



COUNCIL REPORT

Report Date: July 11, 2023
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Meeting Date: July 25, 2023
[Submit comments to Council](#)

TO: Vancouver City Council
FROM: General Manager Arts, Culture and Community Services
SUBJECT: 2024 Social Policy Grants Program

RECOMMENDATIONS

- A. THAT Council approve the 2024 Social Policy Grants Program as presented in this report, which outlines the policy, programs, adjudication process, funding streams and accountability requirements to support ongoing and emerging needs in the social services non-profit sector in the City of Vancouver.
- B. THAT Council delegate decisions related to any other operational matter related to administering the 2024 Social Policy Grants Program that is not described or contemplated in this report to the General Manager of Arts, Culture, and Community Services.

CONSIDERATION

- C. THAT Council identify any amendments to the 2024 Social Policy Grants Program as presented in this report and direct staff to report back with a plan for implementation in 2024, along with any associated implications.
- D. THAT Council direct staff to conduct a review of different municipal models for the delivery of social services grants and report back with options in 2024.
- E. THAT, to enable more efficient granting processes, Council direct staff to report back on the potential for expanding delegated authorities within the context of granting, similar to procurement delegated authorities.

PURPOSE AND EXECUTIVE SUMMARY

The purpose of this report is to seek Council's endorsement of the Social Policy Grants Program for 2024, including described program modifications, to address emerging and evolving community needs. The report further describes options for Council to consider directing staff to conduct a review of municipal social granting program models should Council wish to explore broader changes to the program's administration. Additionally, considerations for improving the response time to emergencies in the NPO sector have been included through recommended delegated authority aimed at ensuring continuity of social services in extenuating circumstances.

Council Authority/Previous Decisions

The grant program was created and is guided by a range of Council decisions and authority:

- Healthy City Strategy: [October 29, 2014](#)
- City of Vancouver's United Nations Declaration on the Rights of Indigenous Peoples (UNDRIP) Strategy: [October 25, 2022](#)
- Accessibility Strategy: [July 19, 2022](#)
- Anti-Black Racism Interim Report [September 15, 2022](#)
- Implementation of Recommendations from the National Inquiry Into Missing and Murdered Indigenous Women and Girls: [July 19, 2022](#)
- Making Strides: Vancouver's Childcare Strategy: [June 8, 2022](#)
- Spaces to Thrive: Vancouver Social Infrastructure Strategy: [December 9, 2021](#)
- Equity Framework: [July 20, 2021](#)
- Indigenous Healing and Wellness Grants: [July 25, 2017](#)
- City of Reconciliation: [July 8, 2014](#)
- Community Services Grants: March 7, 1978

CITY MANAGER'S COMMENTS

The City Manager concurs with the foregoing recommendations and considerations as presented for Council's consideration.

CONTEXT AND BACKGROUND

The City of Vancouver has a long history of providing grants to the non-profit (NPO) sector, specifically providing support for social services that address the physical, spiritual, mental and emotional well-being of its residents. The grants program is informed by and responds to council policy and priorities. The provision of grants to non-profit partners is an important implementation tool to further the City's key policies objectives including the UNDRIP, City of Reconciliation, Accessibility Strategy, Healthy City Strategy, Equity Framework, Uplifting Chinatown, etc.

Staff update administrative granting policies and practices regularly to improve alignment with City Council priorities as well as to ensure efficiencies in the process. Recently implemented administrative changes include making financial support more accessible to a wider range of organizations and other efforts to simplify the process and reduce barriers to accessing funding.

As part of the work on Reconciliation and equity, staff are also taking steps to decolonize the granting process. Practically, this means shifting to a more relationship-centered approach with non-profits and centering the needs and conditions of communities and the organizations serving these communities. Such changes are integral to establishing better conditions for working together with our non-profit partners and supports their ability to achieve the outcomes the City wishes to see achieved.

Table 1 – Changes in Response to Community Needs

Change	Community Need	Outcome	Governance
Policy	Investments in organizations led by and serving equity denied communities	Equity Framework, Anti-Black Racism Interim Report, Intersectionality Toolkit	Council
Program	Shifts in granting streams and processes	\$395,132 invested in new organizations in 2023	Council
Process	Application and adjudication processes changed to lower barriers and prioritize eligible services led by diverse communities	Growth in successful applications submitted by diverse community services	Operational

Table 2 – Past Efficiency Changes based on Community Feedback

Change	Community Need	Outcome	Governance
Process	Stable and consistent funding with lower administrative barriers	30% of Core Support Grants awarded as multi year contracts	Council
Process	Improved access to capital grants for infrastructure upgrades	Removal of 50% matching funding requirement for small and childcare capital grants in order to be eligible and resulting increase of funds going to small/medium sized NPOs	Operational
Process	More timely access to grant opportunities	Changed key grant programs to a twice yearly or on going intake to allow for more application opportunities	Operational

Table 3 – Social Policy Grant Budget (Childcare and Community Services Operating Grants)

	2018	2019	2020	2021	2022	2023
Community Services	6,751,026	7,021,379	7,203,328	7,388,194	7,724,466	7,584,466**
Childcare	1,511,889	2,005,403	2,152,490	2,195,539	1,609,289	2,251,289

*includes annual increases of 2% except for .06% in 2022 and 0% in 2023.

** removal of \$80K in one-time funding from 2022 and 1 time \$60K transfer from childcare budget in 2022

DISCUSSION

Following significant interest by Council in granting programs and approaches, staff are presenting Council with the planned 2024 Social Policy Grants Program Framework (“the Framework” or “Grants Program”) for review and approval. If approved, staff will then implement the Grants Program for 2024. Further details are provided in *Appendices A – E*.

Components of the Program Framework are:

1. Policy Direction
2. Grants Program Streams and Allocations
3. Application Process
4. Assessment and Decision
5. Accountability measures
6. Impact measurements
7. Council Direction: Respectful Communication

1. Policy Direction

As outlined above, several policies contribute to the direction of the Social Policy Grants Programs. The culmination of which is a social grants program that supports a wide breadth of social services accessed by residents across the city. These social investments:

- Work to reduce the impact of system factors that create conditions of vulnerability
- Respond to complex community needs
- Reflect community diversity
- Enhance relations with urban Indigenous communities
- Advance key areas of policy priority such as:
 - Healthy City Strategy
 - UNDRIP & City of Reconciliation
 - Equity Framework
 - Accessibility Strategy
 - Vancouver’s Food Strategies
 - Childcare Strategy
- Ensure a healthy and robust NPO sector
- Build reciprocal and meaningful relationships with NPO partners

2. Program Streams and Allocations (Appendix A)

Social Policy grants are distributed in two categories: (1) *Community Services Grants* that seek to support NPOs providing social services and (2) *Childcare Operating Grants* that are accessed by non-profit childcare providers. These two streams offer funds through the City's annual operating and capital budgets.

Staff have provisionally planned the proposed 2024 Grants Program based on the 2023 grants budget with a 2% inflationary increase added. As the 2024 Operating Budget is decided by Council, staff will make adjustments to allocations as necessary.

Please see *Appendix A* for the planned 2024 Grants Streams and their allocations as well as description of planned modifications to improve efficiency and reduce barriers to accessing grants.

3. Application Process (Appendix B)

Applications for funding to the City's 2024 Social Policy Grants Program will continue to be solicited primarily by open call. There will remain some opportunity for staff discretion to recommend to Council direct allocations to support targeted programs (e.g., Childcare, restorative justice collaboration), strategic partnerships, emergency response, or other unanticipated priorities.

All requests for funding are processed through the City's new grants management system (VanApply). Staff engage communities at the start and finish of the cycle, with promotion materials published in different languages and meeting with groups to assist with applications. Planners provide feedback before and after submissions have been made upon request.

Please see *Appendix B* for the details on the process including eligibility and assessment criteria.

4. Adjudication/Assessment and Decision (Appendix B)

Adjudication Criteria

Application questions and assessment criteria are developed to advance policy objectives and program purposes. For example:

Policy Direction: Equity and Accessibility

Policy Action: Adapt programs to lower barriers to application and gauge integration of equity principles into programming.

Question: 1) Please describe how you apply an equity lens internally to your own organization 2) To the best of your ability, please indicate the approximate percentage of people served who identify in one or more of the following groups.

Criteria: Level of commitment to integrating equity lens into programs and breakdown of those served by the program.

Further information on 2024 Framework adjudication criteria is included in *Appendix B*.

Assessment Process

Staff plan to continue using an interdisciplinary team of staff adjudicators to guide recommendations as the primary mechanism for granting in 2024.

As outlined in *Appendix B* community adjudication processes are being tested with specific grant streams in 2024. Specifically, the Indigenous Healing and Wellness Grant is being scoped for a deeper level of involvement from community as a part of the City's commitment to Reconciliation.

For Consideration: Should Council wish to be more involved in the adjudication process in 2024, Council could decide to (a) witness adjudication committee deliberations, (b) assign Council liaisons to the adjudication process, or (c) establish a Council adjudication committee in place of the staff model. Staff would not recommend option (c) as discussed in Appendix B.

Decision

Subject to other direction from Council, staff will plan to bring forward recommendations to Council three times in 2024 for approval:

- March (\$5M) with Core Support Fall Intake, Indigenous Healing & Wellness, Childcare Capacity, Neighbourhood House, Small & Childcare Capital Misc. Grants,
- July (\$4.5M) Core Support Spring Intake, Childcare Enhancement, Small & Childcare Capital, Childcare Reserve, and
- December (\$1M) Social Innovation Projects, Hastings Legacy Funds, Organizational Capacity Building, Small & Childcare Capital.

There may be potential to improve the efficiency of the granting process through the approval of delegated authorities, similar to procurement delegated authorities. For example, rather than approving every grant, Council could potentially approve the budget allocation once and give staff authority to allocate grants according to the conditions within the approved Framework. This would potentially enable the City to respond quickly and efficiently to urgent community needs by offering rolling deadlines and reducing the wait time for funds into the community. This would potentially increase not only efficiency but also the City's ability to react quickly to situations that affect service delivery for key NPO partners such as fires, floods or climate events. If Council is interested to explore this option in further detail, staff would work with the City's law department to determine whether this type of program would be lawful under the Vancouver Charter and would report back with a comprehensive analysis of the implications for Council's consideration.

5. Accountability Measures (Appendix C)

Several measures are used to ensure tax payer dollars are used properly and for the benefit of the community. These include application reviews, annual meetings between grantees and staff, attending community events, review of final reports, grant agreements, healthy/respectful work place plans, independently-prepared financial statements, equity and accessibility plans, verification of good standing with governing incorporations (CRA, BC Registry of Societies), and so forth.

Additionally, an internal grants audit was conducted in 2022 with guidance from KPMG which satisfied that effective internal controls are in place to ensure grants are managed through an accountable and objective process. Four recommendations arising from the audit were implemented to enhance accountability. In 2024, the City’s Office of the Auditor General will conduct another community grants audit which will examine the process supporting the approval and monitoring of grants.

Details on Accountability Measures in the 2024 Framework to ensure appropriate use of public funds and reporting related to granted funds are provided in *Appendix C*.

6. Impact Assessment (Appendix D)

Metrics are in place to measure the impact of investments made through Social Policy grants. For example, staff ask for demographics of services clients, number of clients, partnerships, number of childcare spaces supported, service increases, etc. More details on Impact Assessment can be found in *Appendix D*.

7. Council Direction: Respectful Communication (Appendix E)

At the Council meeting on March 30, 2023 during deliberation of the staff report 2023 Community Services and Other Social Grants (RTS 15567) Council directed the following:

THAT the General Manager of Arts, Culture and Community Services be directed to report back with proposed requirements for all City grant programs that require grant recipients to communicate to, about, and with City officials in a respectful manner that is in keeping with the City’s respectful workplace and related policies, and requirements.

In response to this direction staff propose to implement a basic eligibility criterion (in addition to those described in Appendix B) and grant agreement term (in addition to those described in Appendix C) that are consistent with conduct and communication requirements implemented for other City services, primarily related to discriminatory, harassing, intimidating, or threatening communications and conduct. It is expected that breaches of the contemplated criteria and agreement term in the context of non-profit granting would be very rare given the professional nature of non-profit organizations; however the implementation of such conditions is consistent with administration of other City services and assists to bring granting programs into alignment.

For a fuller discussion on the proposed approach to this direction, please see *Appendix E*.

Legal Implications

There are no legal implications associated with this report’s recommendations.

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APPENDIX A
Program Stream Allocations

*Table 1 – Community Services 2024 Budget Breakdown**

Type	Description and Streams	Funding	Grant Range	Adjudication
Operating	<p>Core Support Grants (Multi & Single Year) Funds the direct delivery of social services to individual residents, as well as organizations that provide capacity support to other non-profits improving their ability to deliver social services, address social issues, and navigate change. Program is flexible allowing for the City and NPOs to be nimble and respond to community need.</p>	\$5,200,000	\$10K – \$209K	Staff assessed
Operating	<p>Indigenous Healing and Wellness Grants Supports the inclusion of Elders and Traditional Knowledge keepers in programming that provide traditional, spiritual, and cultural healing and activities to urban Indigenous communities.</p>	\$180,000	\$20K each	Staff Assessed (Potential community involvement in 2024)
Operating	<p>Neighbourhood House Grants (NOG) Direct operational dollars to neighbourhood houses to support their service delivery programming.</p>	\$1,092,000**	\$71K to \$121K	Staff Assessed
Operating	<p>Social Innovation Projects Short-term project funds for specific focus areas. Three-year focus on the City's Anti- Black Racism strategy (2023-2026) and Food Strategy.</p>	\$200,000	\$10K - \$25K	Staff assessed

Operating	Organizational Capacity Building Funds initiatives to build the community service sector’s capacity.	\$165,507	\$10K - \$30K	Staff assessed
Operating	Sustainable Food System (Multi-Year) Builds community capacity to address food systems issues at the community and neighbourhood level, prioritizing efforts that address inequity and mitigate conditions that create barriers to food security.	\$193,050 Allocated in 2022 for 3 years	\$12K - \$18K Annually	Staff assessed
Operating	School Food Grant (Multi Year) Support for meal programs through the Vancouver School Board and community partners. <i>*Should be reviewed now that the Province is providing substantial funding for School Food Programming</i>	Total - \$477,126 Allocated 2022 for 3 years	\$68K – 325K Annually	Staff assessed
Operating	Directed Grants (Street-to-Home & Collingwood Gym) Operating grant to Street-to-Home and Collingwood Gym for programming in expanded space.	Total - \$190,000	\$40 - 150K	Direct Award grants directed by Staff/Council
Operating	Rent Subsidy Grant (final year)*** Grants to assist non-profit organizations operating in City of Vancouver Property Endowment Fund (PEF) sites to cover lease costs	Total - \$38,472	\$9K - \$50K	Program in final year
Total 2023 Budget + 2%		\$7,736,155		

* Allocations could shift depending on demand in a program during application periods

** Neighbourhood House Grant undergoing review in Fall 2023, results might impact total allocation

*** Tenants moving or have been notified

Table 5- Childcare Grant Stream Breakdown 2024

Type	Description and Streams	Budget %	Funding	Grant Ranges	Adjudication
Operating	Childcare Enhancement Grants Enhances the quality and affordability of licensed programs to ensure access by families most in need of support.	44	\$1,020,000	\$27K+ each	Staff assessed
Operating	Childcare Capacity Grants Funds significant childcare sector organizations that either operate a large number of spaces or provide capacity supports to other childcare providers.	20	\$450,000	\$80K - \$175K	Staff assessed
Operating	Childcare Project Grants Invests in short-term childcare sector innovation and helps non-profits through program transition.	7	\$160,000	\$10 - \$40K	Staff assessed
Start Up Costs	Operating Impact of Capital Start up costs for new capital childcare investments.	29	\$666,315	\$2,000 per space	
	Total 2023 Budget + 2%		\$2,296,135		

Modifications Planned for 2024

Changes are made within Social Policy's grants programs to help address emerging needs as identified from Council and the community. The following planned changes and work outline several program and process adjustments that could be implemented in the short term. Larger shifts in the program require thorough analysis, consultation with community and research. Changes considered should align to needs identified by the community and the internal capacity of the team to efficiently enact them. The following table outlines changes per action area:

A - Lowering Barriers to Access and Creating Efficiencies

Change	Outcome
Move an additional program into multi year funding	Key community partners receive a stable funding commitment for three years allowing them to leverage other avenues of support.
Increase multi year Core Support Grantees	Increased community partners benefit from the consistency of a multi year funding commitment.
Translate grant info notices	Expand reach into more cultural communities and increase access to City funding.

B – Ensure Accountability for Public Dollars

Change	Outcome
Staff implement a community adjudication process for appropriate grant programs based on size and scope	Grant streams involve community in decision making.
Staff add criteria to childcare grants directing City funds to be used towards areas not accounted for through provincial funding	Continue advancing work harmonizing childcare funding with the province.

Consideration for 2024

To manage demand on the limited grants budget, the City could implement caps on supported organizations that have more capacity

Consideration	Description
Establish guidelines and funding caps for grants recommended to organizations over \$10M in global budget.	As budgets have not significantly increased since 2018 funding for additional grantees must come from shifts within existing budgets. A clear policy outlining approach to funding organizations with bigger fundraising capacity would provide clarity on prioritization of grantees.

APPENDIX B

Eligibility Criteria; Adjudication Criteria and Process: 2024 Framework

Eligibility Criteria

An organization must:

- Be a registered non-profit society, community service co-op or social enterprise wholly owned by a non-profit and in good standing with the Registrar of Companies; OR, be a registered charity, in good standing with the Canadian Revenue Agency; OR, be a First Nations Band;
- Please note that if you are not registered as one of the above you may partner with a fiscal sponsor that is a registered non-profit society or registered charity in order to meet this requirement.
- Demonstrate accommodation, welcomeness and openness to people of all ages, abilities, sexual orientation, gender identities (including trans*, gender-variant and two-spirit people), ethnicities, cultural backgrounds, religions, languages, underrepresented communities and socio-economic conditions in its policies, practices and programs, except in instances where the exclusion of some group is required for another group to be effectively targeted;
- Have an independent, active governing body composed of volunteers. The bylaws must have provisions that no staff member can be a voting member of the board or executive;
- Be in compliance with the Canadian Charter of Rights and Freedoms and the British Columbia Human Rights Code;
- Have the demonstrated functional capacity and sufficient resources to deliver the programs or work to which the City is being asked to contribute; and,
- Deliver the funded program in Vancouver to Vancouver residents or to Vancouver based non-profits.

Adjudication Criteria

Applications are assessed on the following:

- Outcomes/outputs of Programming – do the reported (or estimated if first application) outcomes/outputs are reasonable to the size of organization and funding request.
- Programming Alignment – program or organization deliverables align with City policy and/or community need (e.g. the funded services or programs reinforce or support one or more of the following Healthy City Strategy goals).
- Key metrics identified in application - The organizations or programs can describe how their work will lead to the desired change they are expecting to achieve. The application details the issue(s) addressed, and describes links between the work and the anticipated benefits for participants. Being able to describe how an organization is planning to make

change does not mean that their work cannot change or needs to be rigid. It should be understood that community based work is usually organic and will shift as emerging needs present themselves.

- Responsiveness - Responsive programs/organization will gather information regularly from participants, from those delivering the program(s) (whether staff or peers), and from community members. Traditional knowledge and/or research are encouraged where appropriate.
- Collaboration & partnerships - program/organization is involved in networks and collaborates extensively with multiple organizations that serve the same population, providing significant benefits to those served, and resulting in a reduction in duplication of services.
- Equity considerations – organization seeks to remove barriers embedded in policies and practices and provide appropriate resources and supports needed for each community to prosper, particularly groups that have traditionally been excluded.
- Size of Target Group/Impact on Group - A significant portion of participants are Vancouver residents and the client base is large enough that there is a noticeable positive impact on the community.
- Populations Impacted - The funded services are delivered to disproportionately impacted communities that are systemically excluded, underserved and underrepresented on the basis of their intersecting identities.
- Financial Stability - The organization demonstrates 'reasonable' financial stability with no large or ongoing deficits or other financial irregularities. Also assessing if the organization has very large resources at its disposal and may not need City funding as much as other organizations.
- AGM minutes and agenda, board minutes and policies.
- Legal review to ensure good standing with CRA and/or Non-profit registry.

Characteristics of groups that met the criteria to a high degree:

- The organizations or programs can describe how their work will lead to the desired change they are expecting to see. The application details the issue(s) addressed, and describes links between the work and the anticipated benefits for participants. Being able to describe how an organization is planning to make change does not mean that their work cannot change or needs to be rigid. It should be understood that community based work is usually organic and will shift as emerging needs present themselves.
- They have provided a list of key deliverables in the form of Outputs/Outcomes that are deemed to be reasonable. Returning applicants will provide information about last years outcomes in relation to their previous application.
- They provide examples of including community voice and feedback in their programming and planning. Additionally, they have representation or involvement from specific equity denied communities in their program delivery, leadership, staff or advisory group.

- They can list trusted partners that are a part of their work and explain the relationship between their programs.
- They can demonstrate a clear commitment to equity through taking steps to advance inclusion in aspects of their work including strategic planning, human resources and direct service provision.
- They identify multiple Healthy City Strategy priorities that their programming aligns to.
- Their programming impacts a reasonable number of participants or engages deeply with a small number of individuals.

Characteristics of groups that met the criteria to a low degree:

- Program or organizations mandate is unclear or too broad.
- Organization is not able to provide concrete examples of programming and the intended outcomes.
- There is no clear consideration for equity and inclusion and there is no/limited attempts to solicit feedback/leadership from the community being served.
- Programs and mandate does not align to any City policy or priority area.
- Poor financial reporting, deficit trends, patterns of unrealistic budget projections
- There is not as much financial need demonstrated through access to high unrestricted reserves, greater capacity to secure other revenues, the grant level is not in alignment with activity and impact

Adjudication Process: Staff Assessment

Applications are assessed by an interdisciplinary team of staff representing expertise in a variety of topic areas and experience with the NPO sector.

Consideration – Alternate Options for Assessment

Should Council wish to be more involved in the assessment process in 2024, Council could consider some alternative options as detailed below which range from witnessing the process, to being a liaison to the committee, to actually participating in the assessment process (which is not a practice municipalities currently engage in and one that staff would not recommend).

Consideration	Description	Notes
Council Witnessing	Council members can attend an assessment meeting at any time to hear discussions and observe how the process works.	Would provide first hand knowledge of the process and put Council directly in contact with community peer assessors and staff.

Council Liaison	Council can appoint 1-2 members from Council to join an adjudication committee, working alongside staff and/or community juries.	Positional influence of Council members in this process may impact discussions.
Council Selection Committee	Council could create a Committee of Council to make decisions. Staff would provide administrative support and advice to Council during process.	Review of applications is a significant time commitment. May impact sense of political impartiality of grant assessment process. Under-utilizes professional staff.

Decision

As noted in the body of the report, staff plan to bring grant recommendations to Council three times in 2024 for decision, based on the current granting cycle which has been designed to align with operational and programming cycles in the sector. It takes approximately 3 months from application submission to Council decision. Applicants and recipients can voice their comments or concerns to Council in public at these meetings. All grant recommendations require two-thirds affirmative votes of all Council members under the Vancouver Charter.

Consideration: To enable more efficient granting processes, Council direct staff to report back on the potential for expanding delegated authorities within the context of granting, similar to procurement delegated authorities and existing grant programs with delegated authority.

Consideration	Description	Notes
Potential Outcome: Council Delegate Authority to staff to administer Emergency Grants	Delegate Authority to staff for \$100,000 total (maximum of \$20,000 each) of operating funding and \$100,000 total (maximum \$20,000 each) of Capital funding to address emergency needs that threaten safety, could disrupt service delivery and address capacity building needs of NPO partners as they arise.	Expedites response time in addressing urgent needs that may impact an NPO’s ability to deliver integral services to the community.

APPENDIX C

Accountability Measures

Several measures are used to ensure tax payer dollars are expended properly and for the benefit of the community. A number of steps are in place as follows:

- Staff complete a thorough review applications to assess the programs, leadership, operations and financial management, and have year round touchpoints with the organizations (i.e., annual meetings, attendance at events).
- Final reports are required and reviewed by staff. These must be submitted and reviewed before additional funds are released.
- Grant Agreements, endorsed by City legal staff, form a binding contract between the City and the legal entity for the use of grant funds. This includes clauses such as allowing the City to review books of accounts upon request, and conditions for returning funds should the project not be completed or not fully executed.
- Healthy/Respectful Workplace Policy must be in place. This is as an eligibility and evaluation criteria, and a specific clause in the Grant Agreement.
- Financial statements and program budgets are required and assessed as a part of adjudication.
- Incorporation documents and proof of good standing are required, and groups are held accountable by the applicable governing body's reporting standards.
- Staff complete selected site visits.
- Capacity building support is offered to grantees through a partnership with Vantage Point, contributing to the development of NPOs resilience.
- Staff are available to grantees and keep in contact with grantee organizations over the course of their grant.

APPENDIX D

Impact Assessment

Current Impacts

Social Policy Grants – Community Services

While social services are a shared responsibility with senior levels of government, ACCS social development grants support NPOs that provide direct social services to individual residents and to organizations that support other NPOs to improve their ability to deliver integral services. Through ACCS's Social Policy team, the City invested close to \$8 million through 206 grants to social service NPOs through operating grants in 2022.

Program Metrics	2022
# of people who accessed Social Grant funded Services	191,793
# of grantees who accessed Organizational Capacity Building support through partnership with Vantage Point	39
# of approved Grants	206
Total \$s of Social Policy Operating Grants	\$7,636,469

Social Policy Grants - Childcare

The City approved over \$2 million for Childcare Grants (operating and capital) through ACCS in 2022 to support essential childcare programs. Grants were provided to support programs that work with children/families at a higher risk in terms of healthy development, as well as key childcare organizations that coordinate service delivery in the city. Funding supported enhanced quality, which creates upstream preventative programming for vulnerable children/families. With significant changes to childcare funding at the provincial level, City staff will continue to look for opportunities to harmonize funding to be in alignment with the Province.

Program Metrics	2022
# of grants supporting childcares	61
# of childcare organizations supported	30
# of childcare spaces supported	2,418
Total investment in childcare grants	\$2,132,800

Planned Impact Metrics and Data for 2024

For 2024, staff plan to collect further data from recipients, such as:

- Disaggregated equity-related data where feasible to demonstrate investment in diverse equity-deserving cultural organizations and practices'

- Geographic data that identifies where City investments are made in terms of neighbourhoods
- Outcome data to demonstrate impact and outcomes beyond output metrics

APPENDIX E

New Eligibility Criteria and Agreement Conditions: Respectful Communications

As per Council direction, staff have been considering the implementation of new grant eligibility criteria and grant agreement conditions requiring respectful communications toward City officials, both elected and staff (“City Officials”), by grant applicants/recipients (“Grantees”).

As local government, any criteria or agreement restricting Grantee communications with, about, and to City Officials must align with the Canadian Charter of Rights and Freedoms so as not to unreasonably restrict political participation and free speech. Local government officials must be open to critique of their actions and decisions – this is a core tenet of democracy and political life. At the same time, governments of all levels and across the globe have been contending with egregious abuse and harassment of elected officials and public servants – in particular, women –resulting in reluctance to take on elected roles or other public-facing positions. Finding a reasonable and effective balance between both the need to preserve free speech and discourage harassment, discrimination, intimidation and/or threats of violence against City Officials is critical to protecting personal safety, reducing barriers to participating in public life, and supporting robust and meaningful civic dialogue.

Accordingly, in implementing this Council direction, staff are recommending a narrow focus on communications and conduct that constitute harassment, discrimination, intimidation or threats of violence. Such communications are already articulated as prohibited in the usage/participation guidelines across a number of City services, such as community centres, social centres, Council chambers, civic theatres, and participation in other City spaces and services. In some circumstances, they may also constitute breaches of the Criminal Code and the BC Human Rights Code.

Application of this new grant criteria and agreement conditions will be on an “as aware” basis: i.e., if staff become aware of such communication or conduct – e.g., through media or a report – they will investigate. Investigation will include follow-up with the Grantee to understand the context, including the role of the individual(s) engaged in the reported behaviour, and the capacity in which they were acting (i.e. whether they were speaking or acting on behalf of the Grantee or on their own behalf). Staff will then make a recommendation to Council as to whether the Grantee should be denied a grant, or required to repay some or all of a grant already made, as a result of the grant criteria or agreement conditions. If a recommendation is made to deny a grant application or to seek repayment of grant monies, staff will provide reasons and the Grantee will be provided with notice and the opportunity to address Council. It is then up to Council to decide whether to accept staff’s recommendations.

Communication that is simply critical of policy actions or decisions of the City or City officials would not be considered discriminatory, threatening, intimidating, or harassing. Based on historical experience, staff anticipate that communication or conduct by Grantees that breaches this threshold would be very rare. It is further acknowledged that many Grantees advocate in the interests of the work they undertake to support their clients/patrons, and, at times, this commentary may be critical of the decisions and/or actions of City Officials. This critique of

public policy, actions, and/or decisions is recognized as important to robust civic dialogue and the democratic process, provided the comments are not in themselves – nor provided in a manner that is – discriminatory, threatening, intimidating, or harassing.

This new eligibility criteria and agreement term will be implemented for the 2024 granting years and across all City grant programs.