



STAFF REPORT

DATE: September 3, 2021

FILE:

TO: Chair and Directors,
Regional Board

FROM: David Leitch
Chief Administrative Officer

RE: PROPOSED SERVICE AGREEMENT – LAICHWILTACH FAMILY LIFE SOCIETY

PURPOSE/PROBLEM

To consider an agreement with the Laichwiltach Family Life Society to provide services as outlined and approved in the Union of BC Municipalities Strengthening Communities' Services Grant award and application.

EXECUTIVE SUMMARY

The COVID-19 pandemic led to an increase in the visibility and number of unsheltered homelessness as well as a rise in related community health and safety challenges. The 2021 Strengthening Communities' Services program was developed to improve the health and safety of unsheltered people experiencing homelessness, reduce related community impacts, improve service coordination and increase local capacity for service delivery.

The Strathcona Regional District participated in a temporary collaborative working group to discuss, plan, inform and develop a Strengthening Communities' Services grant application. Facilitated by the Campbell River Coalition to End Homelessness, the working group comprised non-profit service providers, Vancouver Island Health Authority representatives, the Strathcona Community Health Network, as well as staff and elected officials from both the Strathcona Regional District and the City of Campbell River. A regional application was submitted which provided access to significantly greater funds than if grant applications were submitted by individual municipalities.

Notice of the successful grant application was shared with the Strathcona Regional District Board on August 11, 2021.

The next step in disbursing the grant funds was to develop agreements with service providers as per the funding terms and the program activities outlined in the grant application.

The Laichwiltach Family Life Society provides support to those experiencing homelessness through the operation of Hama?Elas Community Kitchen and Kwesa Place. The Society manages the contract for the Urban Indigenous Housing and Wellness Coordinator and will manage a temporary one-year Food Security Coordinator role. These activities were approved in the grant application and collectively total \$205,000. As per By-Law 3069, Delegation of Purchasing Authority, approval for an agreement of this amount requires Board approval.

RECOMMENDATIONS

1. THAT the report from the Chief Administrative Officer be received.
2. THAT the 2021-2025 Financial Plan be amended to reflect the receipt of \$1,020,279 in grant funding from the UBCM Strengthening Communities' Services Grant Program.
3. THAT the draft service agreement for the COVID-19 Unsheltered Homelessness Response be finalized with the Laichwiltach Family Life Society as approved in the UBCM Grant Strengthening Communities Application, and

THAT the Chair and Corporate Officer be authorized to execute the final agreement on behalf of the Strathcona Regional District.

Respectfully:



David Leitch
Chief Administrative Officer

FINANCIAL IMPLICATIONS

The award from UBCM Strengthening Communities' Services Grant is \$1,020,279 in total. All program activities will be fully funded and there are no financial resources required from the Strathcona Regional District.

The attached agreement with the Laichwiltach Family Life Society outlines the services and outcomes the society will provide. A summary of these activities is listed below:

Activity/Program	Budget
Hama?Elas Community Kitchen (Food Supplies, rent, operating expenses and peer program)	\$87,000
Kwesa Place (Staff, supplies, maintenance and repairs)	\$40,000
Food Security Coordination	\$30,000
Urban Indigenous Housing and Wellness Coordinator	\$48,000
Total Budget	\$205,000

Prepared by: *Renée LaBoucane, Manager, Strategic Initiatives*

Attachment: draft service agreement SRD-Laichwiltach Family Life Society – Strathcona COVID-19 Unsheltered Homelessness Response



SERVICE AGREEMENT

Strathcona COVID-19 Unsheltered Homelessness Response

THIS AGREEMENT dated for reference the ____th day of _____, 2021.

BETWEEN:

STRATHCONA REGIONAL DISTRICT

990 Cedar Street
Campbell River, BC, V9W 7Z8

(the "Regional District")

AND:

LAICHWILTACH FAMILY LIFE SOCIETY

441 Fourth Avenue
Campbell River BC V9W 3W7

(the "Agency")

WHEREAS:

- A. The Strathcona Regional District is entering into an agreement for services provided by the Agency attached hereto as The Lacihwiltach Family Life Society (LFLS) Homelessness Services Activity (Appendix 'A').
- B. Both parties have agreed to the terms and conditions applicable to the performance of work by the Agency.

NOW THEREFORE, the Regional District and the Agency hereby agree as follows:

1. SERVICES

The Agency agrees to provide the Services as described in Appendix 'A' on the terms and for the consideration specified herein.

2. TERM

The Agency will provide the Services during the term of this Agreement commencing on Month, Date, 2021 and ending not later than July 15, 2022 (the "Term").

3. PAYMENT FOR PERFORMANCE

- 3.1 The Regional District will pay the Agency a fee not to exceed \$205,000 for providing the Services. Fifty percent will be provided upon contract start date, 30% after a mid-program check-in and report in February 2022, and a final payment of 20% of the total contract will be withheld until a final project report is received from the Agency due to the Strathcona Regional District no later than July 15, 2022.
- 3.2 Payment shall be made upon receipt of an invoice, payable within thirty (30) days after approval by the Regional District.
- 3.3 Disbursements and taxes shall be shown separately on all invoices.
- 3.4 Upon the termination of this Agreement all financial records that indicate actual expenditures from the Strengthening Communities' Services program funding must be kept for 6 years. The program and approved projects may be subject to a compliance audit.

4. CONFIDENTIALITY

- 4.1 The Agency agrees that all information and records received from the Strathcona Regional District or another party with respect to this Agreement shall be treated as confidential and shall not be released to the public or to any other party except insofar as may be necessary to provide the Services.
- 4.2 The Agency acknowledges that this Agreement and any records produced as a result thereof may be subject to disclosure under the *Freedom of Information and Protection of Privacy Act*.

5. INDEPENDENT CONTRACTOR

- 5.1 The Agency is an independent contractor and is not a servant, employee or agent of the Regional District. The Agency shall be fully responsible for the planning, organization, delivery, and reporting requirements of all aspects of the Services.
- 5.2 The Regional District may give instructions to the Agency in connection with the provisions of the Services but only in regard to the standards, policies and guidelines of the Regional District and the anticipated outcomes.
- 5.3 The Agency is responsible for remitting all applicable statutory payments in relation to fees paid by the Regional District under this Agreement including Income Tax, Canada Pension Plan, Employment Insurance and WorkSafe BC premiums.
- 5.4 The Agency will provide all equipment, materials, supplies and human resources required for the provision of the Services except as may be otherwise set out in this Agreement

6. INDEMNITY

The Agency will indemnify and save harmless the Regional District against any claims related to personal injury or property damage, whether sustained by the Agency or another party arising from or connected with the provision of the Services, save and except to the extent that such injuries or damages result from the negligence of the Regional District.

7. INSURANCE

7.1 The Agency shall:

- a) at its own expense provide and maintain throughout the Term of this Agreement, comprehensive commercial general liability insurance policy or policies in an amount not less than \$2,000,000 inclusive per occurrence, insuring against bodily injury and property damage during the term of the contract.
- b) furnish the Regional District with a certificate or certificates of insurance as evidence that such insurance is in force including evidence of any insurance renewal of policy or policies. Every certificate, or certificates of insurance shall include certification by the insurer that the certificate of insurance specifically conforms to all of the provisions required herein; and
- c) maintain such insurance and the performance by the Contractor of its obligation under this clause shall not relieve the Contractor of liability under the indemnity provisions contained in this Agreement.

8. CLIENT REPRESENTATIONS

The Agency will ensure that communications with the media regarding the project be approved or made in collaboration with the Strathcona Regional District.

9. HEALTH AND SAFETY

9.1 The Agency will comply with all applicable health and safety regulations and, if eligible, will maintain during the term of this Agreement the necessary coverage with Worksafe BC for its workforce. If the Agency is ineligible for registration with Worksafe BC, the Regional District will obtain coverage on behalf of the Agency and deduct the cost of such coverage from the amount payable to the Coordinating Agency.

9.2 Any in-person activities, meetings, or events must meet physical distancing and other public health guidance in relation to COVID-19.

10. TERMINATION

The Regional District reserves the right to terminate this Agreement, or any part thereof, if the Services are not provided to the satisfaction of the Regional District. Such cancellation may be without notice and shall not result in any penalty or other charges to the Regional District.

11. GENERAL

Neither party may assign its rights and/or obligations under this Agreement without the other party's prior written consent.

No amendments or modifications to this Agreement shall become effective unless agreed upon by both parties in writing.

The witness whereof the parties have executed this Agreement as of the dates indicated below.

STRATHCONA REGIONAL DISTRICT

Date

Date

LAICHWILTACH FAMILY LIFE SOCIETY

Name

Date

APPENDIX 'A'

Project:

Strathcona COVID-19 Unsheltered Homelessness Response
Laichwiltach Family Life Society (LFLS) Homelessness Services

As per the Strengthening Communities application submitted by the SRD to UBCM and accepted for funding, LFLS will implement and operate the following items of the UBCM grant:

- Improved Health and Wellbeing, Food and Hygiene Services: Hama?Elas Community Kitchen and Kwesa Place
- Improved Coordination: Urban Indigenous Housing and Wellness Coalition Coordinator and Regional Food Security Coordinator

Context:

The purpose of this project is to improve the health and safety of people experiencing unsheltered homelessness, increase the capacity of outreach services, fill service delivery gaps, foster community connections, and reduce community concerns.

The Strengthening Communities Services Program is funded by the Government of Canada and the Province of British Columbia under the COVID Restart Funding for Local Governments. The Strathcona Regional District (SRD) in partnership with the City of Campbell River applied to the program on behalf of a community-led working group.

The working group developed a robust program of activities to address and support the immediate health and safety needs of those experiencing unsheltered homelessness and build capacity within the community.

The SRD is responsible to the grant funders to administer, monitor and report on the grant program as outlined in the Strengthening Communities' Services application and the agreement terms of conditions. The funding is to be used solely for the purpose of the above named project.

Collaboration:

The Strathcona COVID-19 Unsheltered Homelessness response project was developed through a collaborative inclusive process engaging a diverse group of interested and experienced partners to prepare the grant submission and to address the specific needs of our local community. It has a focus on filling service delivery gaps to unsheltered homeless people caused by COVID-19. The projects were selected to address the immediate health and safety needs of those experiencing unsheltered homelessness in our community due to COVID-19, foster community connection, and address priority health and safety needs and concerns.

Goals:

1. Improved Health and Wellbeing, Food and Hygiene Services

Hama?Elas Community Kitchen & Kwesa Place

Laichwiltach Family Life Society operates the Hama?Elas Community Kitchen and Kwesa Place, which have been identified as vital to the health and wellbeing of people experiencing unsheltered homelessness in our community. The goals of these projects are to allow the

facilities to stay operational at the level that is needed to support those who access the service. These programs are accessed almost exclusively by people experiencing unsheltered homelessness and were established in response to emergency need due to the COVID-19 pandemic. The UBCM grant funding will be used to boost the budgets of these services for a one-year in order for them to maintain their service at the levels currently demanded. It will also support a peer program within Hama?Elas that builds on existing peer programs in the community. The funding would help expand existing peer support programs into the kitchen where there is a desire and need to be supported by peer work.

2. Improved Coordination:

Urban Indigenous Housing and Wellness Coordinator

The purpose of this item is to providing funding for one year for the Coordinator of the Urban Indigenous Housing and Wellness Coalition. Campbell River's homeless population is 50% indigenous even though the City's entire indigenous population is only 12% and there is a need to learn how to appropriately plan, prevent, and respond to indigenous housing needs. The UIHWC Coordinator will work at community tables and with local and regional indigenous organizations to help coordinate responses to homelessness. The Coordinator will provide an indigenous-led support piece to the grant rollout, support the roll-out of peer programs, assist with training and ensure cultural sensitivity and indigenous representation is at the forefront of this work.

Food Security Coordination

When pandemic restrictions were enforced, emergency food distribution for people experiencing unsheltered homelessness was one of the most important but also polarising issues in our community. These are issues our community continues to navigate. This item will allow for the creation of a part-time coordinator to navigate and support issues around food security for unsheltered homelessness. The Coordinator would bring together existing food security organizations and social service providers serving homeless populations to coordinate programs, services, and funding. This funding will allow for the implementation of a peer program in the Hama?Elas kitchen with the support of already existing programs, such as those run by the Campbell River Community Action Team who are focussed on peer training, support and engagement. The Coordinator will support Hama?Elas kitchen with their volunteer management, since the need for volunteers has increased due to the increase in folks being served.

Scope of Work:

The scope of the project includes:

- Funding for rent, operations, supplies, volunteer management and staff at Hama?Elas Kitchen and Kwesa Place
- Coordination and community supports for the Urban Indigenous Housing and Wellness Coalition and Food Security collaboration

The **Outcomes** we expect to see include:

A final report detailing the expenditures on the items listed below. Expenses may be retroactive to September 30, 2020.

Food and Hygiene Support

- Professional and well-supported food and hygiene services to those experiencing homelessness that proactively supports improved health and wellbeing; service agency should provide information such as the number of people served, the

number of meal times open, number of hygiene services provided, the number of meals provided, demographic information if possible, service agencies engaged with, number and type of partnerships with agencies and service providers entered into, and other qualitative outcomes the agency thinks provides context and information on the management of the operations.

- Work with Food Security Coordinator and Food Security partners to create a Hama?Elas Kitchen Program Lead to manage the kitchen, manage a volunteer program, and create and manage a peer program within Hama?Elas Kitchen and/or Kwesa Place, set and collect performance measures; provide reports; job profile, reports and statistical information to be provided
- Number of peers engaged in service delivery; reports to be provided, including number of hours if available, as qualitative analysis of success
- Number of volunteers engaged in service delivery; reports to be provided, including volunteer hours if available
- Improved connections to services for vulnerable clients; provide number of agencies and services engaged with if available and qualitative analysis if available

Improved Coordination: UIHWC Coordinator

- Monthly meetings that support First Nations and Indigenous organizations to implement projects that will improve access to safe, affordable, and appropriate housing that fosters community connection and improves the health and wellbeing of indigenous people living in the Campbell River area; minutes and coordinator reports to be provided
- Fund and support an Urban Indigenous Housing and Wellness Coordinator; job profile to be provided
- Engage with Nations, tribal councils and indigenous organizations in the region on the needs of their members in Campbell River to strengthen relationships and create dialogue; reports should include information such as how many organizations have been reached and what outcomes have resulted
- Implement actions based on culturally aware and safe practices that centre the knowledge and expertise of Indigenous people; reports should include number and types of actions
- Support and advocate for locally-driven Cultural Sensitivity curriculum; reports should include number and types of supports
- Build collaborative relationships and participate on local and regional community tables to help coordinate responses to homelessness and ensure projects and plans are culturally appropriate; reports should include number and outcomes of relationships
- Collaborate with CRDCEH to develop an approach/methodology to collect data regionally; reports should include methodology and implementations
- Collaborate with stakeholders on sections of the grant relating to training, cultural awareness, collaboration, implementation, and food security coordination and assist in the implementation of the UBCM grant projects to ensure Indigenous issues are being considered; reports should include number, types and qualitative analysis of collaborations
- Support community responses for Urban Indigenous homeless populations including by improving awareness at all levels, advocating for evidence-driven interventions, and facilitating interventions that respond to the root causes of

Indigenous homelessness; reports should include number of supports and qualitative analysis, if available

- All activities should be inclusive and provide a space for all Indigenous living in Campbell River to voice their community needs and aspirations; reports should include analysis of how this was implemented
- All activities to be Indigenous-led and driven by the Urban Indigenous Housing and Wellness Coalition and its leadership team; reports should include analysis of how this was implemented

Improved Coordination: Food Security Coordinator

- In collaboration with food security stakeholders, hire a Food Security Coordinator to coordinate food security organizations, services and funding; job profile to be provided
- Coordinate a leadership group to support the Food Security Coordinator in their work; meeting minutes to be provided
- Facilitate monthly Food Security meetings with stakeholders, including the Strathcona Food Security Hub and organizations involved in emergency food distribution; minutes to be provided, list of stakeholders engaged with to be provided
- Facilitate the creation of a Hama?Elas Kitchen Program Lead to manage the kitchen, manage a volunteer program, and create and manage a peer program within Hama?Elas Kitchen and/or Kwesa Place; job profile and reports to be provided
- Implement community emergency food response engagements to encourage collaboration across the sector; reports should include number of stakeholders engaged and type of engagements facilitated
- Make recommendations for improving the delivery of emergency food in the region; reports should include methodology for creating recommendations
- Gather and analyse data, identify assets and gaps, propose evidence-based interventions; reports should include data analysis, gap/asset analysis, rationale for proposed interventions
- Support priority food security operations including the Hama?Elas Kitchen, Good Food Box Program, improved regional food bank response, and Indigenous food knowledge systems; report should include number of priority food security operations supported and nature of support
- Report on community needs regarding food security for unsheltered homeless populations including best practices and future considerations; report to be provided

Budget:

<i>Food and Hygiene Support</i>	
\$3,500/month rent and utilities X 12 months	42,000
Administration fee for peer budget	2,000
Honouraria and training budget for peers in programs	18,000
Food supplies for Hama?Elas kitchen	23,750
Administration fee for food supplies	1,250
Kwesa Place staff	28,256
Kwesa Place food and supplies	9,000
Kwesa Place maintenance and repairs	2,744
<i>Food and Hygiene Supports Sub-Total</i>	<i>127,000</i>
<i>Improved Coordination</i>	
UIHWC Admin fee	4,800
UIHWC Coordination and consultants	38,000
UIHWC Supplies, expenses, mileage	5,200
Food Sec Admin fee	3,000
Food Sec Coordination	18,500
Hama?Elas Kitchen Lead	8,500
<i>Improved Coordination Sub Total</i>	<i>78,000</i>
<i>Total Combined</i>	<i>205,000</i>

Invoicing Schedule:

Invoice 1, September 2020	102,500
Invoice 2, February 2022	61,500
Invoice 3, June 2022	41,000

Timeline:

This timeline has been developed based on an expectation that the grant funding is to be spent by July 15, 2022.

Timeline	Key Steps/Activities	Who is Responsible
September 2021	Sign agreement Submit Invoice 1	LFLS and SRD
September 2021	Convene stakeholders and determine an implementation plan	LFLS with Food Security Group
	Engage with Food Sec group and UIHWC to determine potential collaborations	LFLS with Food Security Group
	Agree upon project outcomes and convene monthly meetings	LFLS with: Food Sec Coordinator UIHWC Coordinator
	Establish job description and hiring process for Hama?Elas Kitchen lead	LFLS with: Food Sec Coordinator

Monthly	Implement project activities	LFLS through Coordinators and Kitchen Lead
February 2022	Check in with Project Working group and SRD to provide a mid-term report Submit Invoice 2	SRD and LFLS through Coordinators and Kitchen Lead
May/June 2022	Prepare final reports	SRD LFLS through Coordinators and Kitchen Lead
July 15, 2022	Submit final report Submit final invoice	SRD and LFLS

Reporting Requirements:

As a requirement of the grant, final reports are required and due to the SRD by July 15, 2022. The final report should include:

Activity Report

Choose all that apply for this specific project

A summary of the activities that were undertaken and the outcomes/impact of each activity.

1. Describe the extent to which the completed activities improved the health and safety of unsheltered homeless people. Where possible, please provide metrics such as number of people that received support, the quantity of services provided (e.g. number of referrals, number of meals)
2. Describe the extent to which the completed activities reduced community concerns about the public health and safety in areas where unsheltered homeless people were seeking or continue to seek temporary shelter and services. Where possible, please provide metrics such as number of engagement events, number of people engaged via public outreach or the impact on bylaw calls.
3. Describe the extent to which the completed activities improved coordination with health/social service providers, Indigenous organizations and others working on housing, homelessness and service provision. Where possible, please provide metrics such as the number of organizations that participated or number of meetings that were held.
4. Describe the extent to which the completed activities increased capacity to work with homeless persons and Indigenous organizations towards culturally safe and trauma-informed responses. Where possible, please provide metrics such as number of people that received training.
5. Describe the extent to which the completed activities resulted in any other community impacts or benefits.
6. Describe how the completed activities applied an anti-stigma lens and increased public awareness and understanding of causes and responses to homelessness.
7. Describe how the perspectives of people with lived experience of unsheltered homelessness were included in the completed project and the impact that this has had.

8. Please describe how the funded activities were concluded and/or if activities will continue with alternative sources of funding.
9. Please indicate if there was job creation as a result of the grant activities (number of FTE)
10. Include any materials that were produced with grant funding (videos, reports, public information)

Financial Report:

Acceptable accounting records must be kept that clearly disclose the nature and amounts of eligible expenditures (cash and in-kind) incurred as part of the approved project. Financial summaries are required to be submitted as part of the final report and must be signed by a financial representative of the Agency.

In all cases, the project expenditures must be net of any rebates (such as GST/PST) that the approved Agency is eligible to receive.

As outlined in the Budget, eligible expenses are direct costs that are properly and reasonably incurred by the Agency.

Where possible, please report any in-kind expenditures which were used for the implementation of this project. For example, the use of meeting rooms or equipment owned by the Agency.

Any significant variation from the approved project must be approved in advance and in writing by the SRD and funder. This could include: start or end dates, changes to expenditures, project purpose, goals or outcomes and project partners.

Eligible and Ineligible Costs and Activities

As per the Strengthening Communities' Services 2021 Program and Application Guide, eligible costs are direct costs that are approved for funding, properly and reasonably incurred, and paid by the applicant to carry out eligible activities. Eligible costs can be incurred after September 17, 2020 to July 15, 2021 . Eligible activities must be cost-effective.

Ineligible costs include:

- Development costs associated with the original funding application package.
- Development of architectural, engineering, or other design drawings for the construction or renovation of facilities
- Routine or ongoing operating and/or planning costs or activities that are not incremental to the project
- Purchase of software, software licences, service subscriptions, or membership fees
- Legal, audit, or interest fees or fees to incorporate a society
- Fundraising, lobbying, or sponsorship campaigns
- Project-related fees payable to the eligible applicant(s) (e.g. permit fees, DCCs, etc.)
- Purchase of promotional items, door/raffle prizes, give-away items, and/or gifts for community members
- Major capital improvements to existing facilities and/or construction of new, permanent facilities
- Long-term, permanent capital investments including the purchase of land and/or buildings