



CITY OF VANCOUVER

ADMINISTRATIVE REPORT

Report Date: April 15, 2008
Author: Michelle Vernooy
Phone No.: 604.871.6682
RTS No.: 07046
VanRIMS No.: 05-5000-10
Meeting Date: May 1, 2008

TO: Standing Committee on Planning and Environment
FROM: Director of Social Planning
SUBJECT: Appeals of Community Services Grants Recommendations - 2008

RECOMMENDATION

- A. THAT Council approve a Direct Social Services Grant of \$45,900 to Battered Women's Support Services. Source of funding is the 2008 Community Services Grants budget.
- B. THAT Council approve a Direct Social Services Grant of \$14,280 to La Boussole. Source of funding is the 2008 Community Services Grants budget.
- C. THAT Council approve an Organizational Capacity Building Grant of \$30,600 to Self Help Resource Association of BC - Kinex. Source of funding is the 2008 Community Services Grants budget.
- D. THAT Council approve a terminating Direct Social Services Grant of \$34,428 to Downtown Eastside Youth Activities Society. Source of funding is the 2008 Community Services Grants budget.
- E. THAT Council approve a terminating Direct Social Services Grant of \$13,260 to South Vancouver Seniors Network Society. Source of funding is the 2008 Community Services Grants budget.

CITY MANAGER'S COMMENTS

The City Manager recommends approval of A to E.

COUNCIL POLICY

On November 22, 1994, City Council established that reconsideration of grant recommendations can only occur if they are based on one or both of the following premises:

1. that eligibility criteria have not been properly applied; and/or
2. the financial situation of the applicant has not been properly assessed or understood.

Approval of grant recommendations requires eight affirmative votes.

SUMMARY

This report includes recommendations for the five applicants that appealed the staff recommendations for the 2008 Community Services (CS) Grants. Staff are recommending grants totalling \$138,468 for five applications. The recommended grants are at the same level as originally recommended by staff. After these recommendations, a balance of \$379 will remain unallocated from the 2008 CS grants budget.

PURPOSE

This report provides information on the appeals of five Community Services Grants applications and makes recommendations on these requests.

BACKGROUND

In November, 1994, City Council approved a grants "reconsideration" process (now called an appeal process) for grant applicants who disagreed with the Social Planning Department's recommendations regarding their applications. A key feature of this process is that there are only two grounds for appeal:

1. that eligibility criteria have not been properly applied; and/or
2. the financial situation of the applicant has not been properly assessed or understood.

On October 9, 2003, City Council approved a significantly revised Community Services Grants program which included:

- the establishment of three grant categories: Direct Social Services, Organizational Capacity Building, and Neighbourhood Organization Grants;
- new eligibility criteria for each of the three types of grants;
- newly defined priorities for the Direct Social Services Grants category.

During the first six weeks of 2008, the Social Planning grant review team assessed all Community Services Grants applications using the approved criteria and priorities, and made recommendations to Council which were forwarded in a report on April 1, 2008. Applicants were advised of Social Planning's recommendations, and of the appeal process which could be used if they disagreed with the recommendations.

DISCUSSION

Applicants were asked to provide a written submission supporting their appeal request to Social Planning by March 5, 2008. (Details on the appeal process are attached in APPENDIX A).

In the appeal process, Social Planning staff review the original application, supporting materials, interview notes, and any new information provided by the applicants. Staff then prepare comments on reasons for their original recommendations, on their review of the additional material submitted by the groups, and on any revisions to the original recommendations. This material, together with the applicants' submissions, is attached as APPENDIX B.

Five applicants originally appealed the grant recommendations that were made by staff. Since submitting a letter appealing their grant recommendation, Battered Women's Support Services has withdrawn their appeal. The notice of withdrawal was received too late to be included in the initial Allocations report (RTS #6458) and therefore is recommended in this report. Staff recommend a grant of \$45,900, which is staff's original 2008 recommendation and is equal to the amount they received in 2007.

AGENCY	Original Recommendation	Appeal Recommendation	Request	2007 Grant
Battered Women's Support Services (appeal withdrawn)	\$45,900	\$45,900	\$51,920	\$45,900
La Boussole - Centre Communautaire Societe	\$14,280	\$14,280	\$35,000	\$14,280
Self Help Resource Association of BC - Kinex	\$30,600	\$30,600	\$40,000	\$30,600
Downtown Eastside Youth Activities Society (DEYAS)	\$34,428	\$34,428	\$68,188	\$68,852
South Vancouver Seniors Network Society	\$13,260	\$13,260	\$26,520	\$26,520
Total: 5	\$138,468	\$138,468	\$221,628	\$186,152

Two of the applicants that appealed their original recommendations are being recommended for funding equal to the amount that they received in 2007. They are La Boussole and Self Help Resource Association of BC - Kinex.

Staff are recommending termination of funding to DEYAS and the South Vancouver Seniors Network. Staff note that in cases where funding is being terminated, a six-month terminating grant is provided based on half of the previous year's funding level. City funding is approved on a calendar year basis, but decisions are not made until three months into the year. A six-month terminating grant covers staff costs incurred in the first quarter and allows for notification of affected staff. Six-month terminating grants are being recommended for Downtown Eastside Youth Activities Society (DEYAS) and South Vancouver Seniors Network Society.

Should Council approve the recommendations in this report, \$379 will remain unallocated in the Community Services Grants budget.

FINANCIAL IMPLICATIONS

The Community Services Grants recommended in this report total \$138,468, with the source of funds being the 2008 Community Services Grants budget.

CONCLUSION

This report makes recommendations for those 2008 Community Services Grants applicants that appealed their recommendations for a grant.

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**REQUEST FOR APPEAL PROCESS
for City of Vancouver Community Services Grant**

Vancouver City Council has adopted an appeal process for grant applicants who disagree with the recommendations submitted by Social Planning Department staff. The process is intended to ensure that all relevant information presented in an application has been fairly and completely presented and reviewed and to provide City Council with written reasons for any disagreement, from the perspectives of both the applicants and Social Planning staff.

Note: Council has established that grant recommendations can be appealed only if the request is based on one or both of the following premises:

1. that eligibility criteria have not been properly applied; or
2. the financial situation of the applicant has not been properly assessed or understood.

The process adopted by Council contains the following steps:

- Applicants are notified, in writing, of Social Planning's recommendations, along with reasons for reduced or no grants. Any conditions or comments which may help to explain the rationale for specific recommendations may also be provided.
- Applicants who wish to dispute the recommendations may then submit a request for an appeal to the Social Planning Department (see the next page for details on how to make such a request).
- Applications which are not in dispute (i.e. the applicant has not requested an appeal) are sent directly to City Council. This year, Council will consider these recommendations on April 1, 2008. Council does retain the right, however, to direct that any recommendations about which it has concerns be referred to the appeal process. Payment of approved grants will be processed as soon as possible following the Council decision.
- The appeal process for disputed recommendations will take longer. After written notice and the supporting information have been received by Social Planning, staff will review: the applicant's reasons for requesting an appeal; the information provided on the grant application form and attachments; and information provided during any interviews. Applicants will be contacted if there are questions, and every effort will be made to clarify misunderstandings. Staff will then prepare a written summation of their findings, including the decision to either amend the original recommendation or to keep it as is.
- The applicant's rationale for requesting an appeal, as well as staff comments and recommendations will then be compiled in a report to City Council for its consideration. Relevant sections of this report will also be forwarded to all applicants involved in this process.

- City Council is currently scheduled to consider the recommendations coming out of the appeal process on May 1, 2008. Any applicant wishing to make a presentation to Council concerning its grant application may do so at that time by making prior arrangements with the City Clerk. Instructions on how to do this will be provided in advance. Council will make a decision on these grants at the May 1, 2008 meeting. Payment of approved grants will be processed as soon as possible following the Council decision.

HOW TO REQUEST AN APPEAL OF YOUR GRANT APPLICATION

Appeal Submission: Deadline March 5, 2008

You must notify the Social Planning Department, in writing, that you are requesting an appeal and indicate which of the following two reasons form the basis of your request. Please note that Council has established that the appeal of grant recommendations will be considered only if they are based on one or both of the following premises:

1. that eligibility criteria have not been properly applied; or
2. that the financial situation of the applicant has not been properly assessed or understood.

In addition to the request itself, you may submit a written statement explaining your reason(s) for seeking the appeal. This statement should relate specifically to the basis for your request (that is, eligibility or financial situation) and should not exceed two typewritten pages. The information you provide will be submitted, verbatim, to City Council, along with Social Planning's response on the request.

Your REQUEST FOR APPEAL must be received by Social Planning NO LATER THAN 5:00 PM on **Tuesday, March 5, 2008**. Requests received after the deadline cannot be considered. We must be firm about this because City Council needs to be advised in a timely manner about who is or is not requesting an appeal.

MAIL OR BRING YOUR REQUEST FOR AN APPEAL AND THE SUPPORTING INFORMATION TO:

If by mail, send to:

Social Planning Department
453 West 12th Avenue
Vancouver, BC, V5Y 1V4

If by hand or courier, send to:

Social Planning Department
Ste. 100 - 515 West 10th Avenue
Vancouver, BC, V5Z 4A8

Or Fax it to 604-871-6048

Downtown Eastside Youth Activities Society - DEYAS (#21)

Request	\$68,188
2007 Grant	\$68,852
Social Planning Initial Recommendation	\$34,428
Social Planning New Recommendation	\$34,428

Program Description (summarized from the grant application)

DEYAS Outreach Program works with multi-barriered, marginalized youth and offers harm reduction supplies and snacks, crisis intervention, referrals to detox, shelter, and emergency care. DEYAS originally requested funding for 2 Outreach youth workers and operating expenses to provide this service.

Social Planning's Initial Response

Staff recommended \$34,428 as a six month terminating grant. Organization's viability and capacity to deliver the service is in question due to a significant loss of senior government funding.

Basis for Reconsideration

In the letter requesting reconsideration (attached), the agency states that the financial situation of DEYAS was not properly understood. They indicate that funds from gaming were to be dedicated to fund the outreach work also supported by the City. They also indicate that a new program called Change the Future which was launched in February 2008, securing \$15,000 to be allocated towards the outreach program. Due to the shortfall in fundraising, DEYAS is also reducing their request of 2.0 FTE's to 1.5.

Social Planning Comments

Staff continues to be concerned about the financial viability of the organization. DEYAS had hoped to receive \$70,000 from Gaming to support the outreach program. Staff has received confirmation from the BC Gaming Policy Branch that the 2008 grant request from DEYAS was denied in December 2007.

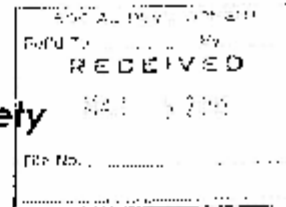
Also in the last 5 months, DEYAS has lost funding for 2 other programs, the HIV/AIDS Case Management program, and youth detox contract. The ability of the organization to divert funds towards the outreach work from other sources is seriously diminished. The needle exchange is the only remaining program in operation.

Social Planning staff continues to value the need for a youth outreach worker in the DTES. Funds have been put aside for delivery of services by another agency. Once that Agency is identified, staff will come to Council with a recommendation. A six month terminating grant to DEYAS continues to be staff recommendation.

Staff recommends a terminating grant of \$34,428



Downtown Eastside Youth Activities Society



DEYAS
ADMINISTRATION
512 Main Street
Vancouver BC
V6C 2G3
PH: 604 682 5222
FAX: 604 682 7117

YOUTH STREET
OUTREACH

YOUTH
WITHDRAWAL
MANAGEMENT

MOBILE NEEDLE
EXCHANGE

COMMUNITY
PICK-UP

COMMUNITY
EDUCATION

HOVARS CASE
MANAGEMENT

The Downtown Eastside Youth Activities Society (DEYAS) would like to formally request reconsideration for the Social Services Grant based on eligibility criteria that was not properly applied and also because the financial situation of DEYAS was not properly understood.

The eligibility criteria that were not properly applied included a 'sent' but 'undelivered' email (due to server/Microsoft Vista conflicts) that was composed in response to a request from Deb Anderson for clarification on the application. Unfortunately, that technical problem was not discovered until we received the recommendations letter from the Social Planning department and is now under review.

In regards to the financial situation, DEYAS requested a grant from BC Gaming which is currently under appeal. These funds were to be used, in conjunction with the City of Vancouver funding to expand and improve the program. Since this funding is in question, DEYAS is securing other sources of revenue from a new program here at DEYAS called *Change the Future*.

Change the Future was still in the planning stages at the time of the grant application to the City of Vancouver. The program was launched February 2008 with great success and we anticipate DEYAS will secure \$15,000 through this campaign - all of which will be allocated directly to the Youth Street Outreach Program.

Furthermore, in the application there was a request to increase from 1.5 full time employment positions (FTE) to 2 FTE but in the event that the BC Gaming money is not accessible, we will remain at 1.5 FTE in these positions.

DEYAS has been around since the early 80's and has since gone through many organizational challenges yet consistently overcome. Potentially losing the Gaming funds and even the Youth DETOX does not compromise the sustainability of DEYAS. In fact, Barbara Ann Jones, Director of Development, was hired in August to audit the organization and develop various systems and new funding streams on which DEYAS can depend. Although it may appear that "the organization's viability and capacity to deliver the services is in question", in fact the organization has never been positioned so positively strong.

The DEYAS Youth Outreach program has become a valuable and indispensable part of the Downtown Eastside. Our Outreach team has worked with thousands of street youth, building long-term relationships; educating the clients; and connecting street youth with services in and around Vancouver. Our full-time position has been filled by the same person since the beginning. To lose this program will have an adverse effect on the client who has come to trust and depend on our Outreach team.

La Boussole (#47)

Request	\$35,000
2007 Grant	\$14,280
Social Planning Initial Recommendation	\$14,280
Social Planning New Recommendation	\$14,280

Program Description (summarized from the grant application)

La Boussole is a social service organization providing a range of services to the French speaking community in Vancouver. Clients include Francophone residents from other provinces, immigrants and refugees. Most clients are low income and living in poverty, and require support in mental health, housing, employment, translation and other social services. The centre's programs include outreach to the homeless and other marginalized individuals, food distribution, employment counselling, community kitchen, and drop-in.

Social Planning's Initial Response

Staff recommended a grant of \$14,280 towards the Outreach Worker position, which is the same amount as previous year. The Outreach Worker provides information and referral, direct client support, crisis intervention, and interpretation services to low income, vulnerable French-speaking residents in the city, particularly in the DTES area.

Basis for Reconsideration

La Boussole is appealing staff's recommendation on the basis that "our organization is greatly contributing to make Vancouver a better city, (and) we believe that we should receive more funding than the amount recommended by Social Planning to pursue our efforts." (see attached email correspondence, March 5, 2008). No additional information was provided to Social Planning after the email correspondence.

Social Planning Comments

In reviewing La Boussole's current year financial situation, Social Planning staff noted that the organization has been successful in applying for, and obtaining, increased funding from various funding sources. Their projected revenues for 2008 will be \$733,644 compared to \$466,873 in 2007, showing an increase of approximately \$250,000.

Social Planning staff are of the view that the increased revenues will be sufficient in meeting the financial needs of the Centre, including support to new programs and services.

Social Planning staff recognize that the agency provides a valuable service to vulnerable residents in the city and would continue to recommend support for the outreach program. In the context of available City funding, a grant increase at this time is not recommended.

Recommendation

Staff recommend a grant of \$14,280 to continue support of the Outreach Worker position.

Grants

Page 1 of 1

De Santis, Tania

Subject: FW: Grants

From: Laboussole [mailto:laboussole@lbv.ca]

Sent: Wed 3/5/2008 6:57 PM

To: Lee, Mario

Subject: Grants

Dear Mr Lee,

We have received the recommendation of Social Planning to the Council regarding the amount allocated to La Boussole for next year.

We would like to challenge that recommendation as of today Tuesday March 5, 2008.

Our organization is greatly contributing to make Vancouver a better city, we believe that we should receive more funding than the amount recommended by Social Planning to pursue our efforts.

Sincerely,

Tanniar Leba

Executive Director.

4/15/2008

Self Help Resource Association - Kinex (#75)

Request	\$40,000
2007 Grant	\$30,600
Social Planning Initial Recommendation	\$30,600
Social Planning New Recommendation	\$30,600

Program Description (summarized from the grant application)

The Self Help Resource Association (SHRA) promotes self-help and peer support approaches that help build individual and community capacity to become healthy, responsive and self-determining. Kinex is the youth program of SHRA that works to develop and deliver facilitation and other training workshops for youth who then go out and work or volunteer with other organizations. Kinex also acts as a central hub for information and referral for youth and self help peer groups as well as directly supporting and advocating for youth to be involved in decision-making processes in Vancouver. The City grant currently funds 75% of the Program Coordinator's salary.

Social Planning's Initial Response

Staff recommended \$30,600 which is the same amount as last year.

Basis for Reconsideration

In the letter requesting reconsideration (attached), the agency states that they have increased demand for their standard youth workshops as well as additional requests for custom workshops for community groups. If the City fully funded the Coordinator position (\$40,000) then they would be able to hire an additional staff person to respond to the increased demand.

Social Planning Comments

Social Planning staff recognize that Kinex does have high demand for their programs but in the context of available City funding and other priorities, a grant increase at this time is not recommended.

Staff Recommend \$30,600

03/03/2008 WED 11:09 FAX 604/7301010

W U



**Self-Help Resource Association
of British Columbia - SHRA**

Charitable Registration Number 14059 1629 RR0001

1212 West Broadway, Suite 306 Vancouver, BC V6

Tel: 604-733-6186 Fax: 604-733

www.selfhelpresource

shra@tel

March 3, 2008

Social Planning Department
City of Vancouver
453 West 12th Avenue
Vancouver, BC, V5Y 1V4

RE: 2008 Community Services Grant – Request for Reconsideration

To Whom It May Concern:

The Self-Help Resource Association of BC wishes to ask for reconsideration of our 2008 request to the Community Services Grant. In the past year we've focused on improving our storytelling abilities, assisted by another key funder, the Vancouver Coastal Health SMART Fund. We believe that our exciting story of growth and opportunity may have been unfocused in our grant application and we didn't make the case clearly for increased funding. We thought we'd put our storytelling skills to use with the hopes you will reconsider recommending to council the full \$40,000 we requested for the Kinex Youth Initiative Program Coordinator's position.

Since 2006, SHRA's activity level has increased substantially, both in the Lower Mainland and throughout BC. These increased activity levels are not new programming. We continue to offer the same standard workshops – *Grassroots Facilitation Training Workshops* to the general public, and youth-focused *Youth Facilitate This!*, *Youth Facilitate This Advanced*, and *Youth Engagement for Adult Allies* workshops. But we are offering them more often and in more locations. SHRA's Kinex Youth Initiative has just developed four smaller standard workshops from their most-requested custom work as a means to make learning more accessible for young community members and adults working with youth.

Requests for custom workshops are also steadily increasing. Our custom workshops are derived from our standard workshops but focus on specific learning needs identified by the community groups and service agencies with whom we work. In the past two years we have partnered with CMHA BC, SPARC BC, BYRC, Volunteer BC, MCFD, the City of Vancouver's Youth Outreach Team, Urban Native Youth Association, the Vancouver School Board, the BC Co-operative Association, the Caregivers Association of BC, the Association of Neighbourhood Houses, Immigrant Services Society of BC and many, many others.

03/05/2008 WED 11:09 FAX 604/301015

SHRA firmly believes that all community members, younger and older, should have access to community capacity building services. Increased funding from Social Planning would allow us to deliver these standard workshops to more community members in both the Kinex Youth and General Program areas.

Increase in demand for and participation in SHRA Workshops	2006		2007		1 st half of 2008
	# of workshops	# people attending	# of workshops	# people attending	# Workshops booked
Kinex Custom	16		88		42
Kinex Standard		48		263	2
General Custom	2		4		2
General Standard		28		110	2

This year, Kinex is at capacity – they have turned away 17 days of work in the first six months. Of those 17 days, 8 were scheduled in the fall but 9 days were completely lost as interested organizations were forced to look elsewhere to meet their timelines.

Kinex currently has two staff, the Program Coordinator and one Community Developer. SHRA would like to hire one more Kinex Community Developer in response to community need. Social Planning's full support of the Kinex Youth Coordinator position will enable us to do so.

In conclusion, we ask Social Planning Department to reconsider our application for \$40,000 for 2008. We believe we have demonstrated community need and we hope for your continuing and increased support for our work.

Sincerely,



Cheryl Hewitt, Executive Director
Self-Help Resource Association of BC



South Vancouver Seniors Network (#81)

Request	\$26,520
2007 Grant	\$26,520
Social Planning Initial Recommendation	\$13,260
Social Planning New Recommendation	\$13,260

Program Description (summarized from the grant application)

South Vancouver Seniors Network provides programs and services that encourage social interaction and independence among seniors and their peers. The programs and services include an exercise class, medical equipment registry, Bingo, bus trips, social events, craft workshops, a lunch program, a book club and information sessions.

Social Planning's Initial Response

Staff recommended \$13,260 as a six month terminating grant.

Basis for Reconsideration

In the letter requesting reconsideration (attached), the agency states that they believe that they do meet the priorities set out by the city. They state that they have partnerships in the community with members volunteering time and fundraising with other organizations, holding events with other agencies, and being responsible for holding the bank account for the South Vancouver Fall's Prevention Network. They also describe a used medical equipment registry that they operate. The organization also submitted 33 form letters, many with additional handwritten comments from members expressing their appreciation of the group (copy provided to the Clerk).

Social Planning Comments

The South Vancouver Seniors Network has 75 members. While individual members volunteer with other community groups and participate in community functions, the organization itself provides very limited programs. While there are periodic social events and bus trips, the only regular weekly programs are a health drop in held on Mondays at the Vancouver Coastal Health centre on Knight Street, and a Friday afternoon bingo at the neighbourhood house. This issue has been raised with the Board over the past several years but the organization has not been able to develop its programming.

The organization moved into South Vancouver Neighbourhood House when the new building opened in November 2003. The seniors' room in the Neighbourhood House now offers a number of wellness, fitness, craft and social programs, mainly sponsored by the Neighbourhood House. Newly developed programs include a craft circle and an osteo-fit class. Network members are welcome to participate in these activities. Neighbourhood house membership is \$3 per year and most seniors' programs are offered free of charge or provided on a cost recovery basis.

Many of the notes of concern submitted with this appeal refer to loss of programs and social support. Seniors may not be aware that some of the social events and community initiatives are jointly sponsored by various groups including South Vancouver Seniors Network, and that

these events and initiatives will continue. The Neighbourhood House has confirmed that the Network is welcome to continue their Friday afternoon bingo, and to retain the office which is currently used by the volunteers who run the Equipment Registry.

Social Planning staff believe that Network members will still be able to participate in their individual volunteer activities and in programs and activities at the neighbourhood house. In the context of available city funding and other priorities, staff is not able to recommend continued funding to this organization.

Staff Recommend \$13,260

