

Attention: City Manager, Peter Weeber, Director, Corporate Services, Mike Brotherston, Social Planning Manager, Olga Shcherbyna

1. Summary of actions and achievements for the reporting period Schedule A Services

Program	Funding Source	Funding Received	Total Cost of the Program	Shortfall **
Info and referral	BC Gaming Commission	\$40,000		
	The City of Delta	\$19,000		
Total Funding Received		\$59,000	\$82,500	-\$23,500
Seniors Services/Outreach	BC Gaming Commission	\$40,000		
	The City of Delta	\$85,000		
Total Funding Received		\$125,000	\$165,000	-\$40,000
Seniors Counselling	BC Gaming Commission	\$35,457		
	The City of Delta	\$15,000 + \$40,000		
Total Funding Received		\$90,457	\$155,000	-\$64,543
Income Tax	The City of Delta	\$10,000		
	CRA	\$3,435		
Total Funding Received		\$13,435	\$19,600	-\$6,165
Christmas Toys and Hampers	The City of Delta	\$10,000	\$105,000	-\$95,000
Total Funding Received	BC Gaming Commission	\$115,457		
	The City of Delta	\$179,000	\$527,100	-\$229,208

Due to the continuing increase in the aging population in Delta, all programs funded by The City of Delta are very well used. Seniors Services and Seniors Counselling have waitlists that are triaged for those who are most frail, however daily referrals continue to be received. Deltassist has received further United to assist the frailest seniors who cannot afford any light housekeeping service, yard maintenance, or handyperson assistance to ensure they can maintain their independence in their own homes. This significant as this relieves pressure from the long-term health care assisted system and greatly supports seniors mental and physical health and wellness. Seniors receiving seniors counselling report; feeling much better than before service provision, having increased positive connections with family and having increased connection with their community. The Christmas programs again saw many more families this year. Deltassist again arranged for translators to support new immigrants/those from racialized communities. Again, feedback from clients was very positive regarding the service operating in the North Delta office so registration and choosing the toys for their children happened simultaneously. The number of income taxes filed continues to increase and clients are very pleased with the speed of the e-filing receiving of their returns. Deltassist receives thousands of calls per year asking for; resource information, how to access resources, and help to receive navigate many complex systems by all staff at Deltassist. This seems to be very helpful as

frustration with getting caught in a phone tree and not accessing a live person has deterred people from accessing needed resources. Deltassist website and email is very well used and thousands of inquiries come through the website and email each year inquiring about resources and requesting assistance with pressing needs. Deltassist does not provide everything callers need, but we are always able to help callers and people who walk-in to our offices with resources that can help them. Deltassist receives donations throughout the year to assist with the shortfall, but these donations are not a guarantee as donation amounts change from year to year.

2. Statistics Related to Schedule 1

Service	Primary Location	Funding Provided by The City of Delta	Min # Served	Min Hrs Per week	Provided by Deltassist 2025	Provided by Deltassist 2024	Variance	# racialized residents/Immigrants 2025
<u>Info and Referral</u> Assist low income Delta residents to access programs services and resources including phone and internet assistance	North Delta Office 9097 120 Street Delta	\$19,000	100	35	18,537 Phone Calls 9,950 Internet Inquiries Total 28,487	17,956 Phone Calls 9,700 Internet inquiries Total 27,656	+831 +2.92%	Callers are not asked if they identify as racialized residents or immigrants
<u>Seniors Services/Counselling</u> Assist Delta Seniors to maintain their health, live independently and increase their participation in the community	#202-5000 Bridge Street Delta (Ladner)	\$55,000 Seniors Counselling \$85,000 Seniors Outreach/General	375 Seniors	35	Seniors Counselling 280 Seniors Outreach/General 486 Total 766	Seniors Counselling 275 Seniors Outreach/General 450 Total 725	+41 +5.35%	Racialized residents 213 Immigrants 21
<u>Christmas Programs</u> Ensure Delta residents on low income have Christmas dinner and presents at the holiday season	North Delta main and Ladner Office – after the	\$10,000	1400	As required	1,960 During Toy Depot 280 after Toy Depot before Xmas Total	1,945 During Toy Depot 275 after Toy Depot before Xmas Total	+20	Racialized residents 623 Immigrants 63

	toy depot				2240 1480 registrants	2,220 1400 registrants	+0.89% +2.7%	
Income Tax Program Assist low-income and /or disabled individuals and seniors in Delta to file their income tax returns	North Delta and Ladner Offices	\$10,000	735	As required	696 during tax time 140 after tax time Total 836	600 during tax time 145 after tax time Total 745	+91 +10.89%	Racialized residents 232 Immigrants 23
Total City of Delta Funding		\$179,000						

Notes: Information and referral – The number of calls do not include information and referral information given out to clients of Deltassist or other persons calling in to our General Intake Line, or provided through our Substance Use Intake Line, our Intimate Violence Intake line or the Seniors Counselling Intake Line.

Notes: Seniors Services - Daily Phone Support, Wellness Calling weekly Phone Shopping and through our Better at Home programs; Volunteer Driving, Light Housekeeping, Yard Work and Small Home Repairs, assisting with Meals on Wheels Referrals, assisting with referrals to other services.

Notes: Seniors Counselling – the seniors in this program may also be receiving services in the Seniors Services Programs as well as receiving emergency food, bread, vegetables, extreme heat/cold supplies, and hygiene items, as well as being served in Substance Use Services and our Intimate Violence Program.

3. Applying an Equity, Diversity and Inclusion (EDI) Lens

Deltassist has a Diversity, Equity, Diversity and Inclusion Agency statement and philosophy that is integral to all Deltassist programs and services to ensure that all paperwork, service delivery, and communications, are culturally sensitive and respect how individuals identify. Deltassist is fortunate to have a very diverse staff who speak many languages and can assist clients at reception or on the phone that need assistance with information and referral. Overall, Deltassist tends to see approximately 48% clients who identify as South Asian, 48% who identify as Caucasian, and the remaining 2% tends to be made up of those identifying as Indigenous, of Asian descent, of Latin descent, of African descent, of Ukrainian descent and smaller percentages of several other ethnicities. See Page 3 for the #'s of racialized residents and immigrants. These statistics reflect the willingness of clients to share this information with Deltassist. Deltassist provides emergency food, diapers, menstrual/hygiene items, extreme cold/heat supplies, vegetables, bread, baby supplies and clothing as donated to many people who have immigrated and settled, mainly in North Delta. Deltassist does not keep statistics on the identified ethnicity of clients for value added services not funded by The City of Delta.

4. Emerging Challenges Needs and Trends

Substance Use – Deltassist continues to see increasing numbers of clients across the age span experiencing issues with substance use or being affected by a significant other with a substance use issue. Deltassist has a protocol in place with the Delta School District to ensure connection of youth to counsellors. Outreach is used significantly to meet clients where they are most comfortable. Seniors have continued to increase their use of this service as many seniors are turning to alcohol to cope with their stress.

Housing – Deltassist clients continue to relate housing costs in Delta are unaffordable and clients are choosing to pay rent over food. A strong need continues for seniors affordable/low-income housing, however there has been significant push back from the community. The senior population of 55+ continues to increase in Delta and continues to put a strain on existing services. Seniors continue to present with many complex issues and Deltassist continues to provide more seniors with emergency food, vegetables, bread and other items that struggle with food equity which helps to take stress off of their limited income.

Transportation -Our senior clients continue to relay to Deltassist they can no longer rely on TransLINK HandyDART for necessary medical trips such as dialysis. Deltassist’s volunteer drivers continue to see an increase in the number of drives they provide on a yearly basis due to the unreliability of HandyDART. Although volunteers are donating their time, Deltassist does reimburse all volunteer drivers for their fuel consumption while providing volunteer drives.

5. Additional Notes

Deltassist continues to monitor the current context of needs in Delta to evaluate the services we provide, whether those are counselling or community services. In the past year Deltassist has taken on the Community Response Network for Delta addressing the issue of abuse/harm to seniors. Deltassist has a lease with The City of Delta for The Little House and has ensured the stability of the recovery groups that have used this space for decades, and provided a location for free counselling within Tsawwassen to decrease barriers of transportation and distance for those who want to be seen in their own community. Deltassist continues to receive positive feedback from the recovery groups, and clients who are very happy they can access free counselling in their community. Deltassist collaborates with many agencies in Delta and often partners to increase capacity to address larger issues that no one agency can address.

6. Deltassist Request to The City of Delta for Funding for 2026-2027

To search for further funding for the extensively used seniors counselling program, with a current waitlist of over a year, Deltassist continues to pursue many grant avenues, however, most require grant proposals to be new projects, and don’t wish to fund for existing programs, or grant funds available were very low and would not even cover program cost increases. As mentioned previously, all of the programs funded by The City of Delta have increased in use and a further increase in use is expected for the 2026-2027 year.

Deltassist very much appreciates the support from The City of Delta and this support allows Deltassist to provide a myriad of supports to persons struggling financially, emotionally, and medically. For these reasons, Deltassist will be respectfully submitting the following request for funding from The City of Delta for the 2026-2027 fiscal year:

Info and referral	The City of Delta	\$19000
Seniors Services	The City of Delta	\$85,000
Seniors Counselling	The City of Delta	\$15,000 + \$40,000
Income Tax	The City of Delta	\$10,000
Christmas Toys and Hampers	The City of Delta	\$10,000
Total amount requested	The City of Delta	\$179,000

Respectfully submitted, Julie Chadwick, M.Sc., R.C.C., ACS Executive Director Deltassist Family and Community Services Society March 25, 2026