



ADMINISTRATIVE REPORT

Report Date: April 21, 2009
Contact: Michelle Vernooy
Contact No.: 604.871.6682
RTS No.: 07758
VanRIMS No.: 08-2000-20
Meeting Date: May 7, 2009

TO: Standing Committee on City Services and Budgets
FROM: Managing Director of Social Development
SUBJECT: Appeals of Community Services Grants Recommendations - 2009

RECOMMENDATION

- A. That Council approve an Organizational Capacity Building Grant of \$31,212 to - PeerNetBC - Kinex. Source of funding is the 2009 Community Services Grants budget;
- B. That Council approve a terminating Direct Social Services Grant of \$8,924 to the Chinese Community Library Services Association. Source of funding is the 2009 Community Services Grants budget.

Approval of grant recommendations requires eight affirmative votes.

CITY MANAGER'S COMMENTS

The City Manager recommends approval of A and B.

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.

SUMMARY

This report contains information and recommendations on five 2009 Community Services Grants applicants that appealed the original staff recommendations. Those grants that were not appealed were approved by Council on April 7, 2009 (RTS #07757). Staff recommendations have remained unchanged. Of the five applicants that are appealing, three are not recommended for funding and two are recommended for funding totalling \$40,136.

PURPOSE

This report provides information and staff recommendations on appeals of five Community Services Grants applications.

BACKGROUND

On November 1994, City Council approved a grants appeal process for applicants who disagreed with staff 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 revisions to the Community Services Grants 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; and
- newly defined priorities for the Direct Social Services Grants category.

In early 2009, a staff review team assessed 116 Community Services Grants applications using approved criteria and priorities. Recommendations to fund 105 applications were made and approved by Council on April 7, 2009 (RTS #07757). Applicants were advised of staff recommendations in mid-February 2009 and of the appeal process that could be used if they disagreed with the recommendations.

DISCUSSION

Applicants were asked to provide a written submission supporting their appeal request to Social Policy staff by March 4, 2009. (Details on the appeal process are attached in APPENDIX A).

In the appeal process, staff review for a second time 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.

The five applicants appealing the staff recommendations are listed below, together with a description of staff's response to the applicant:

1. Chinese Community Library Services Association

Staff is unable to recommend continued funding in the context of other applications which rated higher with regard to meeting City priorities. In 2007 research was undertaken in response to community concerns about isolated Chinese seniors in the Downtown Eastside. This research recommended that while there are services for mobile seniors, targeted outreach to isolated seniors most at risk was needed that includes door-knocking, connection and follow up. Staff recommended funding for a Chinese seniors outreach worker at the Downtown Eastside Women's Centre (2007) and 2009 funding for a new Chinese outreach worker at Vancouver Second Mile.

2. Downtown Eastside Youth Activities Society (DEYAS)

This agency received a terminating grant in 2008 as staff were concerned about the agency's financial viability due to a significant loss of senior government funding. Staff proceeded with a Request for Proposal process to find another agency in the Downtown Eastside (DTES) to deliver the Street Youth Outreach services. Watari Research Association was the successful proponent.

Council approved a grant for Watari Research Association in 2009 to continue providing street youth outreach and support services to the DTES.

DEYAS applied to do street youth outreach work with a new model, but has not leveraged funding from other sources to augment the staff costs associated with this program. Within the context of available funds, other applications which rated higher, and the fact that the street youth outreach services are still maintained at 2008 levels in the DTES, staff were not able to recommend a grant to DEYAS this year.

3. Hastings North Area Planning Association (operating as Hastings Sunrise Community Policing Centre)

The proposed service is not eligible for a grant because it does not meet all the eligibility criteria; specifically that Community Services Grants are not for services which fall within the mandates of other governments or departments where other funding sources exist. The proposed Restorative Justice program falls within the jurisdiction of the federal and provincial governments.

4. PeerNetBC - Kinex

Staff recommended \$31,212 which in addition to the 2008 grant includes a cost of living increase. Staff recognize high demand for Kinex programs however, in the context of available City funding and other priorities, a grant increase at this time is not recommended.

5. South Vancouver Seniors Network

This agency received a terminating grant in 2008. Staff continue to be concerned about the capacity of South Vancouver Seniors Network to offer a range of programs. Within the context of other applications which rated higher in regards to meeting City priorities, staff is unable to recommend a grant at this time. Seniors associated with the South Vancouver

Seniors Network are able to access programs through the South Vancouver Neighbourhood House. Further details are offered in Appendix B.

Upon completing the review of the appeals, the appeal recommendations made by staff remain unchanged from the original 2009 grant recommendations for the five organizations that submitted an appeal.

The appeal recommendations include:

- a grant for the same amount as 2008 plus a cost of living increase of 2% for PeerNetBC - Kinex;
- a 3-month terminating grant of \$8,924 for Chinese Community Library Services Association to cover staffing costs. Staff note that because funding is not continuing, a three-month grant is provided based on one-quarter 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. This grant covers staff costs incurred in the first quarter;
- no grant for Downtown Eastside Youth Activities Society (DEYAS), Hastings North Area Plan - Thunderbird Restorative Justice, and South Vancouver Seniors Network Society.

FINANCIAL IMPLICATIONS

The Community Services Grants recommended in this report total \$40,136, with the source of funds being the 2009 Community Services Grants budget. These appeal recommendations are separate from the Community Services Grants recommendations in RTS #07757 approved by Council on April 7, 2009.

Should Council approve the recommendations in this report, there will be no unallocated funds remaining in the 2009 Community Services Grants budget.

AGENCY	Original Recommendation	Appeal Recommendation	Request	2008 Grant
Chinese Community Library Services Association	\$8,924	\$8,924	\$44,300	\$35,700
Downtown Eastside Youth Activities Society (DEYAS)	\$0	\$0	\$85,000	\$34,428
Hastings North Area Plan - Thunderbird Restorative Justice	\$0	\$0	\$49,450	\$0
PeerNetBC - Kinex	\$31,212	\$31,212	\$40,000	\$30,600
South Vancouver Seniors Network Society	\$0	\$0	\$26,000	\$13,260
Total: 5	\$40,136	\$40,136	\$244,750	\$113,988

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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 Policy Division 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 Policy 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 Policy'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 Policy Division (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 7, 2009. 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 Policy, 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 7, 2009. 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 7, 2009 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 4, 2009

You must notify the Social Policy Division, 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 Policy's response on the request.

Your REQUEST FOR APPEAL must be received by Social Policy NO LATER THAN 5:00 PM on **Wednesday, March 4, 2009**. 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 REQUEST FOR AN APPEAL AND THE SUPPORTING INFORMATION TO:

If by mail, send to:

Social Policy Division
Social Development Department
West 12th Avenue
Vancouver, BC, V5Y 1V4

If by hand or courier, send to:

Social Policy Division
Social Development Department 453
Ste. 100 - 515 West 10th Avenue
Vancouver, BC, V5Z 4A8

Or Fax it to 604-871-6048

Chinese Community Library (# 13)

2009 Request	\$44,300	
2008 Grant	\$35,700	
Social Policy Initial Recommendation		3 - month terminating grant of \$8,924
Social Policy New Recommendation		3 - month terminating grant of \$8,924

Program description (summarized from the grant application)

The Chinese Community Library provides a full-time outreach worker who pays weekly visits to Chinese seniors in 12 buildings in the Chinatown/Strathcona/Downtown Eastside area. The worker provides information and language support, reading materials, and organizes recreational activities.

Social Policy's Initial Response

Staff is unable to recommend continued funding, in the context of other applications which rated higher with regard to meeting City priorities. A grant of \$8,924 to cover three month's staffing costs is recommended.

Basis for Appeal

In the attached letter of appeal, the Society describes the program and states that it is a helpful program which should be maintained.

Social Policy Comments

The Chinese Community Library is a well-respected organization and the City has contributed to the outreach worker position since 1978. Staff agrees that this service has been beneficial. However, the Society's mandate as a library is to promote Chinese culture, and the outreach worker's mobile library service, interpretation services and information services grew out of this mandate. In visiting 12 buildings weekly, the worker is able to assist seniors who come to him with information requests but does not have the capacity for more intensive one-to-one support. While valuable, this focus is no longer the highest priority.

In 2007, as a response to various community concerns about Chinese seniors in the area, staff sponsored a research project which provided a snapshot of the number of Chinese seniors living in the area, languages/dialects spoken and some information on their needs. This research recommended that while various programs and services are available in the area for mobile seniors, there was a need for a highly focused outreach approach to door-knock, connect and follow up with isolated seniors. As a result of these findings, staff recommended funding for a Chinese seniors outreach worker at the Downtown Eastside Women's Centre (2007) and staff is recommending funding this year for a new Chinese outreach worker at Vancouver Second Mile. Both these organizations have social services mandates and substantial experience in working with high need individuals.

Recommendation

Staff recommend a 3-month terminating grant of \$8,924.



溫哥華中文圖書館

THE CHINESE COMMUNITY LIBRARY SERVICES ASSOCIATION

591 East Pender Street, Vancouver, B. C. Canada V6A 1V3 Tel (604)254-2107 Fax (604)254-3012

March 3, 2009

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

Dear Members of the Social Planning Department,

RE: 2009 Community Services Grants – Recommendations and Allocation Procedure

The Chinese Community Library Services Association (CCLSA) Board of Directors would like to request a reconsideration of the recently issued Community Services Grant termination.

For over 20 years, the CCLSA has been an active provider of various outreach services to Chinese seniors residing in the Strathcona/Downtown Eastside areas. Our single outreach worker provides weekly one-on-one services to 12 buildings in this area, including translation, form filing, and our mobile library, in order to reduce the cultural and language barriers these seniors may experience in their daily life. In 2008, a total of 374 seniors utilized our tax filing service, a service which begins as early as January of each year; such outreach support forms an integral part of CCLSA's operations, and is crucial to this community.

Although the CCLSA, a 35-year-old community-based, non-profit organization, has in recent years encountered many challenges, including resource shortages and infrastructure deficiencies, the Board of Directors, which solely consists of volunteers, has carried out a series of initiatives to improve both the Library's day-to-day operations and its long-term sustainability. One example of such initiatives is the City 2007 Social ServicesPOD project, through which the CCLSA was able to collaborate with Wai Young & Associates in Board development, as well as in establishing long-term strategic and financial plans. In addition, our Board members have also been actively involved in the organization of various cultural activities for seniors and other community members, including annual Christmas and Chinese New Year celebrations, painting/wood-cutting classes, senior chess competitions, and children's essay/story-telling contests, some of which are detailed in our 2008 Mid-Year Report.

The Board has also become increasingly involved in the expansion and organization of further senior outreach services. Since 2005, our Board directors have participated in two Outcomes Measurement Workshops in an effort to enhance the effectiveness of service monitoring, and to meet the City's standards. At the same time, as permitted by our resources, annual small-scale surveys have been conducted via collaboration between the CCLSA outreach worker and the Board since 2006, in order to gain insights into the demographics and life satisfaction of our clients. Our survey findings are similar to the demographic snap-shot obtained by Social Planning, namely, increases in the Mandarin-speaking population, and the generally low level

of English-literacy. In order to address these issues, our outreach worker began offering ongoing mobile English instruction to individual clients in 2007. In particular, the English classes for Mandarin-speaking seniors offered at Roddan Lodge (124 Dunlevy Avenue) between June and December 2008 were very well-received, with all 11 regular participants fulfilling the outcome measurements specified in our monitoring plans. The results of our demographic surveys have been submitted to the Social Planning Department, as well as published in the CCLSA annual Fundraising Brochures, as part of an ongoing effort to increase the awareness among the public and our members of the importance of senior care within our community.

Another major senior-related initiative that took place in 2008 is the federally-funded New Horizons for Seniors Program (NHSP), which led to the establishment of a computer learning centre within the Library. As a result of the efforts of both the Board and staff, 64 Chinese seniors from the community, the majority being our outreach clients, have participated in this program, and have now had their first hands-on experience with computers. On June 13, 2008, the CCLSA also organized a meeting with two other social service providers in the area (the Downtown Eastside Women's Centre and the Vancouver Second Mile Society) to share our experiences in providing senior services. We anticipate that enhanced communication will lead to future event collaboration, and most importantly, to a complementary integration of the different modes of service provision.

We believe that, with our strong background in library services and our deep ties within both the Cantonese and Mandarin communities, we are able to provide senior services in three major areas: library, cultural activities/computer instruction, and one-on-one outreach support. Together, these three areas create a very special continuity of services, satisfying the informational, cultural/educational, and social needs of the Strathcona/Downtown Eastside Chinese seniors; this has been illustrated by how the NHSP has complemented our outreach program, as the NHSP promotes not only the encouragement of computer literacy, but also volunteerism and leadership among our senior clients.

At a time when the Board's structure and the financial situation of the CCLSA are becoming increasingly stabilized, through enhanced collaboration between the Board and staff, the organization is now ready to embark on its next step: to provide a more systematic approach to our services. We believe that we are a unique organization, the only one that has the experience and expertise to offer this type of comprehensive package to seniors in the Strathcona/Downtown Eastside areas. Thus, a termination of our outreach services would have a severe and detrimental effect on the many seniors in this area which the CCLSA supports.

We are confident that the CCLSA has the capacity to continue to provide culturally-oriented and holistic services, as well as to collaborate with other service providers in order to enhance the quality of life of the Chinese senior residents. We would greatly appreciate a re-evaluation of our 2009 Community Services Grants application.

Yours sincerely,



Alan Lau

CCLSA Director

Downtown Eastside Youth Activities Society - DEYAS (#17)

2009 Request	\$85,000
2008 Grant (terminating)	\$34,428
Social Policy Initial Recommendation	\$ 0
Social Policy New Recommendation	\$ 0

Program Description (summarized from the grant application)

DEYAS serves high risk youth in the Downtown Eastside (DTES) through advocating for and supporting health promoting policies, programs and services focussed on prevention, interventions and long term personal development and harm reduction. They have requested a grant for 1.5 FTE "Community Development" workers to provide street outreach, long term case management, referrals, and counselling for youth to assist street-entrenched youth to develop into healthy individuals.

Social Policy's Initial Response:

Staff recommended NO GRANT. This agency received a terminating grant in 2008 as staff were concerned about the agency's financial viability due to a significant loss of senior government funding. Staff went through a Request for Proposal process to find another agency in the DTES to deliver the Street Youth Outreach services and Watari was the successful proponent.

DEYAS applied to do street youth outreach work with a new model this year but have not been able to leverage any additional funding from other sources to augment the staff costs associated with this program. Within the context of available funds, other applications which rated higher, and that the street youth outreach services are still maintained in the DTES, staff were not able to recommend a grant to DEYAS this year.

Basis for Reconsideration

In the letter requesting reconsideration (attached), DEYAS states that their financial situation was not properly understood. They received \$27,000 in funding for a vehicle to enhance their Community Development program.

Social Policy Comments

Although DEYAS applied for gaming funds this year to augment their "Community Development" outreach program, DEYAS was not successful in receiving any gaming grant for 2009. No additional funding for staff positions has been confirmed.

Council approved a grant for Watari this year to continue providing street youth outreach and support services to in the Downtown Eastside.

Staff Recommend NO GRANT



Downtown Eastside Youth Activities Society

Statement of Appeal:

First and foremost, what was missed in the initial interview with Mario Lee, Senior Social Planner for the City of Vancouver was that Central City Foundation funded the purchase of a \$27,000 van specifically for the program that DEYAS asked the City of Vancouver to support with funding. That van driven by the youth worker (who could be funded by the City of Vancouver for less than \$40,000/year) could **engage over 100 youth daily and get 180 youth off the streets of Vancouver!**

Central City's support, in partnership with the support of the City of Vancouver would enable one outreach worker accompanied by two volunteers to be on the streets, every NIGHT.

Most outreach teams are only on the streets during the days and that is a problem because the youth sleep during the days and only come out during the evenings. Not only are the youth out on the streets late at night, they are most vulnerable during that time as are the citizens of Vancouver to petty crimes and theft. **Funding a staff to drive around late evenings to engage youth on the streets would reduce crime; protect citizens; and reduce suicides and accidental deaths by protecting youth when they are most at-risk.**

"The action on the Stroll is prime for youth but it is not 9am to 10pm daily when youth services are usually available. The 'Kiddie Stroll', after dark is a serious problem and trusted outreach is required. The type of drugs used today are creating a circle of desperation and despair through access, posing serious dangers to the youth themselves and others. Psychosis and feelings of invincibility are present. Withdrawal can result from "tweaking" and falling to suicidal ideation or accidental death." Bonnie Fournier, Retired RN and Street Nurse.

At a time when youth are awake, roaming the streets and **at their most vulnerable, they are also the most open to change.** The mobility of this program **offering help late at night provides a window of opportunity to inspire youth to seek positive changes and provide the follow-up support to make that happen.** The funding from the city is the only missing component to saving young lives and potential leaders who, after surviving street life, have great value to offer.

In fact, the program we are asking to be funded has been and always will be staffed by people who recovered themselves, were later educated and have now dedicated their lives to playing a positive role in reaching out to compromised youth with the gift of restoration, self-esteem, possibility and value recognized. There is tremendous value in having recovered addicts as beacons of hope on the streets, there is tremendous value in *consistency and congruency of service provision within the circle with a goal towards Intervention, Assessment, Detox, Treatment, Recovery and Employment.*

Additionally, the partnership that DEYAS has established with the food bank is NOT open to any other agency - despite their efforts to engage the food bank. The importance of that partnership is SIGNIFICANT. An outreach worker without anything to offer to youth is powerless in developing rapport. *"On the street it is all about what you can get. If a worker has nothing to offer the youth, the youth will not engage what worker."* Deno Hurst, Watari Youth Worker.



Downtown Eastside Youth Activities Society

Our youth workers are able to offer snacks, which gives the youth reason to talk with us. Through that little token we offer to youth, we gain enough communication over time to develop rapport which ultimately leads to trust. **That trust becomes the bridge to youth leaving the streets and redeveloping their lives.**

Finally, **consistency in programming is a key milestone we all need to reach for in order to achieve success and is one of the reasons why homelessness is a growing problem in Vancouver.** Jennifer Hannerhan runs a 24/7, a drop-in centre for homeless youth in Vancouver said the bigger issues affecting youth are the inconsistency of services and providers. In a recent article on CBC she stated, "How do you create a plan, then keep it in place for as long as it needs to be there? Governments change, funding changes, then programs have to close."

DEYAS has consistently utilized city funding directly for youth care. That funding went to the streets to successfully help youth for many years. The program evolved as did the clients and drugs on the streets. **Taking the funding away from a program that is proven successful and staffed with recovered addicts, people youth have learned to respect and trust, is damaging and risky because it further feeds into the creation of homelessness, youth addiction and death in the City of Vancouver.**

DEYAS is in the best human resource position to offer this program. DEYAS has most knowledgeable and experienced staff who have been doing this exact work for over ten years. DEYAS is in the best financial position to offer this program, as we can ensure it is mobile and functions late at night when it is most needed. That mobility alone enables our worker to reach more youth, increases the chance of getting youth off the streets, to the hospitals, training programs, job interviews, etc.

DEYAS has established the most significant partnerships to deliver this program and help the highest number of youth. Our partnership with the food bank is not available to any new agency offering this program. That partnership is CRITICAL to developing a relationship with youth. That relationship is the key to program success.

Central City Foundation could see the value in this enough to pay for a \$27,000 van to ensure DEYAS can help the highest number of youth get off the streets and rebuild their lives. This was the 'piece' missing from the original application and is **the difference between helping a few and a few thousand of Vancouver's disadvantaged youth.**

Only a well administered mobile program, with a funded youth worker, and a committed team of volunteers in partnership with the food bank can reach the highest number of youth daily and over the year will help the highest number of youth to rebuild their lives. Right now, only DEYAS is in the position to achieve this success.

Hastings North Area Planning Association (operating as Hastings Sunrise Community Policing Centre) (#34)

2009 Request:	\$49,450
2008 Grant:	\$0
Social Policy Initial Recommendation:	\$0
Social Policy New Recommendation:	\$0

Program Description (summarized from the grant application)

The Thunderbird Restorative Justice Program, operating under the Hastings Sunrise Community Policing Centre (HSCPC), serves a high need area in East Vancouver. Guided by a steering committee, the Program assists youth (up to age 18) who are referred by police or local organizations for pre-judicial diversion support including the restorative circle processes, workshops and other youth support activities. As stated in the application, the Program endeavors to provide community members with opportunities to 'fully participate in an alternative justice process', to address their needs and resolve conflicts. The Program also trains volunteers to be facilitators to assist with related activities.

Social Policy's Initial Response

Staff recommended No Grant. The proposed service is not eligible for a CS Grant because it does not meet all the eligibility criteria; specifically that CS Grants are not for services which fall within the mandates of other governments or departments where other funding sources exist. The proposed Restorative Justice program falls within the jurisdiction of the federal and provincial governments.

Basis for Reconsideration

The agency is requesting reconsideration on the basis that the program is not 'part of the justice system', and that they believe the objectives of the program to be 'strengthening and building capacity of the community to respond to its own problems'. Further, in regard to staff's view that the program falls within the mandates of other governments or departments where other funding exists', the agency could not find any other core operating funding sources that exist for this type of community-based program', at the provincial and federal levels of government. HSCPC pointed out that many other cities in the Lower Mainland do provide funding to this type of program.

Social Policy Comments

Social Policy staff noted that HSCPC is to be commended for developing and launching the Restorative Justice Program, with funding initially provided by the Provincial Ministry of Children and Family Development (2007), and then the Public Safety and Solicitor General Office, the Vancouver Police Department, and its own in kind contribution (2008). As with many community initiatives, HSCPC has been diligent in pursuing diverse funding sources and has gone to the appropriate government agencies for funding support. Staff noted that HSCPC currently receives core operational funding from the City administered by the Vancouver Police Department.

Social Policy staff have not changed the view that the Restorative Justice Program does fall under the mandate of other levels of Government or city departments. More specifically, staff concur that the Public Safety and Solicitor General office has the mandate to support programs or services which have a public safety, crime reduction focus. The Ministry, which has a grant program, is the most appropriate government agency to provide funding to this program.

As to other municipalities funding restorative justice programs, Social Policy staff consulted with a few municipalities which currently provide funding to such a program. Staff found that the available municipal funding is based on Provincial transfer dollars collected from traffic fines.

As the City's CS Grants are not based on Provincial transfer funding, it would be inappropriate for staff to recommend that this program be funded under CS Grants.

Staff Recommend NO GRANT



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COMMUNITY POLICING CENTRE

"A community working together"

March 3, 2009

Social Policy Division
Social Development Department
Ste. 100 – 515 West 10th Avenue
Vancouver, BC, V5Z 4A8

Re: Direct Social Services Grant Appeal

Dear Mayor and Council:

We are appealing the decision to deny funding under the City's Direct Social Services Grant to our program, *Thunderbird Restorative Justice*.

Our proposal is of great significance to the City on many levels. It is imperative, particularly at this time, that community-based, restorative initiatives be funded.

Thunderbird is a community that is struggling with multiple barriers and requires immediate attention and support from the City. This is an under-resourced community that grapples with day-to-day conflict, disorder, and safety concerns.

Lately we have been inundated with news of violence. While the City supports financing for more police officers, we all know that the police alone cannot resolve issues. Most importantly, the police require the support and partnership of the community.

In developing the Thunderbird program we have created the necessary partnerships between the police, not-for-profit organizations, victim services, and community agencies. It is noteworthy that the police have been involved from the outset in co-creating this program. Police Chief Jim Chu endorses our program.

The City of Vancouver has a mandate to support communities to "successfully address social issues and bring about positive social change", as stated in the Direct Social Services Grant information document. The City has recognized that reducing crime and disorder can only occur with capacity building as well as community development and ownership.

One of the most powerful ways to resolve conflict, build relationships, and develop community is through restorative action. For the last three years, the City has indicated support for restorative initiatives. On September 12th, 2006, Vancouver City Council passed the following motion:

THEREFORE BE IT RESOLVED that the City of Vancouver provide support in principle for the creation and operation of a restorative justice program in the City of Vancouver.

Since this announcement, the former and current Mayors have publicly announced support for restorative justice.

This City urgently needs restorative programs. It is troubling that a metropolitan city such as Vancouver does not have such programs for its citizens. To our knowledge, Vancouver is the only city in the Lower Mainland that does not provide financial support to restorative justice programs.

Community Partners



The Thunderbird initiative offers a model program for the City. We have taken very seriously the needs of the City and have created a restorative program that fulfills the vision the City holds. There may have been a misunderstanding about the purpose of our program because of our name, Thunderbird Restorative Justice. We are not a part of the justice system. We are a local, community-based program that focuses on strengthening and building capacity of the community to respond to its own problems. Our main foci are addressing conflict and community development, and as such, we fit well within the eligibility criteria of this grant.

The response letter to our application states that we do not meet the eligibility criteria. We are appealing this decision because we do meet the eligibility criteria.

The letter stated that our program falls within the mandates of other governments or departments, and that other funding currently exists. After an exhaustive search, we could not identify any other core operating funding sources that exist for this type of community-based program. There are no mandates at the provincial or federal government levels to provide core operating funding to community-based restorative justice programs.

We do fall within the mandates of the City. Indeed, every other restorative justice program in the Lower Mainland receives its core operating funding from their municipal governments. Vancouver stands out as a municipality that has yet to fund restorative program.

In sum, there is a great need in this City for restorative programs. We have created a sustainable, community-based program that meets the mandate and vision of the City.

If the City provides funding for restorative justice, the message will be sent that the City stands behind its stated commitments to support communities in resolving conflict and crime, that it supports police-community partnerships, and that motions Council pass have substantive meaning. Your message will also be that police-community partnerships to resolve conflict and crime is an effective use of resources.

As a community-based, restorative program in Vancouver we provide a model and inspiration to the City. It can only thrive, however, with the financial support of the City.

In the spirit of the City's declaration that it supports restorative justice, funding our program is a critical opportunity.

The future of restorative justice in Vancouver is dependent on whether the City of Vancouver chooses to support it both in principle and financially.

Thank you for considering our appeal.

Sincerely,
Hastings Sunrise Community Policing Centre



Clair MacGougan, Executive Director,
Evelyn Zellerer, Coordinator, Thunderbird Restorative Justice

PeerNetBC - Kinex (#72)

2009 Request	\$40,000
2008 Grant	\$30,600
Social Policy Initial Recommendation	\$31,212
Social Policy New Recommendation	\$31,212

Program Description (summarized from the grant application)

PeerNetBC provides training, resources and support to peer-led initiatives, fostering opportunities for people to learn and make connections. Kinex is the youth program of PeerNetBC and has an emphasis on working with youth models the values of sharing, collaboration, innovation, wisdom, and respect. It promotes self-help and peer support approaches that help build individual and community capacity to become healthy, responsive and self-determining. It also 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 Policy's Initial Response

Staff recommended \$31,212 which includes a cost of living increase in addition to last year's grant.

Basis for Reconsideration

In the letter requesting reconsideration (attached), the agency states that they have continued 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 Policy Comments

Social Policy 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 \$31,212

sharing collaboration innovation wisdom respect



February 25, 2009

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

RE: 2009 Community Services Grant – Request for Reconsideration

To Whom It May Concern:

PeerNetBC requests reconsideration of our 2009 request to the Community Services Grant. We'd like to take this opportunity to share with you further justification for our request for \$40,000 for the Kinex Youth Initiative Program Coordinator's position.

Since 2006, PeerNetBC's activity level in the Lower Mainland has more than doubled. While 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 – we have added more than a dozen other workshops to our repertoire and have trained (and continue to mentor) 15 additional youth from typically marginalized communities to deliver Kinex workshops to other young people. It remains our goal to make community building tools more accessible for youth and adults working with youth.

Requests for custom workshops continue to be on the rise and we do all we can to respond to these specific community needs.

Increased funding from Social Planning would allow us to further meet community need by delivering workshops to more community members in both the Kinex Youth and General Program areas. Kinex is at full capacity – we are forced to turn away several workshop requests from community organizations on a regular basis.

Kinex currently has two staff, the Program Coordinator and one half-time Community Developer. PeerNetBC 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 2009. We believe we have demonstrated community need and we hope for your continuing and increased support for our work.

Sincerely,

A handwritten signature in black ink, appearing to read "Cheryl Hewitt". The signature is fluid and cursive, with a long horizontal stroke extending to the right.

Cheryl Hewitt, Executive Director
PeerNetBC

South Vancouver Seniors Network (#86)

2009 Request	\$26,000
2008 Grant (terminating)	\$13,260
Social Policy Initial Recommendation	\$0
Social Policy New Recommendation	\$0

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 Policy's Initial Response

Not recommended. Within the context of other applications which rated higher in regards to meeting City priorities, staff is unable to recommend a CS Grant at this time.

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, providing a shop by phone service, and managing a used medical equipment registry, which they indicate reaches over 1500 people. In addition, they state that the City's funds are needed to pay the salary of the Coordinator, who is the sole staff person. Members and family of members also submitted a number of letters with comments expressing their appreciation of the group (copy provided to the Clerk).

Social Policy Comments

Last year (2008) the City provided a \$13,260 terminating grant to the organization. The concerns manifested in 2008 regarding this organization still valid, and were confirmed during the 2009 grant review.

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.

Social Policy 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 NO GRANT

South Vancouver Seniors' Network
6470 Victoria Drive, Vancouver BC, V5P 3X7
Tel: 604-324-3670, Fax: 604- 324-8277
Email: svsn@vcn.bc.ca

Wednesday, March 4, 2009

Social Policy Division
Social Development Department
453 West 12th Avenue
Vancouver BC V5Y 1V4
Request for Reconsideration

The South Vancouver Seniors Network is requesting a reconsideration of the Not
Recommending a DSS Community Services Grant letter received.

We believe this to be unfair and unwarranted. We do meet the priorities set out by the city.

Our members are very active in the community at different organizations, places and clubs. The following is a small sample of the various organizations that we the Network are active in.

Used Medical Equipment Registry: Seniors that cannot afford to buy new medical equipment use this registry. We reach over 1500 people a year with this registry. We have received and get compliments all the time. Since the start of this economic downturn we are getting more inquiries. We partner with the Red Cross and Regency Pharmacy as they refer clients to us and us to them. Most clients are surprised that there is no charge to list their item and it is run by dedicated seniors group and staffed by senior volunteers.

Donations of \$15.00 dollars or more receive a tax donation receipt. This registry is promoted at the annual Medical Equipment Expo held at Seaforth Armoury, doctor's offices, hospital physiotherapy departments, word of mouth, internet, newsletters, community centres, Health Authorities Community Nurses and libraries just to name a few.

We receive many compliments. "Thank God you are there", "What a great service for us seniors", "Keep up the great work". "We got your name and number from the hospital", "my neighbour told me about you", " I have used your services before and I tell all my friends and family about you", "your registry is a life saver we did not know where to turn". These are just a sampling of the compliments we receive.

Shop By Phone Service is a program for seniors that cannot get out and shop for groceries on their own and is run from a local area grocery store. This service has been running for over 23 years.

We have members that sit on the Seniors Board of Killarney Community Centre. Help the Peer Support Program at Renfrew Park, Dog Visits to Local Care Facilities, Intergenerational

programs at Waverley School reading and language Acquisition for new Canadians, crafts and fun activities with nine year olds and more.

Our members are active at Shannon Oaks Seniors Living Community by bringing their seniors a Weekly Writing Club, Sing-a-Longs and Bingo. Along with these activities we partner with them for "Operation Christmas Child Box". Where we were able to fund-raise and fill 10 shoeboxes.

Network members sit and are active in many organizations Vancouver. Members make dressings for the Canadian Cancer Society; help with the flu shot clinics for Vancouver Coastal Health, board members of the Vancouver-Renfrew Lions club, Trout Lake Community Centre Stroke Recovery Club, etc. From their involvement with these organizations we have gotten new members.

The Network works closely with the South Vancouver Neighbourhood House and the South Vancouver Seniors Council. We jointly sponsor Seniors Week Activities, Multi-Cultural Seniors Days, Bus Trips and are active members on the Seniors Activity Coordinating Committee for the Neighbourhood House. Our Special Events, Bingo and parties are held in the senior's first floor space.

As you can see for a small group we are quite busy with the different organizations and clubs we support, partner with and volunteer with. We do this with pride all the while letting the public know we are proud and dedicated members of the South Vancouver Seniors Network Society.

Our financial situation is dire. We did receive money from gaming but not enough to sustain us for a year. We do fund raise however with the money received from bazaars, raffles etc. are not enough. The largest part of our budget is salary for our Co-ordinator (staff position). She is our one and only staff person. We need the DSS Grant to pay her. Without this staff position we cannot keep our doors open. The staff position is responsible for the day-to-day administration, management and supervision of the entire organization and the person who is responsible for the coordination, implementation and initiation of all the programs and service provided.

Members of the Network range in age from 65 to 95. Most of the volunteers are in the late 70's to 90 years old.

It is to this end that we feel that the Social Policy Division of the Social Development Department is wrong in not recommending a grant for our organization this year.

With no dedicated senior centre in South Vancouver we would implore you to fund all seniors organizations whether they be large or small.

Remember you will be a senior one-day and may want to join a small organization in your neighbourhood and how sad it would be if it were not there to join.

Sincerely,
South Vancouver Seniors Network Society