



**STAFF REPORT
ACTION REQUIRED**

**Community Service Partnerships Program – 2012
Allocation Recommendations**

Date:	May 29, 2012
To:	CPIP Appeals Sub-committee
From:	Executive Director, Social Development, Finance and Administration
Wards:	All
Reference Number:	

SUMMARY

This report provides recommendations for Partnership grants administered by Social Development, Finance and Administration: Community Service Partnerships program grants (CSP) and the line item grant for Findhelp Information Services.

The CSP provides ongoing support to programs run by community based organizations that advance Council's strategic goals and priorities by working to improve social outcomes for vulnerable, marginalized and high-risk communities. For 2012, 214 eligible organizations requested a total of \$14,696,501.00 to support the operation of community programs. These requests include a total of \$1,577,846.00 for new or increased support from 89 organizations for 144 programs.

This report recommends the allocation of \$13,462,054.00 to 214 organizations that requested support. Of these recommended funds, \$360,749.00 will be used to support new or enhanced programming in 49 programs, and the remainder will be used to maintain existing programs at 2011 operating levels.

An additional \$124,471.00 is recommended for allocation to children's summer camp programs, and \$8,000.00 of the approved funding has been held to administer claims by eligible seniors through the consolidated snow shovelling program. A total of \$30,175.00 of the approved funding of the CSP 2012 Operating Budget has been held for appeals of the recommendations for new and increased funding.

Findhelp Information Services supports a strong community sector with quality information and referral services through 24/7 information lines and internet based data.

This report recommends the terms and conditions for the service agreement governing the grant provided to the organization through the City's annual budget process.

RECOMMENDATIONS

The Executive Director, Social Development, Finance and Administration, recommends that:

1. City Council approve the 2012 Community Service Partnerships allocation recommendations totalling \$13,462,054.00 for the 214 organizations that requested funding as described in Appendix A.
2. An amount of \$30,175.00 be held from the CSP 2012 Approved Operating Budget for appeals of recommendations for new and increased funding.
3. An amount of \$8,000.00 be held from the CSP 2012 approved Operating Budget to administer claims by eligible seniors through the snow shovelling program;
4. City Council delegate authority to the Executive Director, Social Development, Finance and Administration to re-allocate 2012 CSP funds that are not used during the funding year by approved organizations to another CSP approved organization;
5. The Executive Director, Social Development, Finance and Administration report on any re-allocation of 2012 CSP funds to City Council in the 2013 CSP allocation recommendations report;
6. City Council approve the allocation recommendations totalling \$124,471.00 for children's summer camp program and family resource program activities to 11 organizations as described in Appendix D;
7. The Executive Director, Social Development, Finance and Administration be granted authority to enter into discussions with the General Manager of Children's Services so that funding for summer camp programming for the organizations listed in Appendix D can be transferred from SDFAs to Children's Services as a base change in 2013;
8. City Council approve the service agreement with Findhelp Information Services as described in Appendix E of this report, for the three year period 2012-2014;
9. City Council authorize the Executive Director, Social Development, Finance and Administration to enter into a three year agreement with Findhelp Information Services in accordance with the terms and conditions outlined in Appendix E, and any other terms and conditions and format acceptable to the City Solicitor;

10. That this report be forwarded to the Community Development and Recreation Committee for consideration at its meeting of June 26, 2012.

Financial Impact

The recommendations in this report will have no impact beyond what has already been approved in the current year's budget.

The Community Service Partnerships program (CSP) and the Major Recreation Partnership program are administered jointly through an on-line application system and the CSP application review process.

The 2012 Approved Operating Budget for Social Development, Finance and Administration includes funding of \$12,697,800.00 for the Community Service Partnerships program and \$926,900.00, a portion of the Major Recreation Partnership program, for a total of \$13,624,700.00.

This report recommends allocations for 214 organizations totalling \$13,586,525.00 as described in Appendices A and D. An amount of \$30,175.00 is set aside for appeals, and an amount of \$8,000.00 is recommended to respond to snow shovelling rebates for seniors.

This report also recommends the terms for a service agreement with Findhelp Information Services. The Social Development, Finance and Administration Division's 2012 Approved Operating Budget includes a line item grant for Findhelp totalling \$545,200.00. This report recommends approval of the service agreement for this grant.

The Deputy City Manager and Chief Financial Officer has reviewed this report and agrees with the financial impact information.

DECISION HISTORY

Community Service Partnerships provides ongoing support to organizations that work to improve social outcomes for vulnerable, marginalized and high-risk communities. As a part of the City's continuous service improvement initiatives, a number of smaller ongoing funding programs with narrower mandates have been consolidated under the CSP. These consolidations have allowed the City to benefit from operational efficiencies in grants administration, and have reduced the administrative burden on applicant organizations. Programs now consolidated under the CSP include:

- The Food Security Investment Program, which was consolidated in 2009
<http://www.toronto.ca/legdocs/mmis/2009/cd/decisions/2009-11-06-cd28-dd.htm>
- Snow Shovelling and Lawn Care, which was consolidated in 2010
<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2010.CD34.14>
- The Major Recreation program, which was consolidated in 2011
www.toronto.ca/legdocs/mmis/2011/cd/bgrd/backgroundfile-39037.pdf

In June 2008, Council approved the report “Options to Streamline and Improve Funding Administration” and provided direction to implement changes in the application and approval processes for CPIP Partnership programs.

<http://www.toronto.ca/legdocs/mmis/2008/cc/decisions/2008-06-23-cc22-dd.pdf>

In June 2008, Council approved the report "Toronto Grants Policy Updates" which provides a framework for the city's partnership and investment grant activities and recommends standards for the administration of line item grants.

<http://www.toronto.ca/legdocs/mmis/2008/cd/bgrd/backgroundfile-13493.pdf>

EQUITY IMPACT STATEMENT

The Community Service Partnerships supports and sustains the well being of Toronto's communities by providing funding to community based organizations for programs that address its mission to improve social outcomes for vulnerable, marginalized and high-risk residents and communities. Funding applications are solicited from organizations that have identified a local need related to the program's mandate, and have designed a local response that is effective, leverages other financial resources, and involves volunteers and participants in all organizational activities. By working through community based organizations, the City supports a broader range of targeted services and engagement opportunities for ethno-cultural communities and equity seeking groups than it would be able to offer on its own.

Recommendations include allocations to organizations representing equity seeking communities. These include 12 organizations serving People with Disabilities, 3 organizations serving the Aboriginal community, 68 organizations serving Ethno-specific or Multi-ethnic communities, 23 organizations serving Women and 2 organizations serving the Lesbian, Gay, Bisexual, Transgender, Transsexual and Two Spirited community. The CSP also supports 39 food security programs for low income communities. Multi-service and neighbourhood organizations within CSP also provide programs and services for equity seeking groups.

ISSUE BACKGROUND

Over the years, Toronto has developed a sophisticated human service system. This system is a mixed model that has moved away from an exclusive reliance on municipal service delivery to one based on partnerships between the City, community based organizations, and for-profit service providers. As a part of these partnerships, the City purchases services that reach out to all parts of Toronto to work with changing populations, identify evolving community needs and develop flexible, innovative and cost-effective ways of meeting them.

The City uses the Toronto Grants Policy (TGP) to support service delivery when resident-governed organizations are the most knowledgeable about the community-specific expertise required to effectively advance Council's goals and priorities. In these situations, TGP programs reflect Council strategic goals and priorities (such as social inclusion, community safety, youth development, and a vibrant local economy), and

community based organizations propose the services that will advance these goals across or within specific communities and neighbourhoods.

The CSP is used to purchase services that improve social outcomes for vulnerable, marginalized and high-risk residents and communities. It operates as an ongoing funding program, providing a stable environment in which residents can work together over time to improve outcomes in their communities.

The CSP program is regularly reviewed to ensure its ongoing effectiveness as means of purchasing services and improving community outcomes. Program guidelines and administrative practices are modified to address changes in City goals, emerging community issues, and in response to broader trends such as the economic recession or rising unemployment rates.

The CSP guidelines are posted on the City's website at www.toronto.ca/grants/csp. These guidelines define the CSP's mission, and explain the organizational and program eligibility criteria that are used to assess organizations and their programs. Information about the CSP allocation process and other resources for applicants are also available on the program's web page.

The authority to use Community Service Partnerships funding as means of purchasing service arises from the general authority for making municipal grants provided in Section 83 of the *City of Toronto Act, 2006* (S.O. 2006, c.11) and the City of Toronto Grants Policy.

COMMENTS

Community Service System Issues and Opportunities

As a part of their ongoing refinement of the CSP, staff work closely with other funders to identify emerging community issues and changes in the policy and funding environment. Staff also work with other funders on an organization by organization basis to coordinate funding for maximum impact, identify organizational issues, and provide support where appropriate. This coordination is particularly important with the City's key community funder, United Way Toronto, which has a funding relationship with 97 of the organizations that applied to the CSP for funding in 2012 (45% of CSP applicants).

During 2011 and 2012, a number of issues impacted the functioning of the community service system. These issues are examined as a part of the ongoing coordination with other funders to look at best practices, identify opportunities for shared action and support a strong service sector.

Challenging Funding Environment:

CSP applicants, like many other community service organizations, are struggling with issues of ongoing financial viability. Imagine Canada's "*Sector Monitor*" report for February 2012 reports that roughly half of the 2,255 charity leaders surveyed in late 2011 indicated that demand is higher than a year ago, and they are experiencing difficulty

carrying out their mission. Just over a quarter of respondents agreed that the existence of their organization is at risk. These trends also affected CSP-funded organizations, and two of the 2011 CSP-funded organizations closed down during the year. Another organization chose to merge with a larger organization in order to maintain services in a more viable manner.

Financial sustainability is particularly challenging for small and medium sized organizations that lack the administrative infrastructure to aggressively pursue funding and maintain the systems for financial and service accountability. Some smaller organizations funded under the CSP have struggled financially over a number of years, and are now in a position where the CSP is their only source of ongoing funding. Unlike the majority of CSP-funded organizations, some smaller organizations have not successfully used their City funding to leverage funds from other sources. In some cases, a lack of organizational capacity has resulted in this inability to leverage funds; in others, community support has not translated into fund generation needed for longer term sustainability. In order to support applicants, CSP will work to develop additional self assessment tools focused on financial viability. These tools will support organizations and CSP to effectively leverage their City of Toronto grants for the intended purposes.

Streamlining Administration:

In June 2008, Council approved the report *Options to Streamline and Improve Funding Administration* which provided direction to implement changes in the application, assessment and approval processes for the CSP and other funding programs. The report was requested by the Community Development and Recreation Committee, and it identified options for efficient and lean grant administration processes that would continue to meet the Auditor's requirements, provide accountability for grant funds, and simplify the application process for returning organizations. The City's work in this area has relied significantly on the use of the on-line application system which continues to undergo refinements and was expanded in 2012 to include four other City funding streams for investment programs. For the upcoming CSP application cycle, organizations will be able to use the online system to store organization-based information that can be updated when required and is not dependent on annual application cycles.

Opportunities for working with other funders and sector resources are being considered by CSP for the benefits they may offer for applicants and grant program assessment processes. Examples of these opportunities include formalizing the cooperation between United Way Toronto and CSP for assessment and problem solving with common funded organizations, and incorporating Imagine Canada's recently launched "*Standards Program for Canada's Charities and Nonprofits*" that introduces a voluntary peer-review-based accreditation process for the sector.

Funders from three levels of Government, United Way and Ontario Trillium Foundation and are also looking at new models for capacity support for funded organizations, and options for changing funder processes to increase collaboration and reduce administrative burden for organizations. This work group was created in late 2010 when Citizenship and Immigration Canada initiated a series of funding program changes and funding cuts that

had a significant impact on newcomer service providers in Toronto. As an initial response, funders met to identify potential resources for affected organizations and to consider funder coordination opportunities for situations where major service changes are anticipated. Funders have continued to meet, recognizing that there is an ongoing climate of fiscal constraint which will challenge the newcomer service sector's ability to manage change.

Within the community service system, new models of operation known as shared infrastructure platforms are also being developed that have an impact on streamlining administration for community initiatives. The shared infrastructure platform model is based on best practices, supporting compliance with legislation governing charity and non-profit status, and helping volunteer-led groups to focus on the community activities that are their primary purpose and passion. Starting in 2009, Council approved a change in the CSP guidelines to include this shared infrastructure platform model of organization governance. The model is currently being used by the CSP-funded East Scarborough Storefront, a highly successful initiative that brings together services from a range of providers in the Kingston Galloway neighbourhoods. At this time, there is small but growing number of organizations and funders interested in assessing and using the model more widely. Community Funding staff participate in several initiatives to examine the model's impact on program delivery, community capacity and funder processes.

Findhelp Information Services

Findhelp Information Services (Findhelp) works to ensure that all people, especially those who face barriers to service, have easy access to accurate and appropriate human services information. Findhelp provides free information and guides people and human service professionals to services most suited to their needs, through phone, web and print directories. In order to meet the needs of newcomers and residents, multilingual services are provided through on-site Information and Referral Specialists (24 languages), a language bank of local information providers (41 languages); and a three-way interpretation service (170 languages). Through cooperative efforts with the Francophone community, many online resources are bilingual and Francophones are able to search and read about services that are delivered in French.

Findhelp fills an essential role in Toronto's community services sector with four key services:

1. 24/7 Community Information and Referral Help lines (211 phone service and other specialized lines);
2. Data services (211toronto.ca web site, and research, classification and maintenance of over 50,000 records used by multiple partners);
3. Information Technology (development and hosting of information sites); and
4. Professional training for human service staff on effective information and referral.

During the 2010/2011 year, Findhelp received 435,673 calls to the 24/7 Information and Referral services; 24 million internet page views and 278,690 referrals through online directories and trained 1,200 information and referral specialists.

The city works closely with Findhelp in a number of areas. Beginning in 2002, Findhelp Information Services was designated as the 211 service provider for the City of Toronto, and with the introduction of 311 regular coordination is undertaken between the two services to support effective access public and community services and to meet the CRTC licence requirements. Starting in 2006, Findhelp initiated outreach into Toronto's priority neighbourhoods to increase community understanding of resources and options for accessing services and in 2011 the 211 Toronto Helpline responded to 83,345 calls from priority neighbourhood residents. In addition, the Social Policy, Analysis and Research Section of SDFR works closely with Findhelp on a variety of initiatives that help enhance the availability of information for planning and research that supports Council and community priorities.

The core operations of Findhelp are funded jointly by the United Way and the City of Toronto, with additional funding from other orders of government, foundations and other agency generated income.

The level of city support for Findhelp Information Services is reviewed and approved as part of the City's Annual Operating Budget process as a Community Partnership and Investment Program line item grant. The 2012 Approved Operating Budget includes an amount of \$545,200.00 for Findhelp, and these funds are used to support the 24/7 Information and Referral Helpline (211), Data Services (211toronto.ca), IT and administration costs. This line item grant is administered by Social Development, Finance and Administration under the Council approved terms and conditions for line item grants approved in the Toronto Grants Policy Updates, 2008.

The recommended service agreement terms and conditions included in Appendix E will renew the existing partnership for the three year period January 2012 to December 2014.

CSP Assessment and Allocation Recommendations

Application and Assessment Process:

CSP guidelines, resources and sample application forms are available on the City's web site at www.toronto.ca/grants. All CSP applicants must submit their applications on-line through the Corporate Grants Information System, and training is provided for volunteers or organization staff responsible for submitting information.

For 2012, the CSP application process was underway during the City's 2012 budget deliberations, where a 10% budget reduction had been recommended for all CPIP funding programs. Planning for a budget reduction, the CSP program guidelines identified the approach that the CSP would take to assessing returning program requests with the expectation that some organizations and activities would no longer be funded. As part of this approach, CSP was not open to applications from new organizations.

In mid January, the 2012 CSP budget was approved at the same level as 2011. In order to respond to this changed situation, the CSP deadline was extended by one week, and returning organizations were given the option of applying for new or increased funding.

The CSP assessment is conducted in two stages. The program and organization must meet the eligibility criteria and be assessed against the criteria as having a strong fit and appropriate performance level. The criteria reflect the CSP risk management framework and ensure that funding is recommended to organizations with the capacity to appropriately manage and deliver the intended programs.

Allocation Framework and Priorities:

Within the CSP, organizations apply for program-specific funding. Because funded programs address ongoing needs, maintaining support to previously funded programs is the first priority in the allocation of CSP funds. Subject to budget constraints, programs funded in one year that are assessed as complying with all of the CSP criteria in subsequent year are recommended for the same level of support. Requests for new and increased funding are prioritized using the CSP mission statement and CSP Equity Framework, which considers geographic equity, service equity and community of common bond equity. Assessments include consideration of the organizational capacity of the applicant, the community need identified and its relation to City priorities and policies, as well as the ability of the proposed program to deliver an effective service or community resource.

CSP uses comments, conditions and future funding conditions to highlight issues where applicants may not be in compliance with CSP criteria, in order to identify areas for improvement and bring organizations into compliance. In some cases, organizations are not able to address their issues successfully, and funding is no longer recommended. Eight organizations that had been funded in 2011 were identified as no longer eligible for funding in 2012 as a result of not meeting conditions or future funding conditions.

In 2012, some CSP organizations provided information to indicate that they may not meet the CSP criteria for governance and membership. CSP funds organizations that operate with a registered, voting membership that elects the board of directors at the organization's Annual General Meeting. Organizations reporting a board and membership of the same size, or a small membership relative to their service reach, or low participation of the membership in the Annual General Meeting are being encouraged to consider increasing their membership and the participation of the membership in the governance of the organization.

Overview of 2012 CSP Applications:

A total of 214 organizations submitted applications for 523 programs under the 2012 CSP. Of these eligible applicants 89 submitted requests for new or increased funding. Information on the categories of applicants and the related recommendations is provided in the tables included in this report.

The 2012 CSP includes snow shovelling and lawn care services that help seniors and people with disabilities to remain safely in their homes for as long as possible. Funded organizations maintain the service delivery models they used prior to amalgamation, and as a result, there are both brokerage and claims-based services funded under the CSP. In 2005, Council approved the continued use of the individual rebate model for clients in the former City of York who were already receiving services. Rebates are based on claims made directly to the City by eligible seniors, and are administered by the Community Funding Unit. An amount of \$8,000.00 has been held from the CSP 2012 Approved Operating Budget to address these claims. The number of seniors eligible for the individual rebate is continuing to drop, and CSP will work with delivery organizations to review the 2013 options for improving efficiency in the delivery of this program, while maintaining the commitment to current participants eligible under the 2005 consolidated program model, and ensuring the maximum impact of the service reach.

During the course of 2012, some approved organizations may not be able to make full use of their CSP allocation. This situation can arise when organizations are unable to meet the conditions of their funding, or it can arise as a result of organization and program closures. This report requests delegated authority to enable the Executive Director, Social Development, Finance and Administration to reallocate any 2012 CSP funds that are not used during the funding year by approved organizations to another CSP approved organization, with a requirement to report on any reallocations through the 2013 CSP allocation recommendation report. This delegated authority was approved in 2011, and no CSP funds were reallocated by the Executive Director, Social Development, Finance and Administration during that period.

Recreation Funding Consolidation:

Starting with the 2011 funding cycle, Parks Forestry and Recreation transferred the administrative responsibility for recreation funding programs to the Social Development, Finance and Administration division. This transfer is consistent with previous administrative changes that have brought the Food Security Investment Program and the Snow Shovelling and Lawn Care program into the CSP. Starting with the 2013 budget and funding cycle, the CSP and major recreation partnership program budgets will be merged, and the CSP guidelines modified to identify eligible social recreation activities.

During 2011, it was determined that within the Recreation funding envelopes, some organizations were being recommended for funding for the delivery of children's summer camp programs, which were also funded through Children's Services. One organization had also been receiving support for their family resource program through their recreation grant as well as through Children's Services. The 11 organizations recommended for a total of \$124,471.00 in summer camp and family resource centre allocations in 2012 are listed in Appendix D. In order to consolidate the administration and City financial support of all eligible children's summer camp and family resource centre programs, this report recommends that \$124,471.00 be transferred to Children's Services through the 2013 budget process. In order to ensure best use of City services and resources, the CSP guidelines and Community Recreation grant guidelines will identify that children's summer camp activities are not an eligible grant activity.

As part of the review of recreation funding programs, it was determined that 28 organizations had been supported over multiple years through the former minor recreation funding stream for activities that were also assessed as part of their CSP funded programs. Over half of the activities are for marginalized seniors; the other programs reached vulnerable families, children and youth, women and people with disabilities. For the 2012 funding year, these organizations were asked to include their former minor recreation amount within their CSP application. Twenty-eight organizations are recommended for a total of \$141,400.00 for program increases within CSP to provide these ongoing activities. These programs will be the focus of an additional assessment in 2012/2013 to determine the appropriate funding level for the program within the ongoing CSP partnership funding model.

Recommendation Summary:

Table 1: 2012 CSP recommended allocations by category

Returning Organizations Requests	Number of recommendations	Funds recommended	Percentage of total Budget
New programs	3	\$35,000.00	0.26%
New core administration	0	\$0.00	0.00%
Increase to current programs	44	\$304,379.00	2.23%
Increase to current core administration	2	\$21,370.00	0.16%
Total new and increased recommendations	49	\$360,749.00	2.65%
Maintain last year's service level (flat-line allocations)	504	\$13,101,305.00	96.16%
Children's summer day camps: Appendix D	11	\$124,471.00	0.91%
Total recommended allocations	518	\$13,586,525.00	99.72%
Appeal fund amount	---	\$30,175.00	0.22%
Amount for eligible seniors snow rebates	---	\$8,000.00	0.06%
Total Budget Available		\$13,624,700.00	100.00%

Table 2: 2012 CSP recommended allocation by program focus

Program focus	Number of programs	Recommended Allocations
Seniors: Services including elderly person's centres, supports such as friendly visiting and snow removal, social and recreational activities, and outreach.	149	\$3,525,729.00
Youth: Services including leadership development, recreation and after school programs, and outreach to at-risk youth.	81	\$2,750,729.00
Adults and Families: Services including provide peer support, groups for women, parenting workshops, crisis intervention, and participatory support programs. (includes summer camp programs in 2012)	151	\$4,179,025.00

Program focus	Number of programs	Recommended Allocations
Community Development: Activities that engage vulnerable residents and neighbourhoods to identify needs, assets and opportunities through planning, outreach and leadership support.	63	\$2,043,489.00
Core Administration: Functions performed by the executive director, bookkeeper and volunteer coordinator; annual audit costs; activities that build and sustain governance, membership and accountability.	74	\$1,087,553.00
Total	518	\$13,586,525.00

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ATTACHMENTS

Appendix A: 2012 Community Service Partnerships – Allocation Recommendations for all applicants

Appendix B: 2012 Community Service Partnerships – New, Increased or Decreased Allocation Recommendations

Appendix C: 2012 Requests for New or Increased funding Identified as High Priority and Not Recommended due to lack of funding.

Appendix D: Children's summer camp and family resource program -- Allocation Recommendations

Appendix E: Findhelp Information Services – Service Agreement Terms and Conditions

Appendix F: 2012 Community Service Partnerships – Detailed summary sheets

Appendix A
2012 Community Service Partnerships
Allocation Recommendations for all applicants

<u>Agency Name</u>	<u>Ward</u>	<u>2012 CSP Request</u>	<u>2012 CSP Recommendation</u>
1. 519 Church Street Community Centre	27	\$52,866.00	\$52,866.00
2. Abrigo Centre	18	\$117,950.00	\$94,950.00
3. Access Alliance Multicultural Health and Community Services	20	\$58,141.00	\$52,855.00
4. Afghan Women's Counselling and Integration Community Support Organization	26	\$62,630.00	\$62,630.00
5. African Canadian Social Development Council	20	\$31,840.00	\$31,840.00
6. Africans in Partnership Against AIDS	27	\$96,000.00	\$93,000.00
7. Agincourt Community Services Association	41	\$132,160.00	\$132,160.00
8. AIDS Committee of Toronto	27	\$62,200.00	\$62,200.00
9. Albion Neighbourhood Services	1	\$103,870.00	\$103,870.00
10. Aphasia Institute	25	\$20,170.00	\$20,170.00
11. The Arab Community Centre of Toronto	3	\$50,000.00	\$35,700.00
12. ARCH Disability Law Centre	28	\$30,000.00	\$28,560.00
13. Armenian Relief Society Inc. - "Roubina" Chapter	33	\$20,170.00	\$20,170.00
14. Assaulted Women's Helpline	20	\$53,065.00	\$53,065.00
15. AWIC Community and Social Services	33	\$87,340.00	\$72,340.00
16. Barbra Schlifer Commemorative Clinic	19	\$46,490.00	\$41,490.00
17. Bereaved Families of Ontario - Toronto	20	\$60,845.00	\$60,845.00
18. Bernard Betel Centre for Creative Living	10	\$140,960.00	\$110,960.00
19. Better Living Health and Community Services	25	\$188,360.00	\$188,360.00
20. Bikur Cholim Volunteer Services	15	\$14,865.00	\$14,865.00

21. Birchmount Bluffs Neighbourhood Centre	36	\$75,642.03	\$75,642.00
22. Bloor Information and Life Skills Centre	19	\$31,735.00	\$31,735.00
23. Boost Child Abuse Prevention & Intervention	27	\$236,680.00	\$236,680.00
24. Braeburn Neighbourhood Place Incorporated	2	\$43,130.00	\$43,130.00
25. Call-A-Service Inc.	31	\$104,355.00	\$88,515.00
26. Canadian Cambodian Association of Ontario	8	\$28,660.00	\$28,660.00
27. Canadian Centre for Victims of Torture	27	\$26,200.00	\$23,880.00
28. The Canadian Hearing Society	22	\$30,000.00	\$15,715.00
29. The Canadian Mental Health Association Toronto Branch	15	\$15,925.00	\$15,925.00
30. Canadian Red Cross, Toronto Region	18	\$26,654.00	\$25,385.00
31. Canadian Tamil Youth Development Centre	38	\$108,640.00	\$108,640.00
32. CANES Community Care	2	\$59,845.00	\$59,845.00
33. Carefirst Seniors and Community Services Association	39	\$83,800.00	\$83,800.00
34. Catholic Crosscultural Services	38	\$23,820.00	\$29,775.00 *
35. Cecil Community Centre	20	\$4,575.00	\$4,575.00
36. Central Eglinton Community Centre	22	\$24,575.00	\$24,575.00
37. Central Neighbourhood House Association	28	\$103,063.00	\$99,646.00
38. Centre for Community Learning & Development	28	\$49,095.00	\$36,095.00
39. Centre for Independent Living in Toronto (C.I.L.T.)	27	\$21,235.00	\$21,235.00
40. Centre for Information and Community Services of Ontario	41	\$101,555.00	\$126,950.00 *
41. The Centre For Spanish Speaking Peoples	9	\$56,000.00	\$56,000.00
42. Chinese Canadian National Council Toronto Chapter	20	\$31,840.00	\$31,840.00
43. Chinese Family Services of Ontario	41	\$33,965.00	\$33,965.00

44. Christie Ossington Neighbourhood Centre	19	\$85,250.00	\$62,250.00
45. Circle of Home Care Services (Toronto)	10	\$89,400.00	\$89,400.00
46. Cliffcrest Community Centre	38	\$30,600.00	\$30,600.00
47. Community Action Resource Centre	12	\$164,485.00	\$134,485.00
48. Community Information Fairview	33	\$39,000.00	\$29,190.00
49. Community MicroSkills Development Centre	2	\$42,455.00	\$42,455.00
50. Community Social Planning Council of Toronto	27	\$353,835.00	\$353,835.00
51. COSTI Immigrant Services	17	\$116,860.00	\$116,860.00
52. Council of Agencies Serving South Asians	35	\$31,840.00	\$31,840.00
53. Crime Prevention Association of Toronto	25	\$114,095.00	\$114,095.00
54. The Cross-Cultural Community Services Association	20	\$24,536.00	\$24,055.00
55. CultureLink Settlement Services	14	\$52,940.00	\$52,940.00
56. Davenport - Perth Neighbourhood and Community Health Centre	17	\$78,260.00	\$78,260.00
57. Dejinta Beesha Somali Multi-Service Centre	2	\$41,813.00	\$41,813.00
58. Delta Family Resource Centre	7	\$113,540.00	\$81,820.00
59. Distress Centres	27	\$102,810.00	\$102,810.00
60. Dixon Community Services	4	\$48,960.00	\$48,960.00
61. Dixon Hall	28	\$201,751.00	\$201,751.00
62. Doorsteps Neighbourhood Services	7	\$133,460.00	\$115,460.00
63. Dovercourt Boys' and Girls' Club	18	\$48,265.00	\$48,265.00
64. Downsview Services for Seniors	10	\$142,900.00	\$77,320.00
65. East Metro Youth Services	38	\$26,010.00	\$26,010.00
66. East Scarborough Boys & Girls Club	43	\$153,071.00	\$153,071.00
67. East Scarborough Storefront/Tides Canada Initiatives	43	\$102,855.00	\$77,455.00

68. East Toronto Family Community Centre	30	\$80,911.00	\$58,010.00
69. East York and East Toronto Family Resources Organization	30	\$26,010.00	\$26,010.00
70. East York Meals on Wheels	26	\$25,015.00	\$25,015.00
71. Elderly Vietnamese Association, Toronto	14	\$15,265.00	\$15,265.00
72. Elspeth Heyworth Centre for Women	8	\$66,304.00	\$25,910.00
73. Epilepsy Toronto	28	\$37,070.00	\$37,070.00
74. Eritrean Canadian Community Centre	21	\$26,535.00	\$26,535.00
75. Etobicoke Services for Seniors	2	\$54,715.00	\$45,215.00
76. Extend-A-Family	16	\$21,230.00	\$21,230.00
77. Family Service Toronto	27	\$93,970.00	\$93,970.00
78. Family Supports Institute Ontario (former Metro Association of Family Resource Programs)	19	\$12,735.00	\$12,735.00
79. First Portuguese Canadian Cultural Centre of Toronto	17	\$12,240.00	\$12,240.00
80. Flemington Neighbourhood Services	26	\$57,120.00	\$57,120.00
81. FoodShare Toronto	18	\$191,176.00	\$191,176.00
82. For You Telecare Family Service Inc. (FUTFS)	25	\$15,875.00	\$13,875.00
83. For Youth Initiative in Toronto	12	\$112,500.00	\$92,495.00
84. Franklin Horner Community Centre	6	\$26,015.00	\$26,015.00
85. The Gatehouse Child Abuse Investigation and Support Site	6	\$21,230.00	\$21,230.00
86. George S. Syme Seniors Centre of York	11	\$80,455.00	\$80,455.00
87. Harbourfront Community Centre	20	\$63,498.00	\$63,498.00
88. Harriet Tubman Community Organization	33	\$57,558.40	\$53,020.00
89. Hispanic Development Council	20	\$31,840.00	\$31,840.00
90. Hong Fook Mental Health Association	41	\$21,230.00	\$21,230.00

91. Humber Community Seniors' Services Inc.	11	\$32,580.00	\$32,580.00
92. Hungarian Canadian Community Services (Ontario)	5	\$10,615.00	\$10,615.00
93. Iranian Women's Organization of Ontario	33	\$50,550.00	\$31,015.00
94. Islington Centre - Etobicoke Senior Citizens	5	\$31,330.00	\$31,330.00
95. Jamaican Canadian Association	7	\$139,634.00	\$53,605.00
96. Jane/Finch Community and Family Centre	8	\$184,604.00	\$141,180.00
97. Japanese Social Services	26	\$26,535.00	\$26,535.00
98. John Howard Society of Toronto	27	\$12,205.00	\$12,205.00
99. The June Callwood Centre for Women and Families	28	\$19,925.00	\$19,925.00
100. Kababayan Community Service Centre Inc.	14	\$30,600.00	\$30,600.00
101. KCWA Family and Social Services	20	\$26,535.00	\$26,535.00
102. The Korean Senior Citizens Society of Toronto	19	\$20,400.00	\$20,400.00
103. Lakeshore Area Multi-Service Project (LAMP)	6	\$77,500.00	\$68,115.00
104. Lao Association Of Ontario	9	\$28,660.00	\$28,660.00
105. Latvian Senior Citizen's Association	34	\$10,200.00	\$10,200.00
106. Learning Disabilities Association Toronto District	23	\$70,090.00	\$54,455.00
107. Les Centres d'Accueil Héritage	28	\$65,190.00	\$55,190.00
108. Lesbian Gay Bi Trans Youth Line	28	\$31,765.00	\$31,765.00
109. Loyola Arrupe Centre for Seniors	14	\$15,165.00	\$15,165.00
110. Malvern Family Resource Centre	42	\$194,600.00	\$176,600.00
111. Massey Centre For Women, The	29	\$24,735.00	\$24,735.00
112. Metropolitan Action Committee on Violence Against Women & Children	20	\$233,255.00	\$233,255.00
113. Mid-Toronto Community Services Inc.	28	\$174,847.00	\$116,385.00

114. Momiji Health Care Society	36	\$32,695.00	\$32,695.00
115. Mood Disorders Association of Ontario and Metro Toronto	16	\$36,925.00	\$15,925.00
116. National Council of Jewish Women of Canada, Toronto Section	10	\$18,730.00	\$18,730.00
117. Native Canadian Centre of Toronto	20	\$72,160.00	\$72,160.00
118. Native Child and Family Services of Toronto	27	\$118,073.00	\$106,073.00
119. Native Women's Resource Centre of Toronto Inc.	27	\$37,827.00	\$37,495.00
120. Neighbourhood Information Centre	31	\$161,092.00	\$141,092.00
121. NIP Information Post	28	\$36,615.00	\$36,615.00
122. Neighbourhood Link Support Services	31	\$188,180.00	\$188,180.00
123. New Canadian Community Centre	24	\$40,050.00	\$40,050.00
124. Newcomer Women's Services Toronto	30	\$38,210.00	\$38,210.00
125. North York Community House	15	\$132,733.00	\$116,010.00
126. North York Harvest Food Bank	15	\$21,230.00	\$21,230.00
127. North York Seniors Centre	23	\$82,590.00	\$82,590.00
128. North York Women's Resource Centre	15	\$45,365.00	\$45,365.00
129. Northwood Neighbourhood Services	11	\$49,840.00	\$42,040.00
130. The Ontario Community Centre for the Deaf	25	\$16,210.00	\$12,240.00
131. Ontario Council of Agencies Serving Immigrants	16	\$25,500.00	\$25,500.00
132. Opportunity for Advancement	20	\$51,555.00	\$42,455.00
133. Oromo Canadian Community Association of GTA	7	\$27,600.00	\$27,600.00
134. P.O.I.N.T. Inc. (People and Organizations in North Toronto)	16	\$4,995.00	\$4,995.00
135. PAL-Reading Services Inc.	27	\$14,120.00	\$14,120.00

136. Parkdale Community Information Centre (PCIC)	14	\$28,650.00	\$24,590.00
137. Parkdale Golden Age Foundation	14	\$51,575.00	\$51,575.00
138. Parkdale Intercultural Association (Toronto)	14	\$41,000.00	\$40,000.00
139. Passerelle Intégration et Développement Économiques	27	\$91,680.00	\$47,965.00
140. Polycultural Immigrant and Community Services	3	\$26,415.00	\$26,415.00
141. Portuguese Women 55 Plus Support Group of Ontario	19	\$4,675.00	\$4,675.00
142. Promoting Education and Community Health (PEACH)	7	\$102,726.00	\$54,280.00
143. Prosserman Jewish Community Centre	10	\$12,110.00	\$12,110.00
144. Ralph Thornton Centre	30	\$36,940.00	\$30,940.00
145. Rexdale Community Health	2	\$137,975.00	\$137,975.00
146. Rexdale Women's Centre	1	\$39,835.00	\$39,835.00
147. S.E.A.S. Centre (Support Enhance Access Services Centre)	28	\$75,994.00	\$69,085.00
148. SAINTS (Student Assistance in North Toronto for Seniors)	25	\$10,300.00	\$10,300.00
149. San Romanoway Revitalization Association	8	\$70,945.00	\$70,945.00
150. Scadding Court Community Centre	20	\$156,482.00	\$156,482.00
151. Scarborough Centre for Healthy Communities	36	\$165,990.00	\$165,990.00
152. Scarborough Women's Centre	38	\$32,680.00	\$32,680.00
153. The Second Mile Club Of Toronto	20	\$62,555.00	\$62,555.00
154. Self-Help Resource Centre	16	\$14,081.04	\$13,805.00
155. Senior Adult Services in the Annex, Toronto	20	\$32,355.00	\$27,455.00
156. Senior Peoples' Resources in North Toronto (SPRINT)	22	\$111,585.00	\$87,585.00
157. Senior Tamils' Centre of Ontario	41	\$100,000.00	\$65,750.00 *

158. Settlement Assistance and Family Support Services (Formerly South Asian Family Support Services)	38	\$60,000.00	\$46,800.00
159. Silent Voice Canada	22	\$38,325.00	\$28,325.00
160. Society of Sharing: Inner-City Volunteers	27	\$44,655.00	\$14,655.00
161. Somali Canadian Association of Etobicoke	1	\$36,909.00	\$21,230.00
162. Somali Women and Children's Support Network	2	\$36,940.00	\$36,940.00
163. South Asian Women's Centre	18	\$79,605.00	\$79,605.00
164. Springtide Resources, Inc.	20	\$21,230.00	\$21,230.00
165. St. Alban's Boys' and Girls' Club	20	\$183,127.00	\$175,967.00
166. St. Bernadette's Family Resource Centre	12	\$17,500.00	\$17,500.00
167. The St. Christopher House	19	\$261,937.00	\$261,937.00
168. St. Clair O'Connor Community Inc.	31	\$16,265.00	\$16,265.00
169. St. Clair West Services for Seniors, Inc.	12	\$64,109.00	\$46,020.00
170. St. Matthew's Bracondale House	21	\$13,405.00	\$13,405.00
171. St. Paul's L'Amoreaux Centre	40	\$88,715.00	\$88,715.00
172. St. Stephen's Community House	20	\$217,738.00	\$217,078.00
173. Stonegate Community Health Centre	5	\$79,490.00	\$79,490.00
174. The Stop Community Food Centre	17	\$25,500.00	\$25,500.00
175. Storefront Humber Inc.	6	\$58,510.00	\$52,510.00
176. Sunshine Centres for Seniors	29	\$40,735.00	\$30,735.00
177. Syme-Woolner Neighbourhood and Family Centre	12	\$102,825.00	\$95,335.00
178. The Tamil Eelam Society of Canada	37	\$32,905.00	\$32,905.00
179. The Teresa Group	22	\$26,535.00	\$26,535.00
180. Thorncliffe Neighbourhood Office of Toronto For Social and Multicultural Development	26	\$46,000.00	\$46,000.00

181. Tobias House Attendant Care Inc	32	\$33,730.00	\$33,730.00
182. Toronto and Central Ontario Hemophilia Society	27	\$31,845.00	\$31,845.00
183. Toronto Coalition for Better Child Care	19	\$21,230.00	\$21,230.00
184. Toronto Community & Culture Centre	20	\$27,025.00	\$19,025.00
185. Toronto Finnish-Canadian Seniors Centre	26	\$20,000.00	\$15,705.00
186. Toronto Intergenerational Partnerships	29	\$40,825.00	\$38,045.00
187. Toronto Kiwanis Boys and Girls Clubs	28	\$87,197.00	\$87,197.00
188. Toronto People With AIDS Foundation	28	\$28,795.00	\$28,795.00
189. Toronto Rape Crisis Centre / Multicultural Women Against Rape	20	\$47,551.44	\$38,345.00
190. Transcare Community Support Services	39	\$74,275.00	\$74,275.00
191. Tropicana Community Services Organization	38	\$69,070.15	\$68,320.00
192. True Davidson Meals on Wheels (E.York) Inc.	31	\$19,160.00	\$19,160.00
193. Ukrainian Canadian Social Services (Toronto) Inc.	13	\$35,070.00	\$35,070.00
194. Unison Health and Community Services	12	\$45,015.00	\$45,015.00
195. University Settlement	20	\$116,477.00	\$116,477.00
196. Vermont Square Parent-Child Mother Goose Program	19	\$28,270.00	\$23,770.00
197. Victim Services Program of Toronto	27	\$171,945.00	\$171,945.00
198. Vietnamese Women's Association of Toronto	17	\$56,970.00	\$55,170.00
199. Villa Colombo Homes For The Aged	15	\$39,218.00	\$27,665.00
200. Volunteer Centre of Toronto	20	\$197,280.00	\$177,280.00
201. Warden Woods Church & Community Centre	35	\$228,100.00	\$217,100.00
202. West Scarborough Neighbourhood Community Centre	35	\$150,837.00	\$150,837.00

203. West Toronto Support Services for Senior Citizens and the Disabled Inc.	18	\$61,022.00	\$38,540.00
204. The Wexford Residence Inc.	37	\$19,005.00	\$19,005.00
205. Woman Abuse Council of Toronto	12	\$99,070.00	\$53,070.00
206. WoodGreen Community Services	30	\$361,898.00	\$361,898.00
207. Workers' Action Centre	20	\$50,940.00	\$50,940.00
208. Working Women Community Centre	18	\$113,509.00	\$113,509.00
209. York-Fairbank Centre for Seniors	15	\$175,000.00	\$165,730.00
210. York West Active Living Centre	11	\$91,914.00	\$91,914.00
211. Yorkminster Park Meals on Wheels	22	\$8,215.00	\$8,215.00
212. Yorktown Child and Family Centre	17	\$31,845.00	\$31,845.00
213. Youth Assisting Youth	23	\$49,930.00	\$49,930.00
214. YOUTHLINK	35	\$60,545.00	\$40,100.00
Total		\$14,696,501.06	\$13,462,054.00
Children's summer camps detailed in Appendix D			\$124,471.00
Total			\$13,586,525.00

* Organizations recommended for grants reflecting fiscal year adjustments.

Appendix B
2012 Community Service Partnerships
New, Increased or Decreased Allocation Recommendations

New or Increased Allocation Recommendations

<u>Agency name</u>	<u>Ward</u>	<u>2011</u> <u>Approved</u>	<u>2012</u> <u>Request</u>	<u>2012</u> <u>Recommended</u> <u>Allocation</u>	
6. Africans in Partnership Against AIDS					
Buddy program	27	\$51,000.00	\$59,000.00	\$59,000.00	
Core Administration		\$23,625.00	\$37,000.00	\$34,000.00	
16. Barbra Schlifer Commemorative Clinic					
Access services & supports for abused women	19	\$28,235.00	\$45,000.00	\$40,000.00	
25. Call-A-Service Inc.					
Community support services	31	\$23,900.00	\$34,875.00	\$31,900.00	*
Elderly persons' centre		\$31,840.00	\$58,865.00	\$46,000.00	
44. Christie Ossington Neighbourhood Centre					
Children's program	19	\$25,470.00	\$33,470.00	\$28,470.00	*
The LOFT youth program		\$24,410.00	\$45,410.00	\$27,410.00	*
47. Community Action Resource Centre					
Children's program	12	\$14,280.00	\$23,380.00	\$23,380.00	*
57. Dejinta Beesha Somali Multi-Service Centre					
Community development, capacity building	2	\$32,695.00	\$34,695.00	\$34,695.00	*
62. Doorsteps Neighbourhood Services					
Community development - Falstaff	7	\$37,145.00	\$59,145.00	\$41,145.00	*
67. East Scarborough Storefront/Tides Canada Initiatives					
Community Development Project	43	\$20,400.00	\$40,400.00	\$35,000.00	
73. Epilepsy Toronto					
Individual & family support program	28	\$22,305.00	\$25,950.00	\$25,950.00	*
75. Etobicoke Services for Seniors					
Stay Fit, Reaching Out	2	\$0.00	\$19,500.00	\$10,000.00	*
82. For You Telecare Family Service Inc. (FUTFS)					
Journey together	25	\$12,875.00	\$13,875.00	\$13,875.00	*

88. Harriet Tubman Community Organization					
Core Administration	33	\$9,005.00	\$20,000.00	\$20,000.00	
Young women's program		\$13,510.00	\$18,779.50	\$16,510.00	*
Youth leadership program		\$13,510.00	\$18,778.90	\$16,510.00	*
96. Jane/Finch Community and Family Centre					
Women Moving Forward	8	\$15,000.00	\$36,992.00	\$25,000.00	
99. The June Callwood Centre for Women and Families					
Outreach program	28	\$15,925.00	\$19,925.00	\$19,925.00	*
106. Learning Disabilities Association Toronto District					
Adult workshops	23	\$7,755.00	\$26,015.00	\$12,000.00	
110. Malvern Family Resource Centre					
Women's place	42	\$31,500.00	\$48,000.00	\$40,000.00	
Youth development: da urban lounge		\$44,365.00	\$63,200.00	\$63,200.00	
119. Native Women's Resource Centre of Toronto Inc.					
Women and youth circles	27	\$25,470.00	\$29,332.00	\$29,000.00	
123. New Canadian Community Centre					
Community service partnerships program	24	\$27,850.00	\$29,850.00	\$29,850.00	*
128. North York Women's Resource Centre					
Women's support	15	\$41,365.00	\$45,365.00	\$45,365.00	*
134. P.O.I.N.T. Inc. (People and Organizations in North Toronto)					
Social planning & development	16	\$2,895.00	\$4,995.00	\$4,995.00	*
137. Parkdale Golden Age Foundation					
Elderly persons centre	14	\$14,690.00	\$18,290.00	\$18,290.00	*
138. Parkdale Intercultural Association (Toronto)					
Better access & support	14	\$21,230.00	\$41,000.00	\$40,000.00	
139. Passerelle Intégration et Développement Économiques					
Community kitchen	27	\$31,840.00	\$75,000.00	\$40,000.00	
142. Promoting Education and Community Health (PEACH)					
Responding to youth	7	\$31,620.00	\$54,779.00	\$40,000.00	
146. Rexdale Women's Centre					
Support for Ethno Cultural Seniors	1	\$0.00	\$5,000.00	\$5,000.00	*

153. The Second Mile Club Of Toronto Social/recreation - seniors	20	\$19,495.00	\$23,595.00	\$23,595.00	*
155. Senior Adult Services in the Annex, Toronto Elderly persons centre,	20	\$15,810.00	\$24,810.00	\$19,910.00	*
157. Senior Tamils' Centre of Ontario STC Community Services Program	41	\$40,800.00	\$75,000.00	\$53,000.00	*
158. Settlement Assistance and Family Support Services (Formerly South Asian Family Support Services) Supportive counselling for isolated senior women	38	\$20,400.00	\$30,000.00	\$30,000.00	
165. St. Alban's Boys' and Girls Club Boys' and girls' club of Weston Mount Dennis	20	\$31,430.00	\$36,000.00	\$36,000.00	
172. St. Stephen's Community House Conflict resolution services	20	\$20,090.00	\$65,660.00	\$65,000.00	
175. Storefront Humber Inc. Elderly persons centre	6	\$21,230.00	\$36,000.00	\$30,000.00	
176. Sunshine Centres for Seniors Camp sun-shine	29	\$28,135.00	\$30,735.00	\$30,735.00	*
177. Syme-Woolner Neighbourhood and Family Centre Youth social support program	12	\$37,100.00	\$44,835.00	\$42,100.00	*
180. Thorncliffe Neighbourhood Office of Toronto For Social and Multicultural Development Youth engagement & leadership skills development program	26	\$40,800.00	\$46,000.00	\$46,000.00	*
181. Tobias House Attendant Care Inc Tobias House resource centre outreach program	32	\$21,230.00	\$33,730.00	\$33,730.00	*
184. Toronto Community & Culture Centre Social service in Mandarin community	20	\$15,925.00	\$19,025.00	\$19,025.00	*
186. Toronto Intergenerational Partnerships Snow and Lawn Maintenance	29	\$0.00	\$21,430.00	\$20,000.00	
198. Vietnamese Women's Association of Toronto					

Community service partnership	17	\$31,840.00	\$35,740.00	\$33,940.00	*
209. York-Fairbank Centre for Seniors Social recreation	15	\$36,610.00	\$51,610.00	\$51,610.00	*
210. York West Active Living Centre Active living centre	11	\$69,729.00	\$74,929.00	\$74,929.00	*
213. Youth Assisting Youth One-to-one and group mentoring	23	\$45,930.00	\$49,930.00	\$49,930.00	*
214. YOUTHLINK North West Scarborough youth centre	35	\$30,600.00	\$50,545.00	\$35,100.00	*
Sub total		\$1,222,864.00	\$1,835,440.40	\$1,611,074.00	

Decrease Allocation Recommendations

<u>Agency name</u>	<u>Ward</u>	<u>2011</u> <u>Approved</u>	<u>2012</u> <u>Request</u>	<u>2012</u> <u>Recommended</u> <u>Allocation</u>
58. Delta Family Resource Centre Black Creek Community Capacity Building	7	\$40,000.00	\$40,000.00	\$23,300.00
120. Neighbourhood Information Centre Snow Removal Program	31	\$65,380.00	\$65,380.00	\$45,380.00
172. St. Stephen's Community House Neighbourhood support	20	\$31,495.00	\$23,620.00	\$23,620.00
Sub total		\$136,875.00	\$129,000.00	\$92,300.00

* Increase recommendation to support the activities previously funded through Minor Recreation

Appendix C
 2012 Community Service Partnerships
 Requests for New or Increased funding Identified as High Priority
 and Not Recommended due to lack of funding

<u>Agency name</u>	<u>Ward</u>	<u>2011 Approved</u>	<u>2012 Request</u>	<u>2012 Recommended Allocation</u>
11. The Arab Community Centre of Toronto Post-settlement services	3	\$35,700.00	\$40,000.00	\$35,700.00
38. Centre for Community Learning & Development Immigrant women leadership & development program	28	\$28,660.00	\$38,660.00	\$28,660.00
47. Community Action Resource Centre Client support services	12	\$53,065.00	\$58,065.00	\$53,065.00
67. East Scarborough Storefront/Tides Canada Initiatives Core Administration	43	\$0.00	\$20,000.00	\$0.00
68. East Toronto Family Community Centre East York Boys and Girls Club	30	\$0.00	\$20,000.00	\$0.00
72. Elspeth Heyworth Centre for Women Community development	8	\$21,020.00	\$34,386.00	\$21,020.00
83. For Youth Initiative in Toronto Youth and community development	12	\$57,095.00	\$75,000.00	\$57,095.00
96. Jane/Finch Community and Family Centre Tobermory Community Activities	8	\$28,320.00	\$34,346.00	\$28,320.00
115. Mood Disorders Association of Ontario and Metro Toronto Peer support self help	16	\$15,925.00	\$36,925.00	\$15,925.00
125. North York Community House Women's Program	15	\$25,730.00	\$42,453.00	\$25,730.00
139. Passerelle Intégration et Développement Économiques Core Administration	27	\$14,280.00	\$18,260.00	\$14,280.00
142. Promoting Education and Community Health (PEACH) Core Administration	7	\$14,280.00	\$18,260.00	\$14,280.00
147. S.E.A.S. Centre (Support Enhance Access Services				

Centre)				
Community development & volunteer development	28	\$21,070.00	\$27,979.00	\$21,070.00
158. Settlement Assistance and Family Support Services (Formerly South Asian Family Support Services)				
Supportive counselling for victims of violence	38	\$16,800.00	\$30,000.00	\$16,800.00
159. Silent Voice Canada				
Deaf adult services program	22	\$22,650.00	\$32,650.00	\$22,650.00
165. St. Alban's Boys' and Girls' Club				
Jane and Finch boys' and girls' club	20	\$52,840.00	\$60,000.00	\$52,840.00
203. West Toronto Support Services for Senior Citizens and the Disabled Inc.				
Volunteer development and outreach	18	\$25,645.00	\$48,127.00	\$25,645.00
Total		\$433,080.00	\$635,111.00	\$433,080.00

Appendix D
 Community Service Partnerships
 Children's summer camp and family resource program -- Allocation Recommendations

<u>Agency name</u>	<u>2012 Recommended</u> <u>Allocation</u>
D1. 519 Church Street Community Centre	\$10,000.00
D2. Applegrove Community Complex	\$3,600.00
D3. Braeburn Neighbourhood Place Inc	\$5,500.00
D4. Cabbagetown Youth Centre	\$10,000.00
D5. Central Eglinton Community Centre Central Neighbourhood House	\$7,730.00 *
D6. Association	\$14,270.00
D7. Dixon Hall Native Child and Family Services of	\$42,000.00
D8. Toronto	\$12,000.00
D9. Ralph Thornton Centre	\$5,700.00
D10. Scadding Court Community Centre	\$1,796.00
D11. University Settlement	\$11,875.00
<hr/>	
Total	\$124,471.00

* includes \$3,991.00 for family resource program

Appendix E
City of Toronto – Findhelp Information Services
Service Agreement Terms and Conditions
2012-2014

1. This agreement covers the period January 1, 2012 through December 31, 2014.
2. Findhelp Information Services is funded through a partnership line item grant, subject to annual approval by City Council through the Annual Operating Budget process;
3. Findhelp Information Services is funded as a non-profit, charitable organization;
4. Findhelp Information Services is funded based on its continuing role as the officially designated 211 service provider for the City of Toronto;
5. Findhelp Information Services is required to provide budget and organizational information as outlined in the "Toronto Grants Policy Update" report, 2008, including, but not limited to: Audited financial statement, Annual report, Annual program statistics;
6. Findhelp Information Services will sign and abide by the City of Toronto Declaration of Non-Discrimination and Access and Equity Policies, and provide copies of Findhelp's own organizational policies, implementation plans and complaint procedures relating to Non-Discrimination and Access and Equity;
7. Findhelp Information Services will submit an annual global budget as well as program budgets for activities supported by City of Toronto funding (including 24/7 information and referral service, data services, information technology and administration);
8. The City of Toronto will provide grant payments to Findhelp Information services on a bi-monthly schedule, based on monthly, approved claims;
9. Findhelp will maintain financial administration procedures and controls that ensure the accurate recording, reporting and management of its operations;
10. Findhelp Information services will provide quarterly reports on its programs and services, including quantity of calls and internet page views, trends in community inquiry or search issues, usage by geography, including Neighbourhood Improvement Areas, and any other categories that may be mutually determined;
11. Findhelp will maintain its participation in professional information and referral sector efforts to develop and monitor service quality standards development, customer satisfaction studies, Information and Referral training and service monitoring.