

Ivan shared how deeply the incident impacted him: he had nightmares, sleepless nights and lost focus at school. He felt unsafe. His family, especially his grandmother, was fearful for him whenever he left the house. His father felt horrible burning from the bear spray that was used on him. He was concerned for what might happen to his father, who lost control of himself and kicked Jonah.

Carl, when given the chance to speak, took the first opportunity to apologize to Jonah for kicking him. He wanted Jonah to know that this was not his true nature and how on that day his protective instincts and overwhelming concern for his son had led to anger. He explained to Jonah's family that he continued with the pursuit of their son, even after the jacket had been returned, because he did not want Jonah to get away with his crime, and he thought he was dealing with an adult, not a

teenager at the time. Carl's apology and explanation greatly reduced the tension felt by Jonah's family, who found the assault on their son to be unwarranted given the police already had him in custody. It led to an outpouring of tears and relief.

Ivan and Carl accepted Jonah's apology inside the meeting and asked if he could write a letter of apology to their family members who were not present for the meeting. Jonah agreed to this resolution. He later produced a letter apologizing to the entire family and expressing his gratitude to them, especially Ivan, for giving him a chance to redeem himself. In his own words: "Now, I like to earn my things and I am starting to open up to people."

Referrals to the Richmond Restorative Justice Program

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

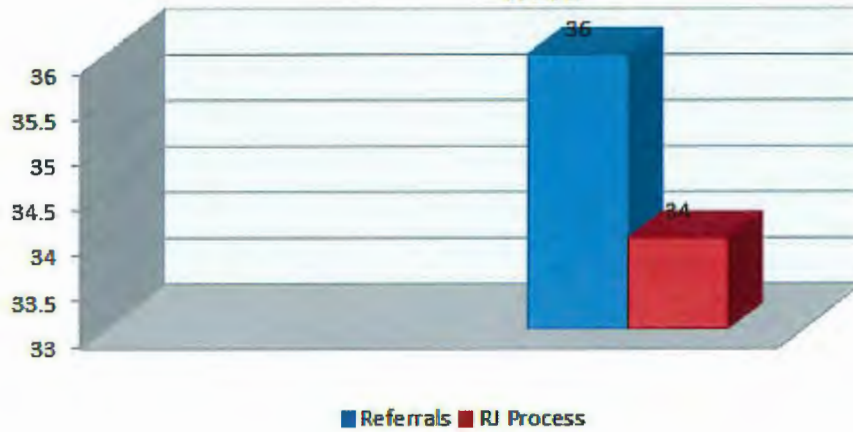
School referrals remain a priority for the program. While school-based incidents are sometimes referred by the RCMP to the Program, there is potential for greater involvement and more comprehensive coordination amongst RCMP, Schools and the Richmond Restorative Justice Program in utilizing a restorative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

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

STATISTICS

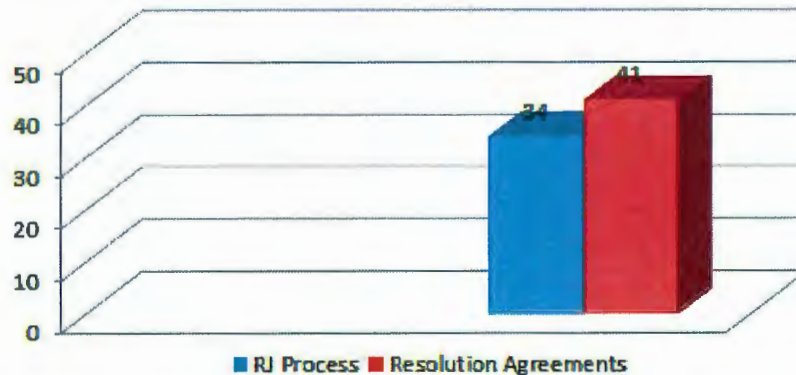
In 2017 there were 36 referrals to the Restorative Justice Program which is considerably lower than in 2016. There were 34 restorative processes held. Each year brings a slight fluctuation based often on youth crime and new members to the RCMP. In addition to the annual ebb and flow of crime rates and changing personnel within the police force, a new policy issued by E Division of the RCMP negatively affected police referrals. Richmond RCMP members were upset with the new protocols for making restorative justice referrals and obtaining consent, which they perceived as burdensome. Corporal Darren Munroe, Restorative Justice Program Director, British Columbia, E Division (RCMP) responded to Touchstone Family Association's concerns about the drop in referrals by acknowledging that officers would probably need time to adjust to the changes, but eventually their jobs would be made easier. He believes the newly created and standardized referral form is simpler and will save officers time. The new policy also requires officers to collect formal, written consent from the parties involved in the incident, including the victim and offender. A necessary step, he is certain, in protecting police officers from mistakenly violating people's privacy rights when their information is transferred to a third party. He asked for patience and has also promised to visit the Richmond RCMP Detachment in the near future to address concerns and promote referrals to restorative justice.

Referrals Received and RJ Processes held



There were 41 resolution agreements resulting from the 36 community justice proceedings.

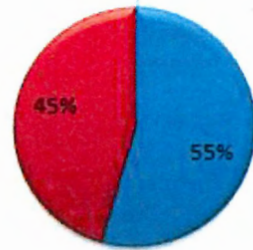
Resolution Agreements



Of the 41 Resolution Agreements, all were successfully completed. This data illustrates that the Restorative Justice process allows for a healthy healing process to occur for all parties involved. The Agreements are mutually agreed upon by all parties (victim, offender and supporters) at the end of each process. Each participant has input into what they need to see happen to make things right. The offenders in all cases have successfully completed these Resolution Agreements demonstrating a commitment to the healing process and an investment in their community.

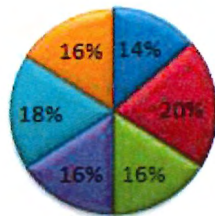
There were 24 females and 20 males referred to the program.

Gender of Offenders Referred



- Female
- Male

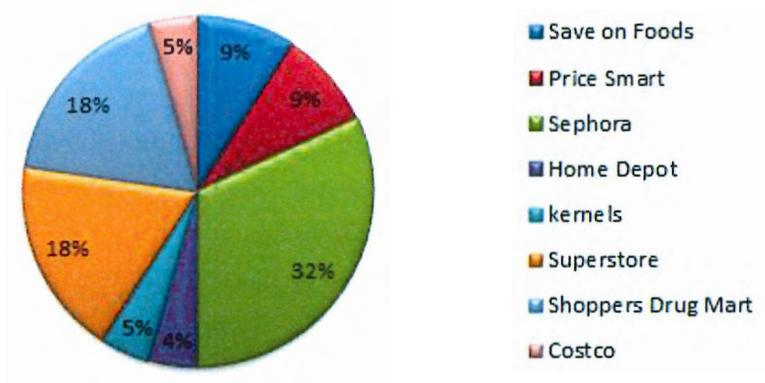
Age of Offenders Referred



- 14 yrs old
- 15 yrs old
- 16 yrs old
- 17 yrs old
- 18-29 yrs old
- 30 and over

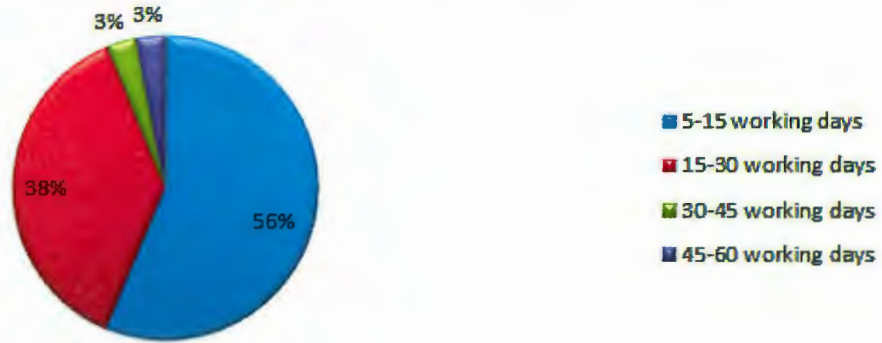
The majority of offenses remained to be for theft under \$5000. There were many different stores that reported these thefts.

Big Box Stores



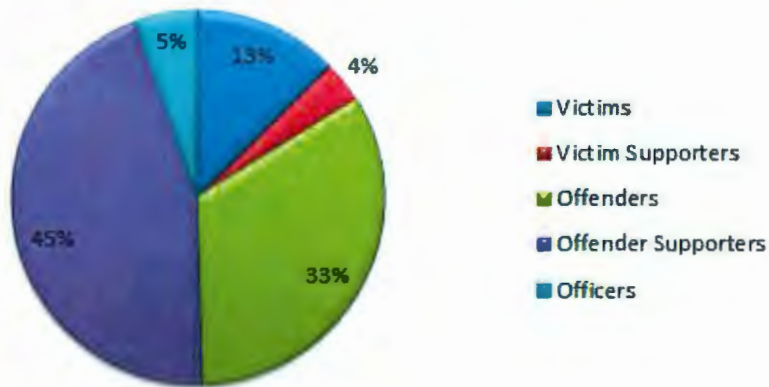
In regards to how long it took to have a matter brought forward for a community process, the time was similar to last year. The majority of referrals (56%) were processed between 5-15 working days as compared to 54% last year. 38% of the referrals were processed between 15-30 working days. It is very important that resolution happens as quickly as possible for the greatest amount of learning and for the participants to remain invested in the process. This graph illustrates that the majority (94%) of the referrals were processed within our targeted time period (within 30 working days).

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



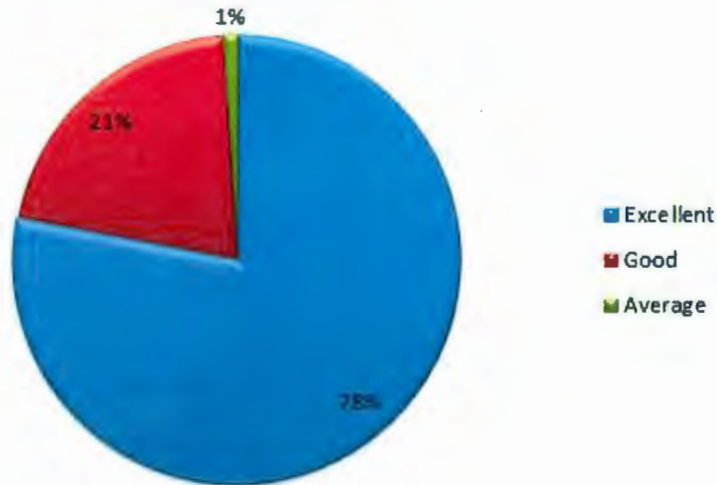
Touchstone Family Association invites all participants involved in the Restorative Justice Process to evaluate their experience. In 2017, 111 people participated in a Restorative Justice process compared to 170 participants in 2016. Of the 111 participants, 101 people completed a survey. Below are the results of the surveys, beginning with the role they played in the process.

Roles of Participants in Forums



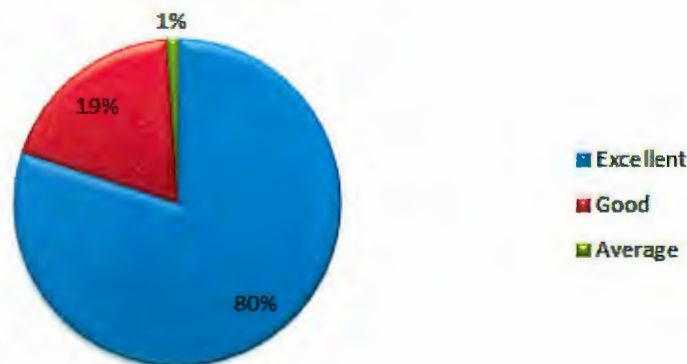
The next question we ask the participants is how fair they felt the Community Justice Agreement to be, ranging from a score of “very unsatisfactory” to “excellent”. As you can see from the graph below, the majority of participants were very satisfied with the mutually agreed upon Agreement.

How Fair was the Community Justice Agreement



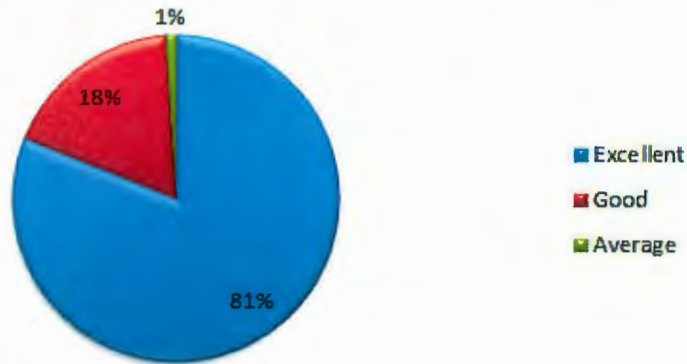
The next question on the survey asked how fair the participants felt the process was. This would indicate if their individual needs were met and that overall, the process was beneficial to the community. The graph below indicates that the majority of participants were satisfied with the Community Justice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

How Fair was the Community Justice Process



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

How was your overall experience with the Community Justice Forum



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

Question 6: Did you encounter any barriers to service, which affected or interfered with your participation in the program?	
Respondents	
1.	No, I am glad for everyone's service and participation to make this process possible. (victim)
2.	No the service was really open to what I was saying and asked me how I was feeling. (offender)
3.	No. This program is one of the best processing was to fix it. (offender supporter)
4.	None it's all good. (victim)
5.	No I think it was well handled. (offender)
6.	No, when I told them text was the best way to communicate with me, they did just that – thanks for being accommodating. (offender supporter)
7.	Just nervousness, nothing else. (offender)
8.	Nope. I felt the process to be very fair, respectful, honest, trustworthy and community minded. (offender supporter)
9.	No, although there a long time lag between the incident and the RJ forum. (victim)
10.	None at all. (victim)
11.	None. (officer)

12.	No, I believe the conference was very open to suggestion for all participants. (offender)
13.	No there was a fair amount of how much a person may speak. (offender supporter)
14.	No better than we expected. (offender supporter)
15.	No I did not. Everything was so satisfactory and beyond that. (offender supporter)
16.	No it was better than what we expected. (offender supporter)
17.	None very supportive and professional. (offender supporter)
18.	Absolutely not – we're very thankful for this opportunity. (offender supporter)
19.	No I did not. Very professional and so thankful for the opportunity. (offender supporter)
20.	No I did not, I am very thankful for everything. (offender)
21.	No everything went smoothly. No further conflict was started and it was a very helpful process in general, it really helped me. (victim)
22.	No, setting the time and attending participation in the program went very smooth and everything went well. (offender)
23.	No everything was well organized and pleasant. (offender supporter)
24.	I did not. It was quite an eye opening experience. (offender)
25.	No barriers to service. Moderator was cognizant of our schedules. (offender supporter)
26.	No barriers, nor interference. (offender supporter)
27.	No, I found this program was a good opportunity for me to change. (offender)
28.	I was satisfied and feel better about the process. (offender supporter)
29.	I did not encounter any barriers to this service. Everything was thorough the questions were engaging. (offender supporter)

Question 7: Is there anything else you would like to comment on?

Respondents	
1.	Thank you for doing it. (offender supporter)
2.	I like the way things are processed the way they are explained. (offender)
3.	It was an overall interesting experience. Thank you. (offender)
4.	It's good I get to pick where I want to volunteer. (offender)
5.	Just continue doing the process, it's all good. (victim)
6.	Thank you! (offender)
7.	Thank you. (offender supporter)
8.	Would like to see more of these for young people. (victim)
9.	Very respectful process. (victim)
10.	Thank you for doing what you do. (victim)
11.	Very well done. (offender)
12.	Very helpful and informative (offender supporter)
13.	The facilitators were very easy to speak openly with. (offender)
14.	This process is a great alternative to the criminal process and offers offenders a chance to learn from their mistakes without gaining a criminal record. (offender supporter)
15.	Thank you for taking the time to allow us to have a second chance. It means a

	lot to my family and I. (offender)
16.	I appreciate this session. It helped me realize the consequences of my actions and how to make things better. (offender)
17.	Very good program. This is needed. (offender supporter)
18.	Facilitators make things easy for us to participate. (offender supporter)
19.	Thank you for the good work. (victim supporter)
20.	This is a good program for people to communicate. (offender supporter)
21.	I appreciate all the support and aid that Touchstone provided for my family. It proved to be a helpful tool in resolving important issues. (offender supporter)
22.	Nice program. (offender supporter)
23.	I would like to thank the girls for being understanding and non-judging and overall caring. The job that they do is a blessing. Thank you, (offender)
24.	Very well run and very professional totally. (offender supporter)
25.	Very good service thanks a lot. (offender)
26.	Thank you! (victim)
27.	All around positive experience thank you. (victim)
28.	No. The program is very well organized and run. I am very thankful for the opportunity. (offender supporter)
29.	I have a new respect for my community. My faith in humanity has been restored. (offender supporter)
30.	This program is excellent. The communication between the facilitators and my family was excellent. (offender supporter)
31.	Thank you for my second chance. (offender)
32.	Very easy to talk to, non-judgmental and friendly staff which made a pleasant experience and a good resolution. (offender)
33.	I find the system has great potential to help a lot of people. (offender)
34.	Although the situation was not ideal, it's good to know this process is available to help all involved parties resolve situations in a system that runs parallel to the justice system. Helps free time for the peace keepers involved to focus on more challenging scenarios. (offender supporter)
35.	Very successful session. (officer)
36.	I would like to thank all the work and process that went into conducting a better resolution to our wrongdoings and to everyone that was involved. (offender)
37.	I understand that it is a volunteer program and I am thankful for their kindness. (offender)
38.	I appreciate the process to help young people. (offender supporter)
39.	Grateful for giving the boys this chance. (offender supporter)
40.	Great program. (offender supporter)
41.	I would like to thank all for the second chance given to my grandson. (offender supporter)
42.	Very well organized, felt heard. (victim)
43.	Thank you for your time and effort. (offender)
44.	Very attentive and cooperative facilitators. (offender)

Follow-up Evaluation Summary

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

In regards to our follow up information eliciting feedback for general satisfaction with the RJ Program, the participant feedback as in past years indicated a high satisfaction rating. The Restorative Justice Program responds to the needs of young people and the community by repairing harm, restoring the moral bond of community and teaching responsibility and accountability to the young person.

A comparison of data from 2011 until 2017 is summarized in the chart below.

	2011	2012	2013	2014	2015	2016	2017
total # of offenders	74	41	46	56	57	74	44
Total # of referrals	44	35	35	41	49	49	36
Total # of RJ Process	56	31	35	43	47	52	34
Total # of Resolution agreements	68	34	42	47	50	67	41
Total # of completed Resolution agreements	56	34	45	46	45	67	37

As evident by the chart above, the Restorative Justice Program has had **392** young people go through the program over the past 7 years which on average is **56** young people a year have been served by the program. It is important to note that the above statistics is only talking about offenders; it is not capturing the number of people participating in the program. In 2017, **111** people participated in a restorative justice process either as a victim, an offender, an officer, a victim supporter, or offender supporter. The more participants involved the more ground work that needs to be done by the volunteer before undergoing the RJ process with all involved parties. This translates to more time for interviewing all participants involved. It is important that everyone participating understands the process and what the expected outcomes may be.

2017-2019
Strategic Plan
Restorative Justice

Strategic Priority 1:

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

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

Strategic Priority 2:

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

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

Strategic Priority 3:

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

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

Strategic Priority 4:

To promote and/or implement restorative practices inside schools.

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

Strategic Priority 5:

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

1. To collaborate and partner with the restorative justice community in assessing and working towards the establishment of an association or other entity that can collectively represent RJ in British Columbia.

**Restorative Justice 2017
Statement of Income**

	Jan to Mar 2017	Apr to Jun 2017	Jul to Sep 2017	Oct to Dec 2017	Total 2017	YTD Budget 2017	Variance	Annual Budget
Revenue								
Grant from City of Richmond	23,750	23,750	23,750	23,750	95,000	95,000	0	95,000
Expenses								
Wages and benefits	16,258	16,795	14,726	19,613	67,392	65,000	-2,392	65,000
Rent	4,980	4,155	4,155	4,155	17,445	23,800	6,355	23,800
Mileage	28	50	15	17	110	300	190	300
Telephone	249	249	249	249	996	780	-216	780
Office supplies	396	375	375	375	1,521	1,520	-1	1,520
Supervision	1,650	1,650	1,650	1,650	6,600	3,600	-3,000	3,600
	23,561	23,274	21,170	26,059	94,064	95,000		95,000
Net surplus (deficit)	189	476	2,580	-2,309	936	0		

**Restorative Justice budget for \$95,000 contract to cover
January 1 - December 31, 2018**

	Annual	Monthly	Quarterly
Wages and benefits	\$ 68,000.00	\$ 5,666.67	\$17,000.00
Rent	\$ 20,000.00	\$ 1,666.67	\$ 5,000.00
Mileage	\$ 300.00	\$ 25.00	\$ 75.00
Cell phones	\$ 1,000.00	\$ 83.33	\$ 250.00
Office expense	\$ 1,500.00	\$ 125.00	\$ 375.00
Supervision	\$ 4,200.00	\$ 350.00	\$ 1,050.00
	<u>\$ 95,000.00</u>	<u>\$ 7,916.67</u>	<u>\$23,750.00</u>