

REGIONAL MUNICIPALITY OF OTTAWACARLETON
 MUNICIPALITÉ RÉGIONALE D'OTTAWACARLETON

REPORT
RAPPORT

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DATE 2 April 1998

TO/DEST. Community Services Committee

FROM/EXP. Commissioner, Social Services Department

SUBJECT/OBJET **1998 COMMUNITY FUNDING RECOMMENDATIONS**

DEPARTMENTAL RECOMMENDATION

That the Community Services Committee recommend Council approve the 1998 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 1998 for Day Programs, Food Programs, Community Resource Centres, Community Houses, Counselling and Personal Support agencies.

BACKGROUND

The Social Services Department provides funds to social service agencies, community resource centres, day programs and food programs 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, the Department has worked in partnership with community organizations, clients and other funders to establish funding priorities and to be responsive to changing community needs.

As recently as 1995, funding in excess of \$7.6 million was allocated through the Department's Community Funding envelope to a network of social services purchased on behalf of low income

residents. Over \$1 million of this funding was contributed by the Ministry of Community and Social Services for counselling and day programs.

The elimination of the Provincial contribution in 1996 represented a 13.4% reduction to the Department's Community Funding envelope. The Social Services Department managed the reductions by developing a funding reduction strategy guided by Regional priorities which reflected the needs and expectations of the Ottawa-Carleton community.

The following principles were developed to guide the application of the funding reduction strategy.

- the focus will remain on services to low income residents;
- service survival is the main priority, not agency survival;
- services should continue to reflect diversity of race, gender, language, etc.;
- the focus will be on "viable" agencies;
- alternative ways to serve clients which may result in agency restructuring, amalgamation, etc. should be identified, and;
- the Department will facilitate and support agencies to change their agency structure or service delivery.

These principles helped the Department to identify funding priorities and to apply the reductions in a consistent and rational manner.

The current Community Funding envelope totals approximately \$6.6 million (100% Regional funding).

1998 ALLOCATIONS RECOMMENDATIONS

Day Programs

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 has been established by the Department and the Day Programs to facilitate the sharing of resources, undertaking joint ventures, amalgamating services, to deal with any changes in the funding envelope and over time, to attain equitable funding across the Day Programs.

The Day Programs are currently experiencing increased demand from clients for support to meet their basic needs.

The Department recommends that the 1998 funding for Day Programs remain at the level of 1997 (see Annex A).

Food Programs

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 Food Programs. Regional funds have been added to this budget yearly to respond to increasing client needs. Currently, the Region provides funding towards the co-ordination of 11 Food Programs.

In June 1996, Community Services Committee directed the Department to develop an objective formula to assess funding allocations for 1997. The criteria was approved by Committee in September 1996 and consist of the following: 1) a basic contribution of \$15,000 towards co-ordination applicable to Food Programs serving up to 1,000 people monthly, with an increment of \$5,000 for each additional 500 people served; 2) remaining funds available would be shared among Food Programs in neighbourhoods with minimal resources: 2/3 of remaining funds to Food Programs in neighbourhoods where income per private household is less than \$50,000 and the balance to Food Programs in neighbourhoods where income per private household is less than \$60,000, and; 3) Regional support not to exceed 15% of program operational value, with the exception of Food Programs in neighbourhoods with minimal resources. The recommendations for 1997, for a total amount of \$194,100, were based on the criteria. Their implementation would have resulted in substantial funding reductions for some of the programs, ranging from 3.5% to 29.6%. 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 has not been strictly applied for 1998 in order to maintain continuity in funding allocations and avoid hardship. However, consideration is given to the minimal basic contribution of \$15,000 towards co-ordination where applicable.

In this light, the total amount of \$10,000 is recommended for the Kanata Food Cupboard, representing an increase of \$2,000 (25%) over 1997.

The recommended funding allocations to the Debra Dynes Family House and the Pavilion Food Bank of \$10,000 and \$1,500 alternately are the amounts requested from the two organizations and represent 0.0% increase over 1997. Reductions in the area of 1.1% are recommended for the remaining eight Food Programs.

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

The Department recommends the 1998 allocations to Food Programs as described in Annex B.

Community Resource Centres

The 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% reduction (equivalent to \$75,750) as a result of the 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.

In response to a community request for a new Community Resource Centre to provide services in the South Ottawa/Gloucester area, Community Services Committee passed the following motion on March 7, 1996:

Endorse in principle the proposal made by the South East Ottawa and Gloucester Community Resource Action Team (SOGCRAT), in recognition that there is a need for community resource centre services in this area of the Region.

The South East Ottawa Centre for a Healthy Community and the Gloucester Centre for Community Resources are currently collaborating with the South Ottawa/Gloucester Community Resource Action Team (SOGCRAT) to provide services to the communities which SOGCRAT identified as not currently served by either Centre. These areas include Hunt Club/Riverside, Hunt Club Park and Mooney's Bay. In addition, all Community Resource Centres, particularly those receiving Provincial funding for Region wide programs have been collaborating in offering services in the SOGCRAT communities.

In 1997 the Department provided \$20,000 to support resource development in SOGCRAT. This has enabled the provision of various social services and programs to residents in the Hunt Club, Riverside and Hunt Club Park communities. The \$20,000 is contained within the budget of the South East Ottawa Community Resource Centre.

The Department recommends that the 1998 funding for the Community Resource Centres be maintained at the level of 1997 (see Annex C).

Counselling and Personal Supports

The Department 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. The funding envelope of this program sustained the largest reduction in 1996. As a result of funding reductions, the Department and agencies have jointly developed options to preserve services to the extent possible and as a result, a range of options including sharing arrangements, amalgamation of services and/or adapting new ways of delivering services have been put in place.

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 resulted from reduced social assistance and changes in social services.

The Department recommends that funding for the Counselling and Sustainable Grant agencies be maintained at the 1997 level (see Annex D).

New Service Components

In 1997, purchase of service funds for four agencies: Housing Help, Action-logement, Women's Action Centre Against Violence (WACAV) and the Regional Coordinating Committee to End Violence Against Women (RCCEVAW) were transferred from the Planning Development Approvals Department to the Social Services Department.

Housing Agencies

The two housing agencies have received funds from the Planning and Development Approvals Department since 1989 to provide services related to information, advocacy, mediation and promotion of community awareness of housing issues (homelessness). In 1996, the RMOC entered into a Purchase of Service agreement with Housing Help for a total \$93,166 and Action-logement for \$23,931.

The mandates of the housing agencies are consistent with the Social Services Department's mission and goals through their focus on low income clients, advocacy on issues related to poverty and access to housing, interventions to prevent individual and family homelessness, proactive support to reduce the incidence of homelessness in the community and provision of service to individuals and families seeking access to affordable housing. The agencies complement each other's services by addressing needs of specific target groups. Both agencies provide bilingual services. The working language of Action-logement is French and serves primarily the east end of the Region and has developed a strong network within the francophone community. Housing Help's working language is English, serves primarily the west end of the Region and outreaches to shelters in the community organizations located in the west end.

Recommendations for Action-logement and Housing Help have been developed in a separate report, in response to a motion from Community Services Committee in May 1997 to review the funding envelope for housing agencies in 1998 and provide recommendations such as developing an objective formula for allocating funds to housing agencies.

Violence Against Women

Women's Action Centre Against Violence received the first grant from RMOC through the General Grants Program in 1992. The Regional Coordinating Committee to End Violence Against Women received its initial funding for a specific project in 1994, also through the General Grants Program. In 1996, RMOC entered into a Purchase of Service agreement with Women's Action Centre Against Violence for \$101,874 and Regional Coordinating Committee to End Violence Against Women for \$52,380.

Women's Action Centre Against Violence focuses on encouraging governments and other public institutions to make communities safer for women and to work with them and others to prevent and eliminate violence against women. Specifically Women's Action Centre Against Violence provides training in safety audits and supports groups that wish to conduct safety audits in their own communities. Regional Coordinating Committee to End Violence Against Women promotes effective services for women who experience violence and for children who witness it, by providing a forum for networking and information sharing. It works towards service co-ordination, advocacy at all levels of government and public education. The Regional Coordinating Committee to End Violence Against Women has a broad representation from such groups as shelters, crisis intervention services, counselling agencies, hospitals, universities and the police.

The Department recognizes that issues related to violence against women transcend all socio-economic groups of our society and that the services purchased through these agencies are not limited to low income residents of the Region. The Department will continue to work with the two women's agencies in the next year to explore options which eliminate duplication and attain efficiencies and effectiveness.

The Department recommends that the 1998 funding for Housing Help, Action-logement, Women's Action Centre Against Violence and Regional Coordinating Committee to End Violence Against Women be maintained at the 1997 level.

Community Houses

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 organisations 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 has provided funds toward 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.

In April 1997, Community Services Committee approved that \$95,000 be transferred from the Social Services Department Project Grants (One-Time Grants) envelope to Community Funding to be allocated to Community Houses to assist with the co-ordination of the variety of services which they provide.

Eight community houses, all of which have received project funding at least once since 1993, are recommended for funding by the Social Services Department for 1998. 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.

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.

The Department recommends that funding allocation for Community Houses be approved as specified in Annex E.

CONCLUSION

In the past year most of the agencies experienced increases in demands for support in some of the most basic needs 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 stress, violence, post-hospitalization support, and infectious diseases (HIV, Hepatitis and TB).

Agencies are working collaboratively and creatively to respond to these increased demands within reduced resources.

*Approved by
Dick Stewart*

DM/lw

ANNEX A**DAY PROGRAMS**

AGENCY	1997 Approved \$	1998 Recommended \$	% inc/dec
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%
TOTAL:	\$1,556,389	\$1,556,389	

ANNEX B**FOOD PROGRAMS**

Agency	1997 approved \$	1998 recommended \$	% inc. / dec.
Caldwell Family Centre	\$ 30,250	\$ 29,950	-1.0%
Centre de ressources communautaires du canton de Cumberland	15,300	15,138	-1.1%
Dalhousie Food Action Group	29,284	28,974	-1.1%
Debra Dynes Family House	10,000	10,000	0.0%
Emergency Food Centre	30,504	30,182	-1.1%
Gloucester Emergency Food	21,355	21,131	-1.1%
Heron Emergency Food Centre	20,330	20,116	-1.1%
Kanata Food Cupboard	8,000	10,000	25.0%
Association des services communautaires Overbrook-Forbes	22,920	22,678	-1.1%
Parkdale Food Centre	21,300	21,074	-1.1%
Pavilion Food Bank	1,500	1,500	0.0%
TOTAL	<u>\$210,743</u>	<u>\$210,743</u>	

COMMUNITY RESOURCE CENTRES

AGENCY	1997 Approved \$	1998 Recommended \$	% inc/dec
Carlington	229,125	229,125	0%
Centretown	106,533	106,533	0%
Cumberland	258,386	258,386	0%
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	263,068	263,068	0%
South Ottawa / South Gloucester	20,000	20,000	0%
Vanier	263,208	263,208	0%
TOTAL	\$2,974,250	\$2,974,250	

ANNEX D**COUNSELLING AND PERSONAL SUPPORTS**

AGENCY	1997 Approved	1998 Recommended	% inc/dec
Aboriginal Women's Centre (Youth)	36,220	36,220	0%
Action-logement Centre d'information - Région d'Ottawa-Carleton	23,931	23,931	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 Assoc. (Youth)	19,062	19,062	0%
Carlington Community & Health Centre (Youth)	29,730	29,730	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 (RCCEVAW)	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%
Pinecrest-Queensway H&CS (Youth)	41,313	41,313	0%
Pink Triangle	13,866	13,866	0%
Rape Crisis Centre	17,000	17,000	0%
School Breakfast Program (Youth)	62,500	62,500	0%
Somali Centre for Youth, Women and Development (Youth)	37,125	37,125	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%
TOTAL	\$1,769,345	\$1,769,345	

ANNEX E**COMMUNITY HOUSES**

AGENCY	1997 Approved \$	1998 Recommended \$	% inc/dec
Banff Avenue Community House	15,000	11,875	-20.8
Blair Court Community House	15,000	11,875	-20.8
Britannia Woods Community Association (sponsor, YMCA-YWCA Ottawa-Carleton)	0	11,875	-
Confederation Court Community House	15,000	11,875	-20.8
Debra Dynes Family House	15,000	11,875	-20.8
Foster Farm Family House	0	11,875	-
Maison communautaire du bon voisinage de la Basse-Ville	20,000	11,875	-40.6
Russell Heights Community House	15,000	11,875	-20.8
TOTAL	\$95,000.00	\$95,000.00	