

# United Way Community Service Recovery Funds: Program and Service Innovation and Redesign Focus

## Definition

Funding will support one-time projects that, following the COVID-19 pandemic:

1. Using information gained during the COVID-19 pandemic, explore the redesign of:
  - A program and/or service to better meet needs of individuals being served.
  - A service delivery model to better serve the community.
  - A service system through a new program/service delivery partnership or collaboration to better serve the community.
2. Test or pilot:
  - A program and/or service that has been redesigned during the COVID-19 pandemic to better serve individuals.
  - A service delivery model that has been redesigned during the COVID-19 pandemic to better serve the community.
  - A program/service delivery partnership or collaboration that has been redesigned during the COVID-19 pandemic to transform a service system and better serve the community.
3. Using information gained during the COVID-19 pandemic, provide equipment or other small capital purchases to facilitate the redesign of programs and services to better serve individuals.
4. Evaluate or analyze:
  - A redesigned program or service implemented during the COVID-19 pandemic.
  - A redesigned service delivery model implemented during the COVID-19 pandemic.
  - A redesigned service delivery partnership or collaboration implemented during the COVID-19 pandemic

## What is NOT eligible?

- Ongoing operation of existing direct service/program delivery unrelated to testing/piloting.
- Projects not primarily related to COVID-19 pandemic.
- Purchase of buildings, land, and other major capital projects.
- Support for ongoing operation of existing programs/services.
- Requests for one-time infusion of funding for day-to-day organizational support, to address a budget deficit or to address a fundraising shortfall.
- Projects primarily focused on providing an increase or top-up of wages for staff involved in program delivery.
- Projects primarily focused on systems and processes including organizational mergers and amalgamations. (Refer to System & Processes focus area – apply to Community Foundation).
- Projects primarily focused on support for staff, volunteers, and Board of Directors. (Refer to People focus area – apply to The Canadian Red Cross).