

APPENDIX 1 – COMMUNITY SERVICE PARTNERSHIPS MODEL COMPONENTS

The renewed Community Service Partnerships model reflects the development and refinement of components identified in the previous Council-approved report, demonstrating the City's commitment to continuous improvement and responsiveness to community needs. These updates align with the City of Toronto's grant principles, as outlined in the [Toronto Grants Policy](#), and build on the Community Service Partnerships Framework adopted by City Council in 2019.

The eight key components of the renewed Community Service Partnerships model introduced below provide a clear and consistent structure for eligibility, accountability, and funding processes. These components will guide how existing Community Service Partnerships funded organizations assess and strengthen their program alignment with City priorities and can help shape the approach used to evaluate and onboard new applicants through future grant opportunities.

The model also establishes a clear pathway to engage new applicants through an open application process, should additional funding become available.

(1) Model Component: Eligibility Criteria

Description: Clear criteria that detail who is eligible to apply for and receive Community Service Partnerships funding.

Aligned City of Toronto Grants Policy Principle: Transparency - Communication

Recommendation: Existing Budget 2026

Organizations currently receiving Community Service Partnerships funding will be required to assess and confirm that they continue to meet the established eligibility criteria during their reapplication phase. City staff may use various supporting documents, resources and informational sources, including publicly available information, to verify and confirm application information.

The eligibility criteria have been updated to better align with current trends within the not-for-profit sector that reflect updated provincial legislation, including the removal of the open membership requirement. This change follows the pause and review of that requirement in 2024.

Recommendation: Additional Funding when available

New organizations seeking Community Service Partnerships funding must demonstrate alignment with all eligibility requirements as part of the open application process.

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(2) Model Component: **Funding Structure**

Description: Clear guidelines outlining how much funding (program and core) each eligible organization may apply for.

Aligned City of Toronto Grants Policy Principle: Transparency - Communication

Recommendation: Existing Budget 2026

Current Community Service Partnerships recipients will be invited to apply for their existing allocation with the following options:

- Organizations may apply to transfer funds to other Community Service Partnerships funded programs, or other organizational programs. The 2026 process will aim to fund strong programs aligned with community need and the Community Service Partnerships pillars.
- A thorough and consistent approach will be developed to work with organizations interested in submitting a new program.
- Organizations may apply for 4 programs. Organizations that have a snow program will apply for this in addition to the 4 programs.
- Organizations may dedicate up to 25% of their total allocation to core funding.

Recommendation: Additional Funding when available

New applicants will be:

- Invited to submit one program application for up to \$50,000.
Eligible to receive funding for a two-year period for their first agreement.
- Eligible to move into a four-year agreement based on performance in their first two years.
- Eligible to dedicate up to 25% of their funding to core administrative expenses upon moving into a four-year agreement.
- Indigenous and Black-mandated organizations will be prioritized for funding in alignment with the Community Service Partnerships reconciliation and equity key performance indicators.

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(3) Model Component: **Program Models**

Description: Clear guidelines will outline what social service programming applicants may apply for, aligned with the Community Service Partnerships shared outcomes and informed by engagement activities.

Aligned City of Toronto Grants Policy Principle: Openness - Grant priorities

Recommendation: Existing Budget 2026

Organizations currently receiving Community Service Partnerships funding must align their programs and services with one or more of the funding pillars. They may reallocate funding to better-aligned programs. If alignment is not possible, transition funding will be provided to support their exit from the Community Service Partnerships portfolio.

Recommendation: Additional Funding when available

New applicants must align their proposed programs and services with one or more of the Community Service Partnerships funding pillars to be considered eligible for funding.

Based on the funding available, one or more pillars may be prioritized over others.

(4) Model Component: **Reconciliation and Equity Key Performance Indicators**

Description: Targets developed to guide decision making. Alignment with Indigenous and Black-Mandated Funding Frameworks.

Aligned City of Toronto Grants Policy Principle: Accountability - Advancing equity

The definitions of Indigenous and Black-mandated organizations included in the Frameworks will be added to the Community Service Partnerships application. All organizations will be assessed in alignment with these definitions. Community Service Partnerships will honour the goals and principals in both Frameworks.

Recommendation: Existing Budget 2026

Reconciliation and Equity Outcome #1: Community Service Partnerships prioritizes funding programs and services that support Torontonians experiencing poverty.

- Current funding is allocated to programs and services supporting residents experiencing poverty, particularly those with intersectional identities.

Reconciliation and Equity Outcome #2: Community Service Partnerships prioritizes funding that supports Indigenous, Black and equity-deserving communities.

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- All Community Service Partnerships funding supports Indigenous, Black and equity-deserving communities.

Recommendation: Additional Funding when available

Reconciliation and Equity Outcome #1: Community Service Partnerships prioritizes funding programs and services that support Torontonians experiencing poverty.

- New funding is allocated to support programs and services that support Torontonians experiencing poverty, particularly those with intersectional identities in neighbourhoods with heightened rates of poverty.

Reconciliation and Equity Outcome #2: Community Service Partnerships prioritizes funding that supports Indigenous, Black and equity-deserving communities.

- New funding is allocated to support programs and services aligned with City of Toronto priorities and strategies that support Indigenous, Black and equity-deserving communities.

Reconciliation and Equity Outcome #3: Community Service Partnerships will increase funding to Indigenous and Black-mandated organizations when new funding is available.

- New funding is allocated to support programs and services aligned with City of Toronto priorities and strategies that support Indigenous, Black and equity-deserving communities.

(5) Model Component: Application Process

Description: Clear instructions will be provided to potential applicants. Applicant support will include information sessions, technical support, and one-to-one support.

Aligned City of Toronto Grants Policy Principle: Openness - Staff support, Outreach & Accessibility

Recommendation: Existing Budget 2026

Administered via Toronto Grants, Rebates and Incentives Portal (TGRIP).

In 2026, organizations currently receiving funding will be supported to reapply for their existing funding level, ensuring programs align with the refreshed Community Service Partnerships model. City staff will provide 1:1 support to ensure this alignment. The application process will include a two-staged application focusing on eligibility, organizational information and health, and funded programs.

All organizations will receive a three-year funding agreement, contingent on maintaining good standing. Staff will monitor compliance throughout the term. Funding conditions may be applied as needed to support organizations in maintaining alignment with the eligibility criteria and

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funding priorities. Agreements can be terminated if the organizations fail to meet City requirements or breach the terms of the agreement.

Recommendation: Additional Funding when available

Administered via Toronto Grants, Rebates and Incentives Portal (TGRIP).

New applicants will complete a two-staged application with a full review process after each stage. An open call for applications will be administered if sufficient new resources are secured. A more targeted funding approach may be used if new resources are limited.

Stage 1 – Eligibility: Applicants will demonstrate eligibility for funding based on council-endorsed criteria. Eligibility applications will be reviewed by City staff.

Stage 2 – Full Application: Eligible organizations will submit an organization and program application. Full applications will be assessed by a panel of City staff, subject matter experts, and Toronto residents.

(6) Model Component: Community-led Review Process

Description: The decision-making process and assessment criteria will be clearly communicated. The process will include staff reviews and the use of resident review panels, which will both document assessments in standardized forms in the Toronto Grants, Rebates and Incentives Portal.

Aligned City of Toronto Grants Policy Principle: Transparency - Decision-making process and fair outcome

Recommendation: Existing Budget 2026

Applications from current Community Service Partnerships recipients will be reviewed by City staff. Expertise from subject matter experts will be solicited as needed.

Final recommendations will be compiled by staff and approved via delegated authority.

Applications from Indigenous organizations will be reviewed via an Indigenous-led process.

Recommendation: Additional Funding when available

Applications from new organizations will be reviewed by:

- City staff for organizational and program eligibility.
- Review panels including Toronto residents and subject matter experts for program strength and community need. Review panels will receive comprehensive training by City staff.

Final recommendations will be compiled by staff and approved via delegated authority.

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(7) Model Component: **Communication and Transition Support**

Description: Feedback sessions will be available to organizations not recommended to receive funding. Organizations leaving the funding portfolio will be provided with transition planning support; financial transition support will only be available with increased resources.

Aligned City of Toronto Grants Policy Principle: Transparency - Routine disclosure

Recommendation: Existing Budget 2026

As part of the implementation of the new Community Service Partnerships funding model, clear communication will be provided regarding program alignment with Community Service Partnerships pillars. Staff support will be available during the reapplication phase. Monitoring and evaluation frameworks will be strengthened to improve accountability.

For organizations no longer aligned with the model, transition planning support will be offered. Financial transition support may be available, subject to the availability of additional resources. Feedback sessions will be offered to organizations where programs are not recommended for funding.

Recommendation: Additional Funding when available

Application guidelines and funding priorities will be clearly communicated. Information sessions and staff support will assist with application submissions.

Feedback sessions will be provided to organizations not recommended for funding to support future readiness.

(8) Model Component: **Monitoring and Evaluation Framework**

Description: Reporting expectations will be clearly defined and will leverage the Social Development Divisional Outcomes Framework and streamlined tools in the Toronto Grants, Rebates and Incentives Portal (TGRIP).

Aligned City of Toronto Grants Policy Principle: Accountability - Funding agreement compliance, grant recipient reports, and evaluation

Recommendation: Existing Budget 2026

A streamlined monitoring and evaluation framework will be introduced, aligned with the Divisional Outcomes Framework, to improve accountability, data quality, and program impact measurement.

Key updates include risk-informed site visits, standardized reporting, and centralized data tools.

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Capacity-building supports will address gaps in financial management, governance best practices, and data literacy.

Recommendation: Additional Funding when available

New applicants will be oriented to the updated monitoring and evaluation requirements. Clear expectations, standardized tools, and capacity-building supports will be provided to strengthen evaluation practices and alignment with Community Service Partnerships outcomes.