Agenda – Executive Policy Committee – November 18, 2009

REPORTS

Item No. 4 **Renewal of Funding Agreements – Rossbrook House Inc., Main Street Project Inc. – Age and Opportunity Centre Inc. – Andrews Street Family Centre, Inc. – Citizenship Council of Manitoba – Mediation Services: A Community Resource for Conflict Resolution Inc.**
eFile EU-5

WINNIPEG PUBLIC SERVICE RECOMMENDATION:

1. That the City of Winnipeg renew 5-year funding agreements, totaling $519,039, commencing January 1, 2010 and ending December 31, 2014 with: Rossbrook House Inc., Main Street Project Inc., Age and Opportunity Centre Inc., Andrew Street Family Centre, Inc. , Citizenship Council of Manitoba and Mediation Services: A Community Resource for Conflict Resolution Inc.

2. That funding be at a fixed rate for the term of the agreements, with no provision for annual adjustments.

3. That the Proper Officers of the City be authorized to do all things necessary to have agreements prepared in order to implement the intent of Council as follows:

    i) Between the City of Winnipeg and Rossbrook House Inc., for shelter, recreation, and educational programs for disadvantaged children and youth for the period January 1, 2010 to December 31, 2014, with funding at $ 256,339 per year.

    ii) Between the City of Winnipeg and the Main Street Project Inc. for supportive and preventative services including: transition and outreach services; social and recreational programming, for Main Street Project participants, homeless individuals or those at risk of being homeless in the downtown area, for the period January 1, 2010 to December 31, 2014 with funding at $ 96,000 per year.

    iii) Between the City of Winnipeg and the Age and Opportunity Centre Inc., for social, recreational and leisure programs for local senior citizens, for the period January 1, 2010 to December 31, 2014, with funding at $ 89,000 per year.

    iv) Between the City of Winnipeg and Andrews Street Family Centre, Inc. for social and recreational programs, which offer alternatives to the street for children and youth in need, for the period January 1, 2010 to December 31, 2014, with funding at $ 45,700 per year.

v) Between the City of Winnipeg and the Citizenship Council of Manitoba for 24-hour Language Bank interpreter services for all Civic Departments for the period January 1, 2010 to December 31, 2014, with funding at $ 27,000 per year.

vi) Between the City of Winnipeg and Mediation Services: A Community Resource for Conflict Resolution Inc. for a community dispute program which provides mediation services to help local residents peacefully resolve conflicts, and to assist Police Officers, Animal Control Officers, By-law Enforcement Officers and other civic employees who are called on to respond to disputes in the community, for the period January 1, 2010 to December 31, 2014, with funding at $ 5,000 per year.

ADMINISTRATIVE REPORT

ISSUE: Renewal of Funding Agreements - Rossbrook House Inc., Main Street Project Inc., Age and Opportunity Centre Inc., Andrews Street Family Centre, Inc., Citizenship Council of Manitoba and Mediation Services: A Community Resource for Conflict Resolution Inc.

Critical Path: Executive Policy Committee - Council

AUTHORIZATION

Author	Department Head	CFO	CAO
K. Beck	C. Wightman	M. Ruta	A Robinson, Deputy CAO

RECOMMENDATIONS

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IMPLICATIONS OF THE RECOMMENDATIONS

- *Community*
  The current 5-year funding agreements between the City of Winnipeg and the six agencies referred to above expire December 31, 2009. These agencies are requesting that their agreements with the City of Winnipeg be renewed.

  The renewal of funding for these organizations continues the City of Winnipeg's long history of providing funding to non-profit organizations for the delivery of social service, health, education, and other programs in the community by way of Special and Per Capita Grants and formal funding agreements.

  For many years, the City of Winnipeg has provided funding to these six agencies. In several instances the City was involved in their inception, and has been a core funder since, along with such partners as the Province of Manitoba and the United Way (ie. Main Street Project Inc., Rossbrook House Inc., Age and Opportunity Centre Inc. and Andrews Street Family Centre, Inc). These organizations have come to rely on sustainable support from the City, and any significant changes in funding would have a critical impact on their service delivery.

  Social and recreation services provided to youth at risk, the homeless, and seniors by these agencies, helps to augment existing City services to these growing populations. Such programs are preventative in nature and assist to enhance safety in Winnipeg.

- *Financial*
  Annual funding for these agencies total $519,039 in 2009.
  - This includes total annual funding of $481,339, based on a 5-year term, approved by Council for the six agencies from January 1, 2005 to December 31, 2009; and
  - A Council approved increase of $32,000 to Rossbrook House Inc. for 2008 and 2009; and
  - A Council approved increase of $5,700 to Pritchard Place Drop-In Centre of Andrews Street Family Centre Inc for 2008 and 2009.

Recommendations for renewed funding for the term 2010-2014, as contained within this report, total $519,039 annually, which is the same funding level as 2009.

Total funding of $519,039 is proposed in the 2010 – 2012 Projected Tax-supported Annual Operating budget. (Funding details for each organization are contained in Appendices A - F).

No budget adjustment is required if the proposed tax-supported budget is adopted as submitted.

HISTORY

- For many years, the City of Winnipeg provided funding to a variety of local non-profit organizations delivering social service, health, education, recreation and other programs in the community through Special and Per Capita Grants. Since 1994 this has been done by way of formal agreements and placement as line items in the City's annual budget.

- By way of these agreements the City of Winnipeg has provided long-term funding, to these six organizations, recognized as providing demonstrable value to the City. These funding agreements meet the following criteria adopted by Council in 1994:
    - *"Where it can be shown that a formally organized, not for profit organization cannot provide a social service, social development program, health, education, recreation or other similar service without aid and the City of necessity would have to provide this service in whole or in part, the City may contribute to the continuance of the service under these circumstances.*
    - *Funding shall not be provided for any service for which clear legislative responsibility exists at any other level of government unless expressly authorized by City Council.*
    - *Funding shall be provided by way of a formal agreement between the City of Winnipeg and the organization; such agreement to clearly stipulate the terms and conditions under which City support shall be rendered."*

- Since 1994, funding agreements with the six agencies named in this report have continued to be renewed on the basis of a 5-year term, providing stability in funding for the organizations.

- The Community Services Department is responsible for the ongoing evaluation of these agencies and administration of the funding agreements, in accordance with Council adopted funding criteria.

- In accordance with the March 2008 recommendations as per the "Grants Administration Audit", conducted by the City of Winnipeg Audit Department, the renewal of these funding agreements will continue to meet the following criteria:
    - *A mandate and criteria for each grant program be defined that included the purpose of the grant and the eligibility requirements*
    - *All grants are appropriately approved by City Council;*

- *Each grant should have a grant agreement that includes specific criteria, performance terms, and conditions and payment schedules and amounts;*
- *All grants have specific terms and conditions attached to them and there is an appropriate accountability framework (administration, measurement) which provides sufficient oversight of grantees to insure they are meeting the terms and conditions of the grant; and*
- *All grants are monitored to ensure that terms and conditions of the grant are met prior to disbursement of funds.*

- Funding of these services aligns with policy objectives articulated in Plan Winnipeg, most specifically; supporting an inclusive community, making our communities safer, providing support to people at risk and supporting public health.
    - Rossbrook House Inc., Andrews Street Family Centre, Inc. and Age and Opportunity Centre Inc. continue to demonstrate that they provide a valuable service to the community, delivering a range of core programs with an emphasis on recreational and leisure programming to vulnerable and growing populations (i.e. at-risk Aboriginal children and youth, seniors).
    - Main Street Project Inc. continues to assist individuals to transition from a life on the street to healthier alternatives and focuses on the downtown area.
    - The Citizenship Council of Manitoba's Language Bank remains the only formal 24-hour access to interpreter services in the City, which the Winnipeg Police Service in particular relies on.
    - Mediation Services is a valuable resource for Winnipeg Police Service, Animal Services, By-law Enforcement Services and other Civic Services who are called on to respond to disputes within the community.

- Continued City funding is therefore recommended for all of the six organizations, incorporating the following considerations:
    - increases to funding of external agencies has not been recommended, which is reflective of the current demands on the City's tax-supported annual operating budget;
    - continued long-term agreements (5-year), are being recommended to help provide financial stability to these organizations; and
    - fixed amounts for the term of the agreements are being recommended for all agencies.

- Appendices A to F provide detailed information regarding each organization, the services they deliver and funding amounts.

FINANCIAL IMPACT

Project Name: **First Year of Program** **2010**

Renewal of Funding Agreements for Social Agencies

	2010	2011	2012	2013	2014
Capital					
Capital Expenditures Required	$ -	$ -	$ -	$ -	$ -
Less: Existing Budgeted Costs	-	-	-	-	-
Additional Capital Budget Required	$ -	$ -	$ -	$ -	$ -
Funding Sources:					
Debt - Internal	$ -	$ -	$ -	$ -	$ -
Debt - External	-	-	-	-	-
Grants (Enter Description Here)	-	-	-	-	-
Reserves, Equity, Surplus	-	-	-	-	-
Other - Enter Description Here	-	-	-	-	-
Total Funding	$ -	$ -	$ -	$ -	$ -
Total Additional Capital Budget Required	$ -				
Total Additional Debt Required	$ -				
Current Expenditures/Revenues					
Direct Costs	$ 519,039	$ 519,039	$ 519,039	$ 519,039	$ 519,039
Less: Incremental Revenue/Recovery	-	-	-	-	-
Net Cost/(Benefit)	$ 519,039	$ 519,039	$ 519,039	$ 519,039	$ 519,039
Less: Existing Budget Amounts	519,039	$ 519,039	$ 519,039	$ 519,039	$ 519,039
Net Budget Adjustment Required	$ -	$ -	$ -	$ -	$ -

Additional Comments: Total funding of $519,039 is proposed in the 2010 - 2012 Projected Tax-Supported Operating Budget. No further budget adjustment will be required if the budget is adopted as submitted.

original signed by

Cindy Fernandes, CMA

Manager, Finance & Administrative Services

CONSULTATION

In preparing this Report there was consultation with:

Rossbrook House Inc.
Main Street Project Inc
Age and Opportunity Centre Inc.
Andrews Street Family Centre, Inc.
Citizenship Council of Manitoba
Mediation Services: A Community Resource For Conflict Resolution Inc.

SUBMITTED BY

Department: Community Services
Division: Community Resource & Protection Services
Prepared by: Karen Beck, Community Resource Coordinator – Strategic Initiatives
Date: October 27, 2009
File No.


Appendix A Rossbrook House


Appendix B Main Street Project


Appendix C Age & Opportunity


Appendix D Andrews Street Family Centre


Appendix E Citizenship Council of


Appendix F Mediation Services

RECOMMENDATION:

3. i) That the Proper Officers of the City be authorized to do all things necessary to have agreements prepared between the City of Winnipeg and Rossbrook House Inc., for shelter, recreation, social and educational programs for disadvantaged children and youth for the period January 1, 2010 to December 31, 2014, with funding at $256,339 per year.

FUNDING BACKGROUND:

The City has provided funding to Rossbrook House Inc. since 1980, to operate a facility which provides 24-hour temporary shelter, recreation and educational programs for disadvantaged children and youth.

The 5-year funding agreement approved by Council beginning in 2005 provided $224,339 annually.

However, in 2007, Rossbrook House Inc. requested an increase in their annual funding to cover an increase in expenditures in the amount of $32,000 (one third of $96,000 required for two salaried executive Director positions which were previously filled in a volunteer capacity. In response to this request City of Winnipeg Council did approve the $32,000 annual increase, and the agreement was changed to provide $256,339 annually for 2008 and 2009. At that time, Rossbrook House Inc. also requested and was provided with additional funding in the amount of $32,000 from the United Way and the Province of Manitoba.

The City support currently represents approximately 18% of the organization's total revenue; with the remainder provided by the Province of Manitoba 23%, Federal Government 7%, United Way 18% and private donors, church groups, foundations and service groups 34%.

Rossbrook House Inc. continues to demonstrate financial responsibility, seeking alternate funding sources and partnerships for new programs and initiatives. Government funding currently represents approximately 48% of their total revenue.

Rossbrook House Inc. is requesting continued annual funding support in the same amount, for another 5-year term to aid in stability.

Rossbrook House Inc. continues to meet Council approved funding criteria. Continued City funding at the current rate for ongoing programming remains warranted and is reflective of Rossbrook House's continued valuable programming and fiscally responsive manner of operation.

This report recommends a renewal of funding for the 5-year term (2010-2014) at this same current level of $256,339 annually.

AGENCY BACKGROUND:

The mission of Rossbrook House Inc. is to provide opportunities and positive alternatives to the destructive environment of the street for at risk children and youth. Rising concern over youth violence, increased gang activity, drug use among youth, and increasing needs within the

growing urban Aboriginal youth population has placed growing demands on Rossbrook House Inc.

Rossbrook House Inc. operates a drop-in centre structured to meet youth's needs for socialization, recreation and personal development. They offer a wide range of recreational, cultural and educational programs and activities and is open 365 days a year, 24 hours a day on weekends and school holidays. It is a "home away from home" for over 5,000 individuals each year. In 2008 to 2009 there were a total of 94,403 contacts with children, youth and young adults. The target group of attendees is inner Winnipeg Aboriginal children and youth, ages 6 to 24. Approximately 25% of participants are ages 6 to 11 and 60% are between the ages 12 to 17. This latter group is seen as most vulnerable to gang involvement, and represents the largest increase in attendance. Rossbrook House Inc. has strengthened their weekend program to further accommodate this population. Approximately 15% of the participants are between the ages of 18 – 24 years of age.

Most of the staff continues to be former "Rossbrookers", thus providing employment to local youth and ensuring staff who know and understand the environment the youth live in. Staffing demands are high due to ever growing concerns for safety, specifically during the night shift. Staff address the safety of young children by providing rides home at night to children 12 and under, and ensure that all children are linked with an appropriate caregiver.

Rossbrook House Inc. has a strong, very active Board of Directors, and a dedicated Executive.

RECOMMENDATION:

3. ii) That the Proper Officers of the City be authorized to do all things necessary to have agreements prepared between the City of Winnipeg and the Main Street Project Inc. for supportive and preventative services including: transition and outreach services; social and recreational programming, for Main Street Project Inc. participants, homeless or at risk of being homeless individuals in the downtown area, for the period January 1, 2010 to December 31, 2014 with funding at $96,000 per year.

FUNDING BACKGROUND:

The City of Winnipeg, the Province of Manitoba (Addictions Foundation/Winnipeg Regional Health Authority/Manitoba Family Services and Housing), and the United Way have jointly funded the Main Street Project Inc. since 1975. Funding of specific programs has been re-aligned over time based on changing mandates.

City funding, by way of a formal funding agreement, has been specifically allocated to the Transition Team Program. From 2005 – 2009 the City of Winnipeg has provided funding in the amount of $96,000 annually, which represents approximately 40% of the organization's Transition Team Program 2009 budget. The other funder of the transition program is the United Way which provides approximately 60% of the 2009 program budget.

Main Street Project Inc.'s 2008/2009 funding alignment is as follows:

- The Winnipeg Regional Health Authority is the core funder of the Main Street Project Inc.'s crisis services and detoxification center, and joint funder of the Mainstay Residence.

- Manitoba Family Services and Housing funds the Emergency Services and the Mainstay Residence by way of per diem payments and a housing subsidy.

- United Way and the City of Winnipeg fund the Transition Team.

- The Winnipeg Police Service pays per diem payments on behalf of intoxicated persons detained at the crisis shelter under the Intoxicated Persons Detention Act (IPDA).

Main Street Project Inc. is requesting annual funding in the same amount as 2005-2009; $96,000 annually for 2010 to 2014.

Main Street Project Inc. continues to meet Council approved funding criteria. Continued City funding at the current rate is recommended based on both Main Street Inc.'s continued worthwhile programming and their sound financial situation.

The City has a lengthy history of supporting Main Street Project Inc., and continued support is in keeping with the principles of Plan Winnipeg with regard to Main Street revitalization, promoting neighbourhood safety, and making the downtown an attractive and vibrant place for Winnipeggers and visitors.

AGENCY BACKGROUND:

The Main Street Project Inc. provides several unique and valuable programs in the community including: crisis services and emergency shelter, a detoxification unit, transition and outreach services, and an Intoxicated Persons Detention Area. Main Street Project Inc. plays a vital role in the downtown area helping individuals to gain a sense of community and contributes to the health and safety of the area around them. Based on prior mandates and responsibilities, the City of Winnipeg through a series of formal funding agreements has been directing its support to one of its programs, the Transition Team Program.

The Transition Team provides numerous supportive and preventative services to Main Street Project Inc. participants, homeless individuals and those at-risk of being homeless in the downtown area. Services include: assistance with the transition to independent living in the community, life skills, money management, outreach, recreation and social activities.

RECOMMENDATION:

3. iii) That the Proper Officers of the City be authorized to do all things necessary to have an agreement prepared between the City of Winnipeg and the Age & Opportunity Centre Inc., for recreation, social and leisure programs for local senior citizens, for the period January 1, 2010 to December 31, 2014, with funding at $89,000 per year.

FUNDING BACKGROUND:

The City of Winnipeg has been a principal funder of the Age & Opportunity Centre Inc. since the organization's inception in 1957. As the agency has grown, it has secured increased support from alternate sources, such that the City's contribution now represents approximately 6% of the Centre's overall operating budget. Other major funders include The Winnipeg Regional Health Authority, United Way, Manitoba Health, Province of Manitoba, Department of Justice, Winnipeg Foundation, and Winnipeg School Division No. 1.

Age and Opportunity Centre Inc. continues to actively pursue other funding sources and partnerships to keep up with the demands of an ever-growing population. The Age and Opportunity Centre Inc, relies upon ongoing City support to maintain existing program levels.

The current funding agreement is $89,000 annually, for the term of the agreement, January 1, 2005 to December 31, 2009.

The Age & Opportunity Centre Inc. is requesting continued annual funding from the City of Winnipeg in the same amount of $89,000.

The Age and Opportunity Centre Inc. continues to meet Council approved funding criteria. Continued City funding at the current rate for ongoing programming remains warranted and is reflective of Age and Opportunity Centre Inc.'s continued valuable programming and fiscally responsive manner of operation.

Funding is recommended at $89,000 annually for a 5-year term, 2010-2014.

AGENCY BACKGROUND:

The Age & Opportunity Centre Inc. continues to provide preventative health, social and recreation programs to a vulnerable and growing population. According to Statistics Canada, in 2006 there were 159,375 persons aged 55 and over in Winnipeg, accounting for 25% of Winnipeg's population. As the target population served by the Centre continues to grow so too does the need for agency services.

The organization continues to be innovative in offering increased and varied services to seniors in Winnipeg and is well known for its recreation, social and leisure programs, which are delivered out of five neighbourhood centres throughout the city. These centres act as a focal point in the community for many seniors, enhancing their continued participation. Programs vary across the centres, as they are reflective of the diverse senior populations served. Programs are provided at a low and in some instances no cost, to ensure accessibility and promote healthy active lifestyle choices for community residents. This is particularly relevant for the many low income seniors on fixed incomes. Programming provided by the centres helps to augment the City's recreation programs. There is no duplication of services given the increase in this population, and the coordination of recreation services for seniors with the City of Winnipeg's Recreation Services

and other senior serving agencies. Recreation programs include dance, golf, painting, yoga, pilates, women's self defence, woodworking and many other sports, arts and crafts activities.

Other services that the Age & Opportunity Centre Inc. offers include: Information & Referral, Counselling, Housing Program, Friendly Visiting, Elder Abuse Services, Safe Suite Program, Peer Helping Project, Older Victim Services (Age and Opportunity worked in partnership with Police Services and Manitoba Justice to offer 670 seniors who were victims of crime with services such as counselling and practical support), Paws with a Cause, Income Tax Clinics, Legal Services, Meal Program, This Full House, and the ABC's of Fraud.

The Agency co-chaired the Manitoba Elder Abuse Conference held in Fall of 2008, which had over 300 delegates.

The Seniors Centres include:

- Main Street Centre in partnership with the Holy Family Home - 1085 Main Street (relocated in November 2008 from 817 Main Street);
- Downtown Centre – 200 - 280 Smith Street;
- Stradbrook Centre - 400 Stradbrook Avenue;
- West End Centre - 644 Burnell;
- St. Boniface/St. Vital Centre (Southdale Community Centre) - 254 Lakewood Blvd.

The senior centres total paid membership consists of 15,947 individuals; however, many non-members access the services.

A&O has over 235 volunteers who contributed 14,078 hours of volunteer time in 2008-2009.

APPENDIX D

ANDREWS STREET FAMILY CENTRE INC.'S PRITCHARD PLACE DROP-IN

RECOMMENDATION:

3. iv) That the Proper Officers of the City be authorized to do all things necessary to have an agreement prepared between the City of Winnipeg and Andrews Street Family Centre, Inc. for social and recreational programs, which offer alternatives to the street for disadvantaged children and youth, for the period January 1, 2010 to December 31, 2014, with funding at $45,700 per year.

FUNDING BACKGROUND:

Pritchard Place Drop-In has been operating an evening, weekend and holiday Drop-In Centre for children and youth in the Lord Selkirk area since 1986. The program amalgamated with Andrews Street Family Centre, Inc. in 1997 and moved under the direct administration of the Centre.

The City has supported the Drop-in centre with a special grant since 1990. In 1999, the City provided Pritchard Place Drop-In Centre with $22,828. From 2000 to 2004 the funding amount was $38,000 annually. The grant for 2005 – 2007 was in the amount of $40,000. In 2008 and 2009 the grant was increased to $45,700 to help cover additional salary costs. These additional costs were shared between funders and the City's share was $5,700.

Pritchard Place Drop-In Centre's current operating budget is $215,822 which is comprised of approximately 46% from the United Way, 33% from Child & Family Services and 21% from the City of Winnipeg.

Andrews Street Family Centre, Inc. is requesting a renewal of the 5-year agreement in the amount of $45,700 annually.

Andrews Street Family Centre, Inc. continues to meet Council approved funding criteria. Continued City funding at the current rate for ongoing programming remains warranted and is reflective of Andrews Street Family Centre, Inc.'s continued valuable programming.

AGENCY BACKGROUND:

Pritchard Place Drop-In Centre constitutes one of several programs operated by the Andrew Street Family Centre, a multi-service family and neighbourhood support centre located in the William Whyte neighbourhood. The Andrews Street Family Centre, Inc. represents a "homegrown" solution that fits with the goals of building community capacity, neighbourhood revitalization, and support of the urban Aboriginal community. The Pritchard Place Drop-In Centre provides a safe alternative to the street for children and youth ages 6 to 17 years, the majority being Aboriginal.

Pritchard Place Drop-In offers a combination of structured and non-structured activities for children and youth. Some of the activities include; pool tournaments, snack bingo, music program, art program, crafts, reading club, baking, air hockey, ping pong, computer, holiday dances, North Star Girls Club and life skills programming. In addition to indoor activities, there are field trips and sports offered in the park across the street. Another important component of the drop-in program is the provision of two snacks a day for all children that attend.

Pritchard Place Drop-In Centre draws children and youth from a number of schools in the area, with the majority from William Whyte and Strathcona School. Pritchard Place Drop-In currently has 336 children and youth registered in the program and an average daily attendance of 55 children and youth. The Drop-in program provides a positive alternative to prevalent gang activity in the neighbourhood and represents an example of crime prevention through social development. The drop-in centre's current hours of operation are 3:30 p.m. – 10:00 p.m. Monday to Friday, and 11:00 a.m. - 6:00 p.m. on weekends. Pritchard Place Drop-In staff are community residents thus providing employment opportunities for youth in the area.

RECOMMENDATION:

3. v) That the Proper Officers of the City be authorized to do all things necessary to have an agreement prepared between the City of Winnipeg and the Citizenship Council of Manitoba for 24-hour Language Bank interpreter services for all Civic Departments for the period January 1, 2010 to December 31, 2014, with funding at $27,000 per year.

FUNDING BACKGROUND:

The Citizenship Council of Manitoba was founded in 1948 to provide immigrants and refugees with a variety of supportive services in the community. For many years, the City has provided funding to the Citizenship Council in recognition of its 24-hour Language Bank interpreter services. City funding for the Language Bank currently represents 27% of the Language Bank total operating budget.

The current funding agreement provided $27,000 annually for the term of the agreement, January 1, 2005 to December 31st, 2009.

The Citizenship Council of Manitoba is requesting continued funding support in the amount of $27,000 per year.

Continued City support at the same amount as the current agreement is being recommended for the 5-year term 2010-2014, to ensure continued access to 24-hour interpreter services as required by Civic Departments; in particular, Winnipeg Police Service. This remains a very relevant service given that The Province of Manitoba's goal for immigration in the years ahead is 20,000 individuals annually by 2016. The Language Bank contributes a valuable service to Winnipeg's increasingly diverse communities and helps to make Winnipeg a more welcoming place to newcomers.

AGENCY BACKGROUND:

The Winnipeg Police Service is a regular user of the Language Bank Program offered by the Citizenship Council. They rely on this service to provide quick access to qualified interpreters for those people unable to communicate in either official language. Winnipeg Police Service is legally bound to ensure that individuals understand their charges and that they are advised of their rights in a timely fashion. Failure of the Police to expediently obtain appropriate translators can result in suspects being released from custody. After hours and on weekends the ability to communicate with suspects and victims of crime is critical to the work of Police. The Language Bank remains the only in-person 24-hour interpreter service in Winnipeg. The Language Bank has contracted with a 24-hour answering service specifically to address the needs of the Winnipeg Police Service for after hours and weekend calls.

From April 1, 2008 – March 31, 2009 the Language Bank received a total of 3440 requests for service including 2772 requests for document translation and 668 requests for interpreter services. The majority of requests consisted of translation of paralegal documents. Each year the Language Bank responds to a range of calls (varies annually between 20-40) for interpreter services from the City of Winnipeg. The majority of these are from the Winnipeg Police Service and saome are from other City Departments such as Legal Services and the Animal Services Agency. Over two thirds of those calls occurred after regular working hours and averaged four hours of interpreter time per call. This continues a long standing trend of after hours calls, with

the majority of calls from the Winnipeg Police Service. Despite a limited number of calls, the Winnipeg Police Service continues to regard this service as necessary, and particularly value the 24-hour access to interpreters. In surveying other City Departments; while there is limited use of the Language Bank, there are requests for periodic assistance in preparation for various community events and occasions.

Note: The International Centre is changing the agency name to Immigrant Centre. This name change will officially take place in November 2009.

APPENDIX F

RE: MEDIATION SERVICES: A COMMUNITY RESOURCE FOR CONFLICT RESOLUTION INC.

RECOMMENDATION:

3. vi) That the Proper Officers of the City be authorized to do all things necessary to have an agreement prepared between the City of Winnipeg and Mediation Services: A Community Resource For Conflict Resolution Inc. for a community dispute program which provides mediation services to help local residents peacefully resolve conflicts, and to assist Police Officers, Animal Control Officers, By-law Enforcement Officers and other civic employees who are called on to respond to disputes in the community, for the period January 1, 2010 to December 31, 2014, with funding at $ 5,000 per year.

FUNDING BACKGROUND:

Mediation Services started in 1979 as a program of the Mennonite Central Committee. In 1993, the program obtained separate non-profit status. The Community Dispute Centre began in 1985 with funding from the Mennonite Central Committee and the Core Area Initiative. In 1992, the two organizations amalgamated.

The City of Winnipeg has provided minimal support for the Community Mediation Program for several years. The United Way is the primary funder of the Community Mediation Program.

The current City of Winnipeg agreement provided funding in the amount of $5,000 for the term of the agreement, January 1, 2005 to December 31, 2009. Mediation Services is requesting continued City funding in the same amount as the 2005-2009 agreement, at $5,000 annually, to assist with the provision of their Community Mediation Program.

Continued City of Winnipeg funding is recommended at the same amount, $5,000 annually, as in 2005-2009. The services are preventative in nature and promote a peaceful and safe city, which is in keeping with Plan Winnipeg.

AGENCY BACKGROUND:

Mediation Services: A Community Resource For Conflict Resolution Inc. is a unique program, which provides a valuable resource to the City of Winnipeg. Mediation Services: A Community Resource For Conflict Resolution Inc. operates a number of distinct programs which promote peace and restorative justice within the community including: conflict resolution; mediation skills and other related skills training for individuals and groups; court mediation to adults and youth accused of criminal offences; workplace mediation; and lastly Community mediation offers a free dispute resolution service to individuals and groups within the city. It is the Community Program that the City of Winnipeg contributes funding toward by way of formal agreement.

Mediation Services: A Community Resource For Conflict Resolution Inc. assists families, neighbours, and community groups in conflict situations. Their services are accessible to groups and individuals with low income. The Community Program addresses community conflicts such as family conflict between parent and teens, adult siblings involving wills, property settlements, neighbour conflicts over noise, property, landlords and tenant disputes, community groups conflict involving parent councils and the school, families and children's coaches. Peaceful resolution of such community conflicts often prevent situations escalating to acts of violence or more costly solutions. From April 2008 to March 2009, they received 242 referrals to their Community Program, conducted 30 presentations to various schools, universities, community organizations,

including Winnipeg Police Services, which reached over 400 people. They provide free access to meeting space for community groups and some free training is made available to community groups as well.

Mediation Services: A Community Resource For Conflict Resolution Inc. continues to be a valuable resource for City of Winnipeg employees, specifically the Winnipeg Police Service, Animal Services and other civic employees who are called on to respond to disputes within the community. Over 70 referrals (30% of all referrals) to the Community Program were from the City of Winnipeg.