

# REPORT TO OUR COMMUNITY 2019-2020

and update on our activities related to COVID-19 as of July 10, 2020



Centraide of Greater Montreal



## WORD FROM THE PRESIDENT AND EXECUTIVE DIRECTOR AND THE CHAIR OF THE BOARD OF DIRECTORS



Before the pandemic disrupted our collective momentum, Centraide of Greater Montreal partnered with initiatives that foster systemic change. Take for example the urban agriculture program established by a high school in St-Michel for youth who have a hard time at school. Combined with a supply of fresh fruit and vegetables and a multigenerational collective kitchen, it helps improve the neighbourhood's food security. By supporting this type of initiative through the Collective Impact Project, we aim to create synergy for a greater impact on poverty and social exclusion.

We are able to provide this support for relevant and effective agencies and projects with a strong presence in our community thanks to the contributions of donors who invest to build a fair, equitable, and welcoming Greater Montreal. In 2019–2010, they invested more than \$49.4M in Laval, Montreal and the South Shore.

#### Impact of the pandemic

Greater Montreal was hit particularly hard by the COVID-19 pandemic. As community agencies saw an uptick in demand, Centraide of Greater Montreal jumped into action. We needed a flexible and wide-ranging response, so we established a **COVID-19 Emergency Fund.**  We also set up a network to bring all actors together, so that our partners could talk to each other and understand the issues on the ground, so that agencies could get the support they need to reorganize, and so that people could quickly find an answer to their needs.

This uniting role is reflected in the trust that many corporate and institutional partners and private foundations have shown us. For example, the Lucie and André Chagnon Foundation and the Marcelle and Jean Coutu Foundation supported the **Youth Project**, which is active throughout the summer to help prepare more than 12,000 young people for a successful return to school in September. The cities of Montreal, Laval and Longueuil made sizable contributions to ensure that everyone receives a meal, including seniors in self-isolation. Generous donors made sure that hundreds of community agencies were able to be there for the most vulnerable populations. The Government of Canada chose the United Way Centraide network to roll out exceptional support via the **New Horizons for Seniors Program** and the **Emergency Community Support Fund.** 

The road ahead remains long and winding, the challenges are many, and we're sure to encounter new hurdles. The pandemic has highlighted and exacerbated social inequalities and the many forms of systemic racism and discrimination that existed well before the crisis, and have now become unignorable. Together with you, Centraide of Greater Montreal will do its best to anticipate needs, get in front of them and ensure that Greater Montreal remains strong and solid through the storm, with its unstoppable community spirit. Stay safe.

Ule Anna fereira

Lili-Anna Pereša, C.Q. President and Executive Director

Rohn Bur

Robert Dumas Chair of the Board of Directors

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Thank-you to the social sector



#### LEGEND

Agencies that have received support from one of our emergency funds.



Agencies that are or are not in the Centraide network.



In the Centraide network



Not in the Centraide network



local love

We have been active from the first days of the crisis by supporting the 211 service, an information and reference service that makes it possible to track the development of social needs and identify missing resources, by also advising various authorities, by participating in local crisis centres and by establishing our COVID-19 Emergency Fund and the Youth Project, made possible thanks to the donations of businesses, workplaces, individuals as well as cities, boroughs, foundations and generous donors.

Because we were already a strategic and proactive social investor before the crisis, with acute knowledge of the reality on the ground—not to mention our agility at disbursing funds—the federal government trusted our expertise to allocate the funds of two of its help programs (ECSF and New Horizons) where needs were greatest.

Community agencies played an essential role by responding effectively and quickly to the needs of hundreds of thousands of people who were suddenly at loose ends. Over 550 front-line agencies in Greater Montreal, 60% of whom were not part of Centraide's usual network, received financial support. As of July 10, 2020, over \$16M has been given to these essential community agencies.



## **CENTRAIDE COVID-19 EMERGENCY FUND**





Creation of the Centraide COVID-19 Emergency Fund



#### **Centraide of Greater Montreal**

\$7.1M

Allocated to agencies as of July 10, 2020

### 441 projects received funding. Here are a few examples:

### MultiCaf (\*)

MultiCaf provides food security for underprivileged people in the Côte-des-Neiges neighbourhood. This breaks their isolation, develops their sense of community belonging, and promotes their individual empowerment. Since the start of the COVID crisis, MultiCaf has already distributed more than 20,000 food aid baskets, compared to 17,000 for the year 2019.

## Santropol Roulant 🕐

At the start of the pandemic, Santropol Roulant revised its procedures and put all the energy needed into its meal distribution service to meet the critical needs of confined seniors and people with disabilities and to significantly increase the number of meals delivered (more than 1,582 frozen meals distributed to more than 520 households over a 4-week period). The agency has also established a caring calls program to call each client one by one, just to check in on them.

## La Tablée des Chefs 🛞

La Tablée des Chefs and its partners-including Centraide-have launched Les Cuisines Solidaires, a major initiative to fill the fridges of community agencies by producing over 2 million meals that are distributed to vulnerable people.

# local love GLOBAL CRISIS

This additional financing has helped agencies reorganize to maintain and sometimes increase contact with vulnerable people and those made vulnerable by the health crisis.

This fund was made possible thanks to donations from companies, organizations and trade unions, generous donors, foundations, cities and boroughs.



Major donations from the Lucie and André Chagnon Foundation, the Marcelle and Jean Coutu Foundation, and subsequently Eidos-Montréal and Square Enix Montréal, have made it possible for Centraide of Greater Montreal to launch the Youth Project.

Throughout the summer, more than 12,000 isolated and marginalized young people will receive educational and psychosocial support so that they can continue their studies and go back to school in 2020-2021 with the best chances of success.





## YOUTH PROJECT

**APRIL 29** Joint creation with our donor-partners

Application period during the month of May

JUNE 8

Start of allocation to agencies

### **Centraide of Greater Montreal**

**\$1.5M** 

Allocated to agencies as of July 10, 2020

### 56 youth agencies received funding. Here are a few examples:

### Diapason-Jeunesse 🏵

Diapason-Jeunesse has adapted its services to maintain a connection with some 30 youth in Laval who have a difficult relationship with school, by offering online programming throughout the summer, including discussions, a book club, journaling, a photo scavenger hunt to get them outside, volunteering, and a back-to-school workshop. The organization was also able to count on technical support and was able to purchase laptops and tablets.

#### Centre communautaire Jeunesse Unie de Parc-Extension 🛞

The goal of the Centre communautaire Jeunesse Unie de Parc-Extension during this health crisis is to help young people catch up on schooling, provide structured social and educational activities for youth (rather than leave them with no structure at all for the summer), and promote virtual interaction and school exercises.



The **New Horizons for Seniors Program** (**NHSP**) is a federal program of grants and contributions that supports projects created by and for seniors who want to have a positive impact on the lives of others and in their community.



# NEW HORIZONS FOR SENIORS PROGRAM (NHSP)





### **Government of Canada**

\$9M distributed between the United Way Centraides of Canada.

\$683k Alloc as of

Allocated to agencies as of July 10, 2020

# Here are some examples of agencies funded by the New Horizons program:

### Mon Resto Saint-Michel 🏵

Over 600 people have benefited from psychosocial and food support services. The agency's members were contacted during lockdown to assess their needs. Volunteers delivered over 700 emergency food assistance baskets (including fruits and vegetables, processed products, and frozen meals) in the Saint-Michel neighbourhood and received and returned more than 1,500 calls.

## Centre SCAMA (Laval) 🛞

Since the start of the pandemic, the Centre SCAMA (Centre de services communautaires et d'aide au maintien de l'autonomie) has delivered groceries and expanded its emergency food assistance services (meals on wheels and frozen meals). Also, every day, 30 volunteers make friendly phone calls to 300 seniors in self-isolation, a service offered in several languages (including French, English, Arabic, Armenian, Spanish and Greek).

## Centre des aînés Côte-des-Neiges 🛞

The Centre des Aînés Côte-des-Neiges provided services to more than 320 autonomous and semi-autonomous seniors from all social, economic and cultural backgrounds, and provide them with activities and social services while encouraging them to connect, help each other, and participate in the agency's democratic life.



# EMERGENCY COMMUNITY SUPPORT FUND (ECSF)



### **Government of Canada**

Centraide of Greater Montreal was entrusted with a \$12M envelope split into 3 parts. Parts 1 and 2 completed. Part 3 ongoing.

**\$7.1M** All as

Allocated to agencies as of July 10, 2020

# 202 agencies/projects received funding from Centraide. Here are a few examples:

### Service d'interprète d'aide et de référence aux immigrants (SIARI) (\*)

This interpreting service has translated all the relevant government communications into 15 languages during COVID-19.

# Socioeconomic Summit for the Development of Black Communities ${\ensuremath{\mathfrak{S}}}$

Thanks to the 4C project, over 700 additional targeted families will be supported. This initiative aims to assist these families by offering them equipment, internet access and support to combat the digital divide amplified by COVID-19.

### Cantine pour tous 🛞

In collaboration with Cuisine collective Hochelaga- Maisonneuve, La Corbeille Bordeaux-Cartierville, Resto Plateau and Traiteur BIS, coordinates the production of meals for five food supply sites temporarily set up in five Montreal hotspots to meet the critical needs of homeless people. An emergency mobile food distribution is also being deployed from east to west to reach out directly to homeless people.

(ECSF) is a \$350M investment made by the Government of Canada via Employment and Social Development Canada (ESDC) to help vulnerable populations manage the effects of COVID-19.

The Government of Canada has partnered with United Way Centraide Canada, the Community Foundations of Canada (in our area, the Foundation of Greater Montreal) and the Canadian Red Cross, in order to distribute the ECSF across the country.



## UNDENIABLE SOCIAL EXPERTISE

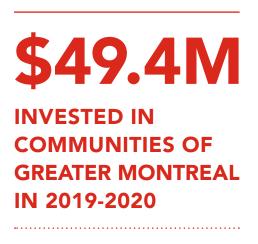
Before the pandemic, 614,000 people were living in poverty and exclusion in Greater Montreal. We cannot ignore issues like poverty, student dropouts, food insecurity, social isolation or homelessness, which too many people are facing.

Centraide's mission is to break the cycle of poverty and social exclusion, to everyone's benefit, by supporting youth success, taking care of the essentials, breaking social isolation, and building caring communities.

#### The basis of our expertise

Our expertise is based on acute knowledge of the community dynamics and the needs of underprivileged people. We are able to make smart investments that are grounded in reality and that support successful agencies and leaders in their communities.

To effectively reduce poverty, Centraide takes a holistic approach to communities: the needs of the people who live there, the issues, and the community dynamics. To do this, it weaves solid connections with neighbourhood committees, institutions (municipalities, public health, schools, the police), and top community agencies with sound management practices and effective governance.



Laval, Montreal and the South Shore



### OUR SOCIAL DEVELOPMENT ORIENTATIONS:



BE AN AGENT OF CHANGE



#### COLLABORATE WITH EFFECTIVE ORGANIZATIONS



#### PROMOTE SYNERGY BETWEEN ALL ACTORS OF CHANGE



EVALUATE AND MEASURE IMPACTS



COMMUNICATE EXPERTISE AND THE IMPACT OF CENTRAIDE'S ACTIONS



### Did you know?



In underprivileged areas in certain neighbourhoods of Montreal, 40% of youth drop out of school.



While at the beginning of the pandemic 26% of Quebec adults lived in a household in a food insecure situation, this proportion was 15% as of May 20. Of these, the population of the Montreal Metropolitan Area was the most affected.



In Laval, 1 person out of 9 lives on a low income.

### Centraide knows communities well

#### THAT'S WHY WE CAN HELP TACKLE THE CHALLENGES RELATED TO POVERTY AND SOCIAL EXCLUSION

## $\downarrow$

**Toujours Ensemble in Verdun** assists youth facing school, family, economic or social difficulties. The agency offers various programs, including school retention, homework help, and extracurricular activities.



Also supported by the Youth Project Fund

## $\downarrow$

La Croisée de Longueuil offers three food security programs. La Petite Cuillère for affordable menus, Les Cuisines Collectives, for those who want to eat healthier while saving money, and an emergency food assistance program.



Also supported by the Centraide COVID-19 Emergency Fund

## L

La Maison de la famille at the Centre communautaire Val-Martin in Chomedey-Est supports families facing a range of difficulties (single parents, poverty, immigration).



Also supported by the Emergency Community Support Fund – Government of Canada





## A PARTNER FOR ENGAGED AND EFFECTIVE AGENCIES

The annual Solidaires Awards recognize the remarkable contribution of agencies and people who are committed to community action and who work every day to mitigate the effects of poverty and exclusion on the most vulnerable people in our community.

### The "200 portes" HM Parents' Committee

Solidaires Citizen Involvement

The "200 portes" Hochelaga-Maisonneuve Parents' Committee is made up of a dozen committed parents who get involved in the neighbourhood to find local solutions to families' concerns. This project was led by the Hochelaga-Maisonneuve neighbourhood round table, which was very active during the COVID-19 crisis.

## Pierrette Gagné

Executive Director, Information and Referral Centre of Greater Montreal

Solidaires Leadership

When Pierrette Gagné took over as the head of the Information and Referral Centre of Greater Montreal (IRCGM) in 2013, she had two goals: to modernize the agency and to make it a key player in Quebec's social sector, particularly by implementing the 211 multi-platform information service. Since 2018, 211 has been accessible in 82 municipalities of the Montreal metropolitan community. During the COVID-19 crisis, 211 was an essential service that helped tens of thousands of people find emergency food assistance.



Also supported by the Centraide COVID-19 Emergency Fund







### Regroupement Partage, "Cultiver l'Espoir" project

**Solidaires Mobilization** 

The Regroupement Partage had an idea in 2011 to create a multi-stakeholder (Ville de Montréal, Métro, Groupe Morneau, etc.), multi-sector, and circular social economy project to address a range of issues: a lack of fresh food at food banks, pressure on agricultural land, a growing demand for local and organic products, and the desire to promote healthy eating.



Also supported by the Centraide COVID-19 Emergency Fund

### Centre for Community Agencies (COCo)

Solidaires Empowerment

The mission of the Centre for Community Agencies (COCo) is to provide training for the community network. It helps build a more socially fair world by sharing its training expertise on systemic racism and by promoting the health and well-being of community agencies in Quebec.

### Calixa-Lavallée High School Peer Support Group

Solidaires NextGen

Coup de pouce jeunesse de Montréal-Nord is a community agency that promotes self-esteem and mutual aid among teenagers from diverse cultures. The youth are excellent at helping newcomers integrate and are a model to follow.







## A PARTNER IN YOUTH SUCCESS

Too many children still live in families that don't have the resources or the support to provide an environment or conditions that are favourable to their development.

Too many children enter kindergarten poorly prepared and immediately fall behind in a way that could affect their entire academic career.

#### **Our** action

To get young people on the road to success and break the cycle of poverty and exclusion:

- Stimulate infant development
- Keep kids in school
- Support parents and families
- Prevent homelessness





# Let's encourage student retention

Tommy dropped out of grade 7 as he was repeating it for the third time. He participates in Benado's Pivot program, intended for teen dropouts.

Centraide's support for academic success helps prevent many teens from dropping out of school without a diploma and becoming adults with precarious employment.



## A PARTNER IN LASTING SOLUTIONS TO TAKE CARE OF THE ESSENTIALS

In Greater Montreal, many people live in housing that is inadequate or beyond their means. No individual or family should spend more than 30% of their income on housing. But when you work for minimum wage, it's impossible not to exceed this ratio.

#### **Our** action

So that people and families can meet their essential needs:

- Provide food security
- Facilitate access to decent housing





### Let's put an end to poverty, social isolation and food insecurity

Darquis spent a long time isolated in his basement without the means to eat well before he found a new family in one of the 350 agencies that Centraide supports.

With rent and bills coming first, many people are forced to cut other essential needs, like food and clothing. Centraide takes action so that everyone can live with dignity.

## A PARTNER IN INNOVATIVE PROJECTS TO BREAK SOCIAL ISOLATION

Some population groups are more at risk of poverty and social exclusion than others and experience hardship because of family breakups, aging, functional limitations, mental health problems, difficult periods of change, or a recent immigration.

#### **Our** action

To ensure that all individuals can fully participate and contribute to society, no matter their age, gender, origin or abilities:

- Break the isolation of seniors
- Promote the social inclusion of people with disabilities
- Support the integration of immigrants and refugees
- Help people experiencing a crisis or major mental health problem





### Let's not ignore mental health problems or distress

Gisèle's daughter was diagnosed with bipolar disorder as a student. Together, they have managed to live better with the challenge of mental illness thanks in part to your generosity, which allows relevant agencies to support them.

Centraide takes action by providing marginalized people with support, networks, mutual aid, a sense of belonging, and opportunities to get involved.



Residents, agencies and institutions are joining forces to find solutions to problems that they face in their neighbourhoods. Centraide takes action by giving agencies the means to play a leading role in improving living conditions in their neighbourhood.

#### **Our** action

To help build stronger communities:

- Bring neighbourhoods to life
- Encourage volunteer action
- Reinforce community agency skills and leadership





### Let's shape the future of our neighbourhoods together

Centraide's agency network can count on thousands of volunteers on the ground, like Francis.

round tables in each

PROJET IMPACT COLLECTIF

SOURCE

METHOD

RESULTS

COLLECTIVE IMPACT PROJECT



# AT THE HEART OF THE COLLECTIVE IMPACT PROJECT

### EVALUATION BY THE NISKA COOPERATIVE:

How are the 5 neighbourhoods that are receiving intensive CIP support progressing toward their goals?

> > 70 people interviewed

> Online survey

> 6 focus groups

> A general meeting for collective analysis

#### SIGNIFICANT ADVANCES IN 5 ESSENTIAL AREAS

that are generating an impact on POVERTY REDUCTION in neighbourhoods

COMING TOGETHER AROUND COMMON ASPIRATIONS and creating strategies to fight poverty CREATING COMMITMENT around neighbourhood roundtables that provide unifying leadership

3

GETTING PEOPLE INVOLVED in finding solutions to the issues that concern them



**LEARNING TOGETHER** and measuring the impact of initiatives to **improve collective action** 

- \$25M OVER FIVE YEARS
- \$3 243 935M INVESTED IN 2019-2020
- \$8.4M INVESTED TO DATE

### THREE AREAS OF ATTENTION

indicated by the interviewed neighbourhood stakeholders



# MOVING TOWARD SYSTEMS CHANGE

n<sup>0</sup>oo "Our strategies are stronger because they are created **CREATING STRATEGIC** collectively" ALLIANCES TO ACT **ON SYSTEMS** Saint-Léonard The School-Family-Community project for newcomers has been extended to other schools in Montreal's east end. E..... Saint-Michel A secondary school's urban agriculture program is helping to improve food security in the neighbourhood. Centre-Sud Real estate developers and institutions are considering the wishes oflocal residents. **Parc-Extension** The new neighbourhood roundtable is taking action and has become a voice for citizens. December 2019 **Côte-des-Neiges** Health-network and borough stakeholders are advancing their pic.centraide.org practices in the areas of housing and safe housing conditions.



Considering **time** as an **essential ingredient** when deploying collective strategies **A** 

Avoiding the risk of overextending the project's stakeholders



# COMMUNITY OUTREACH







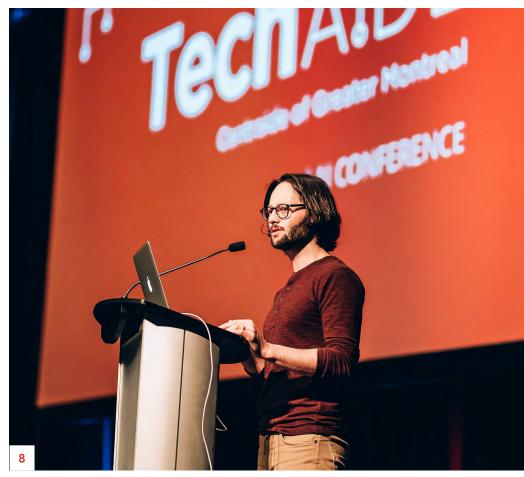












#### Centraide's March of 1,000 Umbrellas (1 and 2)

Thousands of people marched to kick off the 2019 campaign with our co-chairs Éric Martel and Andrew Lutfy.

#### ELLES Centraide (3)

A group of inspiring women who want to encourage other women to become agents of change in our community through philanthropy and volunteering.

#### Centraide Cup (4)

30 teams gathered together at the Saputo Stadium to help raise \$305,000 to help reduce the school dropouts problems.

#### **Génération Centraide** (5)

A group of engaged young people who want to change things in their own way by rallying motivated youth around a shared goal: to reduce poverty in Greater Montreal.

#### Major donors tour 2019 (6)

Major donors visit community agencies. The Major Donors Cabinet is chaired by Isabelle Marcoux.

#### **#Unignorable campaign** (7)

A campaign in partnership with Pantone to highlight the issues related to poverty and social exclusion that are too often ignored.

# TechAide Al4Good Conference and Hackathon (8)

Montreal's tech community came together around a series of activities to raise funds for Centraide and offer its tech expertise to our agencies. Over \$165,000 was raised.

## CENTRAIDE ACKNOWLEDGMENTS



Thank you to our major donors and thank you especially to the co-chairs of our 2019 campaign, **Éric Martel** and **Andrew Lutfy**, as well as **Isabelle Marcoux**, chair of the Major Donors Cabinet.

Thank you also to everyone who contributed in their own way to the mission of Centraide of Greater Montreal.

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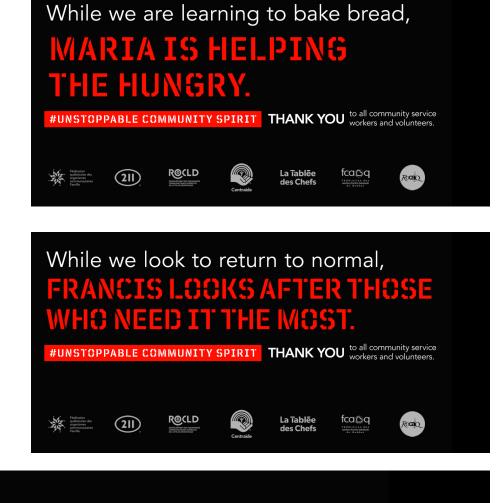
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## CAMPAIGN TO THANK SOCIAL SECTOR WORKERS

Thank you to all our partners and donors who made this campaign possible.



### Thank you to all community service workers and volunteers.

### #UNSTOPPABLE COMMUNITY SPIRIT





Image: Second streamImage: Second stream