

**Deltassist Family and Community Services Society Annual Report – Service Agreement with the City of Delta
January 1, 2024 – December 31, 2024**

Attention: City of Delta Donny van Dyk, City Manager, Mike Brotherston, Director, Corporate Services, Olga Shcherbyna, Social Planning Manager

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	\$80,000	-\$21,000
Seniors Services/Outreach	BC Gaming Commission	\$40,000		
	The City of Delta	\$85,000		
Total Funding Received		\$125,000	\$160,000	-\$35,000
Seniors Counselling	BC Gaming Commission	\$35,000		
	The City of Delta	\$15,000 + \$40,000		
Total Funding Received		\$90,000	\$150,000	-\$60,000
Income Tax	The City of Delta	\$10,000		
	CRA	\$4577.00		
Total Funding Received		\$14,577.00	\$19,000	-\$4,423
Christmas Toys and Hampers	The City of Delta	\$10,000	\$100,000	-\$90,000
Total Funding Received	BC Gaming Commission	\$115,000		
	The City of Delta	\$179,000	\$509,000	-\$210,423

Due to the aging population in Delta, all of the programs funded by The City of Delta are very well used. Both Seniors Services and Seniors Counselling have waitlists that are triaged for those who are most frail, however daily referrals are received for both of these programs. Deltassist has applied for further subsidies from United Way to assist seniors who are frailest and cannot afford even one light housekeeping service, yard maintenance, or handyperson assistance to ensure they can maintain their independence in their own homes. This is of

significance as this takes pressure off the long-term care health assisted care system and greatly supports both mental and physical health. Seniors who have received seniors counselling report feeling much better than before service, increased positive connections with family and increased connection with their community. The Christmas programs saw many more families this year. Deltassist was able to have translators available to support those who were new immigrants or from racialized communities, and feedback from clients were very positive about the move to delivering the service out of the North Delta office where registration and picking up the toys for their children happened at the same time. There has been an increase in the number of income taxes filed and clients are very pleased with the speed of the e-filing and the receiving of their returns. Deltassist receives thousands of calls per year asking for resource information, how to access resources, and callers receive assistance navigating complex systems by all staff at Deltassist. Deltassist website and email is very well used and thousands of inquiries come through the website and email again inquiring about resources and requesting assistance with their pressing needs. Although Deltassist does not provide everything callers need, 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 and donation amounts can 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 2024	Provided 2023	Variance
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	17,956 Phone calls 9,700 Internet inquiries Total 27,656	16,836 Phone calls 8,135 Internet inquiries Total 24,971	+2,685 overall +10.75% overall
Seniors Services/Counselling Assist Delta Seniors to maintain their health, live independently and increase their	#202-5000 Bridge Street Delta (Ladner)	\$55,000 Seniors Counselling \$85,000 Seniors Outreach/General	375 Seniors	35	Seniors 275 Counselling Seniors Outreach/General 450	Seniors 210 Counselling Seniors Outreach/	+ 65 +30.95% +55 +19.83%

participation in the community					Total 725	General 395 Total 605	
<u>Christmas Programs</u> Ensure that Delta residents on low income have Christmas dinner and presents under the tree over the holiday season	North Delta main and Ladner Office – after the toy depot	\$10,000	1400	As required	1,945 During Toy Dept 275 after Toy Depot before Xmas Total 2,220 1400 registrants	1,974 During the Toy Depot and after Toy Depot before Xmas Total 1,974 1400 registrants	+246 +12.5%
<u>Income Tax Program</u> 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	600 during tax time 145 after tax time Total 745	735	+10 +1.36%
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, 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.

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

Deltassist has a Diversity, Equity, Diversity and Inclusion Agency Committee 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. As these statistics regarding ethnicity and #’s of immigrant and racialized residents were not requested in the last years’ service agreement report, Deltassist has not collected these stats related to the funding provided by The City of Delta. However, in general, 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. Deltassist provides emergency food, diapers, menstrual items, extreme cold/heat supplies, vegetables, bread and hygiene items to many people who have immigrated and settled, mainly in North Delta, but Deltassist does not keep statistics on their identified ethnicity, nor does the City of Delta fund these valued added services. Deltassist will collect these statistics for the following year and will set up our templates to do so regarding funding from 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. Deltassist uses outreach significantly and meets clients where they are most comfortable. The number of seniors using this service is also increasing with many seniors turning to alcohol to cope with their stress.

Housing – Deltassist continues to be informed by clients that housing costs in Delta are not affordable and often clients are choosing to pay for rent over food. There is a strong need for affordable/low-income housing for seniors, however there seems to be significant push back from the community about building for this need. Clients have also informed Deltassist that due to the minimal rental stock, they have had to move out of Delta. The senior population of 55+ is increasing in Delta and is already putting a strain on existing services increased numbers. Seniors are presenting with more complex issues and Deltassist is providing more seniors with emergency food, vegetables, bread and other items to take stress off of their limited income.

Transportation -Our senior clients have informed Deltassist that they can no longer rely on TransLINK HandyDART for necessary medical trips such as dialysis. Deltassist’s volunteer drivers have seen a large increase in the number of drives provided on a yearly basis due to the unreliability of HandyDART. Although the 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. In addition, Deltassist has taken over the management of The Little House to ensure stability for the recovery groups that have used this space for decades, and also provide 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. This has met with considerable positive feedback both from the recovery groups, but also clients who are very happy that they can access counselling that is free of charge in the area in which they live for substance use issues. 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 2025-2026

To search for further funding for the extensively used seniors counselling program, with a current waitlist of over a year, Deltassist has met with the BC Seniors Advocate, and has pursued many grant avenues, most requiring grant proposals to be new projects, not funding for existing programs, or the grant funds available were of such low amounts that if received would not even cover 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 2025-2026 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. All statistics regarding use of these services by immigrants or racialized minorities will be collected for the 2025-2026 fiscal year. For these reasons, Deltassist will be respectfully submitting the following request for funding from The City of Delta for the 2025-2026 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 27, 2025