

C5 NORTH EAST COMMUNITY HUB

Investment Impact 2019-2022

RECOMMENDATION

That the August 8, 2022, Community Services report CS01271, be received for information.

Requested Council Action	Information only		
ConnectEdmonton's Guiding Principle	ConnectEdmonton Strategic Goals		
CONNECTED This unifies our work as we work to achieve our strategic goals.	Healthy City		
City Plan Values	BELONG. LIVE. THRIVE. ACCESS.		
City Plan Big City Move(s)	A community of communities Inclusive and compassionate	Relationship to Council's Strategic Priorities	Community safety and well-being Conditions for service success
Corporate Business Plan	Community Development: Edmontonians are connected to their neighbours. Social Support - Edmontonians have what they need to succeed.		
Council Policy, Program or Project Relationships	N/A		
Related Council	N/A		

Executive Summary

- An operating subsidy of \$1.2 million (\$300,000 per year) was provided to the C5 Hub from 2019 to 2022 to offset expenses. The term of this funding agreement is ending December 31, 2022.
- C5 is a collaborative partnership between Bent Arrow Traditional Healing Society, Boyle Street Community Services, Edmonton Mennonite Centre for Newcomers, Norwood Child and Family Resource Centre and Terra Centre for Teen Parents.
- C5 North East Community Hub offers a range of social programs and services to community members and groups that recognize and address cultural needs.
- The C5 collective wants to share the impact these programs and services have had on the community over the past four years.

REPORT

Established in 2015, C5 is a partnership between Bent Arrow Traditional Healing Society, Boyle Street Community Services, Edmonton Mennonite Centre for Newcomers, Norwood Child and Family Resource Centre and Terra Centre for Teen Parents. The C5 North East Community Hub is a community space that features a collective kitchen, a Family Resource Centre, a computer lab, and a number of program areas. The Hub is run by C5 with the following goals:

- To provide integrated, wrap-around services for community members
- To create a welcoming community hub where residents can build community connections.
- To build a poverty-free community with, and for, residents in north east Edmonton.

The Hub works to address all the challenges people are facing in one place rather than referring elsewhere. This means that people who most need their help do not have to travel throughout the city telling their stories multiple times and to multiple organizations in order to get the supports they need. Located on Victoria Trail, the Hub is in a geographical area of the City that has a high number of newcomers as well as people and families experiencing poverty.

Through this unique partnership C5 is able to offer:

- Early childhood development programming and parenting supports
- Seniors drop in programs (in partnership with SAGE)
- Youth programs (drop in, one on one casework, employment)
- Newcomers programming
- Mental health supports (drop in counseling in partnership with the Rundle Primary Care Network)

C5 North East Community Hub - Investment Impact 2019-2022

- A financial literacy program
- An employment hub
- Business development classes
- Housing supports information (in partnership with CIVIDA)
- Collective kitchens and culturally appropriate food supports through the C5 Community Market
- Supports to navigate social supports, such as applying for government assistance.

The Hub provides other organizations and the community access to space for free which is used for a variety of purposes including group meetings, culturally specific programs, community events, board meetings, sharing circles, collective kitchens, birthday parties and celebrations. This opportunity creates a community space that is safe for gathering and building relationships. Programs and services are heavily shaped by culturally appropriate practices, which is reflected in the physical spaces as well as the programming being offered. The staff team itself is also diverse and reflects the community members served and staff are able to support a wide variety of cultural and linguistic needs.

To meet additional demand for services, the C5 collective has expanded to two additional nearby program locations in North East Edmonton, which include programming from all five partner agencies.

The C5 Community Market (located on 13508 Victoria Trail NW) provides free, fresh produce and non-perishable food items to Edmontonians struggling with food security in a grocery store-like setting. This program has been especially impactful for the large number of immigrants and refugees who are able to pick out ingredients that they are comfortable and familiar with to feed their families. The Market also provides another access point for individuals and families to access the C5 Hub and its programs and services more broadly.

The Clareview Community Recreation Centre location, which is a pilot project, has a youth hub where afterschool programs and youth employment programs are offered. Community members are provided free access to the recreation centre facilities, in addition to a STEM (Science, Technology, Engineering and Mathematics) and Career Exploration Lab. The C5 team works with recreation centre staff, local schools, Edmonton Public Library and Edmonton Police Services to connect youth to C5 programs so they can focus on productive activities that support their emotional, mental and physical wellbeing.

These additional C5 locations, Clareview Community Recreation Centre and the Community Market, have allowed increased access to services and connection with families in need and provided them with wraparound support and services. This work aligns with the City of Edmonton's Community Safety and Wellbeing Framework as the C5 is engaged in work across all seven pillars of the Framework, with a particular impact in the areas of Safe and Inclusive Spaces,

C5 North East Community Hub - Investment Impact 2019-2022

Pathways Out of Poverty, and Crime Prevention and Crisis Intervention and all of its services operate on a model of equity, anti-racism and reconciliation.

Administration has encouraged collaboration across the social service sector to meet community needs over a number of years. The C5 model is not based solely on physical co-location but on integration. Demonstrating that trusting relationships between organizations can help build a strong model to best serve people that face many barriers to accessing programs and services, an intersectional approach to service delivery recognizes the intersections that exist for individuals and the supports they need. It enables staff to help clients by providing a warm hand off between supports and ensuring individuals do not need to retell their story repeatedly, as often happens in a regular referral system between agencies.

Reporting

The 2019-2022 funding agreement requires annual reporting, including outcome reporting. The Hub reported the following outcomes over the past three years:

Outcome	Measure	Result												
People experience increased social connectivity and community attachment.	Number of immigrants, refugees, Indigenous and newcomers to Edmonton engaged in the Hub.	<table border="0"> <tr> <td><u>2019</u></td> <td><u>2020</u></td> <td><u>2021</u></td> </tr> <tr> <td>1104</td> <td>499</td> <td>987</td> </tr> <tr> <td colspan="3">Pantry Program - 2020</td> </tr> <tr> <td colspan="3">1122</td> </tr> </table>	<u>2019</u>	<u>2020</u>	<u>2021</u>	1104	499	987	Pantry Program - 2020			1122		
<u>2019</u>	<u>2020</u>	<u>2021</u>												
1104	499	987												
Pantry Program - 2020														
1122														
Community organizations have access to space.	Number of community organizations accessing space (free access for programs, events, board meetings etc.) and becoming involved in Hub activities .	9 in each year												
Community residents have access to wrap around services and a variety of programs.	Number of unique individuals accessing services and/or programs at the Hub. <i>Note: people in the Pantry Program may also be part of regular Hub programming.</i>	<table border="0"> <tr> <td><u>2019</u></td> </tr> <tr> <td>1943</td> </tr> <tr> <td> <u>2020</u></td> </tr> <tr> <td>2804 - Pantry Program</td> </tr> <tr> <td>1050 - Hub Programming</td> </tr> <tr> <td> <u>2021</u></td> </tr> <tr> <td>3522 - Pantry Program</td> </tr> <tr> <td>2202 - Hub Programming</td> </tr> </table>	<u>2019</u>	1943	 <u>2020</u>	2804 - Pantry Program	1050 - Hub Programming	 <u>2021</u>	3522 - Pantry Program	2202 - Hub Programming				
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Community residents have the opportunity to volunteer and help grow Hub services.	Number of volunteers involved in the C5 hamper program.	<table border="0"> <tr> <td><u>2020</u></td> <td><u>2021</u></td> </tr> <tr> <td>80</td> <td>20</td> </tr> <tr> <td colspan="2"> <i>Note: there was less need for delivery drivers as the model switched to the C5 Community</i></td> </tr> </table>	<u>2020</u>	<u>2021</u>	80	20	 <i>Note: there was less need for delivery drivers as the model switched to the C5 Community</i>							
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C5 North East Community Hub - Investment Impact 2019-2022

		<i>market from a food hamper program</i>				
Integrated services enable community residents to more easily access the supports they need addressing the continuum of social determinants of health.	Number of unique individuals accessing 2 or more services/programs at the Hub.	<table border="0"> <tr> <td><u>2020</u></td> <td><u>2021</u></td> </tr> <tr> <td>651</td> <td>976</td> </tr> </table>	<u>2020</u>	<u>2021</u>	651	976
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C5 was able to leverage the \$300,00 per year to access an additional \$775,000 in 2021 alone in other financial support. Given the number of participants in 2021, the collaborative has expressed that the impact of the City's contribution is substantial and that is due to the multi-funded nature of each individual agency along with the funding the C5 Hub is able to obtain.

Budget/Financial Implications

Multi-year funding for the C5 North East Community Hub totalling \$1.2 million (\$300,000 per year) was approved by City Council as part of the 2019-2022 Operating Budget. The current funding agreement comes to an end on December 31, 2022.

C5 has indicated that they will seek additional multi-year funding to continue and expand their work in the community and to offset operating expenses including staffing, building costs, kitchen operator costs and program and service delivery. All funding requests will need to be prioritized based on tax levy impacts and limited resources as part of the upcoming four year budget cycle.

COMMUNITY INSIGHT

Administration has worked with the C5 collective to understand the impact that the Hub is having on the citizens in the community and how operating funding supports their efforts (Attachment 1).

GBA+

As the scope of the report is to provide City Council with information related to the impact C5 Hub programs and services have had on the community over the past four years GBA+ analysis has not been conducted by Administration. It is important to note, however, that the funds provided for this Hub directly support individuals and groups experiencing marginalization. Any future funding decisions will benefit from the application of GBA+.

C5 North East Community Hub - Investment Impact 2019-2022

ATTACHMENTS

1. C5 North East Community Hub Investment Impact Report 2019-2022
2. C5 North East Community Hub Report to the City of Edmonton 2018-2021