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DATE 4 Jan 99

TO/DEST. Coordinator  
Community Services Committee

FROM/EXP. Commissioner, Social Services Department

SUBJECT/OBJET **1999 COMMUNITY FUNDING RECOMMENDATIONS**

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### **DEPARTMENTAL RECOMMENDATION**

**That the Community Services Committee recommend Council approve the 1999 funding allocations to community organizations, as described in Annexes A to E attached.**

### **PURPOSE**

The purpose of this report is to recommend funding allocations for 1999 for Day Programs, Food Programs, Community Resource and Health Centres, Community Houses, Counselling and Personal Support agencies.

### **BACKGROUND**

Social Services provides funds to social service agencies to purchase a variety of counselling, crisis and advocacy services for low income persons. Project grants are also provided, on a one year basis, for new initiatives, projects and time limited programs. Over time, Social Services has worked in partnership with community organizations, clients and other funders to establish funding priorities and to be responsive to changing community needs.

In 1998, Social Services underwent an organizational restructuring where responsibility for all purchased services, with the exception of Child Care, now lies with the Community Relations and Employment Development Directorate. In addition to the purchase of social services, this Directorate also has responsibility for purchasing training, employment placement and self-employment placement services and employment development activity.

Agencies have been expected to meet increased service demands with the same or less funds for over seven years. Much has been accomplished but this has often been done by placing a freeze on wages or a reduction in service. Social Services are concerned about the sustainability of quality community based services over time. Although increased funding is not recommended in

1999 to respond to this, the issue will need to be addressed soon. Agencies cannot sustain the funding restraints much longer.

The current Community Funding envelope, excluding one year project grants, totals approximately \$6.8 million (100% Regional funding).

### 1999 ALLOCATIONS RECOMMENDATIONS

#### Day Programs (Annex A)

Day Programs offer a safe, supportive, drop-in environment to homeless and vulnerable persons in our community. The program received cost-sharing from the Provincial Government to the end of December 31, 1995. For 1996, Regional Council determined Day Programs to be a funding priority and approved that no reductions be applied to the Day Programs.

During 1996, the Department worked with the Day Programs to review services and identify alternatives to accommodate increased client demands and meet emerging needs within the available resources. A set of criteria was established by the Department and the Day Programs to facilitate the sharing of resources, to undertake joint ventures, to amalgamate services, to deal with any changes in the funding envelope, and over time, to attain equitable funding across the Day Programs.

The Day Programs continue to respond to the needs of clients who drop in on a day to day basis. Services provided through these Centres are enriched by the outreach workers from a variety of agencies which facilitate intervention and prevention of crisis in different areas.

The Centres continue to be challenged by the demand for increased services and the demand for new services. Clients are experiencing difficulties in meeting their basic needs like food and shelter due to the Provincial reductions in social assistance. The provision of food continues to be a critical service for the Centres who run meal programs.

Social Services recommends that the 1999 funding for Day Programs remain at the level of 1998 (see Annex A).

#### Food Programs (Annex B)

Food Programs distribute grocery items to individuals and families in need of food. In 1993, at Council's direction, a total of \$120,100 was transferred from Project Grants (One-Year Grants) to establish a Food Program budget for nine (9) Food Programs. Regional funds have been added to this budget over time to respond to increasing client needs. Currently, the Region provides funding towards the coordination of eleven (11) Food Programs.

In June 1996, Community Services Committee directed Social Services to develop an objective formula to assess funding allocations for 1997. The criteria focus primarily on support to Food Programs for coordination needs. Community Services Committee added \$16,643 to the 1997 budget for a total of \$210,743 in order to achieve reductions of no more than 10% to the funding of individual food programs.

The formula was not strictly applied for 1998 or 1999 in order to maintain continuity in funding allocations and to avoid hardship. However, consideration was given to the minimal basic contribution of \$15,000 towards co-ordination, where applicable.

In this light, an increase of \$5,000 is recommended for the Debra Dynes Family House resulting in a total allocation of \$15,000 in 1999. This represents an increase of 50% over 1998 for this program.

The recommended funding allocations to the Pavilion Food Bank and the Kanata Food Cupboard is \$1,500 and \$10,000 respectively, the same amount requested by these agencies in 1998.

The continuing erosion of supports and the increased difficulty for people to meet their basic needs continues to place high demands on emergency services such as Food Programs.

Social Services recommends the 1999 funding allocations to Food Programs as described in Annex B. This represents an increase of \$5,000 (2.3%) over 1998.

#### Community Resource and Health Centres (Annex C)

The Social Services Department supports the delivery of social and health services through a network of 13 neighbourhood based service centres which represent a unique safety net for the Region. The Department supports core functions of co-ordination, reception, office management, crisis management, community development and related costs.

In the fall of 1992, Regional Council approved a three year plan to achieve equitable levels of funding across the Centres within approved guidelines. These guidelines determined that the maximum core grant for a Centre could range from \$270,085 to \$308,585 (1992 dollars). While the approach to funding all 13 Centres is consistent, budget allocations differ based on availability of other funding, property rent based on geographic availability and market values, etc. Thus equitable funding does not necessarily mean equal funding.

Between 1993 and 1995 additional dollars in the amount of \$554,910 were added to the Community Resource Centre budget and in 1995, equitable funding among Centres was achieved based on current requirements and funding availability. In 1996 the Community Resource Centres sustained a 2½% (equivalent to \$75,750) reduction as a result of Provincial funding reductions.

The Region's investment in Community Resource Centres has contributed to a flexible, responsive, community based, geographically distributed network of social and health services providing a range of direct services, advocacy and community development. This network has been active in providing strong leadership and support not only to their immediate communities, but to agencies and the Region as a whole, particularly in this time of fast change and increasing pressures on low income residents.

Due to uncontrollable property rent adjustments, increases in rent and related expenses apply to three Community Resource Centres in 1999. The following increases are recommended after applying the funding formula for rental costs and represents increases for 2300 sq. ft. only: an increase of \$906 to Centretown, an increase of \$3,680 to Cumberland, and an increase of \$17,695 to Southeast Ottawa for a total increase of \$22,281.

Social Services recommends the 1999 funding allocations to the Community Resource Centres as described in Annex C. This represents an increase of \$22,281 (0.7%) over 1998.

#### Counselling and Personal Supports (Annex D)

Social Services purchases individual, family and group counselling, crisis intervention, information and referral and advocacy and other social services from a variety of social service organisations to support low income persons. The Counselling program received cost sharing from the Province until December 31, 1995. With the elimination of the provincial contribution, the Region has assumed 100% funding responsibility for agencies providing counselling and personal supports.

The agencies currently funded through this program provide a range of services which respond to emerging community needs and Regionally defined priorities. Most of the agencies in this program sustained funding reductions through the Region in 1996 and the United Way in 1997. The agencies managed to maintain core services through restructuring programs, establishing partnerships and developing collaborative initiatives. Continued effort in the design and implementation of new and innovative programs through partnerships and collaborative initiatives contribute to make services accessible and responsive to the needs of clients. Partnerships opened doors for diversity which has contributed to enriched programs and to expanded and enhanced service delivery models.

Although the agencies have been able to deal with the reductions in creative ways, they all continue to be challenged by the increased demands and emerging needs which have resulted from reduced social assistance and changes in social services.

Social Services recommends that funding for the Counselling and Personal Support agencies be maintained at the 1998 level (see Annex D).

Through the Social Services restructuring process two (2) additional purchase of service programs have been transferred from the former Residential Services and Employment Programs Divisions to the Community Relations and Employment Development Directorate. They are Causeway and St. Mary's Home.

Causeway is a community-based program providing psychosocial rehabilitation services to persons with severe and persistent mental illness in the Ottawa-Carleton Region. The goal of the program is to improve the quality of life of individuals by assisting them to reduce and eliminate the frequency and duration of hospitalization due to symptoms of mental illness; to assume responsibility for their lives and to function as actively and independently in the community as possible.

The funding provided by Social Services is used to provide community support (case management functions) social recreational programming, street outreach to hard-to-serve and homeless persons with mental illness, pre-vocational and vocational training, competitive job placement, on the job training and on-site support to persons with severe mental illness and co-workers and employers. These services are provided both at the Causeway Clubhouse itself and in various community locations throughout the Region. Social Services recommends that funding for Causeway be maintained at the 1998 level (See Annex D).

St. Mary's Home provides residential and non residential, pre- and post natal support services to young pregnant women, and young/single parents (ages 12-24) and their children. Programs are geared primarily to the needs of pregnant teenagers and young/single parent families who are considered "high risk". While pregnancy is often the presenting concern which motivates the young woman to seek assistance, other serious problems often compound their physical and medical needs, including mental health difficulties, sexual or physical abuse, addictions, developmental delay and history of family dysfunction related to violence. Residential support continues from pregnancy until the infant is 3 months of age. Community support and follow-up programs are then provided to the parents and their children. Social Services recommends that funding for St. Mary's be maintained at the 1998 level (See Annex D).

Social Services recommends that the 1999 funding for Counselling and Personal Supports remain at the level of 1998 (See Annex D).

### Community Houses (Annex E)

Community Houses, run mainly by volunteers, bring community members together and offer services in the neighbourhood. Community Houses help engender a sense of belonging, responsibility, and ownership in the community; help increase self-esteem in community residents; and serve as a stepping stone to connect people to other resources. Community Houses also serve as an access point for professional services from other organizations such as Community Resource and Health Centres.

Community Houses are housing units owned by the Ottawa-Carleton Housing Authority and used by communities to facilitate access to on-site social, health and/or recreational programs. Through repeated Project Funding since 1988, the Social Services Department have provided funds towards co-ordination of programming for services within these communities. The co-ordination of services contributes to the recruitment and provision of ongoing support to volunteers, the identification of needs and the ability to pursue other funding sources for programming.

According to Ottawa-Carleton Housing Authority, 82% of families in the Ottawa-Carleton Housing communities are in receipt of social assistance and approximately 50% of these families are newcomers. A very high density of youth under 18 live in these communities and an estimated 60% to 75% of the households are headed by single-parent mothers.

A total amount of \$120,000 was transferred from the project (one year) envelope to the Purchase of service envelope in 1998 to eight community houses to assist with co-ordination. Each of these community houses has a structure in place which ensures accountability, and address issues of people on low income who are located in culturally diverse, isolated communities with limited access to services and activities outside their community.

Two additional community houses, with a similar mandate and social context, Morrison Gardens and Pinecrest Terrace in the West end of Ottawa, benefited from a project (one-time) grant in 1998 and received support from the Pinecrest-Queensway Community Resource Centre to build community resources and strengthen leadership. A total amount of \$30,000 for the two Community Houses would assist with the co-ordination of activities in their respective communities.

Social Services recommends the 1999 funding allocation to the Community Houses as specified in Annex E. This represents an increase of 25% (\$30,000) over 1998.

## CONCLUSION

Over the past year most of the agencies experienced an increase in demand for service in some of the most basic needs areas such as food, clothing and shelter. Agencies reported significant increases in the need for crisis intervention and support for people experiencing difficulties in the areas of poverty, mental health, substance abuse and addictions, children and youth at risk, families in crisis, violence, post-hospitalization support, and infectious diseases (HIV, Hepatitis and TB).

Agencies are working collaboratively and creatively to respond to these increased demands with limited resources.

Through the National Child Benefit Supplement (NCB) initiative, these and other agencies will have an opportunity to apply for additional funds. Under the category of building community capacity, services which promote and support children and families will be considered to receive funding, beginning in 1999, through an allocations process currently underway.

*Approved by  
Dick Stewart*

KS/gb

ANNEX A

**DAY PROGRAMS**

<b>AGENCY</b>	<b>1998 Approved \$</b>	<b>1999 Recommended \$</b>	<b>inc. / (dec.) %</b>
Centre 454	232,242	232,242	0%
St. Joe's Women's Centre	176,420	176,420	0%
Caldwell Family Services	99,478	99,478	0%
The Well	112,892	112,892	0%
St. Luke's Lunch Club	100,146	100,146	0%
Centre 507	104,380	104,380	0%
Hope Centre	80,831	80,831	0%
Youth Services Bureau	650,000	650,000	0%
<b>TOTAL:</b>	<b>\$1,556,389</b>	<b>\$1,556,389</b>	<b>0%</b>

ANNEX B**FOOD PROGRAMS**

<b>AGENCY</b>	<b>1998</b>	<b>1999</b>	
	<b>Approved</b>	<b>Recommended</b>	<b>inc. / (dec.)</b>
	<b>\$</b>	<b>\$</b>	<b>%</b>
Caldwell Family Centre	30,250	30,250	0%
Centre de ressources communautaires du canton de Cumberland	15,300	15,300	0%
Dalhousie Food Action Group	29,284	29,284	0%
Debra Dynes Family House	10,000	15,000	50%
Emergency Food Centre	30,504	30,504	0%
Gloucester Emergency Food	21,355	21,355	0%
Heron Emergency Food Centre	20,330	20,330	0%
Kanata Food Cupboard	10,000	10,000	0%
Association des services communautaires Overbrook-Forbes	22,920	22,920	0%
Parkdale Food Centre	21,300	21,300	0%
Pavilion Food Bank	1,500	1,500	0%
<b>TOTAL</b>	<b>\$212,743</b>	<b>217,743</b>	<b>2.3%</b>



**COMMUNITY RESOURCE CENTRES**

<b>AGENCY</b>	<b>1998 Approved \$</b>	<b>1999 Recommended \$</b>	<b>inc. / (dec.) %</b>
Arlington	229,125	229,125	0%
Centretown	106,533	107,439	0.8%
Cumberland	258,386	262,066	1.4%
Gloucester	243,750	243,750	0%
Goulbourn, Kanata, West Carleton	263,573	263,573	0%
Lowertown	249,012	249,012	0%
Nepean	269,280	269,280	0%
Overbrook-Forbes	258,556	258,556	0%
Pinecrest-Queensway	256,658	256,658	0%
Sandy Hill	35,564	35,564	0%
Somerset West	257,537	257,537	0%
Southeast Ottawa	283,068	300,763	6.2%
Vanier	263,208	263,208	0%
<b>TOTAL</b>	<b>\$2,974,250</b>	<b>\$2,996,531</b>	<b>0.7%</b>

## COUNSELLING AND PERSONAL SUPPORTS

AGENCY	1998 Approved	1999 Recommended	% inc. /(dec.)
Aboriginal Women's Centre (Youth)	36,220	36,220	0%
Action-logement Centre d'information - Région d'Ottawa-Carleton	93,166	93,166	0%
Asiatic Counselling	74,914	74,914	0%
Big Brothers (Youth)	12,575	12,575	0%
Big Sisters (Youth)	62,576	62,576	0%
Canadian Mental Health Association	18,000	18,000	0%
Canadian Mental Health Assoc. (Youth)	19,062	19,062	0%
Carlington Community & Health Centre (Youth)	29,730	29,730	0%
Causeway	92,144	92,144	0%
Catholic Family Services	192,365	192,365	0%
Centre 454	37,743	37,743	0%
Centre de Ressources de la Basse-Ville (Youth)	24,050	24,050	0%
Citizen Advocacy	10,000	10,000	0%
Community Information Centre	26,502	26,502	0%
Distress Centre	18,746	18,746	0%
Elizabeth Fry Society	16,732	16,732	0%
Emily Murphy Non-Profit Housing Corporation (Youth)	12,696	12,696	0%
Entraide Budgétaire	28,282	28,282	0%
Family Service Centre	132,390	132,390	0%
Family Service Centre on behalf of Regional co- ordinating Committee to End Violence Against Women	52,380	52,380	0%
Food Bank	11,350	11,350	0%
Gloucester Youth Program (Youth)	14,948	14,948	0%
Housing Help Corporate / Aide-logement Ottawa- Carleton	93,166	93,166	0%
Jewish Family Services	62,838	62,838	0%
OCISO	65,401	65,401	0%
Ottawa Chinese Services	36,000	36,000	0%
Ottawa Rape Crisis Centre	17,000	17,000	0%
Pinecrest-Queensway H&CS (Youth)	41,313	41,313	0%
Pink Triangle	13,866	13,866	0%
School Breakfast Program (Youth)	62,500	62,500	0%
Somali Centre for Youth, Women and Development (Youth)	37,125	37,125	0%
St. Mary's	20,200	20,200	0%
Tele-Aide Outaouais	11,070	11,070	0%
Women's Action Centre Against Violence	101,874	101,874	0%
Youth Services Bureau (Youth)	390,000	390,000	0%
<b>TOTAL</b>	<b>\$1,968,924</b>	<b>\$1,968,924</b>	<b>0%</b>

**COMMUNITY HOUSES**

<b>AGENCY</b>	<b>1998 Approved \$</b>	<b>1999 Recommended \$</b>	<b>% inc/(dec)</b>
Banff Avenue Community House	15,000	15,000	0%
Blair Court Community House	15,000	15,000	0%
Britannia Woods Community Association (sponsor, YMCA-YWCA Ottawa- Carleton)	15,000	15,000	0%
Confederation Court Community House	15,000	15,000	0%
Debra Dynes Family House	15,000	15,000	0%
Foster Farm Family House	15,000	15,000	0%
Maison communautaire du bon voisinage de la Basse-Ville	15,000	15,000	0%
Russell Heights Community House	15,000	15,000	0%
Morrison Gardens		15,000	
Pinecrest Terrace		15,000	
<b>TOTAL</b>	<b>\$120,000.00</b>	<b>150,000</b>	<b>25.0%</b>