

AGENDA INFORMATION	
☒ Regular Meeting	Date: July 7, 2025
☐ Other:	Date: _____


Dept.
Manager


GM/
Director


CAO

The District of North Vancouver REPORT TO COUNCIL

June 19, 2025
File: 10.4792.01/002.000

AUTHOR: Eirikka Brandson, Community Planner

SUBJECT: 2025 Community Service Grants

RECOMMENDATION:

THAT the 2025 Community Service Grants recommendations of \$411,611, as described in the June 19, 2025, report of the Community Planner entitled, "2025 Community Service Grants", is APPROVED.

AND THAT staff be directed to refer the request for an inflation adjustment to the Community Service Grants budget for the 2026 financial planning process.

REASON FOR REPORT:

This report provides Council with the Community Services Advisory Committee's (CSAC) recommendations for the 2025 Community Service Grants program.

SUMMARY:

Twenty new applications are being recommended for 2025 community service grants. These agencies have requested funding for operations and 37 programs. Additionally, CSAC has reviewed the annual accountability forms from 24 agencies in the second year of their 2-year funding cycle and recommend approval of their second year funding for operations and 45 programs. Based on CSAC's review, the following budget allocation for 2025 is recommended:

2025 – 20 grant applications	\$205,805
2024 – 24 grant applications (in second year funding cycle)	\$205,806
TOTAL	\$411,611

BACKGROUND:

Approved in 1982, the District Municipal Community Service Grants Policy established operating and program support for non-profit organizations that contribute to the wellbeing and quality of life of District residents. To support this work, the [Community Services Advisory Committee](#) was created to advise staff on social and cultural issues, support program development and recommend grant allocations to Council.

In 2003, CSAC introduced enhanced evaluation criteria to improve the effectiveness, fairness, and accountability of the grant process, leading to Council's approval of the Municipal Community Service Grants Goals and Guiding Principles in 2004.

Since then, the grant program has evolved to better support community agencies. In 2012, a two-year funding cycle was introduced, allowing eligible organizations to receive continued support without reapplying annually. Approximately half of the available funds are now allocated to second-year recipients.

In 2022, Council directed staff to explore increased funding for non-profits through District grant programs. Staff conducted a comprehensive analysis using population data, community feedback and projected needs. As a result, a 6% funding increase was approved as part of the 2023 financial plan. That same year, the program transitioned to Submittable, a digital grant platform that streamlined the application process and improved efficiency for both applicants and reviewers.

EXISTING POLICY:

- District of North Vancouver [Municipal Community Service Grants Policy](#)
- [Municipal Community Service Grants Goals and Guiding Principles](#)
- Official Community Plan (2011):
 - Policy 6.3.1: Facilitate the delivery of accessible community services and social programs to meet the current and future needs of all District residents;
 - Policy: 6.3.3 Facilitate the provision of accessible services, programs, and facilities that encourage seniors and people with disabilities to function independently; and
 - Policy 6.3.11: Support civic and community partners with resources, information sharing and collaboration in the achievement of District objectives.

ANALYSIS:

Twenty-four grant applications were received by the January 31, 2025 deadline. Two were deemed ineligible and twenty-two proceeded to the committee review.

The applications reflect a diverse range of programs and services, with a strong emphasis on supporting vulnerable residents. Several applicants also receive funding through other District grant programs, including core funding, child care grants and permissive tax exemptions. **Attachment 1** outlines the 2025 grant recommendations, including funding for agencies in the second year of their two-year grant cycle.

Application Assessment Process

Between March and May 2025, the Community Services Advisory Committee held five meetings to complete the evaluation process. Using a weighted scoring model, CSAC members assessed each application to support consistent and detailed comparisons. To better understand the work and social impact, the Committee also received presentations from a selection of agencies. These presentations were chosen by members to gain deeper insight into specific areas of interest or complexity.

Financial Reconciliation Process and Budget

The 2025 Community Service Grants budget totals \$411,611. Of this, \$205,806 is committed to agencies in the second year of their two-year funding cycle, leaving \$205,805 available for new grant allocations.

New funding requests for 2025 amounted to \$316,800, which exceeded the 2025 budget of \$205,805. Following the evaluation and recommendations by CSAC, \$241,550 in funding was recommended. This exceeded the available budget by \$35,745.

In order to only allocate the approved 2025 of \$205,805, CSAC applied a sliding scale approach to partially fund all eligible applications. The scale was based on the following criteria: recommended for full funding, unanimously recommended for partial funding, and partial funding without unanimous support. Two applications—the Iranian Laughter Club and the Belweder North Shore Polish Association—were not recommended for funding.

Observations and Trends

As part of the annual grant process, applicants identify trends impacting their organizations. CSAC reviewed these at a dedicated meeting, held this year on May 31, 2025. The 2025 grant submissions revealed several challenges, summarized into three categories below.

1. Escalating Financial Pressures and Resource Gaps

Non-profit organizations are experiencing heightened financial and operational pressures driven by inflation, rising food and housing costs, and declining donations. Senior government funding has not increased in step with growing needs, and fundraising efforts are no longer sufficient to close the gap. These challenges are straining the capacity of organizations to maintain and expand services.

2. Rising Demand and Increasing Service Complexity

There is a significant surge in demand for core community services including food security, mental health support, housing assistance and family programs. Waitlists are growing, particularly for families living in poverty. The complexity and severity of mental health and addiction issues have intensified, especially among children and youth, with agencies reporting a doubling in waitlists and increasingly urgent and difficult referrals.

3. Workforce Challenges and Changing Community Needs

Organizations are facing sector-wide workforce and demographic challenges. In addition to rising demand from newcomers, refugees, seniors, and individuals with complex needs, nonprofits report difficulty recruiting and retaining staff and volunteers. Burnout, staffing shortages, and lack of wage competitiveness are contributing to service delivery constraints at a time when need is at an all-time high.

Despite these challenges, agencies report their gratitude for the District's flexible community service grant program. By funding program and operational costs, this program strengthens organizational stability, supports staff retention, attracts additional donors and allows agencies to focus on delivering high quality, impactful services.

BC211 Service Insights

In 2023, staff began requesting data from BC211, a free and confidential provincial service that connects individuals to community resources. This information helps supplement agency feedback and provides insight into emerging community needs. BC211 offers information and referrals through phone, text, email, and web chat.

In 2024, BC211 received 757 information requests from North Vancouver, including both the District and the City. Among those callers, 61 percent identified as female and 39 percent as male. Interpretation services were provided to 13 individuals who spoke Farsi.

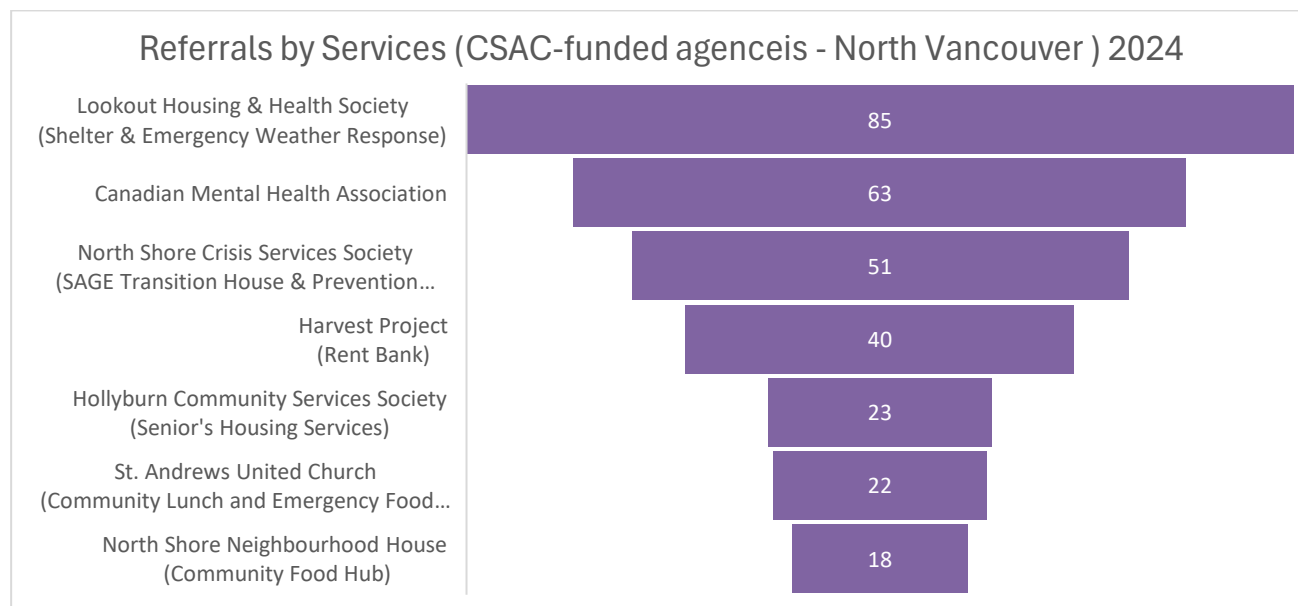
BC211 made a total of 2,242 referrals, with an average call duration of 10 minutes. Similar to the previous year, the most common reason for contact was related to housing. **Table 1** shows the five most frequent reasons for calls.

Table 1: Top 5 Reasons for Calls – North Vancouver (2024)



Many of the agencies funded through CSAC are also listed in the BC211 services directory. Housing remains the leading reason for calls to BC211, generating a high volume of referrals to regional housing providers. In 2024, Lookout Housing & Health Society (operator of the North Shore Housing Centre and the Extreme Weather Response program) was a primary provider responding to these needs. **Table 2** highlights other CSAC-funded agencies that ranked among the top 10 most referred organizations in the 2024 provincial service data.

Table 2: Referrals by Service (CSAC-funded agencies)



Investment Impact Overview

To strengthen transparency and demonstrate the value of the District's community investment, staff have introduced new reporting to show how grant funding supports local non-profit organizations. This funding helps deliver vital programs and services that directly respond to community needs.

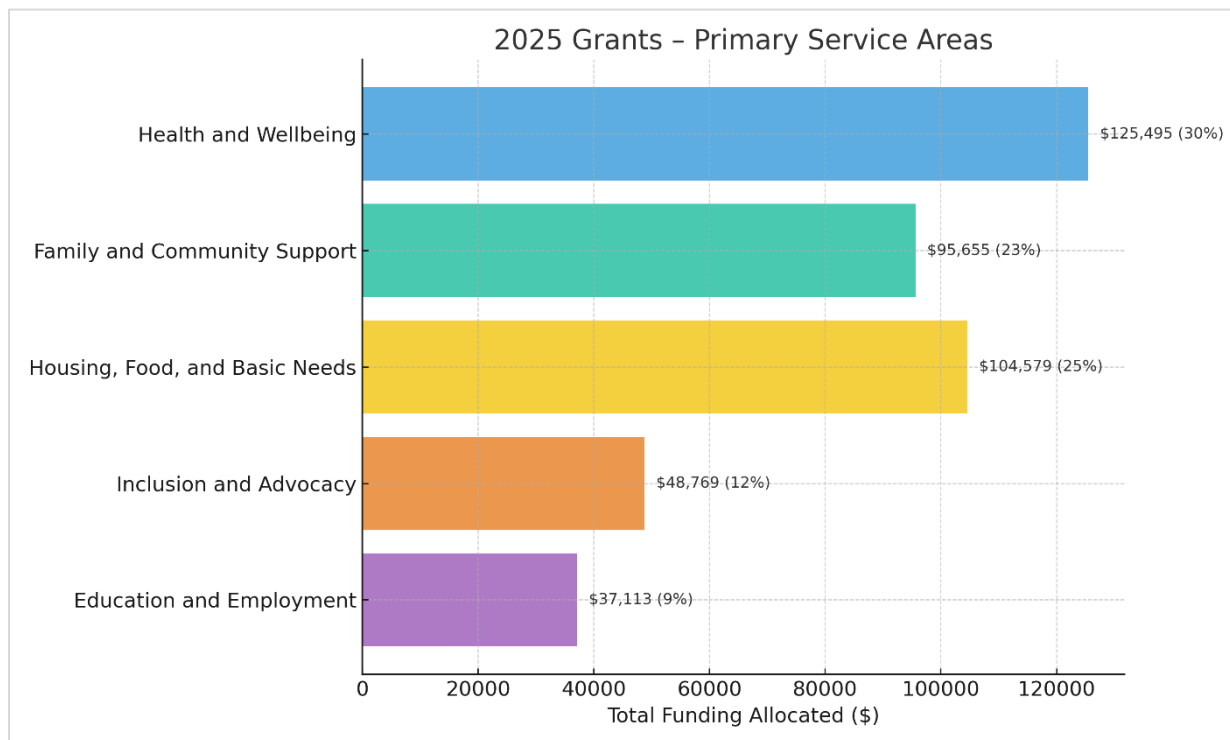
To support clearer analysis and ensure investments align with priority needs, these service areas have been grouped into five overarching categories:

1. **Health & Wellbeing** – Mental health, addiction, counselling, wellness
2. **Family & Community Support** – Children, seniors, families, community programs
3. **Housing, Food & Basic Needs** – Shelters/housing, food, clothing, transportation
4. **Inclusion & Advocacy** – Immigrants, 2SLGBTQ+, Indigenous, disability, legal aid
5. **Education & Employment** – Language, anti-racism, job training, leadership, workshops

This approach will help enable the District to better understand where funding is going and ensure that investments are aligned with the most pressing needs in the community.

Attachment 2 provides an overview of the analysis, including hyperlinks to the funded agencies and their programs with corresponding funding amounts by primary service areas. A condensed summary is presented in **Table 3**.

Table 3: 2025 Community Service Grants by Primary Service Areas



Timing/Approval Process:

Subject to Council approval, funding would be disbursed to agencies in July 2025. All agencies will be required to complete an annual accountability form by January 31, 2026. The form requires agencies to describe how they used their funding, if they achieved their goals, and the benefits they observed in the community.

Concurrence:

Finance staff have reviewed the report and are supportive of the recommended options.

Financial Impacts:

The 2025 Community Services Grants budget includes a 2% increase over 2024. This year's budget allocates \$205,805 to 20 agencies recommended in this report and \$205,806 to 24 agencies in the second year of their 2-year grant cycle (**Attachment 1**).

Social Policy Implications:

The Municipal Community Service Grant program plays a key role in supporting non-profit organizations that deliver mental health, social support, and wellness services. This funding helps address critical community needs and promotes equitable access to essential services for all residents.

Additionally, the program aligns with the municipality's broader policy objectives, including health and wellbeing, social inclusion, and climate resilience. It fosters collaboration between local government and community-based organizations, contributing to a more responsive and integrated social service system.

Environmental Impact:

Applicants are required to demonstrate sustainability practices that align with the [District's climate emergency management directions](#). In order of frequency reported, the most common initiatives this year included:

1. Commuting: carpooling, remote work, bike and transit access;
2. Waste Reduction: recycling, composting and reusables; and
3. Energy: efficiency upgrades, EV charging and green purchasing.

Conclusion:

The 2025 Community Service Grant recommendations align with the District's funding criteria and support its broader social policy objectives. Non-profit organizations depend on this funding to sustain their operations and continue delivering essential programs and services. Through their work, these organizations equip District residents with the resources, support, and opportunities needed to foster empowerment, dignity, and overall wellbeing.

Options:

1. THAT the 2025 Community Service Grants recommendations of \$411,611, as described in the June 19, 2025, report of the Community Planner entitled, "2025 Community Service Grants", is APPROVED.

AND THAT staff be directed to refer the request for an inflation adjustment to the Community Service Grants budget for the 2026 financial planning process.

OR

1. THAT Council directs staff to reconsider the 2025 Community Service Grants allocations.

Respectfully submitted,



Eirikka Brandson
Community Planner

Attachment 1: Summary of 2025 Community Service Grant Recommendations

Attachment 2: 2025 Community Grants by Primary Service Area

REVIEWED WITH:		
☐ Business and Economic _____	☒ Finance <u>SJ</u>	External Agencies:
☐ Bylaw Services _____	☐ Fire Services _____	☐ Library Board _____
☐ Clerk's Office _____	☐ Golf _____	☐ Museum and Archives _____
☐ Climate and Biodiversity _____	☒ Housing <u>JR</u>	☐ NSEM _____
☐ Communications _____	☐ Human Resources _____	☐ NS Health _____
☐ Community Planning _____	☐ Integrated Planning _____	☐ NVRC _____
☐ Development Engineering _____	☐ ITS _____	☐ RCMP _____
☐ Development Services _____	☐ Parks _____	☐ Other: _____
☐ Engineering Infrastructure _____	☐ Real Estate _____	
☐ Engineering Public Works _____	☐ Solicitor _____	
☐ Environment _____	☐ Transportation _____	
☐ Facilities _____		

Attachment 1: Summary of 2025 Community Service Grant Recommendations

#	2025 GRANT APPLICANT	2024 GRANTED	2025 REQUESTED	2025 RECOMMENDED
1	A Loving Spoonful Meals Society*		\$8,000	\$7,200
2	Athletics for Kids Financial Assistance BC Society	\$4,482	\$7,500	\$3,967
3	Avalon Women's Centre	\$15,806	\$25,000	\$17,000
4	BELWEDER North Shore Polish Association	\$747	\$6,000	\$0
5	Big Brothers of Greater Vancouver	\$2,988	\$10,000	\$3,400
6	Big Sisters of BC Lower Mainland	\$3,735	\$5,000	\$3,825
7	Canadian Mental Health Association North & West Vancouver	\$19,758	\$30,000	\$27,000
8	Family Services of the North Shore	\$27,660	\$48,000	\$28,559
9	Food Link Society	\$5,229	\$10,000	\$9,000
10	Foundations for Social Change	\$6,349	\$10,000	\$7,225
11	Highlands United Church	\$4,482	\$6,500	\$5,850
12	Intellectual Disability Society North & West Vancouver	\$5,532	\$12,000	\$6,800
13	Iranian Laughterclub	\$747	\$5,000	\$0
14	Living Systems Counselling	\$5,229	\$10,000	\$4,760
15	Lumara Grief & Bereavement Care Society	\$3,361	\$6,500	\$5,850
16	North Shore Community Resources Society	\$27,660	\$60,000	\$23,799
17	North Shore Crisis Services Society	\$17,545	\$19,300	\$17,370
18	North Shore Keep Well Society	\$3,793	\$5,000	\$4,500
19	PLEA Community Services Society of British Columbia	\$1,897	\$2,000	\$1,800
20	Quest Outreach Society	\$14,225	\$15,000	\$13,500
21	Spectrum Mothers Support Society		\$10,000	\$9,000
22	Variety - the Children's Charity of British Columbia	\$5,690	\$6,000	\$5,400
SUBTOTAL:			\$316,800	\$205,805

	2024 GRANT RECIPIENT (Second Year of 2-Year Term)	2024 GRANTED	2025 REQUESTED	2025 RECOMMENDED
23	BC Pets & Friends	\$5,000		\$5,100
24	Harvest Project	\$15,000		\$15,300
25	Hollyburn Community Services Society	\$18,000		\$18,360
26	Impact North Shore	\$18,500		\$18,870
27	Junior Achievement of British Columbia	\$3,644		\$3,717
28	KidSport North Shore	\$5,000		\$5,100
29	Lionsview Seniors' Planning Society North and West Vancouver	\$4,250		\$4,335
30	Lookout Housing and Health Society	\$10,000		\$10,200
31	North Shore Disability Resource Centre	\$8,594		\$8,766
32	North Shore Fruit Tree Project Society	\$1,458		\$1,487
33	North Shore Lifeboat Society	\$7,288		\$7,434

	2024 GRANT RECIPIENT (Second Year of 2-Year Term)	2024 GRANTED	2025 REQUESTED	2025 RECOMMENDED
34	North Shore Neighbourhood House	\$8,000		\$8,160
35	North Shore Stroke Recovery Centre	\$12,000		\$12,240
36	North Shore Women's Centre Society	\$26,000		\$26,520
37	Pathways Serious Mental Illness Society	\$7,000		\$7,140
38	Salal Sexual Violence Support Centre Society	\$12,536		\$12,787
39	Special Olympics BC - North Shore	\$3,000		\$3,060
40	Spectrum Skateboard Society	\$7,000		\$7,140
41	Spinal Cord Injury BC	\$3,500		\$3,570
42	St. Andrew's United Church	\$4,000		\$4,080
43	The Crisis Intervention and Suicide Prevention Centre of BC	\$10,000		\$10,200
44	The North Shore Safety Council	\$6,000		\$6,120
45	Vancouver Adaptive Snow Sports	\$4,000		\$4,080
46	Volunteer Cancer Drivers Society	\$2,000		\$2,040

SUBTOTAL: \$205,806

TOTAL: \$378,685 \$316,800 \$411,611

*A Loving Spoonful Meals Society is a new applicant, assuming responsibility for the community meal programs previously delivered by Sharing Abundance, which dissolved following the retirement of its long-standing staff and founders.

Health and Wellbeing

Organization	Program(s)	Amount
Avalon Recovery Society	Wellness Program Evening and Weekend Program Expansion Peer Support Program	\$ 17,000
BC Pets & Friends	Pet Therapy	\$ 5,100
Canadian Mental Health Association	Counselling Services	\$ 27,000
Family Services of the North Shore	Child and Family Counselling (no cost/low cost) Clinical Counselling Program	\$ 19,039
Hollyburn Community Services Society	Seniors Emergency & Crisis Programming	\$ 3,672
Living Systems	Access Counselling Program Parenting and Marriage Counselling Program	\$ 4,760
Lumara Grief & Bereavement Care Society	Family Grief and Bereavement Care Program	\$ 5,850
North Shore Crisis Services Society	PEACE Program for Children/Youth Experiencing Violence	\$ 3,474
North Shore Women's Centre Society	Health and Wellness Program NS Cmte to End Violence Against Women	\$ 13,260
Pathways Serious Mental Illness Society	Family to Family Education and Peer Support	\$ 7,140
Spectrum Mothers Support Society	Spectrum Mothers Support	\$ 9,000
The Crisis Intervention & Suicide Prevention Centre	Crisis Intervention and Suicide Program	\$ 10,200
17 programs		\$ 125,495

Family and Community Support

Organization	Program(s)	Amount
Big Brothers of Greater Vancouver	Community Mentoring Program	\$ 3,400
Big Sisters of BC Lower Mainland	Big Sisters Mentoring Go Girls! Healthy Bodies, Healthy Minds My Voice, My Power!	\$ 2,869
Family Services of the North Shore	Thrive Family Centres	\$ 9,520
Hollyburn Community Services Society	Youth Educator Navigator Indigenous Intimate Partner Violence Unit Support	\$ 7,344
Intellectual Disabilities Society	Summit Healthy Choice Hot Lunch Wednesday	\$ 3,400
KidSport North Shore	Financial assistance to Families in Need	\$ 5,100
Lionsview Seniors' Planning Society	Services to Seniors Coalition Seniors Working Group North Shore News Column: Older and Wiser	\$ 4,335
North Shore Community Resources Society	Seniors One Stop Navigation Centre	\$ 5,950
North Shore Crisis Services Society	Outreach and Multicultural Services SAGE Transition and 2nd Stage Housing	\$ 6,948

North Shore Disability Resource Centre	Summer Camp Bursary Program	\$	2,922
North Shore Keep Well Society	Seniors' Enhanced Wellness Program	\$	4,500
North Shore Women's Centre Society	Separation Support Group Single Mother's Support Group	\$	13,260
PLEA Community Services Society	Taking Care of Ourselves, Taking Care of Others	\$	1,800
Salal Sexual Violence Support Centre Society	Strengthening Our Infrastructure to Support Salal Progra	\$	12,787
The North Shore Safety Council	Be Bright Be Seen Elmer the Safety Elephant Bicycle Safety and Skills Course (Bike Rodeos)	\$	6,120
Variety – The Children's Charity of BC	Supporting North Shore Families with Private Assessmer	\$	5,400
25 programs			\$ 95,655

Housing, Food and Basic Needs

Organization	Program(s)		Amount
A Loving Spoonful Meals Society	Sharing Abundance Program	\$	7,200
Athletics for Kids	Sport4Life Grant Program	\$	3,967
Food Link Society	From Pollution to Solution	\$	9,000
Foundations for Social Change	New Leaf Expansion Project	\$	7,225
Harvest Project	Client Care Program	\$	15,300
Highlands United Church	Shelter to Home Saturday Lunch Program	\$	5,850
Hollyburn Community Services Society	Life Success Program	\$	3,672
Lookout Housing and Health Society	Lookout North Shore Housing Centre	\$	10,200
North Shore Community Resources Society	Community Housing Action Committee	\$	5,950
North Shore Crisis Services Society	Second Stage Housing Programs Homeless Prevention Program	\$	6,948
North Shore Fruit Tree Project Society	Recruitment of new Trees and Pickers	\$	1,487
North Shore Neighbourhood House	Food Program Edible Garden Project	\$	8,160
Quest Outreach Society	North Vancouver Grocery Market	\$	13,500
St. Andrews United Church	Free Community Lunch Emergency Food Program	\$	4,080
Volunteer Cancer Drivers Society	North Shore Cancer Patient Transportation Program	\$	2,040
19 programs			\$ 104,579

Inclusion and Advocacy

Organization	Program(s)	Amount
Impact North Shore	Community Bridging Programming	\$ 9,435
Intellectual Disabilities Society	Summit's Self Advocacy Meeting/Workshop	\$ 3,400
North Shore Disability Resource Centre	Information and Advocacy Mobile Multi-Sensory Van Outreach Program	\$ 5,844
North Shore Stroke Recovery Centre	Speech Language Pathology Survivors of Stroke	\$ 12,240
Special Olympics BC – North Shore	SOBC North Shore Sports Program	\$ 3,060
Spectrum Skateboard Society	Spectrum Skateboard Society Lessons	\$ 7,140
Spinal Cord Injury BC	Peer Support Program	\$ 3,570
Vancouver Adaptive Snow Sports	Adaptive Learn to Ski Program	\$ 4,080
10 programs		\$ 48,769

Education and Employment

Organization	Program(s)	Amount
Big Sisters of BC Lower Mainland	Study Buddy	\$ 956
Hollyburn Community Services Society	Wired 4 Success	\$ 3,672
Impact North Shore	Anti-Racism Programming	\$ 9,435
Junior Achievement of British Columbia	Investment Strategies Personal Finance Dollars with Sense Economics For Success More Than Money	\$ 3,717
North Shore Community Resources Society	Information and Volunteer North Shore Democracy Café: North Shore Young Civic Forum	\$ 11,899
North Shore Lifeboat Society	Marine Search and Rescue - Public Education	\$ 7,434
11 programs		\$ 37,113

Condensed Summary of 2025 Community Service Grants

Primary Service Area	# of Funded Organizations	Total Funding Allocated
Health and Wellbeing - 30%	17	\$ 125,495
Family and Community Support - 23%	25	\$ 95,655
Housing, Food and Basics Needs - 25%	19	\$ 104,579
Inclusion and Advocacy - 12%	10	\$ 48,769
Education and Employment - 9%	11	\$ 37,113
TOTAL	82	\$ 411,611

Consolidated Five Primary Service Areas:

Health and Wellbeing:

Includes mental health, addiction, counselling, grief support, sexual health, harm reduction, and wellness services.

Family and Community Support:

Covers services for children and families, older adults, youth, parenting resources, victim services, and community-building initiatives.

Housing, Food and Basic Needs:

Includes homelessness services, emergency shelters, rent and financial assistance, housing support, access to food, clothing, and transportation.

Inclusion and Advocacy:

Includes support for immigrants, refugees, Indigenous Peoples, LGBT2Q+, people with disabilities, legal aid, and advocacy work.

Education and Employment:

Focuses on language learning, anti-racism education, employment training, youth leadership, and workshops.

Figure 1: 2025 Community Service Grants by Primary Service Areas

