



March 14, 2024 Report as requested by Olga Shcherbyna, Social Planner, City of Delta

Attention: Olga Shcherbyna, Social Planner, City of Delta

Danny van Dyk, Director of Corporate Services, City of Delta

**Deltassist Report re January 1, 2023 – December 31, 2023 Service Data Related to the City of Delta Service Agreement**

**Schedule A Services**

Service	Primary Location	Funding Provided	Min # Served	Min Hrs Per week
Info and Referral  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
Seniors Services/Counselling  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
Christmas Programs  Ensure that Delta residents on low income have Christmas dinner and presents under the tree over the holiday season	North Delta and Ladner Offices	\$10,000	1400	As required
Income Tax Program Assist low-income and /or disabled individuals and	North Delta and Ladner Offices	\$10,000	735	As required

seniors in Delta to file their income tax returns				
Total City of Delta Funding		\$179,000		

**A. Services for Low Income Delta Residents to Increase Accessibility to Programs, Services and Resources**

**Information and Referral: Funded by the City of Delta \$19,000**

Service	Primary Location	Funding Provided	Min # Served	Min Hrs Per week
Info and Referral  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
Provided by Deltassist			16,836 Phone calls 8,135 Internet inquiries Total 24,971	

In 2023, we received 16,836 telephone calls by reception at Deltassist’s North Delta and Ladner offices as compared to 15,765 telephone calls in 2022. As we have a new VOIP system, the calls through reception that are for counsellors have reduced as they go directly to their phone extensions thus, freeing up reception to provide more information and referral about community resources. Of that total, 6743 calls were specific information and referrals calls inquiring about services in Delta as compared to 4838 calls in 2022. The number of calls is up from 2022 (15,765) by 1,071 calls. These calls required anywhere from 5-20 minutes of service time to identify client need and appropriate referral avenue. During this same reporting period, 8,135 inquiries were received via the Deltassist website, up 385 inquiries from 2022 (7,750). These 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 or the Seniors Counselling Intake Line. Over the course of 2023, 250 volunteer hours were provided as opposed to 222 volunteer hours provided in 2022 up 28 hours, adding new resources to the Information Database and updating existing resources.

The Information and Referral Database on Deltassist’s website is accessible to anyone and individuals without a computer can access this database via the library. Deltassist ensures that resources are updated continually and new resources that would assist residents of Delta are added on an ongoing basis to ensure that the site is relevant and useful. People can also call reception and ask for assistance.

**B. Services that Help Delta Residents Maintain Good Health: Seniors**

Seniors Services/Counselling  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 Combined	35
Deltassist Provided		Seniors Counselling Seniors Outreach/General	210 395 Total 605	35

**These stats only reflect the numbers that are related to the funding from the City of Delta.**

In 2023, a total of 6743 services assisted 395 Delta seniors in the senior’s services outreach program as opposed to 6,536 services 387 seniors and 6,578 services in 2022. These services include: Daily Phone Support, weekly Phone Shopping and through our Better at Home programs; Volunteer Driving, Light Housekeeping, Yard Work and Small Home Repairs. By the end of 2023, the waitlist had increased to 45 seniors as opposed to 21 seniors on the waitlist at the end of 2022. The waitlist is continually triaged and the Seniors Service staff are in touch with seniors on a weekly basis to triage the needs of our most frail seniors. The seniors’ services office has been receiving 4-5 new intakes for services per day for the last six months of 2023.

***The Better at Home Program for Seniors ( Although the Better At Home Program which pays for light housekeeping, light yard work, handyperson services and volunteer driving, which is not funded by the City of Delta, the Staff required to assist the seniors to maintain their health, independence and increase their participation in the community are partially funded through the City of Delta).***

This program, partially funded by the United Way, is in its ninth year of operation with a contract in place for 2024-2025. The program offers subsidies to seniors on fixed incomes and distributes over \$56,000 in subsidies per year to Delta residents. Volunteer drives for seniors who need to attend appointments outside of Delta are subsidized within the capacity of the program. **In 2023, 453 volunteer drives were provided to senior residents, up from the 416 drives in 2022.** This is a result of clients and volunteers being more comfortable due to more people being vaccinated, continued increased COVID precautions, and available personal protective equipment. Deltassist volunteer drivers continue to be provided training as well as COVID kits for their cars and daily requests for drives come into the seniors’ office.

The Better At Home Program’s services are in very high demand by our Delta seniors. **In 2023, 2,347 services were provided to 395 seniors and waitlists were reduced significantly due to adding subsidies from the Coldest Night of the year fundraising, however with the increase in daily intakes for seniors the waitlist at the end of 2023 was 45 (37 housecleaning, 8 lawn maintenance ).** Deltassist will continue to use non-designated donations or donations slated for seniors’ services to assist with the frailest on the waitlist. These seniors have paid property taxes, paid tax on food and gas and all other items for 60+ years and want to be maintained in their own homes. All research points to maintaining seniors in their homes as best practice for maintaining both physical and mental well-being and they are still contributing to their community. Deltassist supports this and will continue to advocate for an adequate amount of funding for subsidies to support seniors through the Better At Home Program through the United Way. This will be even

more important in coming years as Delta will have an ever-increasing senior population and being proactive now will help seniors maintain their health longer.

### ***Services that Help Delta Residents Maintain Good Health: Seniors Counselling***

The office in Ladner continues to provide space for the necessary counselling support to residents of South Delta. Counselling services were provided in-person when possible, over an online platform, or by phone whichever was most comfortable for the client. Wellness calls to at-risk seniors that were increased during COVID, continue to be provided and 444 wellness checks were conducted during 2023 with the seniors enrolled in the Better At Home Program. These seniors were provided phone counselling and also assessed for other needs such as Shop and Drop services, and also prescription pick-up. Also, if the seniors were presenting significant mental wellness issues, referrals were facilitated, at the senior's request, to Delta Mental Health, Older Adult Mental Health and other community or health resources. Many of these seniors who continue to be identified as higher risk have been transitioned to the Seniors Counselling Program for ongoing services. Please see number of clients served in the above table.

Approximately 11 years ago, a need was identified for a Senior's Counsellor in Delta. The mandate of this position is "to improve the overall health of seniors in terms of their individual quality of life, including their physical, social and emotional well-being". The Deltassist Seniors Counsellor is a Masters Level Registered Clinical Counsellor providing services to persons who are 55+, living in Delta and who have concerns that are impeding their ability to live a healthy lifestyle. Characteristics most commonly associated with seniors accessing this service include being; isolated- physically and/or socially, at risk and approaching imminent crisis, experiencing grief and loss, having suicidal ideation, being frail or disabled, on low income, and dealing with; language and/or cultural barriers, experiencing issues related to basic needs such as finances and housing, and coping with difficulties as a result of complex health issues or as a result of aging.

Specific services provided by the Seniors Counsellor include; short-term counselling and emotional support, assessment, education, case management and facilitation of referrals to other appropriate providers such as Delta Mental Health, Older Adult Health or other Fraser Health services related to aging. More recently, Deltassist has observed an increase in cases of elder abuse resulting in our Senior's Counsellor increasing focus on crisis related supports. Due to the demand for this program, another .25 fte was added by Deltassist to reduce wait list times for vulnerable seniors.

With the exception of a \$35,000 grant from the Gaming Commission, and the increased funding from the City of Delta of \$15,000, and the additional \$40,000 of funding for 3 years, Deltassist receives no secured funding for this program. Deltassist continues to provide this program as we recognize the need and have seen firsthand the improvements in our senior's lives as a result. Deltassist submitted a proposal in 2024 as requested by Mayor Harvie, for funding for an additional senior's counsellor due to the long waitlist for services, currently 27.

**In terms of numbers of seniors served, in 2023, 353 seniors were served with an additional 42 seniors (395) that continued to receive services due to being at-risk and socially isolated, ranging from 6-12 months of service. On average 2,550 service events were provided in 2023 as opposed to 1,592 in 2022, up 958 services, this continues to be well above the number of hours for the 1.0 FTE position that currently exists in the seniors' program.** Currently there are 27 seniors on the waitlist for this unique counselling service that is not offered in other areas of the Lower Mainland free of charge, and on an outreach, basis as needed. This program received calls from Vancouver, Surrey, Langley, Burnaby, and White Rock, **however is only providing services for seniors in Delta and the waitlist is entirely made up of Delta residents.**

## C. Christmas Programs

Christmas Programs	North Delta and Ladner Offices	\$10,000	1400	As required
Ensure that Delta residents on low income have Christmas dinner and presents under the tree over the holiday season				
Deltassist Provided			1974	As required

### ***Christmas Hampers and Toys for children 2023***

As a result of many wonderful partnerships throughout the community of Delta and the amazing generosity of the citizens and businesses of Delta, including the City of Delta, Deltassist has been an integral part of ensuring that Delta families and children who are struggling due to low income levels can benefit from an enjoyable Christmas dinner and presents under their tree over the festive holiday season. Due to financial pressures, the Deltassist Christmas Hamper and Toy Depot programs are relied on by hundreds of our Delta families. In 2023, Deltassist once again had the Toy Depot in person and sponsored hampers were delivered to peoples' home. After the Toy Depot dates were over for registrants, Deltassist continued to give out toys and provide hampers in the office as many people could not make the dates and times they were assigned. Due to the high number of families that could not attend the Toy Depot due to sickness and for other reasons, Deltassist continued to give out toys and food into January 2024. There were initially 764 registrants for our Christmas programs (all done in-person) Then a further 238 registrants came in after the Toy Depot ended and the sponsored hampers were delivered. **A total of 1974 individuals were assisted, including 1074 children. Deltassist was so grateful for the generosity of the community and the City of Delta. After Christmas an additional \$6,550 in gift cards were distributed for toys and food, particularly for adolescents.**

### **CHRISTMAS PROGRAM STATS 2023 2019 - 2023 COMPARISON**

Service Club Hampers	2019	2020	2021	2022	2023
Ladner	75	129	143	86	90
North Delta	366	430	467	346	351
Tsawwassen	54	100	105	71	76
Surrey * previous Delta clients in 2023, had to move out of Delta due to rent issues	8	0	2	4	3
<b>Total</b>	<b>458</b>	<b>503</b>	<b>659</b>	<b>507 + 200 after Christmas = 707</b>	<b>520 + 225 after Christmas = 745</b>
<b>Office Hampers</b>					
Service Club Delivered	486	N/A	N/A	474	478
Service Club Office	17			34	35
Sponsored	70		35	36	44

<b>Total</b>	<b>573</b>		<b>35</b>	<b>544*+ 250 After Xmas =794</b>	<b>557 + 238 After Xmas =795</b>
<b>Toys</b>					
Ladner	112	131	95	126	136
North Delta	692	721	736	645	630
Tsawwassen	68	99	81	56	57
*Surrey	0	0	1	5	13
*Langley					2
<b>Total Kids</b>	<b>872</b>	<b>951</b>	<b>1014</b>	<b>832*</b>	<b>838</b>
				<b>(+250)**</b>	<b>(+238)**</b>
				<b>=1082</b>	<b>=1076</b>
<b>Families at Toy Depot</b>	<b>359</b>	<b>415</b>	<b>429</b>	<b>402</b>	<b>553</b>
<b>Adults</b>	<b>962</b>	<b>1063</b>	<b>1139</b>	<b>996</b>	<b>900</b>
<b>Kids</b>	<b>979</b>	<b>951</b>	<b>1014</b>	<b>1082</b>	<b>1074</b>
<b>Total</b>	<b>1941</b>	<b>2014</b>	<b>2153</b>	<b>2078</b>	<b>1,974</b>
<b>Registrants</b>	<b>611</b>	<b>659</b>	<b>719</b>	<b>563</b>	<b>533</b>
<b>New registrants</b>		<b>249</b>	<b>0</b>	<b>183</b>	<b>231</b>
<b>After Christmas</b>				<b>*250</b>	<b>*238</b>
<b>Total Registrants</b>				<b>996</b>	<b>1,022</b>

\*\*In December 2023, due to a large number of families not being able to attend the Toy Depot when they registered, due to sickness, lack of childcare or transportation, gift cards were given out to families for toys and for food after the Toy Depot was complete and all service hampers were delivered. This continued into January 2024.

This year there were more families registering and each family had higher numbers of children.

This year translation for Arabic as well as Spanish was provided. The need for translation continues to increase as more families identifying as immigrants move into North Delta, particularly from Syria, Somalia, Afghanistan and Pakistan. Deltassist will continue to identify further partners that can assist at the Toy Depot for translation.

\*Residents of Delta that had to move out of Delta due to financial pressures are noted in the 13 families that had to move to Surrey and the two families that moved to Langley that were all previous clients of Deltassist in the 2023 year and lived in Delta during that time before they moved.

#### D. Income Tax Program

<b>Income Tax Program Assist low-income and /or disabled individuals and seniors in Delta to file their income tax returns</b>	<b>North Delta and Ladner Offices</b>	<b>\$10,000</b>	<b>735</b>	<b>As required</b>
<b>Deltassist provided</b>			<b>661 + 74 in Jan/Feb/24 Total = 735</b>	

In 2023, Deltassist helped 661 citizens of Delta, up from 2022 (641) in 2022, however an additional 74 tax returns for 2023 came in during the months of January and February of 2024 for a total of 735, who were seniors, on low income, and/or with a disability, to complete their taxes and receive the maximum return to which they were entitled. Deltassist continues to work with the volunteers that are trained by Canada Revenue Services to electronically file e-tax returns on behalf of these Delta citizens. Deltassist has continued with the alternative delivery of this service started in 2020 due to COVID. Residents of Delta dropped off their documents in an envelope to a drop box either in the North or South Deltassist office. Tax volunteers then would go through the documents and call the clients if any information was missing. This process was much more efficient and tax returns were e-filed much quicker, which resulted in quicker returns for the clients. Deltassist will be using the same process for the 2024 tax year. Deltassist would greatly appreciate if the City of Delta would continue to provide \$10,000 so that we can continue to provide this service to the citizens of Delta. Many of these persons are seniors on fixed incomes, so not having to pay for someone to complete their taxes for them allows them to have more money to spend on the basics such as shelter, food, heat and light.

#### **E. Request for continued financial support from the Corporation of Delta**

<b>Service</b>	<b>Primary Location</b>	<b>Funding Provided</b>	<b>Min # Served</b>	<b>Min Hrs Per week</b>
<b>Info and Referral</b> <b>Assist low income Delta residents to access programs services and resources including phone and internet assistance</b>	<b>North Delta Office</b> <b>9097 120 Street</b> <b>Delta</b>	<b>\$19,000</b>	<b>100</b>	<b>35</b>
<b>Seniors Services/Counselling</b> <b>Assist Delta Seniors to maintain their health, live independently and increase their participation in the community</b>	<b>#202-5000 Bridge Street Delta (Ladner)</b>	<b>\$55,000 Seniors Counselling</b> <b>\$85,000 Seniors Outreach/General</b>	<b>375 Seniors</b>	<b>35</b>
<b>Christmas Programs</b> <b>Ensure that Delta residents on low income have Christmas dinner and presents under the tree over the holiday season</b>	<b>North Delta and Ladner Offices</b>	<b>\$10,000</b>	<b>1400</b>	<b>As required</b>
<b>Income Tax Program</b> <b>Assist low-income and /or disabled individuals and seniors in Delta to file their income tax returns</b>	<b>North Delta and Ladner Offices</b>	<b>\$10,000</b>	<b>735</b>	<b>As required</b>

<b>Additional Funding Request from the City of Delta for an additional Seniors Counsellor</b>		<b>\$150,000</b>		
<b>Total Funding Request from the City of Delta</b>		<b>\$329,000</b>		

Deltassist has also requested further funding for the Seniors Counselling Program as per conversations with Mayor Harvie in November of 2023.

**Deltassist is requesting that all of the funding in the table be approved for Deltassist for the 2024 fiscal year.**

**Seniors Outreach Counselling Program: Current Costs**

Approximately 10 years ago, a need was identified for a Senior’s Counsellor in Delta. The mandate of this position is “to improve the overall health of seniors in terms of their individual quality of life, including their physical, social and emotional well-being”. The Deltassist Seniors Counsellor is a Registered Clinical Counsellor providing services to persons who are 55+, living in Delta and who have concerns that are impeding their ability to live a healthy lifestyle.

Characteristics most commonly associated with seniors accessing this service include being; isolated- physically and/or socially, at risk and approaching imminent crisis, experiencing grief and loss, having suicidal ideation, being frail or disabled, on low income, and dealing with; language and/or cultural barriers, experiencing issues related to basic needs such as finances and housing, and coping with difficulties as a result of complex health issues or as a result of aging.

Specific services provided by the Seniors Counsellor include; short-term counselling and emotional support, assessment, education, case management and facilitation of referrals to other appropriate providers such as Delta Mental Health, Older Adult Health or other Fraser Health services related to aging. More recently, Deltassist has observed an increase in cases of elder abuse resulting in our Senior’s Counsellor increasing focus on crisis related supports. Due to the demand for this program, another .25 fte was added by Deltassist to reduce wait list times for vulnerable seniors.

With the exception of a \$35,000 grant from the Gaming Commission, and the increased funding from the City of Delta of \$15,000, and the additional \$40,000 of funding for 3 years, Deltassist receives no secured funding for this program. Deltassist continues to provide this program as we recognize the need and have seen firsthand the improvements in our senior’s lives as a result.

**In terms of numbers of seniors served, in 2023, an additional 48 seniors continued to receive services due to being at-risk and socially isolated, which remained the same as 2021 when 48 seniors required services ranging from 6-12 months of service (96 seniors). On average 2550 service events were provided in 2023 as opposed to 1,592 in 2022, this is well above the number of hours for the 1.0 FTE position that currently exists in the seniors’ program.** Currently there are 27 seniors on the waitlist for this unique counselling service that is not offered in other areas of the Lower Mainland free of charge, and on an outreach, basis as needed. This program received calls from Vancouver, Surrey, Langley, Burnaby, and White Rock, **however is only providing services for seniors in Delta and the waitlist is entirely made up of Delta residents.**

**2023 Total cost to operate the Seniors Counselling program for one full time position is \$145,000.00.**



Deltassist receives a \$35,000 grant from gaming and \$15,000, plus \$40,000 from the City of Delta. **The total amount unfinanced is \$20,000 when including the \$35,000 providing by the BC Gaming Commission.**

**The costs of the program are broken down as follows:**

(this figure has risen again from last year due to the Health Sciences Association collective agreement raises and accompanying raises in benefit costs of which Deltassist has no control over, in addition as of April 1, 2024 there will be additional collective agreement increases. It is also expected that travel costs will also increase as outreach to seniors is vital to their access to this free service and the demand for this service continues to increase.

Additional FT Seniors Counsellor	3% increase expected in 2024
Salary of the Seniors Counsellor	\$96,000.00
Benefits	\$27,000
Salary of the Supervisor	\$ 2,700 12 months X 4 hrs per month
Benefits	\$800.00 12 months X 4 hrs per month
Mileage of the Counsellor for outreach	\$1000
Laptop/Cell Phone	\$750
Office Supplies	\$550
Utilities	\$3500
Admin- Legal, Banking, Audit, IT Consultant, electronic client data system	\$12,700
Shortfall for other fulltime seniors' counsellor	\$5,000
<b>Total</b>	<b>\$150,000 for 1 additional counsellor and shortfall.</b>

Deltassist is continuing to seek the \$15,000 and the \$40,000 of funding, as well as the additional \$40,00 for this much-needed service that was granted to Deltassist in Deltassist's 2021 service agreement with the City of Delta to support Deltassist in supporting our most vulnerable seniors with the seniors counselling program. Now especially due to COVID, Deltassist is acutely aware of the significant numbers of seniors living in Delta that need these services so that they can stay in their own homes, address issues that are interfering with their ability to socially interact, and address issues that they are facing in a timely manner so that their condition does not deteriorate and they do not need more intensive services such as hospitalization. **Deltassist is extremely appreciative of the additional \$40,000 that the City of Delta is providing for this program.** Deltassist has also applied to the City of Delta for an additional \$150,000 to cover the costs of an additional counsellor and to address the deficit incurred by collective agreement raises.

The cost of providing this service has risen again from last year due to the Health Sciences Association collective agreement raises and accompanying raises in benefit costs of which Deltassist has no control over, in addition as of April 1, 2024 there will be additional collective agreement increases. It is also expected that travel costs will also increase as outreach to seniors is vital to their access to this free service and the demand for this service continues to increase.

**Deltassist is extremely appreciative of the additional \$40,000 that the City of Delta is providing for this program.** Deltassist is focused on finding additional sources of funding for this program as it has proved to be vital to the seniors of Delta.



## **Christmas Hampers and Toy Depot Services**

As part of our service agreement for 2024 coming year, Deltassist requests that the City of Delta continue to contribute \$10,000 as a partner in our Christmas initiatives. The City’s expression of both its’ financial support and its support in spirit of this initiative has been an excellent demonstration of its strong partnership with Deltassist as well as its commitment to ensuring that every Delta child and Delta family can enjoy the Christmas season.

Our Christmas initiatives rely very heavily on the generosity of our community, and this year the generosity of Delta was humbling. However, in past years, Deltassist’s fundraising efforts have fallen short of what is actually needed in order to fully support the programs.

Once our budget is complete, this will be sent to you based on the Christmas 2023 figures for our Christmas 2024 programs. The final budget will be prepared by the end of March when all of the donations are entered into the accounting system as Deltassist continues to receive these donations late into the first quarter of 2024.

Deltassist Family and Community Services Society continues to be very appreciative of the support our organization receives from the City of Delta. Deltassist looks forward to continuing our work to support the most vulnerable and in need in our community with your continued support.

## ***Income Tax Program***

Deltassist continues to work with the volunteers that are trained by Canada Revenue Services to electronically file e-tax returns on behalf of these Delta citizens. Deltassist will continue to use the alternative delivery of this service started in 2020 due to COVID. Residents of Delta drop off their documents in an envelope to a drop box either in the North or South Deltassist office. Tax volunteers go through the documents and call the clients if any information is missing. This process was much more efficient and tax returns are-filed much quicker, which results in quicker returns for the clients. Deltassist will be using the same process for the 2023 tax year (taxes are completed in 2024). Deltassist would greatly appreciate if the City of Delta would continue to provide \$10,000 so that we can continue to provide this service to the citizens of Delta. Many of these persons are seniors on fixed incomes, so not having to pay for someone to complete their taxes for them allows them to have more money to spend on the basics such as shelter, food, heat and light.

## **2024 Funding request for the Deltassist service agreement with the City of Delta**

<b>City of Delta line item</b>	<b>Deltassist Program</b>	<b>Amount Requested from City of Delta In previous service agreement</b>
<b>Assistance Services throughout Delta from North Delta Office</b>	Information and Referral	\$19,000
<b>Seniors Services throughout Delta from Ladner Office</b>	Seniors Outreach Program	\$85,000

	Seniors Counselling Program	\$15,000 + \$40,000 Approved by Mayor and Council + additional request for \$150,000 in 2024
<b>Assistance Service Combined North Delta and Ladner Office</b>	Christmas Programs	\$10,000
	Income Tax Program	\$10,000
<b>TOTAL</b>		<b>\$329,000</b>

**2024 Deltassist Total request from the City of Delta is \$329,000.**

Deltassist would like to have a discussion with the City of Delta around other service provision area that are needed for the City of Delta. These are as follows:

1. Coordination of Newcomer/Settlement services in Delta – approximate cost \$550/month with benefits and admin costs
  - total hours – up to 15 month – perhaps regularly 10/month
  - Attend meetings re: refugees, newcomers, services, Metro Vancouver supports, and more – approximately 2/month
  - Attend Surrey Delta Intercultural Immigrant Council (SDIIC) – maintain connections and relationships with Delta service providers to ensure that all knowledge of programs and services is shared.
  - Build relationship with Delta School District – SWIS workers (Settlement Workers in Schools) and their supervisors (Cory Ziebarth and Satnam Chahal). This would include building trust and knowledge so that information was free flowing between school district (Delta’s only “Settlement organization”), this worker, and many Surrey Settlement agencies.
  - Build relationships with Settlement managers and frontline staff at: SUCCESS, PICS, OPTIONS, DiverseCity, ISS of BC and more – to share information, partner on funding opportunities and ensure that Delta’s Newcomers are known, served and advocated for
  - Meet regularly with Social Planner to share information, ask for advocacy and support, participate in funding opportunities
  - Meet regularly with Satnam Chahal to coordinate/collaborate in Delta
  - Has a sense of what is important, what is missing and what to do with this knowledge
  
2. Housing/Social Services Navigator/advocate – Annual Cost approximately \$90,000 year
  - Full-time position – 2 days in North Delta, 2 days in Ladner, 1 day in Tsawwassen if possible or 3 in North and 2 in Ladner
  - Works with or instead of Bernadette Kudzin, who volunteers two mornings a week at Ladner United Church
  - Knows about what is trending/happening in Delta – this knowledge can expand to fill the position!
  - Learns all systems and services (local, provincial and federal) to meet resident needs including food, shelter, housing, funding programs, sports programs, leisure activities, etc.
  - Receives walk-ins, and people by appointment
  - Does everything from filling out forms, supporting or making phone calls, researching areas of need
  - Meets regularly with Social Planner to share areas of concern, emerging priorities and areas for advocacy
  
3. Hoarding Counsellors and Coordinator – Annual Cost approximately \$100,000 including Hoarding clean-up company
  - Has subject specific counselling training in the area of Hoarding
  - Works as part of Counselling team at Deltassist -

- As hoarding cases arise – primarily noticed/connected through Bylaw at the City of Delta – Hoarding Counsellor (HC) works with Clean-up company to plan program/service
- Incorporates counselling sessions, admin work and coordination into other work at Deltassist
- There are 10 cases to start
- Perhaps 5-10 cases/year – 10-20 sessions/site visits per client – then moved to full-time counselling as needed

Thank you very much for your consideration.

Respectfully submitted,

Julie Chadwick, M.Sc., R.C.C.

Executive Director, Deltassist Family and Community Services