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Community Services Recovery Fund Internal Frequently Asked Questions (FAQs)

Updated: Thursday, January 5, 2023

Introduction

The following frequently asked questions (FAQs) are complementary and in addition to the various documents sent by United Way Centraide Canada (UWCC) and accessible on UWOnline. These FAQs aim to capture questions asked by United Way Centraides (UWCs) and provide further information about the Government of Canada's Community Services Recovery Fund (CSRF). This document will be updated continually as additional questions are received.

If you have additional questions after reviewing the FAQs, please submit them to CSRF@unitedway.ca.

Program and Applicant Support

Can we adapt the application form and guide?

Unlike the Emergency Community Support Fund (ECSF), **program materials for the CSRF provided by UWCC cannot be edited or changed**. They will be used by all three National Funders at the local/regional level and need to be consistent. UWCs may not edit, remove, or add questions to the Application Form and may not change the content of the Applicant Guide.

Are there targets or benchmarks that UWCs are required to meet when making funding decisions?

UWCs must implement an inclusive and accessible funding process. UWCC encourages UWCs to apply an equity lens when making funding decisions and work toward a balanced funding portfolio when the review process is complete. A balanced funding portfolio will ensure a variety of projects and organizations are included considering geography, populations served, type of organizations, etc. The Government of Canada has not set specific targets or benchmarks related to sub-sectors (e.g., arts, social services) or populations served.

Do UWCs have to fund unincorporated organizations?

All unincorporated non-profits will be managed through the Canadian Red Cross.

UWCs will be expected to accept applications from incorporated non-profits. Reminder that federal legislation has changed to allow funders like United Way Centraide to fund non-qualified donees. UWCC has provided some information about this new legislation and will continue to keep the network informed as new information comes out.



Which organizations should apply to the National/Provincial/Territorial stream and which organizations should apply to the Local Stream?

Local or regional Community Service Organizations (CSOs) serving a portion of a province/territory must apply to the Local Stream. Local or regional organizations apply to the local UWC according to the address of their head office. CSOs serving the entire country, an entire province/territory, or multiple provinces/territories must apply to the National/Provincial/Territorial Stream even if their project is being delivered in a portion of the province/territory. Provincial/territorial organizations in Prince Edward Island, Newfoundland and Labrador, Yukon, Northwest Territories and Nunavut can choose to apply through the National/Provincial/Territorial stream or the Local Stream.

Local or regional branches of a national/provincial/territorial organization may apply for funding even if their head office is also applying if the projects are not the same and each organization applying is structured and registered as a separate entity. Provincial/territorial branches of a national organization may apply for funding even if their head office is also applying if the projects are not the same and each organization applying is structured and registered as a separate entity. In this case, both applications go to the National/Provincial/Territorial stream.

Each separate organizational entity may submit one application to the CSRF program.

How will we know that an applicant will apply to the right stream and only once? Are local UWCs responsible for cross-checking?

There is no expectation for UWCs to double-check duplicate applications, although many UWCs have close working relationships with their local community foundations and regional Canadian Red Cross offices and may be able to coordinate on some aspects of the CSRF program. As part of the application, applicants will be asked to attest that they have submitted just one CSRF application.

Are collaboratives where UWCs are participants eligible for funding?

Because UWCC is a National Funder, UWCs are not eligible to apply for CSRF funding. If a UWC is part of a collaboration that wishes to apply to the CSRF, then the UWC must not have active involvement in that project and cannot be named in the application as a member of the collaboration. If a local UWC's departure from a collaborative project would make that project unfeasible, then that project is not eligible to apply.

Can we change the minimum or maximum grant size allowed?

No. Minimum and maximum grant sizes cannot be changed.

What is the definition of Community Services?

The Government of Canada definition of community services is non-profit organizations, Indigenous governing bodies or Registered Charities located in Canada who provide services to communities in Canada.



What do you mean by Indigenous Governing Bodies?

Indigenous Governing Bodies include, but are not limited to: a band council, a First Nation, Inuit or Métis government or authority established pursuant to a Self-Government Agreement or a Comprehensive Land Claim Agreement; and a First Nation, Inuit or Métis government that incorporates a governance structure and has entered into one or more formal agreements with federal, provincial, or territorial governments.

What is the procedure for handling an application that comes to the wrong funder? Do we re-route it to the Red Cross or the local Community Foundation or evaluate it ourselves?

There is no expectation for UWCs to re-route applications, although many UWCs have close working relationships with their local community foundations and regional Canadian Red Cross offices and may be able to re-route applications depending on timing, etc. The National Funders are working hard on providing clear communication, so Community Service Organizations know where to apply. Local UWCs should direct applicants to the 'Where to Apply' Questionnaire at www.communityservicesrecoverfund.ca to learn more.

Does our UWC have to launch the application process on January 6, 2023?

Yes. As part of our agreement with ESDC, UWCs are required to launch a public application process on January 6, 2023. UWCC will be publicizing the application launch and will have a map on our website that connects to your local website application page.

Are UWCs eligible for this funding?

No. UWCs are not eligible to apply for CSRF and cannot be a named participant in any CSRF funding application.

Can we partner locally with CFC OR CRC?

Yes. UWCs can determine the best local arrangement for coordination with the CFC and CRC.

Can applications be received and processed on a rolling basis?

No, as part of our agreement with ESDC, UWCs are required to launch a public application process on January 6, 2023 and close the application process on February 21, 2023. UWCC will be publicizing the application launch and will have a map on our website that connects interested applicants to your local website application page.

Can we use our CSRF dollars to support our local 211?

If your local 211 service is managed by your own UWC, it is ineligible for CSRF. If the local 211 service is managed by another community service organization and the organization and project meets the criteria for CSRF, they can apply.

Can you give us examples of projects that will come in through the Program & Service Innovation & Redesign focus area?

Example #1

- We have a local food distribution centre that sources and supplies food and related products for distribution to the food banks and aid agencies, with a focus on providing nutritious foods on a consistent basis.
- The centre has established a purchase and donation network of area growers, businesses, wholesalers, and processors to ensure a reliable flow of quality, nutritious foods.
- Throughout the pandemic, the centre saw a significant increase in requests from food agencies as more and more people struggled to put food on the table.
- Currently the centre has manual processes in place for their operations.
- To modernize and adapt to an increasing demand, the centre could apply to CSRF to purchase software that would better track food orders, inventory, requests from agencies and scheduling deliveries.
- The funding would be used to purchase the software and migrate their current information into the system.
- The new software would allow the centre to have quicker and easier coordination of their food distribution which could allow for future expansion or quick adaptation should another emergency hit.

Example #2

- A local organization identified during the pandemic that there is a need for a Therapeutic Resource Lending Library.
- During the pandemic many in-person programs had to be put on hold, leaving clients without the resources they needed.
- The goal of the library is to increase resource availability for clients waiting for a space in recreation and social programs and those who are unable to attend in-person.
- The library would be designed for rural, isolated seniors and their care partners. If there are transportation or financial barriers to coming to the office to select resources, staff would choose carefully selected and individualized resources to bring to clients in their homes.
- Volunteers would be utilized in the program to assist in putting together items for lending, assist in managing the inventory, call other volunteers who are utilizing the items in programs to follow up with them to see if they need other items.
- To adapt to the increased need, shown through the pandemic, the organization could apply for CSRF funding to develop the program. This would include:
 - Staffing to develop the program, including:
 - The list of library resources needed.
 - Coordination system for requests, loans, and deliveries.
 - Development a volunteer management system for the volunteers supporting the program.
 - Purchase of resources required for the initial start of the program
- The new program would allow the organization to support more individuals who are on their waiting list, taking a burden off healthcare and other agencies. It would also position them



to be able to better serve their clients should an emergency happen again that prevents in-person programming.

NEW What approach should our United Way Centraide (UWC) take when funding an incorporated nonprofit or other non-qualified donee?

As outlined in the United Way Centraide Canada (UWCC) Briefing Note posted on UWOnline on December 19, 2022, UWCC is recommending three approaches to funding non-qualified donees for consideration by local UWCs:

- If your UWC is already granting to Non-Qualified Donees and has policies and procedures in place to ensure direction, control, and monitoring, please use these practices for Community Services Recovery Fund (CSRF) using current practices.
- If your UWC has reviewed the 2022 amendments to the Income Tax Act and sought legal counsel regarding implementation of new or revised policies and procedures to ensure direction, control, and monitoring, please apply these practices to Community Services Recovery Fund.
- If your UWC does not have policies and procedures in place to grant directly to Non-Qualified Donees, please direct Non-Qualified Donees to apply in partnership with a trustee organization that is an eligible Qualified Donee for the CSRF. In this scenario, we recommend adding the following language to your CSRF webpage:

Organizations that are Non-Qualified Donees (e.g., Incorporated Non-profits) must apply in partnership with a Qualified Donee (e.g., Registered Charity) who will act as the fiduciary agent for the project, meaning they will sign the funding agreement and manage the funding on behalf of the Non-Qualified Donee. The application must be filled out naming the Qualified Donee as the Lead Applicant with the name of Non-Qualified Donee and a note indicating the trustee relationship entered in Question 6 (Collaboration). In this case, the Qualified Donee can submit an additional CSRF application for their own organization if desired.

In February 2023, UWCC will be hosting a webinar in partnership with our legal firm BLG. This webinar will cover information about this new legislation and the implementation of practices related to funding Non-Qualified Donees. We encourage all UWCs to attend to learn more.

If your UWC has not previously funded Non-Qualified Donees and additional information is required, please contact UWCC at csrf@unitedway.ca.

NEW Our UWC is using trustees to provide funding to non-qualified donees. Can a qualified donee organization trustee more than one organization? If an organization is a trustee, can they still submit a CSRF application for their own organization?

An organization can be a trustee for one or more non-qualified donees. If an organization is a trustee, they can submit one CSRF application for their own organization.



NEW Our UWC's digital grant management platform does not easily allow users to provide an electronic signature. Can we use a check box indicating that the applicant agrees with the consent, Terms & Conditions, and certification sections of the application; along with a text box where the signatory will enter their name?

Yes, it is sufficient to have applicants type their name in a text box along with a tick/check box that indicates that they agree/consent to be bound by the terms of the application including consent, Terms & Conditions, and certifications.

NEW Can Quebec organizations apply?

Yes. The CSRF will be delivered across Canada to ensure that eligible organizations in all provinces and territories and regions can benefit from the funding and carry out their modernization and adaptation projects. Details on who is eligible to apply for funding is available on the CSRF website and organizations are encouraged to check back frequently for updates on the rollout of the program.

We recognize Quebec's unique expertise and significant investments in community action and the social economy, and that the Quebec ecosystem is the result of many years of concerted effort by a broad range of stakeholders.

We are committed to implementing the Community Services Recovery Fund in a way that respects this unique ecosystem. To this end, discussions are underway between the federal government and the Government of Quebec so that the CSRF can be implemented in a complementary manner. More details will be provided in the coming weeks.

Assessment and Selection

Are UWCs required to use volunteers in the review process?

No. UWCs must implement an application review process using the Assessment Approach provided by UWCC. The review process can involve staff, volunteers, or a combination of both. In addition, UWCs can choose to involve local community planning tables, such as COVID-19 Recovery Tables, as part of the review process.

How do we reasonably assess applications outside our area of expertise (i.e., sport, arts, environment)?

UWCs must use the Assessment Approach and Scoring Sheet provided by UWCC to score and evaluate applications. It is recommended that local UWCs include volunteers and/or staff with a variety of expertise and experience to assist with the review of all applications.

How do we incorporate our local UW priorities when evaluating applications?



Unfortunately, local UW priorities cannot be the focus when evaluating CSRF applications. Only the Assessment Approach provided can be used when evaluating applications. We encourage UWCs to continue implementing funding with an equity lens practices.

Is it a requirement that each funding decision is approved by our board?

No. There is no requirement for local UWC boards to provide approval for funding decisions. Local UWCs are free to use the approach that works best for their context and governance structure.

Finance

Our UWC would like to purchase a new digital grant management platform for the CSRF. Is that an allowable administration expense?

If a UWC is using the same platform they are already using for other applications and are just adding licenses, then this expense is eligible. If they are buying or licensing a brand-new system, then it is not an eligible administrative expense. If they are adding functionality in an official language, then the expense associated with this addition is eligible.

What is the administrative allowance for our United Way Centraide?

You will find the exact administration allocation your UWC is receiving in Section 3D of the Funding Agreement.

Can CSRF provide funding for activities or projects that have already taken place?

UWCs can backdate expenses to November 4, 2022. Community Service Organizations funded through CSRF can backdate expenses to May 1, 2023.

We have limited capacity at our UWC. Can we hire temporary staff to help us manage this process?

Yes. UWCs can use the Administrative Allocation they receive to pay for any eligible administrative expenses, including hiring contract staff if required. This amount can be found in Section 3D of the Funding Agreement.

Can UWCs share the size of the local funds being distributed in their community?

Yes. UWCs are welcome to publicize the amount of funding available locally but are not required to do so.

NEW What expenses are eligible for the administrative allowance received by local UWCs?

The following expenses are eligible for the administrative allowance:

- Staff wages and other staffing costs
- Professional services

- Materials, supplies, and equipment
- Printing and communication
- Travel
- Utilities, insurance, and rental of premises
- Evaluation, assessments, audits, reporting, and data collection and analysis
- Project monitoring and funded agency support

The following expenses are not eligible for the administrative allowance:

- Overhead, staffing, and general costs not associated with CSRF
- Modernization and/or adaption projects within UWC and its subsidiaries
- Purchasing/building a new application portal/platform
- Purchase of real property such retrofit, renovation, and construction
- Costs incurred prior to November 4, 2022
- Costs incurred after September 15, 2024
- Other costs deemed ineligible as per program terms and conditions

NEW How are UWCs expected to use the administrative allocation? What reporting or documentation will be required to account for the administrative allocation we received?

The administrative allocation is intended to be used over the lifetime of the CSRF funding contract. UWCs will need to have a documented plan of how these funds will be used including what administrative expenses will be incurred to deliver the CSRF program in your local community. As with all government funds, UWCC will need to account for use of these public dollars so each UWC's documented plan needs to be available as required. UWCC will not require you to report how these funds have been used, but you will need to make this information available on request. UWCC will do some audits of local UWCs and we can anticipate the Government of Canada will audit the program at some point.

Please inform UWCC of any administrative amount you do not plan to use at csrf@unitedway.ca. These funds must be distributed to community organizations by June 30, 2023.

Outreach and Communications

Do UWCs need to have communications approved by ESDC?

Communications to promote the CSRF during the application phase do not require ESDC approval; however, there are requirements to use Government of Canada branding and quotes in certain products. Please refer to the [Amplification Package](#) for more information.

Since UWCC and other funders will be doing outreach about CSRF, can local UWCs focus outreach efforts on more familiar sectors such as community services and volunteerism?

How can UWCs do outreach to organizations in sectors where they may not currently have a strong relationship, especially those outside the social services sector?



UWCC, Community Foundations of Canada (CFC), the Canadian Red Cross (CRC), and the Government of Canada will be doing outreach through national networks to help increase awareness of the funding opportunity. UWCs are also asked to conduct local outreach. This could include outreach to local arts councils, sports councils, environment networks, regional Indigenous organizations, etc. UWCs could use their local 211 newsletter or use 211 to access contact information for local organizations.

UWCs may start outreach to organizations after November 22, 2022. Please direct interested CSOs to www.communityservicesrecoveryfund.ca to learn more about the program.

What materials need to be provided in English and French?

As CSRF is a federal funding initiative, UWCs are required to ensure information and support is available in both official languages. This means that all **public** communications, such as **websites, social media posts, and mass email communications**, must be in both English and French. Messaging in both official languages is provided by UWCC in the [Amplification Package](#). Mass emails need to be in English and French, but specific targeted local outreach emails would not.

Applicants must be able to apply and receive support in the language of their choice. As such, the application form, applicant guide, and other applicant materials will be provided to UWCs by UWCC in both English and French.