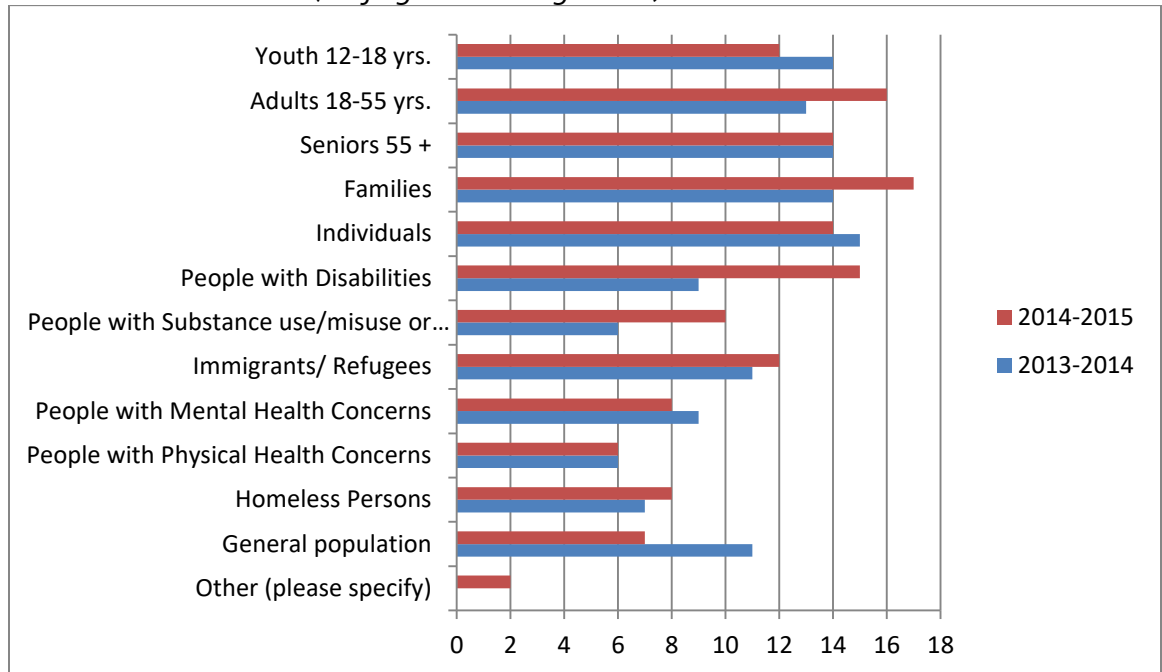


Social Services and Space Needs Survey – 2014-2015
(Gains and Losses Survey)

Our Data indicates that:

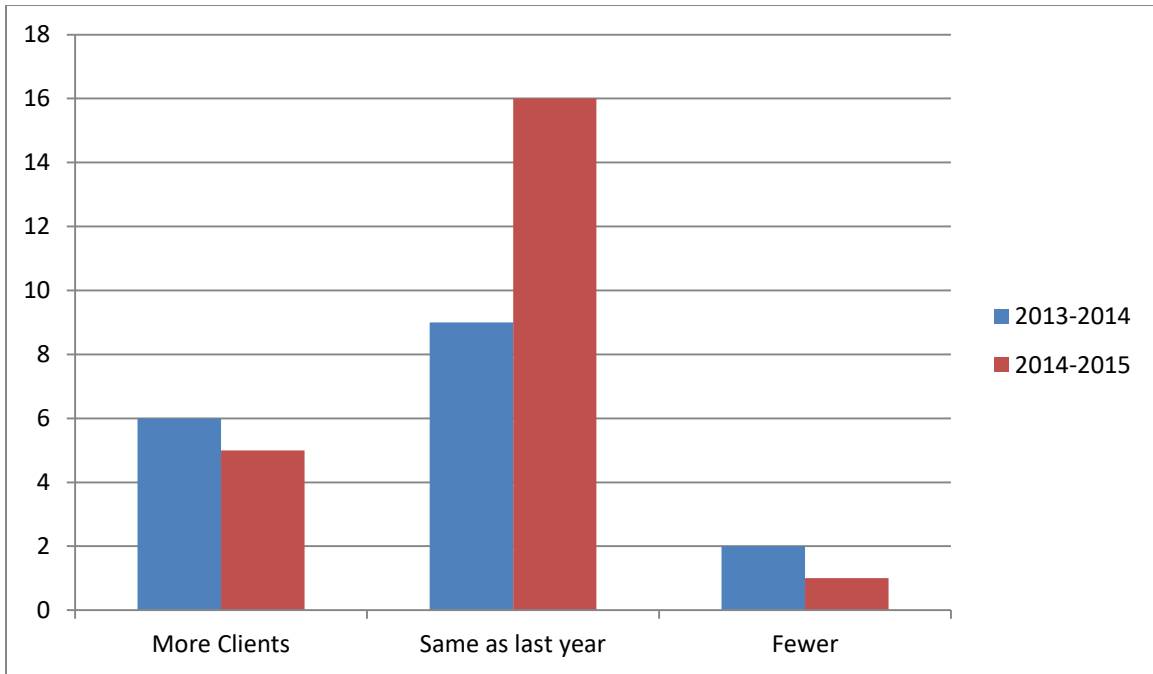
1. Across the mandate of our social services agencies – it appears that we serve the diverse population who live and work in Richmond

‘The mandate that agencies serve including only the specifically funded programs and services in Richmond’
(# of agencies on right axis)



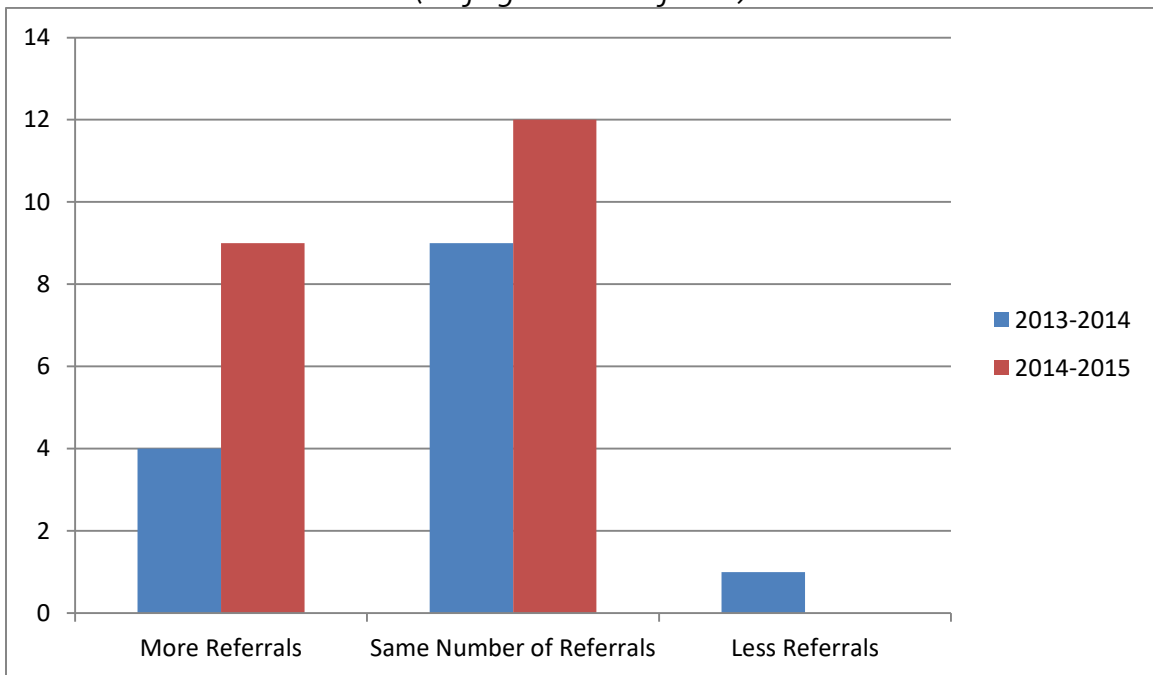
2. Regarding the number of clients served that agencies are either serving more or the same as last year

‘Are you serving more or the same number of clients as the previous fiscal year?’
(# of agencies on left axis)



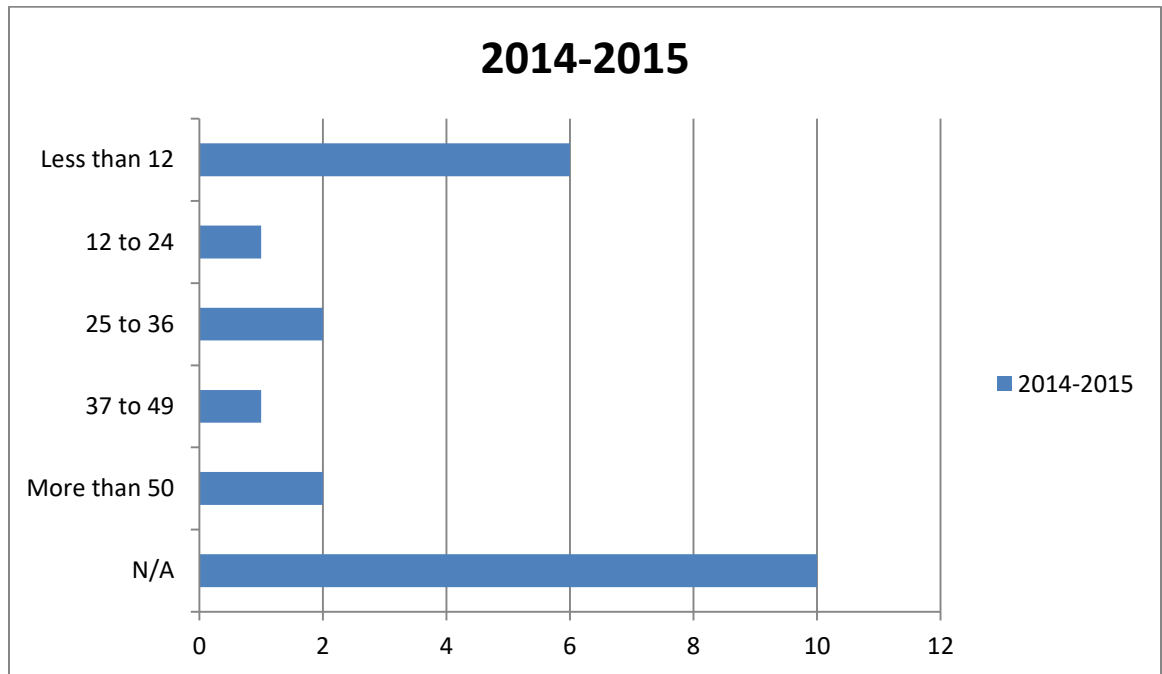
- Regarding the number of referrals being received – that agencies are again either receiving more or the same as last year

'Are you receiving more or the same number of referrals as the previous fiscal year?'
(# of agencies on left axis)



4.

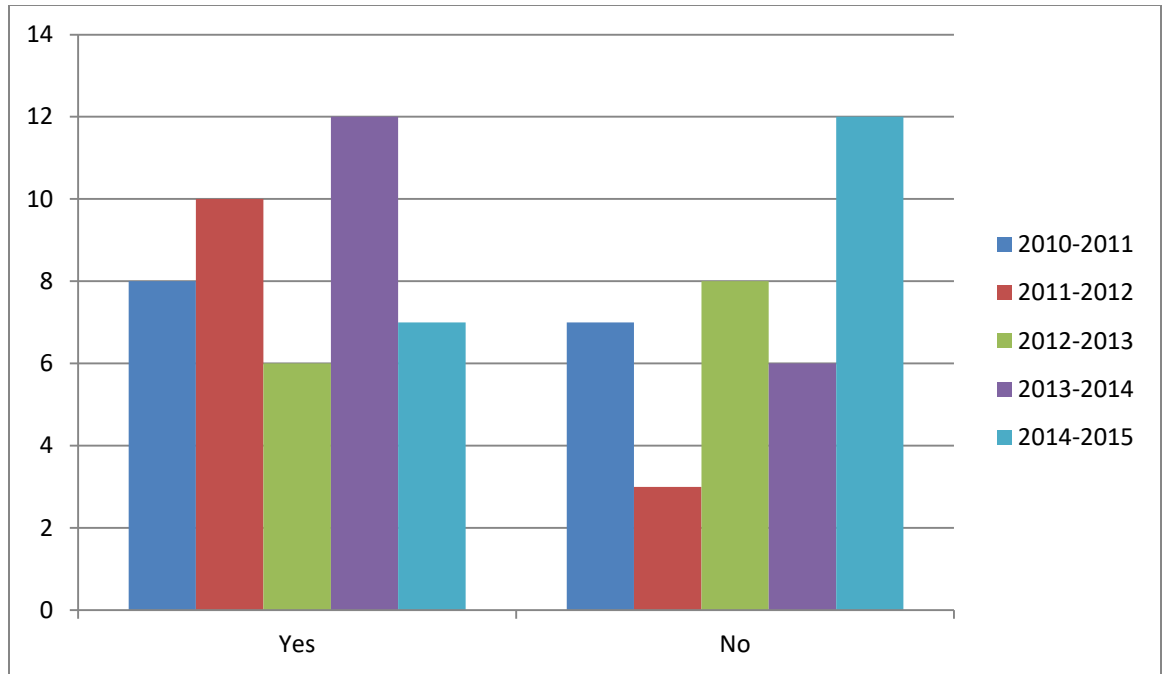
'How many clients do you currently have on your agency's waitlist?'
(# of agencies on right axis)



Note: some agencies don't have a waitlist, and others have waitlists held by a third party (funder or government agency).

5. From the Budget information that this is correlated with doing more or the same as budgets have either increased or stayed the same – reflects those agencies bringing in outside funding such as donations and grants. Only 3 agencies of 22 said their budget was reduced.
6. Impacts on services appear to reflect the funding realities that either new services were added or there was a reduction in services. Looking at the past three years, it seems that there is significant fluctuation year-to-year

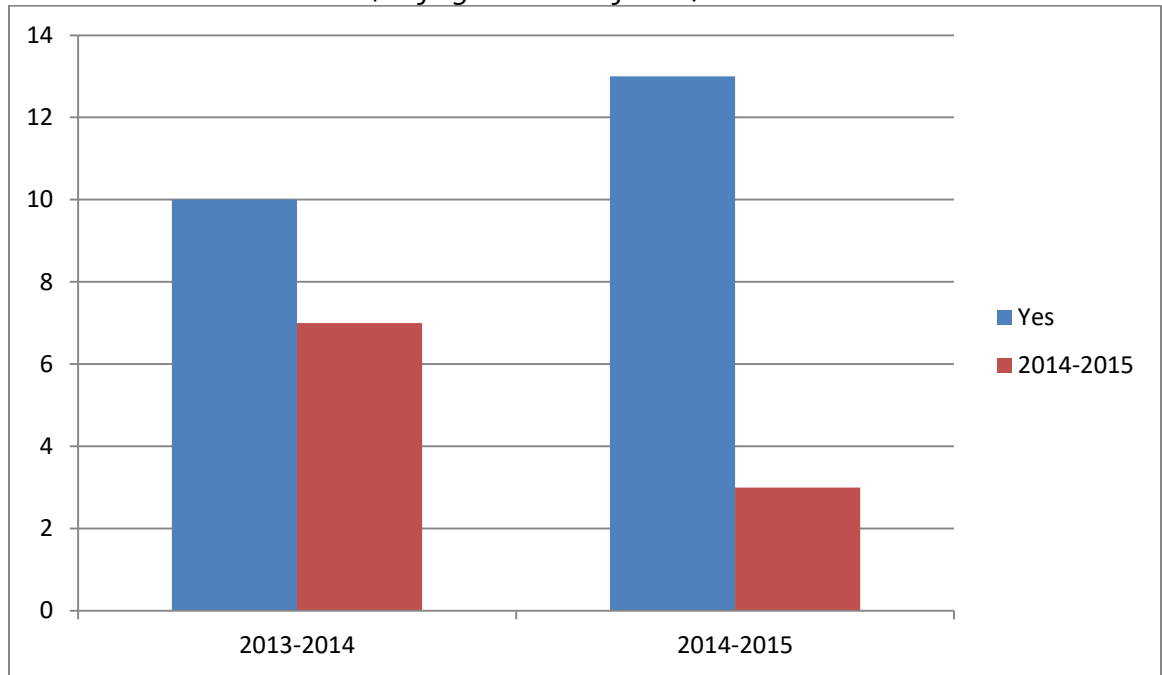
'Has there been a change in your funding that will impact direct services to the community?'
(# of agencies on the left axis)



7. That Richmond gained more staff than lost
8. Immigrants, youth and children appeared to benefit the most from our community's changing priorities
9. Canadian citizens no longer qualify for federal settlement services and therefore have been impacted this year as well as persons with disabilities due to changing criteria for federal funding (At the time – Federal Conservative Government policies)
10. Most agencies rely on 1000's of hours of volunteer services
11. Richmond agencies are continually creating new ways to engage and serve their clients
12. Regarding space needs – the majority of Richmond agencies appear stable
- 13. 81.25% of Richmond agencies use free or in kind space**
14. 81.25% state that the current lease agreement add stability
Note: We can't explain this result due to the common concern voiced at RCSAC Meetings about demolition clauses in current lease contracts.
15. 81.25% state that location impacts clients

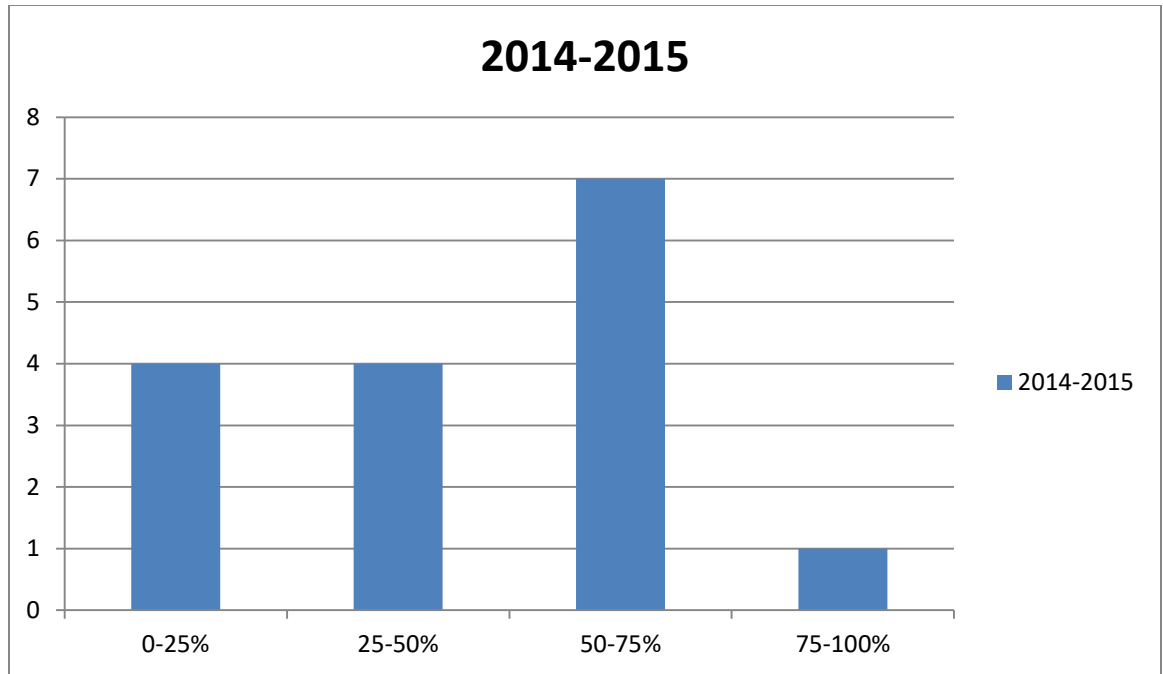
'Does your current location affect your clients or staffs needs or preferences?'

(# of agencies on left axis)



16. That between 50%-75% of staff, clients and volunteers rely on public transport to access services – relating to the fact that location is critical

'What percentage of your clients/staff/volunteers rely on public transit to move to and from this site?'
(# of agencies on left axis; % of clients/staff/volunteers on right axis)



17. Richmond agencies need agency (office) space to offer programs and services

18. Regarding future needs:

1. Location being close to transportation
2. Childcare space
3. More space in general