



RCSAC | **Richmond Community Services
Advisory Committee**

2020 Annual Report

2020 RCSAC Executive Committee Report

2020 Executive Committee Membership:

Sarah Louie, Atira Women's Resources Society	Co-Chair
Rick Dubras, Richmond Addiction Services Society	Co-Chair
Janice Lambert, Richmond Family Place	Treasurer
Ling Chu, SUCCESS	Member-at-Large
Kathie Chiu, Salvation Army	Member-at-Large
Tabitha Geraghty, Chimo Community Services Society	Member-at-Large
Councillor Bill McNulty	City Council Liaison
Lesley Sherlock, Social Planner	City Staff Liaison

Results of Executive Elections at the November 12, 2020 Annual General Meeting:

As documented in the RCSAC Operating Policies and Procedures, members of 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 recent elections were:

Co-Chair	Janice Lambert, Richmond Family Place
Co-Chair	Sarah Louie, Atira Women's Resources Society
Treasurer	Tabitha Geraghty, Chimo Community Services
Member-at-Large	Kathie Chu, Salvation Army
Member-at-Large	Ling Chu, SUCCESS

Cllr. Bill McNulty was re-appointed by Richmond City Council as the City Council Liaison to the RCSAC for 2021.

The 2021 Work Plan was approved at the November 12, 2020 RCSAC AGM as a working document that will be revisited throughout the year and revised as necessary.

Executive Committee Summary of 2020 Activities:

Membership

- Membership numbers remained steady in 2020
- New member in 2020: Community Mental Wellness Association of Canada (CMWAC)

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 2020:

- Compassion Fatigue Group
- Non-Profit Space Needs

Additionally, the RCSAC receives semi-regular reports from the City of Richmond's Affordable Housing team to keep the RCSAC informed on housing and homelessness issues.

Action Group Reports

Compassion Fatigue Group

Membership: Tabitha Geraghty, Janice Lambert, Kathie Chiu

Mandate: To explore the issue of burnout and compassion fatigue within social services and community based organizations including the long-term impacts on the staff and the organizations.

Report: The RCSAC launched a Compassion Fatigue Committee with Rick Dubras and Tabitha Geraghty. Initially there was a lot of consultation led by Rick Dubras. In the first year, we had some momentum with reaching out to various community partners such as Vancouver Coastal Health and the RCMP. Due to the pandemic and changes in the community, there has been no real engagement in the last six months.

This year Janice Lambert and Kathy Chiu were invited by the committee to continue the work. There is a resounding need for a community approach and to answer a part of that call Janice Lambert has applied for funding to provide mental health support to all RCSAC membership and staff. This would entail two workshops; the first, to support the individual and the second, to help organizations to support their staff.

We discussed having a wellness conference, but due to Covid-19 are unable to gather. This will remain on the agenda for the coming year to see when something like this may be possible. Tabitha Geraghty has hosted an Indigenous Women's Wellness Conference and offered to create a program in conjunction with the community when we are able to move forward and gather.

NPO Space Needs

Membership: Janice Lambert

Mandate: To explore the space needs of Richmond's Non-Profit Organizations (NPOs) and find collaborative solutions to report back to the RCSAC on those needs.

Report: RCSAC members participated in the Social Purpose Real Estate Collaborative Survey, building on the important work done by the RCSAC regarding NPO space needs. Information provided

by the RCSAC has resulted in the Richmond City Council's recent ground-breaking motion to retain and increase NPO Space Needs. The objective of the Non-Profit Organization Replacement and Accommodation Policy 5051, adopted by Council on November 9, 2020, is to support existing non-profit organization (NPO) tenants by ensuring that community social service needs are maintained when NPO displacement would result from redevelopment.

Community Tables/Committee Inventory

Due to the disruption in regular activities caused by COVID-19, the Community Table/Committee Inventory was not updated in 2020 but will be revisited in 2021.

Related Committee Work

Richmond Children First (RCF) Report for 2019-2020

Agencies providing support to families with young children have continued to meet 6 times per year to share updates for the projects described below, as well as to share information regarding services that have been amended to provide support during COVID 19. This report is included due to the RCF and RCSAC having many members in common. The following projects were undertaken in 2019-2020.

Toddler Development Instrument: Agencies within this group participated in the Human Early Learning Partnerships pilot "Toddler Development Instrument (TDI). The TDI is a questionnaire for parents and caregivers of children aged 12-24 months old that asks about the early experiences and environments of the children, their caregivers, and their families. The TDI includes questions about family, home and community environments, as well as the supports and barriers families experience within these environments. These experiences have been shown to affect lifelong health and well-being. The purpose of the TDI is to increase our understanding of the early experiences, needs and barriers faced by families with young children. Group level findings from the TDI will be shared with communities and stakeholders such as ours, to inform planning and action at local and regional levels. We anticipate that TDI data will contribute to building family and community resources which, in turn, will better support the wellbeing of children, families and communities.

Richmond Children's Profile: Due to Covid-19 impacting data collection vital to this project, the Profile will be completed in early 2021.

Service Finder Tool: This online tool, found on the Richmond Kids website, is now administered by Richmond Cares, Richmond Gives. This tool assists families to find resources for children needing extra supports.

Kaleidoscope Tours: Due to COVID 19, the tour of early childhood services did not take place this year. There is planning in place to move this to a virtual tour of community resources for staff providing front line support to families.

Presentations

While fewer RCSAC meetings were held in 2020 due to COVID-19, community organizations presented at few RCSAC meetings on issues and topics vital to Richmond's community services. Presenters and topics included Ling Chu and Eliza Chang re: SUCCESS & WorkBC; Kerrie Brown re: Family Smart mental health services, offered in conjunction with Richmond Foundry Youth Services Centre; and Melanie Burner, Accessibility Coordinator, re: the City's UBCM Poverty Reduction Grant community engagement process.

Financial

A 2020 financial report and proposed 2021 budget were drafted by the Treasurer and approved, with revisions as necessary, at the November 12, 2020 AGM.

The RCSAC has continued to use the annual City operating budget allocation for administrative expenses and membership fees for work plan initiatives. Membership has held steady at 43 members with slight changes in organizations leaving and joining throughout the year. For 2020, the RCSAC has continued to track and manage expenses effectively.

RCSAC 2020 Membership

Organization	Representative(s)
Voting Members	
Atira Women's Resource Society	Sarah Louie, Janice Abbott
BC Responsible and Problem Gambling	Phyllis Chan
Boys and Girls Club of South Coast BC	Jason Lee, Letah Addison
Chimo Community Services	Tabitha Geraghty
Citizen Appointee (EX)	Rachel Ling
Citizen Appointee	Rico Choi
Coast Foundation Society (Coast Mental Health)	Darell Burnham, Tamara Speiran, Gary Jimenez
Community Living BC	George Sartori
Connections Community Services Society	Daylene Jones
Community Mental Wellness Association of Canada (CMWAC)	Ahlay Chin
Developmental Disabilities Association	Donna Cain, Tasia Alexis

Family Services of Greater Vancouver	Patricia Steiner
Pacific Autism Family Centre Society	Jonathan Miller
Pathways Clubhouse Richmond	Tanya Wheatley
RCMP Richmond Detachment Mental Health Liaison	Constable Heather Hall
Richmond Addiction Services Society	Clarence Chan
Richmond Cares, Richmond Gives	Jocelyn Wong, Carol Dickson
Richmond Caring Place Society	Constantin Nerinx
Richmond Centre for Disability	Ella Huang, Eileen Kalshoven
Richmond Division of Family Practice	Alan Hill, Sherry Wang
Richmond Family and Youth Court Committee	Lisa Picotte-Li
Richmond Family Place Society	Janice Lambert, Ruth Taverner
Richmond Food Bank Society	Hajira Hussain
Richmond Food Security Society	Ian Lai
Richmond Mental Health Consumer & Friends Society	Cory Tymich
Richmond Multicultural Community Services	Parm Grewal, Ashok Rattan
Richmond Poverty Reduction Coalition	De Whalen, Theresa Head
Richmond Seniors Advisory Committee	Sandra Gebhardt, Diane Couser
Richmond Society for Community Living	Shannon Crofton, Sue Jones
Richmond Women's Resource Centre	Florence Yau, Shireen Gregorius, Tammi Belfer
S.U.C.C.E.S.S. Richmond Region	Ling Chu, Jill Lee, Jenna Park
School District No. 38 (Richmond)	Braunwyn Thompson
The Heart of Richmond AIDS Society	Carl Bailey
The Salvation Army (Richmond Community Church)	Kathie Chiu (Major) Executive Director
Touchstone Family Services	Judy Valsonis, Janice Kostiuk
Turning Point Recovery Society	Morgan Meloche, Brenda Plant, Donna Colpitts

Individual Member	Neelu Kang Dhaliwal
Vancouver Coastal Health – Richmond (Public Health & Primary Care)	Marta Filipski
WorkBC	Eliza Chang
YMCA of Greater Vancouver	Kim Anderson
Metro Vancouver Transit Police	Inspector Bruce Shipley
Non-Voting Members	
City Council Liaison	Cllr. Bill McNulty
City Staff Liaison	Lesley Sherlock, Social Planner

2020 RCSAC Work Plan Results

For the 2020 year, the RCSAC continued to link its annual work plan initiatives to the 2018 - 2022 Council Strategic Plan. Within this overall goal, the RCSAC focused on providing advice on those Council priorities that most closely reflect community social service concerns.

The RCSAC also identified other initiatives to support the membership and improve community agency engagement.

Goal 1: A Safe and Resilient City

1.4 Foster a safe, caring and resilient environment

Objectives

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

2020 Activities

- Invited guest presenters to educate the RCSAC on topics relevant to social service providers and their clients, including community safety;
- Supported initiatives that reduce barriers to accessing services in the community; and
- Encouraged social service initiatives that address the unique needs specifically identified by our community during the current pandemic.

Goal 2: A Sustainable and Environmentally Conscious City

2.3 Increase emphasis on local food systems

Objectives

- Explore issues of 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; and
- Support member agencies seeking to develop a food security action plan for Richmond.

2020 Activities

- Food security updates were presented to the RCSAC General Committee by member organizations.

Goal 3: One Community Together

3.3 Utilize an interagency and intercultural approach to service provision

Objectives

- To increase connections within the RCSAC membership;
- To increase information and opportunities for 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; and
- To increase administrative efficiency for RCSAC.

2020 Activities

- Continued to support and connect RCSAC members during COVID-19 pandemic ;
- Reinstated meetings with guest speakers and roundtable updates in September 2020;
- The RCSAC welcomed one new member in 2020; and
- Report on successful outcomes completed and included in the RCSAC 2020 Annual Report.

Goal 4: An Active and Thriving Richmond

4.2. Ensure infrastructure meets changing community needs, current trends and best practices

Objectives

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

2020 Activities

- Continued to support the Social Purpose Real Estate Collaborative's non-profit space needs survey through participation, education and information to our membership; and
- Successful actions completed and included in the RCSAC 2020 Annual Report.

Goal 6: Strategic and Well-Planned Growth

6.5 Ensure diverse housing options

Objective

- Continue to support the implementation of the Affordable Housing Strategy;
- Advise City Council regarding the Affordable Housing Strategy Update proposed 2019 actions;
- Consult agencies working with homelessness and housing, and the City, to identify and highlight affordable and supportive housing needs and projects in Richmond; and
- Work collaboratively with Richmond social services and advocates to draft regular communication, highlighting housing needs and projects, to City Council and City staff.

2020 Activities

- Regular updates presented to RCSAC General Committee meeting by member organizations on the state of housing and homelessness in Richmond and the updated Affordable Housing Strategy.

6.6 Growth includes supports and/or services for Richmond's vulnerable populations

Objectives

- Provide City Council with information about the impact of provincial and federal funding decisions on social services agencies and Richmond residents, including sufficient funding to meet growing demand.

2020 Activities

- Jennifer Larsen Gains and Losses financial health survey and communication tool planned for 2021

Goal 8: An Engaged and Informed Community

8.2 Effective engagement strategies and tools.

Objectives

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

2020 Activities

- Presentations included in RCSAC meetings; and
 - Information sharing included in meetings.
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Additional RCSAC Work Plan Activities

The RCSAC worked to support its membership in the following ways.

Objectives

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

2020 Activities

- Added new RCSAC member;
- 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; and
- Continued updating and maintaining the RCSAC website.

RCSAC 2020 Draft Budget

RCSAC Vancity Account Balance brought forward December 31, 2019	\$7,167.73
REVENUE	
Membership Dues	\$2,000.00
Bank Interest	\$1.50
Sponsorship	\$0.00
Total Revenue	\$9,169.23
EXPENSES	
Admin Assistant	\$2,096.64
Admin Expenses	\$224.00
Forums/Meetings	\$448.15
Website + IT	\$1037.54
Website Training/Calendar	\$0.00
Post Box Renewal	\$0.00
Volunteer Appreciation	\$50.00
Sub Committee/printing/events	\$0.00
Total Expenses	\$3,856.33
Total Balance	\$5,312.90

City of Richmond Operating Budget Allocation	
REVENUE	\$11,000.00
Total Revenue	\$11,000.00
EXPENSES	
Admin Assistant	\$4,553.64
Projected Future Expenditures	\$2,000.00
Total Expenses	\$6,553.64
Total Balance*	\$4,446.36

*Remaining funds will be returned to the City's operating budget. As some 2020 meetings were cancelled due to COVID-19, expenditures were less than anticipated.



RCSAC | **Richmond Community Services
Advisory Committee**

2021 Work Plan and Budget

2021 RCSAC Work Plan

For the 2021 year, the RCSAC will continue to link its annual work plan initiatives to the 2018 - 2022 Council Strategic Plan. Within this overall goal, the RCSAC will focus on providing advice regarding the following Council priorities, which most closely reflect community social service concerns.

Goal 1: A Safe and Resilient City

1.4 Foster a safe, caring and resilient environment

Objectives

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

Proposed 2021 Actions

- Invite guest presenters to educate the RCSAC on topics relevant to social service providers and their clients, including community safety;
- Support initiatives that reduce barriers to accessing services in the community; and
- Encourage social service initiatives that address the unique needs specifically identified by our community during the current pandemic.

Outcomes/Indicators of Success

- Organizational resiliency is enhanced through connection and collaboration;
 - Advice is provided to City Council regarding community safety issues; and
 - Communication Tools are sent to City Council, monitored and reported out to the members as appropriate.
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Goal 2: A Sustainable and Environmentally Conscious City

2.3 Increase emphasis on local food systems urban agriculture and organic farming

Objectives

- The RCSAC will examine issues of 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; and
- Support members seeking to develop a food security action plan and steering committee for Richmond.

Proposed 2021 Actions

- Consult with the City’s Food Security and Agricultural Advisory Committee regarding food security initiatives; and
- Continue to engage with the Richmond Food Recovery Network, established through the City of Richmond’s partnership with FoodMesh, which connects farmers, food businesses and charities to safely divert surplus food to the highest end use.

Outcomes/Indicators of Success

- Communication Tools to City Council completed as appropriate.
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Goal 3: One Community Together

3.1 Foster community resiliency, neighbourhood identity, sense of belonging and intercultural harmony

3.3 Utilize an interagency and intercultural approach to service provision

Objective

- To increase connections within the RCSAC membership;
- To increase information and opportunities for RCSAC members to plan and promote community 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; and
- To increase the effectiveness of the RCSAC website as a tool to connect community resources to the activities going on in Richmond so they are better able to serve the specific populations they work with.

Proposed 2021 Actions

- Maintain the Community Table/Committee Inventory and provide an update to City Council in the RCSAC Annual Report.
- Continue to develop a 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 invite organizations to learn more about the RCSAC; and
- Consider opportunities for the RCSAC to financially support community initiatives.

Outcomes/Indicators of Success

- Increased RCSAC website utilization and webpage hits;
 - RCSAC website “Members-Only” log-in page is used;
 - Increased number of events and program information posted to the RCSAC website; and
 - Additional social and community service organizations join the RCSAC.
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Goal 4: An Active and Thriving Richmond

4.1 Robust, affordable, accessible sport, recreation, wellness and social programs for people of all ages and abilities

4.2 Ensure infrastructure meets changing community needs, current trends and best practices

Objectives

- Through participation in Richmond Children First, keep the community informed about the importance of the Early Years (0-6 years) by spreading key messages and concerns to a larger part of the community;
- RCSAC and member organizations embody mindfulness and self care practices in their policies and procedures. The RCSAC will continue to support the membership in addressing compassion fatigue as it needs to be dealt with to avoid mental health issues; and
- Provide information to City Council about infrastructure needs, trends and best practices.

Proposed 2021 Actions

- In partnership with Richmond Children First, prepare communication tools regarding the early years;
- Provide community resource connections to support Early Years such as translation services for immunization forms and other documents;
- Encourage membership to seek support for compassion fatigue through education and providing a toolkit to engage members in accessing the needed supports;
- Continue to support the Social Purpose Real Estate Collaborative’s non-profit space needs initiatives through participation, education and information to our membership; and
- Continue to monitor member agency space needs.

Outcomes/Indicators of Success

- Create a Compassion Fatigue Task Group that would bring in guest speakers to the RCSAC to educate the membership on this topic;
 - Receive updates from the Richmond Children First table, shared by joint members;
 - Participate in the Social Purpose Real Estate Collaborative’s non-profit space needs survey follow-up actions and support City space needs initiatives; and
 - Continue to strengthen the relationship between the Social Purpose Real Estate Collaborative and the RCSAC to ensure members remain informed of the broader space needs in the region.
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Goal 8: An Engaged and Informed Community

8.1 Increase opportunities for public engagement

8.2 Ensure citizens are well-informed with timely, accurate and easily accessible communication using a variety of methods and tools

Objectives

- To share and promote information and engagement opportunities with member agency clients;
- To stay apprised of the results of engagement activities and how they impact clients; and
- To develop, through collaboration and partnership with our membership agencies, an online tool for supporting unique social service needs identified by our community during the pandemic.

Proposed 2021 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 with member agencies and clients; and
- Develop and link online tools to our website.

Outcomes/Indicators of Success

- Communication Tools are sent to City Council as appropriate;
- Presentations are included in the RCSAC meetings;
- Information sharing is included in meetings; and
- Increased RCSAC website utilization and webpage hits.

RCSAC 2021 PROPOSED BUDGET
January 1, 2021 to December 31, 2021

RCSAC Vancity Account Balance Projected to be brought forward from 2020	\$5,512.70
REVENUE	
Membership Dues	\$1,0000
Bank Interest	\$5.00
Sponsorship	\$0.00
Total Balance and Revenue	\$6,517.70
EXPENSES	
Forums/Meetings	\$1,100.00
Website + IT	\$1,400.00
Volunteer Appreciation	\$200.00
Task/Action Groups	\$2000.00
Total Expenses	\$4,700.00
Total Balance	\$1,817.70

City Operating Grant	
REVENUE	
City of Richmond Operating Budget Allocation	\$11,000.00
Total Revenue	\$11,000.00
EXPENSES	
Administrative Assistant	\$10,775.00
Administrative Expenses	\$225.00
Total Expenses	\$11,000.00
Total Balance	\$0.00