

Attachment 1

Community Benefit Agreement (CBA) Summary Report

The following is a brief snapshot of the impact of Community Benefit Agreements (CBAs) for the calendar year of 2019. Each CBA is different, having a different history and relationship with the City, based on the type of work being carried out.

ART GALLERY OF GUELPH (AGG)

Shared Purpose

Together with the AGG, we aim to expand Canadian and international partnerships to engage the community in dialogue, shared learning opportunities and a forum for understanding contemporary and historical art practices through curatorial programming of exhibits, artist talks, camps, special events, and community partnerships.

The partnership with the University of Guelph, the Upper Grand District School Board, the City of Guelph and the Art Gallery of Guelph is led by Act of Provincial legislation and supported by requirements within the Act.

City Objectives

The AGG supports the City's goals around culture and tourism to ensure that Guelph has a vibrant arts community to enrich our local culture and bring visitors from other parts of the world to be introduced to our city.

Investment from the City 2019: \$197,606

Indicator Outcomes 2019

1. Number of people that visited the Art Gallery: Over 50,000
2. Revenue generated by over 50 volunteers: \$47,474

Impact of Investment

The AGG serves as a central arts institution in the City of Guelph. The Art Gallery's curatorial and event programming make art and visual culture accessible and add to the vitality of life in Guelph. Without City support, the agreement between four partners may no longer be able to be maintained. It is not clear whether the AGG would be able to continue.

CANADIAN MENTAL HEALTH ASSOCIATION – WATERLOO WELLINGTON SENIORS AT RISK (CMHA)

Shared Purpose

Together with CMHA, we aim to address the needs of vulnerable seniors by supporting a Vulnerable Senior Services Lead to provide consultation/coordination, service planning, and access to community supports and awareness-raising with a focus on elder abuse.

City Objectives

The CMHA supports the City's goals of an Age-Friendly City by working on issues of elder abuse, hoarding, and mental health services for seniors collaboratively with key stakeholders in the community. While there is a significant municipal interest in this work, this type of coordination and service planning is better implemented through a third-party community benefit organization with support and involvement of the City of Guelph.

Investment from City of Guelph 2019: \$62,087

Indicator Outcomes 2019

1. Number of vulnerable seniors served: 240
2. Number of units of service offered to clients: 2,830
3. Number of individuals that received training on topics of hoarding, addictions, elder abuse, dementia, and mental health: 300

Impact of Investment

The Seniors at Risk Program provides support to a vulnerable segment of the senior's population in Guelph. It provides a needed service while building service provider capacity to identify and respond to issues facing seniors at risk.

Without City support, the Seniors at Risk Program and Vulnerable Seniors Services Lead would likely cease to exist. This may lead to a reduction in vulnerable seniors served and reduction of health and social service staff capacity to respond to issues of elder abuse, hoarding, and mental health for seniors which could lead to an intensification of these issues in the community.

Story of Impact

"A senior experiencing physical, psychological, and financial abuse was removed from their environment and in partnership with the County, provided with emergency safe housing. Staff were able to facilitate a financial capacity assessment for Public Guardian and Trustee to support managing the client's finances and properly assess the client's capacity for shelter related decisions. This individual was placed on priority placement for Long Term Care as a result and their overall health, well-being, safety, and quality of life has significantly improved."

Vulnerable Seniors Community Lead, CMHA

CHILDREN'S FOUNDATION OF GUELPH WELLINGTON (CFGW) FREE TO GROW

Shared Purpose

Together, with CFGW, we aim to collect and distribute funds to provide financial assistance or subsidies to enable children and youth to participate in recreation and leisure programs.

City Objectives

Through this agreement, the CFGW administers a program that the City once operated internally. The CFGW has been able to administer the program in a more efficient manner while applying the program to a broader range of recreational and leisure programs in the City, thereby offering more choice to children and youth in need. The CFGW supports the City's goals around offering affordable recreational options to Guelph residents.

Investment from Guelph 2019: \$44,482

Indicator Outcomes 2019

1. Number of Guelph children that received financial support for recreational and cultural programs through Free to Grow program: 1,381 for a total of 2,170 activities
2. Total amount of assistance leveraged for Guelph children: \$333,241

Impact on Investment

The CFGW ensures fair access to children's recreational programs regardless of the family's ability to pay. Without City support, the City would need to operate the program internally at a greater expense, or these children and youth may no longer be able to access recreational programs offered by the City of Guelph and other community organizations.

Story of Impact

"Financial support allowed me to put a smile on my kid's face, and that is what counts the most to me. No price can compare to their happiness."

Participant testimonial shared by Free to Grow Program Director

GUELPH ARTS COUNCIL (GAC)

Shared Purpose

Together, with GAC, we aim to support the ongoing development, growth, engagement, and promotion of the arts in Guelph.

City Objectives

The GAC supports the City in meeting our goals around culture and tourism by developing and implementing a number of arts initiatives, facilitating new partnership, and collaboration to advance the arts in partnership with the City of Guelph. GAC also acts as a resource with expertise in the arts community including community needs and understanding the value the arts bring to the city.

Investment from Guelph 2019: \$53,431

Indicator Outcomes 2019

1. Number of residents that participated in GAC activities including Art on the Street and Doors Open Guelph: 9,000
2. Number of artists and arts organizations involved in GAC activities: 360
3. Number of volunteers contributed to GAC: 150

Impact on Investment

Through the City's investment, GAC is able to promote the arts across the community while supporting local artists and arts organizations. The arts community in Guelph is able to thrive because of this support. Without City support, multiple arts-based events may no longer occur in Guelph, and local artists and arts organization would lack a resource to connect and leverage arts opportunities.

GUELPH COMMUNITY HEALTH CENTRE TOWARD COMMON GROUND (TCG)

Shared Purpose

Together with TCG and hosted by Guelph Community Health Centre, we aim to support the TCG vision where everyone is happy, healthy, and thriving.

City Objectives

TCG supports City goals in a number of departments including Community Investment and corporate strategic initiatives. TCG supports increased transparency, access to data to support evidence-based programs and investments, strategic decision-making, and leveraging outside parties' resources and strengths. While there is a significant municipal interest in this work, this type of coordination and service planning is better implemented through a third-party community benefit organization with support and involvement of the City of Guelph.

Investment from Guelph 2019: \$35,840

Indicator Outcomes 2019

1. Number of people that participated in Adverse Childhood Experiences (ACEs) and resilience training: 190
2. Number of unique collaborative community initiatives TCG supported through facilitation, working groups, and funding support: 18

Impact on Investment

Through the City's investment, TCG has become a central collaborative initiative for major community benefit organizations in Guelph to develop a common understanding of major issues facing the community. TCG also aligns partners to ensure the most effective results and avoid duplication of efforts. Without City support, TCG would potentially cease to exist leading to a lack of coordination on a number of important issues facing Guelph residents such as children's mental health.

Story of Impact

"Toward Common Ground supports the Adverse Childhood Experiences (ACEs) Coalition of Guelph & Wellington. Through training, managing our website and creating tools (for example, our toolkit), we are giving people information and resources to understand what ACEs are, their effects and what resilience is, as well as the role they play in acting as or creating access to protective factors that buffer the effects of ACEs and other adversity. Guelph residents benefit from this increased understanding because it means service providers, volunteers, and leaders are using a resilience-based lens when planning, funding, and implementing the programs and services they use."

Testimonial by Toward Common Ground Manager

GUELPH COMMUNITY HEALTH CENTRE

WELLINGTON GUELPH DRUG STRATEGY (WGDS)

Shared Purpose

Together, with the WGDS and hosted by Guelph Community Health Centre, we aim to support the vision of a life free of harm from substance use for residents of Guelph and Wellington.

City Objectives

The WGDS supports the City's goals in a number of departments including EMS, Bylaw, and Community Investment through their work with over 30 community partners to identify priorities, challenges and trends to reduce the harms of substance misuse, to offer expertise to stakeholders, and to lead the development of innovative programs and services. While there is a significant municipal interest in this work, this type of coordination and service planning is better implemented through a third-party community benefit organization with support and involvement of the City of Guelph.

Investment from Guelph 2019: \$104,419

Indicator Outcomes 2019

1. Number of individuals, students, and professionals that received training and education on topics such as addiction, support, opioids, and reducing stigma: over 485
2. Number of people that heard stories of lived experience of substance use and stigma at the Stop the Stigma rally: 180-200
3. Number of overdoses tracked through WGDS supported opioid alert program: 273

Impact on Investment

Through the City's investment, WGDS has become a vehicle to take coordinated action on drug and addiction issues as they relate to municipal service planning across departments. Without City support, the WGDS would potentially cease to

exist leading to a lack of coordination on issues of drug use and addictions as those issues become increasingly prevalent in the community.

GUELPH HUMANE SOCIETY (GHS)

Shared Purpose

Together, with the Guelph Humane Society, we aim to support the vision of providing education, outreach, and long-term shelter and adoption programs.

City Objectives

The GHS supports the City's goals in particular with the Corporate and Community Safety division through their work providing animal welfare services, emergency animal housing, pet adoption, education to the community, and support for vulnerable residents caring for pets. While there is significant municipal interest in this work, this type of service and education is better implemented through a third-party community benefit organization with support and involvement of the City of Guelph.

Investment from Guelph 2019: \$150,000

Indicator Outcomes 2019

1. As this CBA was signed in December 2019, no reporting is currently available.

Impact on Investment

Through the City's investment, GHS is able to better deliver on animal welfare services, sheltering, and education to the community. Without City support, the City may need to identify alternative ways to meet its obligations towards animal trespassing and impounding as laid out in the Municipal Act and other legislation.

GUELPH NEIGHBOURHOOD SUPPORT COALITION (GNSC)

Shared Purpose

Together with the GNSC, we aim to support the vision of the City's Sustainable Neighbourhood Engagement Framework: "Every neighbourhood in Guelph is a welcoming and inclusive place that engages with and involves residents, in large and small ways, in the activities that impact the circumstances, aspirations and opportunities of all who live there and raise the quality of life as a whole."

City Objectives

The GNSC is the main organization supporting the City's goals of the Sustainable Neighbourhood Engagement Framework (SNEF). The GNSC is doing work that the City of Guelph used to do internally. The GNSC has demonstrated that the model of service delivery and support for neighbourhood groups envisioned by the City's SNEF can have a more significant impact on the community than the City of Guelph doing the work directly.

Investment from Guelph 2019: \$478,103 (GNSC Operations), \$13,107 (GNSC space rentals), and \$85,138 (for Guelph Community Health Centre's Play Time and Parent Outreach Worker Program) totalling \$576,348, and in-kind contributions.

Indicator Outcomes 2019

1. Number of residents that benefited from GNSC activities: 69,958
2. Number of volunteers involved in the GNSC: 1,260 volunteers contributing 38,619 hours
3. Number of programs delivered through GNSC: 350 programs across 14 neighbourhoods

Impact on Investment

Through the City's investment, the GNSC has become a vehicle for a number of city-wide collaborative projects that rely on the GNSC to connect to residents in neighbourhoods. City-wide partnerships with other organizations include the Community Backpack Drive, Parent Outreach Workers, and neighbourhood markets.

Without City support, neighbourhood groups would lack funds, coordination, administration, and support to maintain important services for all residents, leading to a lack of opportunities for community connection and wellbeing for over 60,000 residents.

Story of Impact

"We were able to connect community members to a pregnant teen in our area to help with resources and supports. After a callout on Facebook for baby supplies, we had four community members come together to supply a crib, crib mattress, bedding, clothing, a dresser/change table, car seat, and monitors for the individual. This all happened in a matter of three days. Community is so powerful!"

Testimonial by Parkwood Gardens Neighbourhood Group

"The Food Cupboard Purchaser saved so much of Grange Hill East Neighbourhood Group's (GHENG's) regular grocery budget, she was able to pull together a holiday surprise. She rallied the help of other volunteers to extend Food Cupboard hours on December 18th for an Open House Event. This meant visitors would receive a warm welcome, a hot drink, and have the chance to mingle with the volunteers. But that wasn't all. Those in need could assemble a hamper with their choice of root veggies, meat, fruit, chocolate, breakfast items, and other goodies. It was enough food for 25 families to put together a festive meal."

Testimonial by Grange Hill East Neighbourhood Group

GUELPH WELLINGTON SENIOR'S ASSOCIATION (GWSA)

Shared Purpose

Together with the GWSA, we aim to empower older adults to be active, to be involved, and to age successfully.

City Objectives

In addition to supporting access to seniors for use of City facilities and programming, the GWSA supports the City's goals of creating an Age-Friendly city. While there is a significant municipal interest in this work, this type of coordination and member support is better implemented through a third-party community benefit organization with support and involvement of the City of Guelph.

Investment from Guelph 2019: \$0, in-kind staff support, and priority booking

Indicator Outcomes 2019

1. Number of members supported by the GWSA: 2,985
2. Number of volunteer hours contributing to GWSA activities: 25,000

Impact on Investment

Through this agreement with the City, the GWSA is the primary seniors group doing work to support the wellbeing of residents in Guelph. Without City support, the GWSA would need additional resources to support the administration of the organization, and seniors might lack in recreational and leisure opportunities with the City.

KINDLE COMMUNITIES INC.

COMMUNITY ACCESS TO SHELLDALE CENTRE

Shared Purpose

Together with Kindle Communities, we aim to provide access to community space at the Shelldale Centre and Shelldale Family Gateway (formerly Better Beginnings, Better Futures), to support participation of residents in programs and services.

City Objectives

Kindle supports City's goals of engaging and strengthening Guelph's neighbourhoods through the provision of low, or no cost, recreational programming and programs to meet local residents' basic needs including the Breakfast Club.

Investment from Guelph 2019: \$24,827

Indicator Outcomes 2019

1. Number of residents that benefited from activities related to the CBA: 2,111
2. Number of breakfasts served through the award-winning Breakfast Club program: 9,037

Impact on Investment

The Shelldale Centre is an example of a community hub in Guelph that provides

accessible and affordable space for use by neighbourhood residents through this agreement with the City. Without City support, community use of the Centre may be limited and become less affordable for residents.

Story of Impact

"The CBA with the City allows us to ensure that the gym remains available to the community and service providers at the Centre for much needed programming and activities. It means that programs and services don't have fees or very minimal ones when the gym is utilized. It means that the gym is available to non-profits and community."

Testimonial by CEO of Kindle Communities, Inc.

The PIN PEOPLE AND INFORMATION NETWORK (PIN) VOLUNTEER POLICE CHECK INITIATIVE

Shared Purpose

Together with PIN, we aim to ensure the appropriate use of police record checks within the context of a sustainable and comprehensive screening process.

City Objectives

PIN supports the City's goals of supporting local community benefit organizations through the affordable and effective recruitment and retention of volunteers while still protecting our most vulnerable citizens.

Investment from Guelph 2019: \$42,080

Indicator Outcomes 2019

1. Number of volunteers supporting community benefit organizations that could receive free police record checks: 8,183
2. Amount of potential cost savings to community benefit organizations including the City of Guelph: \$286,405
3. Number of community benefit organizations that benefited from the volunteer screening program: 208

Impact on Investment

Through this agreement with the City, PIN is able to offer substantial cost savings to community benefit organizations while ensuring greater capacity of organizations to support volunteers and reduce risk. Without City support, the volunteer screening program would cease to exist, and organizations would need to take on the added cost of volunteer screening and capacity building.

ROTARY CLUB OF GUELPH CANADA DAY CELEBRATIONS

Shared Purpose

Together with the Rotary Club of Guelph, we aim to coordinate annual Canada Day Celebrations in Guelph.

City Objectives

The Rotary Club of Guelph supports the City's goals of national pride and civic celebration by coordinating all event logistics and communications around Canada Day on behalf of the City.

Investment from Guelph 2019: \$21,712, and in-kind contributions of \$15,288

Indicator Outcomes 2019

1. Successful Canada Day celebration for 2019
2. Estimated number of people in attendance at Canada Day celebration: over 30,000

Impact on Investment

Through this agreement, Canada Day celebrations have been successful for a number of years while allowing the City to remain involved in celebratory activities. Without City support, Canada Day celebrations may not continue at the same scale leading to a more limited commemoration or cessation of commemoration by the recipient.

ROYAL CANADIAN LEGION OF GUELPH COMMEMORATION OF REMEMBRANCE DAY

Shared Purpose

Together with the Royal Canadian Legion, we aim to support the commemoration of Remembrance Day.

City Objectives

The Royal Canadian Legion of Guelph supports the City's goals of commemorating Remembrance Day and to honour veterans and those whose lives were lost.

Investment from Guelph 2019: \$1,075, and in-kind contributions of \$11,059

Indicator Outcomes 2019

1. Successful Remembrance Day commemoration for 2019
2. Estimated number of people in attendance at Remembrance Day commemoration: over 2,000

Impact on Investment

Without City support, Remembrance Day commemoration would not be able to continue at the same scale, leading to more limited commemoration event, or cessation of commemoration by the recipient.

WELLINGTON DUFFERIN GUELPH PUBLIC HEALTH POVERTY TASK FORCE (PTF)

Shared Purpose

Together with PTF, we aim to support their vision that "poverty will be eliminated in Guelph and Wellington." PTF works collaboratively, informed by diverse voices of

experience, to take local action and advocate for system change to address the root causes of poverty.

City Objectives

The PTF supports the City's goals of ensuring the wellbeing of residents by supporting everyone to have a income, resources, opportunities to participate in the community, appropriate, safe, and affordable housing, access to affordable and healthy food, and access to affordable health services.

Investment from Guelph 2019: \$78,834

Indicator Outcomes 2019

1. Number of employees working for Living Wage employers: Over 3,000
2. Number of housing groups meeting in Guelph Wellington to discuss housing issues before PTF coordination: 16
3. Number of housing groups meeting in Guelph Wellington to discuss housing issues after PTF coordination: 4

Impact on Investment

Through this agreement, the PTF coordinates local efforts to eliminate poverty and homelessness, and ensures that municipal and other organizational work can be more effective and efficient. The PTF also provides local, provincial, and national expertise and data on poverty issues to the City of Guelph. Without City support, the PTF may likely cease to exist leading to a lack of coordination and information on poverty and homelessness persistent in the community.

Story of Impact

"In response to increased momentum and interest in housing and homelessness in our community, the number of groups and committees meeting about these issues doubled last year. This caused fragmentation, repetition, and confusion at times. The PTF conducted a scan of what groups were meeting and what conversations were taking place, and convened the Guelph-Wellington Housing and Homelessness Alliance to combine efforts where appropriate. As a result, the number of groups meeting decreased from 16 to 4. This saved significant time and capacity for our community's housing and homelessness work, and created new opportunities for engagement, awareness and action."

Testimonial by PTF Coordinator

WYNDHAM HOUSE

YOUTH EMERGENCY SHELTER (YES)

Shared Purpose

Together with Wyndham House, we aim to support the provision of a Youth Emergency Shelter (aged 16-24) and the vision for a community that supports youth in achieving their full potential.

City Objectives

Wyndham House supports the City's goals of stability and social inclusion of youth through the provision of a shelter for youth experiencing homelessness, and an access point for youth to obtain needed services, supports, workshops, and recreational activities.

Investment from Guelph 2019: \$430,372

Indicator Outcomes 2019

1. Number of homeless youths served over the year: 147
2. All youth received case management and other supports
3. Number of youths transitioned to independent living: 45

Impact on Investment

Through this agreement, Wyndham House responds to a significant need in the community by providing the only emergency shelter support for some of the most vulnerable youth in the City who would otherwise be on the street. Wyndham House also implements best practices in shelter management to improve recidivism rates and supports for homeless youth. Without City support, the shelter would likely no longer be able to function at its current scale, and Guelph could be left without a youth emergency shelter.

Story of Impact

"Toni has struggled with homelessness largely because of untreated mental illness and addictions issues for over 10 years. Over time, behaviours became more erratic and sometimes aggressive, resulting in property damage and safety concerns, and Toni spent time bouncing between the youth emergency shelter and incarceration. After a lengthy incarceration stay, Toni began showing up regularly at the Shelter and Youth Service Hub, asking for support around housing and addictions supports. Toni had police interactions almost daily because of the delusional and paranoid behaviour, lashing out at people on the street and often disrupting traffic. Our Housing First for Youth Worker along with the Clinical Services Manager began the journey of advocating for mental health treatment for Toni. As the treatment began to take effect, Toni began to stay at a shelter regularly, engage appropriately with staff and regularly attended all scheduled appointments. Toni has now gone almost nine months without being incarcerated. During treatment, our organization continued to ensure Toni was prioritized for a local housing unit. At discharge from treatment in October, Toni moved into a decorated and furnished unit with the generous donations from our Wyndham House 'move out kits' program."

Testimonial by Executive Director, Wyndham House