

4

NEW AGENCY DEVELOPMENT FUND 2010 ANNUAL ACTIVITY REPORT AND 2011 PROJECT UPDATE

The Community and Health Services Committee recommends the adoption of the recommendation contained in the following report dated April 20, 2011, from the Commissioner of Community and Health Services.

1. RECOMMENDATION

It is recommended that Council receive this report for information.

2. PURPOSE

This report provides an update on the activities of the 2010 New Agency Development Fund (NADF) and the results of the second 2011 Call for Proposals released on February 3, 2011.

3. BACKGROUND

On November 20, 2008, Regional Council approved the New Agency Development Fund Strategy including goals and objectives, eligibility criteria, selection process, timelines and reporting and monitoring requirements through the adoption of Clause No. 4 of Report No. 7 of the Community Services and Housing Committee.

The intent of NADF is to support the growth and development of new community-based agencies. Through NADF, the overall community service system network in York Region is strengthened and services that more aptly suit the changing population are made available.

4. ANALYSIS AND OPTIONS

New Agency Development Fund is directed at agencies that are five years old or less, to develop their organizational capacity

The Council approved NADF strategy directs funds at agencies that are five years old or less at the time of application. The intent of NADF is to develop agency structure and capacity, so that the agencies can begin to provide services that fill gaps in the Region's social service system. The services must fall within the four established priority areas which link to the Region's mandate for community services. These priority areas are:

1. Homelessness programs and services
2. Family and Children's Strengthening programs and services
3. Employment Supports including programs that support self-employment
4. Public Health programs that complement Regional Public Health programs such as sexual health, child and family health, healthy lifestyles, nutrition and health protection

In 2010, 10 agencies were successful in receiving funding

The Call for Proposals for projects to receive NADF funding in 2010 was released to the community in January 2010. The process was administered by the Region's Supplies and Services Branch in collaboration with the Community and Health Services Department. The partnership ensured that essential features of the Region's purchasing process were included. The communication strategy included information being posted on York Region's website and an email announcement to potential applicants. To ensure broad knowledge of NADF within the Region's diverse communities, advertisements were placed in a variety of newspapers including ethnic media. An information session was held and hosted by the Community and Health Services Department and the Supplies and Services Branch. The session provided details on the Call for Proposals, how to complete the application and provided an opportunity to answer questions.

In all, 10 agencies were successful in receiving funding in 2010 for the period of April 1, 2010 to December 31, 2010. This resulted in a total Regional investment of \$389,966. Successful agencies ranged from those just starting up to agencies building organizational capacity through enhancement of their programs and service delivery. A summary of the 2010 projects and accomplishments are included as *Attachment 1*.

New Agency Development Fund succeeded in helping new agencies get established in York Region

For a small investment of \$45,000 or less, new agencies are positioned to support the Region's residents and fill service gaps. Examples of agencies that received NADF support in 2010 include Mind Body and Soul Self Help Support Centre which provides non-traditional mental health supports such as low-cost fitness, nutrition and self help programs to those who are experiencing mood disorders. This can help residents use preventive alternatives to more costly interventions. In 2010, the agency established a location and provided services to 787 individuals; 35% of those were from low income households. Approximately 1,000 flyers were distributed to the community and the agency has experienced a growth in referrals from a variety of health care networks and an increased demand for services from York Region residents.

A second example is GTA Faith Alliance, which provides an opportunity for youth aged 14 to 24 to develop skills and training in computer repair. In 2010, 29 youth attended an eight-week session and were trained on basic computer repairs. The program targets low

income and at risk youth representing the diverse ethno-cultural population of York Region. With NADF funding, the agency set up a computer lab in Richmond Hill, increased agency Board membership, developed and distributed communication materials and established partnerships with other more main stream social service agencies to provide a participant referral base.

Agencies receive professional development tools to sustain themselves now and in the future

An additional element of the NADF strategy is that agencies are required to attend professional development sessions to ensure that they have the tools necessary to sustain themselves now and in the future.

The professional development sessions have proven to be successful. One NADF funded agency, the King Township Food Bank, indicated that the professional development sessions provided them with the knowledge to focus on operating more like a business and less like a group of friends trying to make a difference.

In 2010, the agencies participated in sessions on Board Development, Proposal Writing and Communications. Through the Region's partnership with the United Way of York Region, agencies were able to participate in workshop sessions on Financial Management, Insurance and Risk Management, Bill 168 Legislation and Employment Law. The sessions also provided these new agencies with the opportunity to network with each other and explore ideas. Each session was evaluated by participants, and the results were extremely positive, indicating that the sessions were clear and informative.

In February 2011 a second Call for Proposals was released to the community

Seven projects which were deemed to have the capacity to successfully use NADF supports and funding were approved for 2011. This allocation of NADF funding in January 2011 totalled \$286,620 and left a balance of \$213,380 in the Council approved NADF budget for 2011. To allocate the remaining funding, a second Call for Proposals was released to the community on February 3, 2011. This Call for Proposals followed a similar process and was administered by the Region's Supplies and Services Branch in collaboration with the Community and Health Services Department. As in the past, the communication strategy included information posted on York Region's website, and an email blast announcement sent to potential applicants. Advertisements were placed in a variety of newspapers including ethnic media and an information session was held on February 14, 2011.

Four additional agencies will receive funding in 2011

Under this Call for Proposals, the Region received seven eligible proposals totalling \$351,232 in requests for NADF funding. Four agencies were recommended for funding,

for a total investment of \$150,000. All projects will be delivered between April 1, 2011 and December 31, 2011.

Table 1
Additional 2011 NADF Projects

Name of Agency and Project Name	Services Delivered	Fund Allocation
Destiny Gospel Centre Destiny Community Outreach Program	The agency will offer supports, referrals and workshops to families and youth in the Black and Caribbean community. They will also conduct a needs assessment of the Black population in York Region and will develop and implement best practices in policy and procedures and program planning and evaluation.	\$32,780
Family Lifestyle Community Services Smart Eating	The agency will hire a program coordinator who will engage health care professionals to deliver workshops on nutrition and healthy food preparation to the Chinese community.	\$37,600
Moving Forward 2015 Foundation Next Step Loan Program	The agency will offer interest-free micro loans to low income individuals for a variety of supports including return to school and furniture for those newly housed. The agency will hire an executive director who will focus on developing partnerships, building a database, developing a marketing campaign and a fundraising strategy, recruiting volunteers and board members and researching other funding opportunities.	\$45,000
Vaughan Community Health Centre Working Together	An instructor will be hired to deliver a childcare training program to increase child care spaces on-site, provide training and work experience to residents participating in the program thereby expanding the agency's social programs.	\$34,620

Staff are currently working with the four agencies to negotiate the terms of the contracts and to provide funding for the agencies to begin their work. For some agencies, this is their first experience receiving government funding. As such, many aspects of contract negotiation, reporting and insurance requirements are being completed for the first time. As expected, these agencies need and receive much more guidance and support than larger more established agencies.

All proposal submissions were scored using Council-approved criteria established by the Community and Health Services Department and evaluated by a NADF Selection Committee comprised of York Region staff and representatives from other funders.

As professional development is a mandatory component of NADF, the 2011 training sessions will be developed specifically to address the needs of the new agencies.

5. FINANCIAL IMPLICATIONS

The NADF Strategy is managed within the annual budget of \$500,000, plus the approved carry over of 2010 unspent funding of \$34,203, for a total of \$534,203. A total of \$436,620 has been allocated to eleven projects for 2011. The remaining funds of \$97,583 will be used to support program implementation such as professional development and mentoring opportunities for agencies and other program related expenses or will be carried over into 2012.

6. LOCAL MUNICIPAL IMPACT

NADF is directed at building the capacity of the new and emerging community-based social service agencies that are uniquely equipped to meet the increasing growth and diversity of our communities. This funding provides an opportunity for new agencies across York Region to strengthen their capacity. Already the Region is benefiting as a number of NADF agencies are providing service to residents and collaborating with larger, more established agencies to do so.

7. CONCLUSION

The New Agency Development Fund has been extremely successful. New and emerging York Region based community social service agencies were strengthened and in turn better addressed residents' needs and filled service gaps in York Region. In 2011, it is anticipated that NADF will continue to expand its ability to assist agencies in meeting the diverse needs of residents.

For more information on this report, please contact Cordelia Abankwa-Harris, Acting General Manager, Social Services at Extension 2150.

The Senior Management Group has reviewed this report.

(The attachment referred to in this clause is attached to this report.)

2010 New Agency Development Fund (NADF) Projects

No.	Agency Name	Project	Services Delivered	Service Delivery Area
1.	GTA Faith Alliance	Youth Employment Skills Program - PC Maintenance & Repair	The agency implemented a youth computer repair and job search program creating opportunities for youth aged 14-24 in the computer repair field. Those trained participated in job search activities, life skills workshops and had access to a computer lab. A total of 29 youth received training. Agency capacity included increased Board membership, creating communications material and establishing partnerships.	All of York Region
2.	Healthy Start, Healthy Future	Life With A Baby	The agency provided peer supports to new families to reduce the symptoms of post-partum mood disorders through workshops, events and online support. The agency provided free, multi-lingual parenting workshops, developed programming and increased public awareness. Agency capacity was built through the provision of staff and volunteer training sessions, and the development of a training resource binder, a volunteer recruitment strategy and a policy manual on the manager's roles and responsibilities. (1,200 served)	All of York Region
3.	John Howard Society of York Region	To continue to establish a new John Howard Society of York Region	The agency provided homeless and housing supports to individuals involved in the criminal justice system and their families residing in York Region. The agency continued the steps to establish as an independent entity in York Region and registered as a not-for-profit registered charity. (1,473 served)	All of York Region
4.	King Township Food Bank	King Township Food Bank	The agency incorporated as a not-for-profit entity and improved the operations and health and safety at the food depot by completing minor capital repairs. The agency served 673 low income residents.	King Township
5.	Mind Body and Soul Self Help Support Centre Inc.	Optimum Mental Health and Fitness for All	The agency provided non-traditional mental health supports such as low-cost fitness, nutrition and self help programs to those experiencing mood disorders. In 2010 the agency located a site and provided services to 787 residents.	Richmond Hill

No.	Agency Name	Project	Services Delivered	Service Delivery Area
6.	Nin os kom tin Centre Development Project	Nin os kom tin Centre Development Project	The agency created a development plan, a financial strategy and developed a communications network. The agency hired a coordinator and established by-laws, developed a five year strategic plan, a website and held 5 Nin os kom tin's events for off reserve Aboriginal people living in the Region. A total of 1,050 Aboriginal and non Aboriginals participated.	All of York Region
7.	Pilgrim Feast Tabernacles	Family Resiliency Program	Located in Richmond Hill, the agency strengthened programming by developing and incorporating a family resiliency/life skills training program utilizing a train-the-trainer model. The agency developed manuals and standard operation procedures and provided training and counselling services to children, youth and families.	All of York Region
8.	Welcoming Arms	2010 Operations	The agency continued capacity building activities started in 2009 including strategic planning and risk management. They held events to increase awareness within the community, increased financial support, finalized charitable status, exported knowledge to neighbouring communities and provided service to 1,076 low-income individuals residing in Aurora.	Aurora
9.	York North Basketball Association	Organizational Capacity and Program Delivery Enhancement	The agency hired a Co-ordinator who, through planning and development of the existing program, increased membership. In 2010, the agency refocused efforts that included an opportunity for approximately 80 low income children to participate in the programming. A total of 750 youth were served.	Northern York Region
10.	York Region Youth Outreach	Youth Initiative Markham	The agency provided a variety of recreational and sports programming to youth in the Markham area at a low fee. The agency assisted individuals to attain coaching certification and delivered workshops to all coaches and trainers. The agency trained and recruited volunteers to assist with the project. The agency created a policy binder. A total of 300 youth participated.	Markham