

The Regional Municipality of York

Committee of the Whole
Community and Health Services
May 2, 2019

Report of the Commissioner of Community and Health Services

Community Investment Fund Activity Update for 2018 and 2019

1. Recommendation

Council receive this report for information.

2. Summary

This report provides the annual update on Community Investment Fund activities and outcomes for 2018, and information about funding allocated to community agencies by the Commissioner of Community and Health Services in 2019.

Key Points:

- The Community Investment Fund invests in preventative and early intervention services that support the Region's most vulnerable residents living with low and moderate income including those that face multiple barriers such as newcomers, refugees, youth and seniors.
- In 2018, approximately \$5.4 million was invested across the Region through the Community Investment Fund, serving over 78,000 residents. A list of agencies, projects and residents served is provided in Attachment 1.
- In 2018, approximately \$100,000 was invested in a Transit Ticket Program, serving over 4,600 residents. A list of agencies funded and residents served is provided in Attachment 2.
- In 2019, the Commissioner of Community and Health Services approved funding of approximately \$5.5 million to 43 projects. A list of agencies and projects that were funded is provided in Attachment 3.

3. Background

Community Investment Funding improves the well-being of residents living with low and moderate income

In 2002, Council established the Community Investment Fund. The program purchases human services from community non-profit sector agencies that improve the well-being of residents living with low and moderate income including residents who face multiple barriers including newcomers, refugees, youth and seniors. The activities funded must achieve at least one of the following four community results:

1. **Social Inclusion:** Residents living with low and moderate income are connected and able to engage in their communities
2. **Community Health:** Residents living with low and moderate income are healthier and are able to make healthy choices
3. **Economic Independence:** Residents living with low and moderate income have and keep jobs matching their skills and have financial stability
4. **Housing Stability:** Residents living with low and moderate income can live in affordable, adequate and suitable housing

Priority action areas are established for each community result to address current local service gaps and needs. In addition, service level targets are established for each project, and results are evaluated.

4. Analysis

2018 COMMUNITY INVESTMENT FUND RESULTS

Through the Community Investment Fund, over 78,000 residents living with low and moderate income received services in 2018

In 2018, the Region allocated approximately \$5.5 million to 49 projects. Of this, 45 projects provided direct services to residents and four projects supported organizational development and capacity building activities for community agencies. A list of agencies, projects and residents served is provided in Attachment 1.

In 2018, more than 78,000 residents living with low and moderate income received services to improve their well-being. Table 1 summarizes 2018 outcomes by community result area.

Table 1
Summary of 2018 Outcomes by Community Result Area

Community Result Areas	Funding (\$)	Number of Projects	Number of Residents Served
Community Health	636,099	8	64,000
Economic Independence	1,701,039	12	1,505
Housing Stability	1,539,885	8	5,969
Social Inclusion	1,531,148	17	6,998
Total	5,408,171	45	78,472

2018 funding made a positive difference in the lives of residents by investing in the communities and populations most in need of support

Projects funded through the Community Investment Fund provided services that help fill identified service gaps in the community. Many projects provided preventative supports that helped residents avoid the need for more costly interventions later on. Examples of how residents benefited from Community Investment Funding are provided below and a full list of funded projects including descriptions of services provided and residents served in 2018 is included in Attachment 1:

Community Health: York Region Food for Learning provided students throughout York Region with approximately 46,000 nutritious breakfast and snacks – meals that these students would have otherwise gone without. The Food Bank of York Region delivered donated food to housing cooperatives, community food banks and other community agencies benefitting over 14,000 residents. These and other Community Health projects such as additional food programs and mental health supports helped over 64,000 residents to be healthier and make healthier choices.

Economic Independence: NPower Canada trained youth in technical and soft skills and matched them to information technology employment opportunities. A total of 76 York Region residents were enrolled in 2018, of whom 52 secured employment. Project participants employed reported an average wage increase of 34 per cent. Job Skills Employment and Business Programs and Supports trained 135 international professional newcomers. A total of 67 participants obtained relevant or similar employment in their profession, and 40 participants continued training or enrolled in additional schooling. These and other Economic Independence projects such as additional technical and soft skills training and financial

literacy programs supported more than 1,500 residents to find and keep jobs and achieve financial stability.

Housing Stability: Inn from the Cold Emergency Shelter and Supports provided 325 individuals with emergency overnight shelter, meals, medical care and clothing. The Housing Help Centre provided information and case management to support 1,791 residents to find and maintain housing. These and other Housing Stability projects such as mobile street outreach and legal support for tenants at risk of eviction supported approximately 6,000 residents to find and live in affordable, adequate and suitable housing.

Social Inclusion: The John Howard Society of York Region provided a weekly after-school program for 122 youth experiencing multiple barriers. The program promoted healthy interactions with peers to reduce bullying and violence. Through Family Services York Region's Families and Schools Together program, 239 newcomer parents and children received support with parenting skills development to help children's academic performance and behaviours to improve their success and engagement in school. These and other Social Inclusion projects such as peer support programs and wellness and social activities for seniors helped approximately 7,000 residents be connected and engaged in their communities.

2018 funding strengthened agency operational capacity

Non-profit organizations often need assistance to improve their operational capacity. Investments in training within the sector are modest, with limited capacity to develop the learning opportunities that are required. Professional development in the non-profit sector is a vital tool for strengthening organizational effectiveness in the face of continuous change. Many agencies rely on Community Investment Fund support for capacity building activities, that they could not otherwise afford. In 2018, the Region allocated \$102,203 to four agencies to conduct organizational reviews, complete accreditation requirements, and develop strategic plans. For example, Lance Krasman Memorial Centre for Community Mental Health used their funding to complete the process of accreditation and as a result received an Accreditation Canada award. The agency reported a 40 per cent increase in clarity and knowledge from staff about their role in quality improvement and safety to provide better service to program participants.

The list of the 2018 funded agencies, projects and residents served is provided in Attachment 1.

165 community-based agency staff participated in six professional development opportunities to build strong organizations

The Region designed curriculum and collaborated with other funders, including the United Way Greater Toronto and Ontario Trillium Foundation, to deliver professional development workshops to community agencies. In 2018, 165 staff from 43 agencies participated in six professional development workshops on topics including program evaluation,

communications and branding, proposal writing and compassion fatigue support for front-line workers. These workshops helped agency staff strengthen their skills and capacity, make connections with other agencies and share information to support better service delivery and client referrals. All participants consistently rated the quality of the workshops as excellent or good, and 87 per cent strongly agreed or agreed the workshop topics were relevant to their unique needs to strengthen and support their work.

4,637 residents received additional support to help them with their transportation needs

The Transit Ticket Program, part of the Community Investment Fund, provides approximately \$100,000 to non-profit community agencies to help their clients with transportation needs. In 2018, 52 community agencies used these funds to buy transit fares to help 4,637 residents living with low and moderate income access basic needs such as food, shelter, education and employment. A list of 2018 Transit Ticket Program funded agencies is provided in Attachment 2.

2019 COMMUNITY INVESTMENT FUND ACTIVITIES

Community Investment Fund program improvements

On [May 17, 2018](#) Council approved improvements to the Community Investment Fund. These improvements included establishing a multi-year staggered funding model with three-year funding terms. While funding terms are for more than one year, continuation of funding is dependent upon a successful annual review of the project and availability of funding in each budget year.

To implement the staggered model, the 2018 terms with community agencies for three of the four community result areas were extended by Council for either one or two years, and a call for proposal process was conducted for the fourth outcome area, Social Inclusion (Figure 1).

Figure 1
Three-Year Staggered Funding Model

COMMUNITY RESULT	YEAR					
	2018	2019	2020	2021	2022	2023
Social Inclusion	Results included in this report	3-Year Funding Term			New 3-Year Term	
Community Health		2018 Agreement Extended	3-Year Funding Term			New 3-Year Term
Economic Independence		2018 Agreement Extended		3-Year Funding Term		
Housing Stability		2018 Agreement Extended		3-Year Funding Term		

Eighteen projects received funding in 2019 as a result of the Social Inclusion call for proposals

Council authorized the Commissioner of Community and Health Services to commit and allocate up to \$2 million in Community Investment Funding annually from 2019 to 2021 to successful agencies delivering projects under the community result area of Social Inclusion.

The call for proposal process for Social Inclusion projects for 2019 to 2021 funding was released through the Region’s Procurement Office on July 24, 2018 and closed on September 5, 2018 with 36 proposals received requesting over \$4.4 million.

As in previous years, the Community Investment Fund call for proposal process follows a rigorous evaluation and is guided by three principles of accountability, transparency and responsiveness.

The process resulted in a total investment of \$1,717,096 allocated to 18 projects for 2019. Agencies will implement Social Inclusion projects to help 5,782 residents feel more connected in their communities through services that address needs of youth, homeless, newcomers, seniors and families. Services being provide include after-school programs, leadership and anti-bullying workshops, culturally sensitive programs for newcomer youth and their families, supports to people experiencing homelessness, peer-based programs that focus on intergenerational activities, and community engagement to increase social connections for residents living with low and moderate income.

Twenty-five projects under the community result areas of Community Health, Economic Independence and Housing Stability were extended

Subject to a positive review, Council approved one-year extensions for Community Health projects, and two-year extensions of Economic Independence and Housing Stability projects.

Staff assessed if performance targets were met and if the agency was in good financial health. A total of 25 projects were extended for 2019 with a total investment of \$3,736,808 (Attachment 3). Table 2 provides a summary of investments in all four community result areas for 2019 projects.

Table 2
Summary of 2019 Funded Projects by Community Result Area

Community Result Area	Funding (\$)	Number of Projects
Social Inclusion	1,717,096	18
Community Health	543,222	6
Economic Independence	1,736,761	12
Housing Stability	1,456,825	7
Total	5,453,904	43

The 2019 call for proposal process for 2020 to 2022 Community Health funding was released April 3, 2019

Information about the 2019 call for proposal process for 2020 to 2022 Community Health funding is available at York.ca/communityinvestment. The call was released on April 3, 2019 and closes May 8, 2019. Allocations and recommendations will be submitted to Council for approval in October 2019.

The call for proposal process for 2021 to 2023 Economic Independence and Housing Stability funding, will be released in 2020. Starting in 2021, all four streams of funding will be on staggered three year funding cycles.

5. Financial

The Community Investment Fund is managed within the approved Community and Health Services budget and is 100 per cent tax levy funded. In 2018, a total of \$5.78 million was invested in community-based projects, professional development training and administration for the call for proposals process, and \$100,000 was allocated to the Transit Ticket Program.

The 2019 to 2022 Regional Budget includes an increase of approximately \$60,000 to the Community Investment Fund, bringing the program's total 2019 budget to \$5.84 million. Of

this amount, over \$5.4 million has been approved to fund 43 community projects (Table 2). The remaining budget will be used to fund Transit Ticket Program, professional development training, and administration for the 2019 call for proposal process for 2020 to 2022 funding.

Leveraging community agencies to deliver valuable, cost effective, services across the Region is an important part of a robust human service delivery system. Investing in preventative services helps promote community health, economic independence, housing stability, and social inclusion. This is a good return on investment as these services help to divert vulnerable residents from having to access more costly services such as Ontario Works and homelessness programs.

6. Local Impact

The Community Investment Fund supports agencies that operate in all nine local municipalities to deliver programs and services to address community needs and service gaps. This results in residents reporting being healthier and making healthier choices, obtaining and keeping jobs that match their skills, moving toward economic independence and housing stability and becoming more connected and engaged in their communities.

7. Conclusion

The Community Investment Fund purchases a wide range of human services delivered by community non-profit sector agencies to improve the well-being of residents living with low and moderate income including those who face multiple barriers including newcomers, refugees, youth and seniors.

In 2018 over 78,000 residents served through community initiatives funded by the Region. Community agencies were also supported to deliver services to residents through participation in professional development activities.

In 2019, a new multi-year staggered funding model was implemented. Council approved funding for 25 projects in three community result areas – Community Health, Economic Independence and Housing Stability – and delegated authority to the Commissioner of Community and Health Services to fund 18 projects in the community result area of Social Inclusion. In total, 43 projects were approved for approximately \$5.4 million in Community Investment Funding in 2019. An activity report on 2019 funding outcomes will be submitted to Council for information in spring 2020.

A call for proposal process is currently underway to award three year funding for projects that address Community Health, and recommended projects will be brought forward to Council for approval this fall.

For more information on this report, please contact Lisa Gonsalves, Director, Strategies and Partnerships Branch at 1-877-464-9675 ext. 72090. Accessible formats or communication supports are available upon request.

Recommended by: **Katherine Chislett**
Commissioner of Community and Health Services

Approved for Submission: **Bruce Macgregor**
Chief Administrative Officer

April 17, 2019

Attachments (3)
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