

# CONNECTING REGION INITIATIVE

## ACTIVITY REPORT #16

Submitted to the  
Law Foundation of Ontario  
Access to Justice Fund

On behalf of  
**CONNECTING OTTAWA**

June 30, 2020  
(Submitted: July 23, 2020)

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## INTRODUCTION

This is the sixteenth Activity Report describing the implementation and outcomes of the Connecting Ottawa/Connexion Ottawa project, funded by the Law Foundation of Ontario (LFO) under the Connecting Region Initiative of the Access to Justice Fund.

The Connecting Ottawa project aims to improve access to justice for linguistic minorities; people who are not proficient in English or French or who face communication challenges as the result of a disability or sensory impairment.

The report describes activities and performance milestones for the twelve-month period July 1, 2019 to June 30, 2020.

As per our 2019-20 funding agreement, our key objectives for the project were to:

- Connect community legal services and community health and social services.
- Promote the use of electronic and other resources among trusted intermediaries.
- Develop and support volunteer facilitators as trusted intermediaries.
- Conduct public outreach and education.
- Share lessons learned.
- Manage project coordination and review.

To achieve the above, our core activities for 2019-20 were to:

- Maintain and grow our partnership network and maintain regular communication with them;
- Connect community legal services and community health and social services in ways that will strengthen the network's capacity to respond to the complex issues often presented by our focus populations through consultation with our front line professionals;
- Provide capacity building opportunities on legal issues relevant to our target populations to trusted intermediaries and our network of partners through Lunch and Learn and other training workshops, Connecting Ottawa co-hosted workshops with other organizations, and educational presentations delivered upon request at partner agencies' on-site locations;
- Provide capacity building on social issues relevant to our target populations to our network of legal partners through direct one-on-one support and consultation opportunities;
- Host the Connecting Ottawa annual conference;
- Promote the use of resources developed by Connecting Ottawa and other resources posted on our website to trusted intermediaries, including staff and volunteers of partner organizations;
- Update the Connecting Ottawa website to a new platform by June of 2020.
- Recruit and maintain a pool of volunteer facilitators as trusted intermediaries able to connect clients to community and legal services to which they have been referred;
- Promote the volunteer facilitator program to program partners;

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- Direct the existing PLEI resources of our legal services partners to most effectively reach our focus populations and the trusted intermediaries with whom they connect, by providing logistical support for regularly scheduled PLEI events at fixed locations accessible to our focus populations;
- Share the lessons learned from the program's continued development in order to build upon the strengths of the network in Ottawa and to support similar and complementary initiatives in other communities; and
- Increase attention and support towards disability-serving agencies who work with people with communication barriers.

An interim report on activities was submitted in January 2020. Activities for the period January 1, 2020 – June 30, 2020 have focused on the continued implementation of the planned activities; maintaining our efforts as case consultants and capacity builders to our partner organizations; redesigning our new website; and developing new partnerships to expand our partnership network or to fill gaps in the legal services available to individuals in our target populations. During the period, one of our staff lawyers requested a six month reduced work period. We redefined her job description and back-filled the balance of the position's workload via hiring a student and through facilitating in-house consultations with volunteer and paid legal services.

In March of 2020, Connecting Ottawa pivoted its activities to eliminate any face-to-face interactions as a result of the COVID-19 pandemic. Our COVID-19 activities and response during the reporting period concentrated on (1) identifying the needs of front-line workers to support their clients during COVID-19, (2) preparing and delivering on-line information sessions and sheets to front-line workers in our network to help them address the needs of their clients during COVID-19, and (3) preparing for the information and education needs of front-line workers as businesses and processes re-open from the current shutdown.

Our identification of needs of our front-line partners revealed that there was a lack of reliable information about legal information and resources surrounding the new assistance programs, employment regulations, immigration and refugee processes, housing and landlord-tenant issues and, more recently, family law issues during COVID-19. Our staff quickly compiled information and education sessions to share with partners while our program manager worked in cooperation and coalition with other partners and groups to expand our capacity and ensure that duplication of efforts were minimized. Providing education sessions and preparing information sheets for front-line workers has accounted for the bulk of our activity during this period; however, we have also responded to front line workers' queries to assist with specific client issues through email, and more recently, consulted with them, on a limited basis, via Zoom. The Appendix provides a chronology of Connecting Ottawa's COVID-19 activities and response.

The financial statement for the 12 month period ending June 30, 2020 is included in this document. In April, 2020 we requested that \$15,000 of our current budget that would not be spent due to COVID-19 be rolled over into the 2020-21 budget. This was approved by the

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Trustees at their April, 2020 meeting. Including this roll-over, 97.3% of the allocated funds were utilized, leaving an unspent balance of \$7,606. The unspent balance was largely a result of expenses that were no longer feasible due to the COVID-19 shutdown, such as travel expenses and costs for professional development.

Our support and development of capacity among Ottawa's community service and legal communities surrounding access to justice for individuals within our target populations remains strong and highly regarded, further increasing in regards to our education and training efforts about COVID-19 issues. Our education sessions have been extremely well attended and our work has been recognized provincially by other similar organizations.

Below, please find a summary of project highlights and a detailed overview of our activities for each strategic objective as well as Connecting Ottawa's LFO reporting numbers and financial report to June 30, 2020.

We thank the Law Foundation of Ontario for their continued support of the Connecting Ottawa project and our efforts to improve access to justice for those with communication barriers across the Ottawa region.

## HIGHLIGHTS OF ACTIVITIES

### **CONNECT COMMUNITY LEGAL SERVICES AND COMMUNITY HEALTH AND SOCIAL SERVICES**

- Expanded, maintained, and supported partnership network of 53 agencies.
- Explored new opportunities to work with existing and new partner agencies.
- As a result of 435 case consultations, built the capacity of trusted intermediaries 431 times and served 492 clients of partner agencies through direct consultation or joint consultation with partner agency staff members and clients.
- Offered 4 “Lunch and Learn” sessions to Connecting Ottawa partnership network staff on: Sponsorship, (Youth) Education Law, Employment Law, and Consumer Scams.
- Offered 9 on-line training/education sessions to Ottawa front line workers on issues related to social and legal services during COVID-19.
- Conducted 16 training/education sessions at the request of individual partner agencies for their staff, in person and online, related to issues of social and legal services for those with communication barriers.
- Partnered with 7 different network organizations and/or independent bar lawyers to develop and present training and education sessions for frontline workers.
- Coordinated 4 newcomer identification replacement ID clinics in partnership with YMCA and Pro Bono Students Canada to assist individuals who have had their citizenship documentation lost or stolen.
- Explored new partnerships to fill gaps in legal support for individuals with communication barriers.

### **PROMOTE THE USE OF ELECTRONIC AND OTHER RESOURCES BY TRUSTED INTERMEDIARIES**

- Promoted relevant CLEO, *Steps to Justice* and other resources via Connecting Ottawa Communique, website, and social media.
- Maintained and increased a list of social and legal resources on the Connecting Ottawa/Connexion Ottawa websites.
- Distributed Connecting Ottawa information and rack cards.
- Prepared 18 COVID-19 information sheets and updates for distribution to our network partners and online.
- Maintained the Connecting Ottawa and Connexion Ottawa websites while undertaking a thorough redesign of the two sites:
  - Users to the connectingottawa.com website were 68,466 (vs 83,669 from the previous period) and 2,006 (vs 1,666 for the previous period) to the connexionottawa.com website.
  - Sessions on the connectingottawa.com website were 83,092 (vs 101,189 from the previous period) and 2,234 (vs 1888 for the previous period) to the connexionottawa.com website.
  - Number of page views were 148,235 (vs 181,768 in the previous period) on the connectingottawa.com website and 3,778 (vs 3,451 in the previous period) on the connexionottawa.com website.
- Increased followers to Connecting Ottawa Twitter and Facebook social media feeds.

**DEVELOP AND SUPPORT VOLUNTEER FACILITATORS AS TRUSTED INTERMEDIARIES**

- Reviewed the volunteer facilitator program with staff, partners, and Advisory Group.
- Explored opportunities to engage volunteer legal service workers to help front-line workers identify and assist their clients to access needed services.
- Discussed emergency facilitation project being proposed by Carleton University Legal Studies department.

**PUBLIC OUTREACH AND EDUCATION**

- Presented 11 individual public legal education sessions in collaboration with partner agencies and private bar lawyers on issues of social and legal services related to those with communication barriers.
- Provided two webinars for YMCA Pre-Arrival Services.
- Staffed booth at Ottawa Local Immigration Partnership bi-annual meeting.
- Supported outreach activities related to target populations.

**SHARE LESSONS LEARNED**

- Published 14 issues of *Connecting Ottawa Partner Communiqué*.
- Presented at the Ontario Justice Education Network, “Widening the Circle” Conference in Toronto.
- Presented and participated at the “Time for a Change” Conference on “Immigration and Criminal Law”.
- Presented at 3 provincial COVID-19 related webinars.
- Attended 5 sector conferences/meetings to meet and network with other organizations addressing the issues of our target populations.
- Shared lessons learned with researchers preparing the “Community Justice Help” report.
- Participated in several sector tables/organizations.
- Initiated and cancelled planning for the 2020 Connecting Ottawa annual conference due to the COVID-19 pandemic.

**PROJECT MANAGEMENT AND REVIEW**

- Maintained effective and efficient management of operations and administrative requirements.
- Held regular staff meetings to coordinate activities.
- Project Manager regularly met with Advisory Group Chair to review operations.
- Held three Advisory Group meetings.
- Met with the Law Foundation of Ontario (LFO) to discuss project and the 2018 Connecting Region Evaluation Report.
- Prepared funding renewal application for 2020-21.

## ACTIVITY REPORTS

### CONNECT COMMUNITY LEGAL SERVICES & COMMUNITY HEALTH & SOCIAL SERVICES

#### OUR CHALLENGE

The challenge was set by Thomson and Kohl:

- Develop a multi-sectorial network of organizations with the potential to build sufficient capacity for legal services to work in closer cooperation with community health and social services, local agencies serving immigrants, and services for disabled persons with a view to ensuring a more integrated service response for clients from the our focus populations, and
- Build the capacity to advocate at a systemic level whenever the system itself has created barriers to accessible legal services.

#### OUR INTENT

At an inaugural conference in Ottawa in January 2011, Connecting Ottawa developed a multi-sectorial network of local service organizations committed to finding new ways of working to ensure access to justice for our focus populations. They endorsed a plan that would add staff resources to the network: a social services worker and a legal services worker that would be available to advise and consult with front-line providers of information, assessment and referral services to people with issues that would benefit from legal services. The intent of Connecting Ottawa is not to relieve the overflow of demand for case management services, but to strengthen the existing capacity for competent case management among our partners and, where appropriate, support advocacy efforts for system-level changes.

#### ACHIEVEMENTS

- Expanded, maintained, and supported partnership network of 53 agencies.
- Explored new opportunities to work with existing and new partner agencies.
- As a result of 435 case consultations, built the capacity of trusted intermediaries 431 times and served 492 clients of partner agencies through direct consultation or joint consultation with partner agency staff members and clients.
- Offered 4 “Lunch and Learn” sessions to Connecting Ottawa partnership network staff on: Sponsorship, (Youth) Education Law, Employment Law, and Consumer Scams.
- Offered 9 on-line training/education sessions to Ottawa front line workers on issues related to social and legal services during COVID-19.
- Conducted 16 training/education sessions at the request of individual partner agencies for their staff, in person and online, related to issues of social and legal services for those with communication barriers.
- Partnered with 7 different network organizations and/or independent bar lawyers to develop and present training and education sessions for frontline workers.
- Coordinated 4 newcomer identification replacement ID clinics in partnership with YMCA and Pro Bono Students Canada to assist individuals who have had their citizenship documentation lost or stolen.
- Explored new partnerships to fill gaps in legal support for individuals with communication barriers.

## **ACTIVITIES:**

### **Connecting Ottawa partnership network**

The Connecting Ottawa network of partners currently includes 53 organizations. This network includes 18 community service agencies, 17 agencies serving immigrants, 10 organizations providing legal services, 7 agencies serving people with disabilities, and 1 organization providing interpretation and translation services.

During the 2019-20 reporting period, we welcomed two new organizations to our partnership network: Philippine Migrants Society of Canada Ottawa and Interval House. The Philippine Migrants Society of Canada (PMSC) Ottawa promotes the rights and welfare of Filipino migrants in Canada. Interval House of Ottawa - Maison Interval d'Ottawa (IHO) provides a safe place for women, their children, and pets to escape abuse. Offering a wide range of programs and services, the staff and volunteers at IHO help survivors create new beginnings and a violence free future.

In addition to our two new members, Connecting Ottawa initiated discussions with a new refugee housing organization in Ottawa, Stepstone House, and the new Ottawa Pro Bono Employment Legal Clinic about joining our partnership network. We have included these organizations on our distribution list and will be formalizing their partnership in the coming months. We have also identified reaching out to the Ottawa Food Bank and local shelters to become active partners in our project. These organizations regularly support newcomers and those with communication barriers. Due to COVID-19, meetings with these organizations have been deferred and we look forward to following up in the 2020-21 year.

During the period we also explored ways to engage some of our current partner organizations more deeply, as recommended in the Law Foundation's 2018 evaluation. During the period, 26 meetings and multiple emails with partner agencies were initiated to discuss Connecting Ottawa's approach, best practices and opportunities to work more closely together to address the needs of the target populations in the city. The meetings held during the reporting period resulted in Connecting Ottawa, pre-COVID, adapting its in-house hours for one-on-one case consultation to more organizations and identifying and responding to education and consultation needs identified by the partners. Post-COVID, these meetings and emails helped to identify immediate education and capacity needs of front-line workers for Connecting Ottawa's education and information response (see below).

### **Capacity building via one-on-one case consultation**

A primary means of developing capacity within the partnership network is working one-on-one with front line staff to address the legal needs of our target populations. Our front-line staff primarily responds to requests for service as they arise.

A key recommendation in the 2018 evaluation was that "Connecting Ottawa should have more resources including more time spent at agencies on case consultations and reach out to more

people and more organizations”. In response, in 2019-20, pre-COVID, we increased the number of organizations to which we offered scheduled in-house consultation hours to include Catholic Centre for Immigrants (CCI), Ottawa Community Immigrant Services Organization (OCISO), YMCA Newcomer Information Centre, Somerset West Community Health Centre (a local health centre serving a large immigrant Asian population) and Interval House (a local women’s centre with a large immigrant clientele). We had also planned to introduce on-site hours at CESOC, Ottawa’s French-language immigrant settlement organization; however, these sessions did not begin due to the organization moving locations, and then COVID-19. These in-house hours provide highly convenient opportunities for front-line staff and their clients to meet with our lawyers to discuss how to address legal issues. Many front-line staff also use these opportunities to meet independently with the legal staff to build their capacity. During the period in the winter when one of our lawyers was on a reduced work schedule, we partnered with volunteer private bar lawyers and lawyers from community legal clinics on an honorarium basis to cover these sessions.

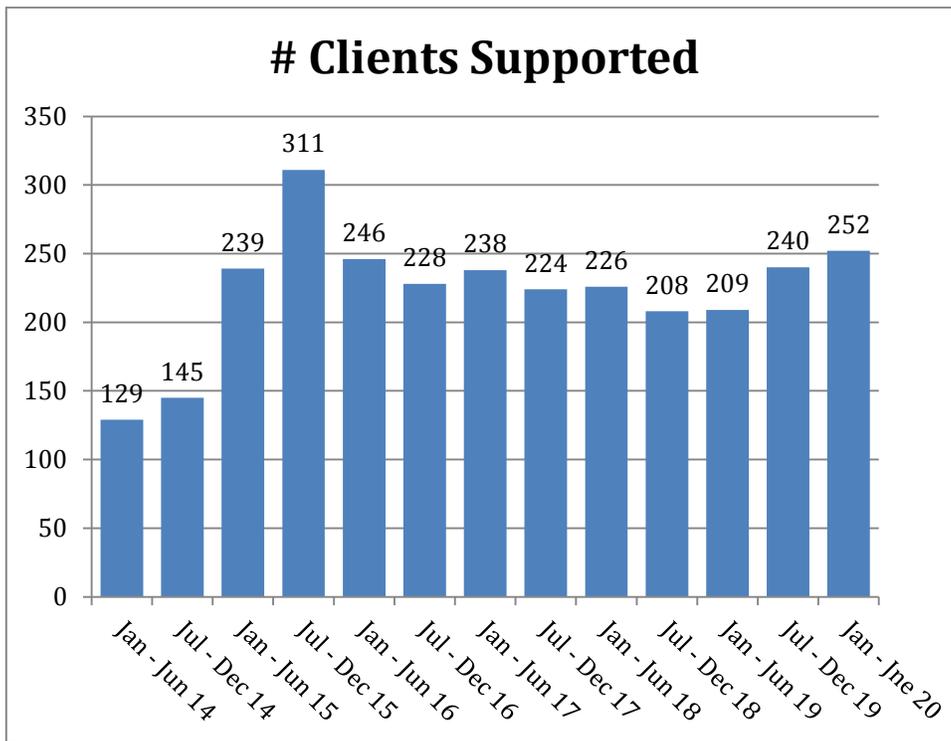
Partner organizations consult with us about hard-to-serve clients who face barriers to communication. The eligibility for a front-line worker to have a consultation with our staff is that their client must have a legal problem and a communication barrier. We provide information and advice, help assess the legal issues and communication challenges, help to connect the client with needed information and services, and identify an ongoing case management plan before terminating our involvement. Our intent is not to increase the legal services available in the community; instead, we view case consultation as an opportunity to build the referring organization’s capacity to better respond to the needs of our focus populations, or provide legal services for partners whose clients fall into gaps existing within the current legal support system.

The 2018 evaluation report also recommended that Connecting Ottawa ensure that we are “promoting the model as a capacity building model and not a legal service”. Connecting Ottawa actively works at both the partner manager level and the front-line service provider level to promote the model as a capacity building model and not a legal service. Our front-line staff, when called in for a consultation, makes the determination as to how to best move forward for that client. If the case requires only limited legal services to support the needs of the client, such as an affidavit, our front line staff have the flexibility to provide this service on a case by case basis. For cases that require more extensive support, our front line staff will help the social services provider refer the client to the appropriate legal service. Only in exceptional circumstances, i.e. where there is a gap in available services, do we provide legal services direct to clients. In these cases, we ensure that there is ongoing involvement of the front line social services staff to maintain their trusted intermediary role with the client. The pause in direct in-house service during COVID-19 has also helped us to clarify our model to front-line workers and clients reaching out to us electronically for direct services. We have also ensured that our new website more clearly articulates our role and function (see below).

All consultation activities are logged, with source and reasons for referral, legal and communication issues tracked, and case notes maintained. The extent of our involvement

varies greatly: in some instances we are consulted without clients being identified; sometimes briefly to affirm a course of action; or, in many other instances our staff is extensively involved with researching a legal issue, determining appropriate connections to services and other time-intensive support activities. There were 435 case consultations offered to partner agencies, other Ottawa regional agencies and services, as well as individual self-referrals. This is an increase of 5% over the same period in 2018-19.

In March, 2020 as a result of the closing of partner agencies due to COVID-19, all in-house hours and face-to-face consultations with front-line workers and clients ceased. We continued, however, to consult via email and telephone with front-line workers seeking assistance with client issues and concerns. At the end of June 2020 we initiated holding one-on-one consultation sessions with front-line workers and their clients via video-conference and will continue this practice in the coming year.



### Capacity building via education

In addition to one-on-one case consultations, Connecting Ottawa develops capacity within our network to provide access to justice for our target populations through education. In 2019-20, Connecting Ottawa presented 16 dedicated front-line staff training education sessions at the request of individual partner agencies for their staff, 4 Lunch and Learn sessions, and 9 online training/education sessions for Ottawa front-line workers. In an effort to expand our capacity, many of these sessions were coordinated and presented in conjunction with private bar lawyers, other legal groups, or other network organizations.

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A goal for Connecting Ottawa for 2019-20 was to increase the number of partner in-house education sessions directed to their front-line staff to assist in developing their capacity to serve clients with legal issues. Early in the reporting period, we reached out to our Tier 1 organizations asking them to invite us to their staff meetings and sessions to update them on relevant issues. Further, in February, we dedicated the efforts of our reduced-time lawyer to developing and building this aspect of our service. In March, these dedicated sessions were moved on-line to respect physical distancing requirements. During the reporting period, we conducted 16 of these sessions. A total of 196 front-line workers from 8 different frontline organizations were in attendance. (Note: these sessions are in addition to PLE sessions where clients are in attendance – reported under “Public Outreach and Education”).

Connecting Ottawa hosted 4 Lunch and Learn Sessions in 2020. The topics of the sessions were: “Sponsorship” featuring a guest speaker from Community Legal Services of Ottawa, “(Youth) Education Law” featuring a guest speaker from Justice for Children and Youth, “Employment Law”, and “Consumer Scams”. Connecting Ottawa coordinated these one hour sessions at different partner agencies in different locations across the city to maintain engagement with different partners and to ensure that front line staff from different locations would be able to attend. Despite adapting these sessions to incorporate some of the recommendations of the 2018 evaluation report -- including increasing the length of the session, offering more diversity in location, and potentially partnering with other agencies to present topics outside of the scope of practice of our staff – attendance to these sessions remained low. Cumulatively, only 30 individuals attended these sessions (although we received registrations of more than 75 across the 4 sessions). Further consultation with partner agencies suggested that the low attendance (vs. registration) was likely due to increasing demands and client emergencies faced by front-line staff reducing their ability to attend off-site functions. As a result, in January we initiated a plan to move many of our education sessions on-line, which was accelerated as a result of the COVID-19 shut down.

In the final three months of the reporting period, Connecting Ottawa conducted 9 on-line training/education sessions for partners on issues related to social and legal services and programs during COVID-19. Connecting Ottawa reached out early in the pandemic to our partner organizations to identify their legal education and referral needs. We were told that reliable information was needed quickly for front-line workers dealing with client issues asking about legal processes and some of the new assistance programs. Topics identified and covered in the education sessions included CERB, Immigration, Client Privacy, Wills & POAs, Supporting Tenant and Housing issues, Infectious Disease Emergency Leave and Updates on the Family Law Courts. To expand our capacity to provide these sessions, we reached out and partnered with other community legal and service groups in Ottawa including: REACH, Community Legal Services of Ottawa, Ontario Legal Information Centre, Clinique Juridique Vanier, University of Ottawa Community Legal Clinic, private bar lawyer Heather Neufeld, Nelligan Law, Action-Logement and Housing Help to coordinate and deliver these sessions. A total of 454 front-line workers attended the on-line training sessions. For many of these sessions, printed information and fact sheets were also developed.

## **Connecting partners and resources to fill gaps**

### ***ID Clinic***

In 2019-20, we continued our partnership with Pro-Bono Students Canada to host a series of newcomer ID clinics to help individuals replace missing or stolen permanent resident or citizenship documentation. This is the third year for the partnership that emerged from a call from a number of our settlement partners that this support was unavailable in Ottawa. Pro Bono Students Canada (PBSC) works under the direction of lawyers from Borden, Ladner & Gervais to assist clients to identify and prepare required documentation and Connecting Ottawa arranges for the location and promotion of the clinic. Two clinics this year were held at the YMCA-YWCA Newcomer Information Centre and two clinics were held at the City of Ottawa Social Services Centre. 4-5 clients were assisted at each session. Connecting Ottawa plans to resume the partnership and program again in 2020-21, although we are unsure of the format due to COVID-19 restrictions.

### ***Education Law***

Discussions at a fall Lunch and Learn with guest speaker Samira Ahmed from Justice for Children and Youth (JFCY) (invitation facilitated by Community Legal Services of Ottawa (CLSO)), identified a gap in education law services in Ottawa. CLSO and Connecting Ottawa initiated further discussions with JFCY and a new group in Ottawa, Parents for Diversity (P4D), to explore opportunities to increase JFCY's services in Ottawa and better support clients with education law issues. Connecting Ottawa and CLSO facilitated conversations among the two groups, introduced the two groups to key stakeholders in our partnership networks, and started planning for an education session on the issue to be held in April of 2020. This session did not move forward due to COVID-19. We will be further developing these partnerships and resources in the coming year.

### ***POA & Wills***

In 2019-20, Connecting Ottawa was approached by two separate partners seeking support and resources to assist low-income and vulnerable clients with wills and powers of attorney. This is an area of law that is not handled by community legal clinics and many individuals within our target populations were being identified as falling through the cracks. In January of 2020, Connecting Ottawa invited lawyer Gina Rea, on staff at the Renfrew County Legal Clinic to present a POA & Wills information session to one of our partners, the Canadian Hearing Society and their clients, and started to explore opportunities to host clinics on these issues for low income and vulnerable clients, staffed by private bar lawyers on a pro bono basis. Capacity and COVID-19 suspended Connecting Ottawa's activities. However, the call from front-line workers to support clients in this area escalated as a result of COVID-19 health concerns among many within our target populations. In response, Connecting Ottawa partnered with REACH Canada and Nelligan Law to present an informational workshop for front-line workers in May of 2020. We also updated an information sheet and are regularly sharing the resources available from CLEO on this issue with our network. The gap in service for low-income and vulnerable clients remains as many individuals still require legal assistance for drawing up documentation. Connecting Ottawa, in conjunction with REACH,

will resume our efforts to coordinate client clinics in the 2020-21 funding year in an effort to fill this gap.

**GOALS FOR 2020-21**

- Maintain and grow the Connecting Ottawa partnership network.
- Continue one-on-one consultation with front-line workers and, where relevant, their clients to develop capacity and help them assist with the information and referral needs of their clients.
- When safe to do so, resume in-house consultation hours for front-line workers and their clients at Tier 1 partner agencies.
- Continue to develop capacity in the partnership network through educational sessions including:
  - Connecting Ottawa education/training sessions.
  - Partner agency professional development sessions for staff and clients.
  - Collaboration with other organizations to provide training and education sessions on issues relevant to our target populations.
- Continue with the ID Clinics, where possible.
- Continue to explore ways to fill the gaps in Education Law and POA & Wills support for vulnerable populations in Ottawa.

## PROMOTE THE USE OF ELECTRONIC AND OTHER RESOURCES BY TRUSTED INTERMEDIARIES

### OUR CHALLENGE

There are excellent public legal education and information (PLEI) resources available, especially given the leadership of Community Legal Education Ontario (CLEO) and their web site initiative Steps to Justice. However, the fact remains that navigation of the legal system remains challenging for many front-line service providers in Ottawa.

### OUR INTENT

Develop a local web site and electronic resources that includes comprehensive and current information about local legal services, and promote its use and the use of other PLEI resources to project partners to ensure access to justice by for focus populations.

### ACHIEVEMENTS

- Promoted relevant CLEO, *Steps to Justice* and other resources via Connecting Ottawa Communique, website, and social media.
- Maintained and increased a list of social and legal resources on the Connecting Ottawa/Connexion Ottawa websites.
- Distributed Connecting Ottawa information and rack cards.
- Prepared 18 COVID-19 information sheets and updates for distribution to our network partners and online.
- Maintained the Connecting Ottawa and Connexion Ottawa websites while undertaking a thorough redesign of the two sites:
  - Users to the connectingottawa.com website were 68,466 (vs 83,669 from the previous period) and 2,006 (vs 1,666 for the previous period) to the connexionottawa.com website.
  - Sessions on the connectingottawa.com website were 83,092 (vs 101,189 from the previous period) and 2,234 (vs 1888 for the previous period) to the connexionottawa.com website.
  - Number of page views were 148,235 (vs 181,768 in the previous period) on the connectingottawa.com website and 3,778 (vs 3,451 in the previous period) on the connexionottawa.com website.
- Increased followers to Connecting Ottawa Twitter and Facebook social media feeds.

### ACTIVITIES:

#### Promote current information about local legal and social services

Connecting Ottawa publishes a monthly Communique, distributed via email to partner agency members (please also see information below under “Share Lessons Learned”). In each issue, new legal information resources that are available online or via hardcopy are shared with our partnership network for them to distribute among their staff. We also periodically share information about local legal and social services via our social media sites: Facebook and Twitter.

### **Connecting Ottawa Rack Cards**

Connecting Ottawa has developed a set of multi-lingual rack cards on issues of “Housing Law”, “Criminal Law”, “Family Law” and “Immigration”. Rack cards measure 4 inches x 9 inches and include information on how legal issues may present themselves and local resources to connect with. Rack cards are placed by partners in resource centres as well as distributed to partners and clients by Connecting Ottawa staff in consultations and in seminars/PLEs.

Rack cards are printed in six languages: English, French, Spanish, Arabic, Farsi and Somali. In 2019-20, Connecting Ottawa distributed over 2,000 of these rack cards to partner agency staff and at education sessions.

### **COVID-19 Resources**

Since March, 2020, Connecting Ottawa has distributed 18 information sheets or updates to information sheets to assist front line workers to develop their capacity on legal issues related to COVID-19 and support their clients accordingly. The resources included:

- Social Assistance – COVID-19 (March 25)
- Employment – COVID-19 (March 25)
- Canada Emergency Response Benefit (March 26)
- Canada Emergency Response Benefit (French) (March 26)
- Immigration – COVID-19 (March 27)
- Canada Emergency Response Benefit (April 2)
- Script – ON Family Benefit (April 9)
- Script – CERB (April 9)
- Canada Emergency Response Benefit (April 16)
- Canada Emergency Response Benefit (April 22)
- Housing Resource Sheet – COVID-19 (April 22)
- Immigration – COVID-19 (French) (April 27)
- Immigration – COVID-19 (English) (April 27)
- Canada Emergency Resource Benefit FAQ (May 7)
- Wills & POA Resources (May 12)
- Infectious Disease Emergency Leave (May 19)
- Canada Emergency Student Benefit (June 11)
- Infectious Disease Emergency Leave (June 11)

These resources were distributed via our Communique and distribution lists and shared on social media platforms. Many partners also shared among their networks and Connecting Ottawa was contacted from organizations all over the province requesting permission to share and or adapt for use within their organization.

In addition, Connecting Ottawa also shared resources from other organizations across the province including:

- CLEO & Steps to Justice COVID-19 Resources and Updates
- Scarborough Community Legal Clinic Employment Law Update
- Hamilton Community Legal Clinic Multilingual Tip Sheets
- City of Ottawa RGI & COVID-19 Q & A

### **Connecting Ottawa Website**

Over the period, Connecting Ottawa's websites have been maintained in both English (connectingottawa.com) and French (connexionottawa.com). The domain registrations have been extended until April 2021 and we have arranged for hosting services through a monthly agreement with a hosting service.

The Connecting Ottawa websites are our primary means for sharing information about local legal and social services to partner agencies, other community groups, and the public. The 2018 Law Foundation of Ontario evaluation reported how well regarded and utilized our site was by local social service and legal service professionals to help them identify information and services to assist their clients. A key element of the Connecting Ottawa site is the portal to the Community Information Centre of Ottawa (CICO) 211 data base and ease of access to legal and social services resources found there.

In addition, Connecting Ottawa promotes and integrates the following resources via our website and social media efforts:

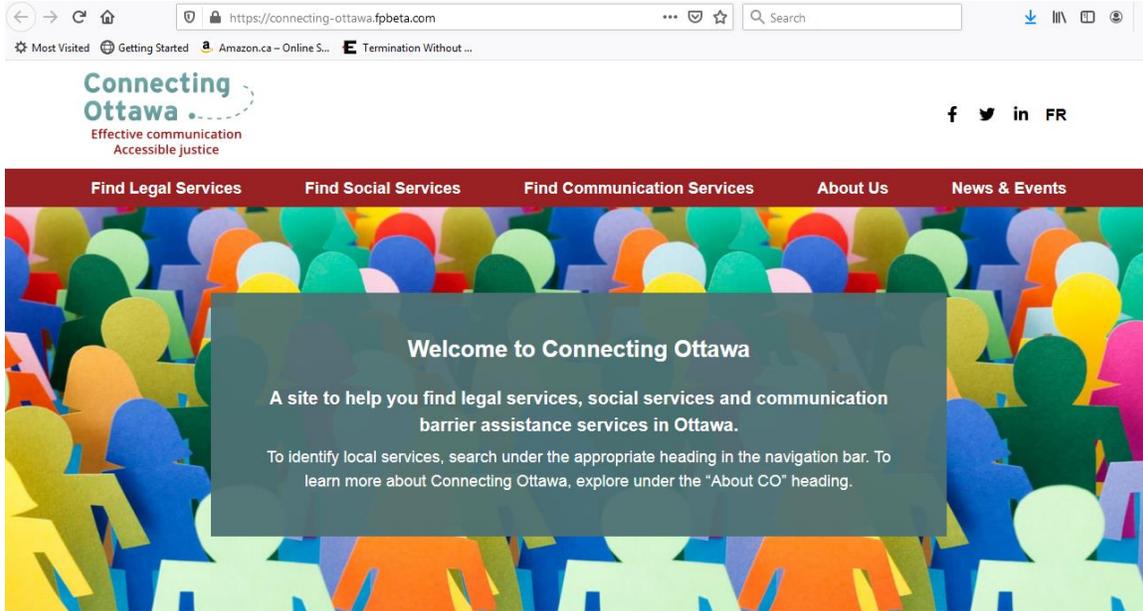
- Connecting Ottawa Legal Health Check Up (“What the clients may say”)
- Steps to Justice Resource
- CLEO Connect Resources
- Connecting Ottawa multi-lingual rack cards on legal issues
- Various tools/resources on immigration and refugee processes
- Various tools/resources specific to assisting those with disabilities
- Resources developed by Connecting Ottawa for front-line workers
- Upcoming Connecting Ottawa events
- Upcoming partner events

In 2019, Connecting Ottawa was advised that our current website platform would soon become obsolete and we awarded a contract to re-design and relaunch our Connecting Ottawa/Connexion Ottawa websites, maintaining the feed of the CICO databases, increasing accessibility and translation, and better promoting the mandate and activities of Connecting Ottawa. Our intention was to launch the new site before the end of the current reporting period; however, in January of 2020 CICO/211 informed us that they required a platform upgrade and this would delay the launch of our new site by 3 – 4 months. We have been working closely with the website contractor and CICO/211 to finalize the new site and expect to launch it in summer/early fall of 2020. We will be developing a concerted communication

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plan to inform network partners and other interested parties of our new site and the capabilities available on it following the launch.

Below is a screen shot of the new landing page and design layout for the revised site.



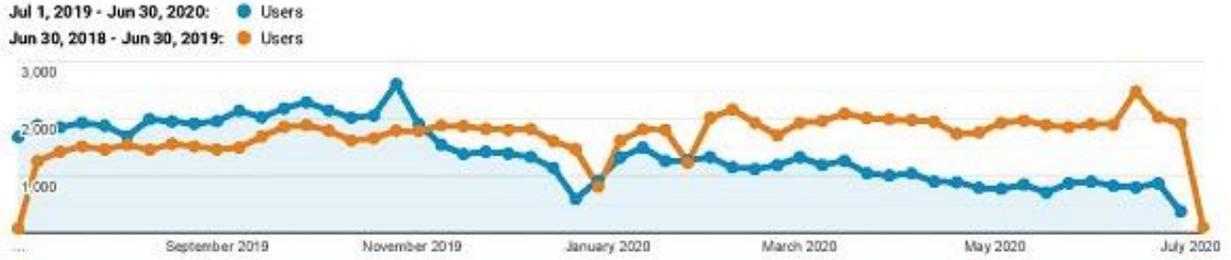
### **Website traffic**

For the first time since in our reporting history, traffic to our English website has decreased (traffic to the French website has increased). This is a result of the obsolete platform that we are working with and Connecting Ottawa's decision not to actively promote the website in anticipation of the new site launch. We anticipate that with the launch of the new site and the new capabilities available on it that we will soon re-establish this site as the go-to portal for information on legal information and resources, social services information and resources and communication barrier information and resources in Ottawa.

The number of sessions on the connectingottawa.com website for 2019-20 was 83,092 vs. 101,189 in the previous period. The connexionottawa.com website sessions increased to 2,234 from 1,888. When compared to the previous period, the number of users to the connectingottawa.com site was 68,466 vs 83,669 in the previous period and the connexionottawa.com users have increased from 1,666 to 2,006. Pageviews were 148,235 vs. 181,768 in the previous period on the connectingottawa.com site and increased from 3,451 to 3,778 on the connexionottawa.com site.

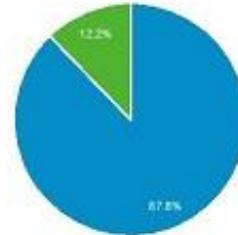
The following analytics illustrate the trends identified over the reporting period:

**Connectingottawa.com**

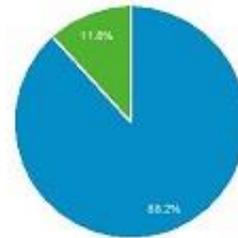


■ New Visitor ■ Returning Visitor

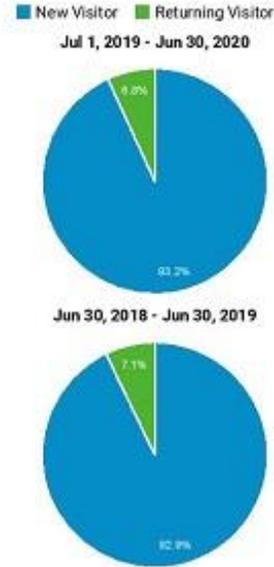
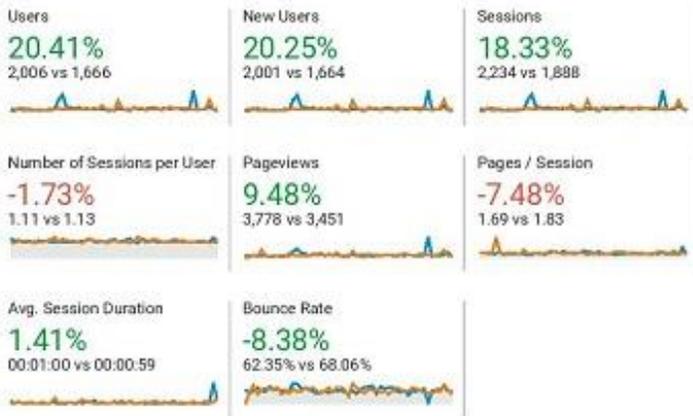
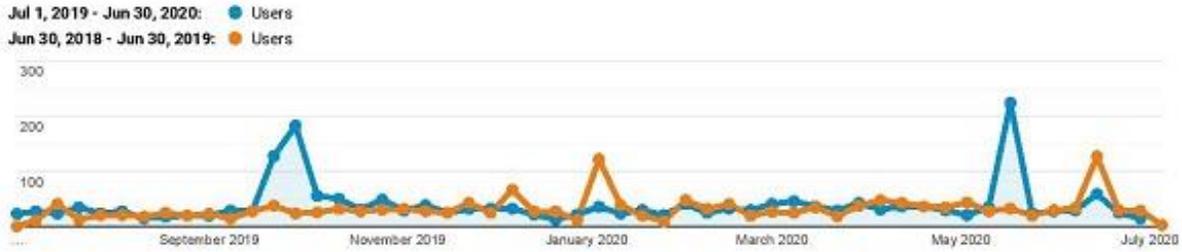
Jul 1, 2019 - Jun 30, 2020



Jun 30, 2018 - Jun 30, 2019



**Connexionottawa.com (FR)**



**Social Media**

Connecting Ottawa maintains a Twitter and Facebook feed to share news and information related to our partnership network, our focus populations, access to services, and emerging legal issues. Over the reporting period we maintained regular activity resulting in increasing our “followers” on twitter by from 655 to 673 and our “likes” on Facebook from 145 to 168.



**GOALS FOR 2020-21**

- Manage and coordinate website relaunch and promotion.
- Prepare and update COVID-19 Resources as required.
- Maintain existing and add new up-to-date and relevant resources on the Connecting Ottawa/Connexion Ottawa website.
- Promote website resources through network communication.
- Regularly promote Connecting Ottawa resources to partnership network.
- Continue to promote Connecting Ottawa and partner activities and issues through social media.
- Grow social media networks to connect with more individuals in the community that provide legal information to our target populations.

## DEVELOP & SUPPORT VOLUNTEER FACILITATORS AS TRUSTED INTERMEDIARIES

### OUR CHALLENGE

For many clients – and particularly among our focus populations - a gap can exist between the point of referral and the point of legal services delivery; clients never actually connect with the services to which they have been referred. This gap can be bridged by trusted intermediaries who are volunteer facilitators trained and supported to problem solve with the client to systematically overcome the barriers to connection.

### OUR INTENT

Connecting Ottawa will recruit, train, and pay honoraria to a pool of volunteer facilitators who can be effective trusted intermediaries and who can be matched with clients on the basis of gender, culture, languages spoken, and availability.

### ACTIVITIES

- Reviewed the volunteer facilitator program with staff, partners, and Advisory Group.
- Explored opportunities to engage volunteer legal service workers to help front-line workers identify and assist their clients to access needed services.  
Discussed emergency facilitation project being proposed by Carleton University Legal Studies department.

The volunteer facilitator program has been part of the Connecting Ottawa model since inception. As has been reported consistently over the past number of years, while the concept is highly regarded, there have been significant challenges to implementing it and maintaining sustained uptake. To try to address these challenges we identified a volunteer manager for the program for a 12-month period in 2018, met with specific partners to identify specific opportunities to utilize volunteer facilitators, explored new processes for recruiting and assigning volunteers, and joined our local volunteer management organization to introduce ourselves to potential volunteers. Despite these initiatives, volunteers are used only sporadically and when there is a Connecting Ottawa staff person available to directly manage the interaction.

During the period, the project team reviewed the ongoing challenges with the program and made a recommendation to the Advisory Group at their October meeting that we discontinue with the program as it is currently envisioned: i.e. as a resource for project partners.

Instead, the project team recommended that we partner with local legal-based training institutions to explore opportunities to connect, when appropriate, paralegals in training with our partner agencies to assist with some of the more common legal processes that we see front line workers trying to address. These include, filling out appropriate forms, filing claims and submissions, accompaniment to appointments, etc.

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During the reporting period, we facilitated some in-house sessions at select partner agencies with volunteers from the legal community to assist front line workers with client service requirements. This confirmed for us that to be effective, facilitators need to have some legal training and be on site at the partners' organization to assist clients.

Early in 2020, we were advised of an initiative by a professor in Legal Studies at Carleton University to provide assistance to front line service organizations seeking to support clients with legal issues. Our project manager and Advisory Group chair met with the program coordinator, discussed our programs and what challenges and opportunities we experienced and have offered to continue to assist their efforts moving forward and promote their program to our partnership network.

Our 2020-21 funding application indicated that we will not be continuing with the volunteer facilitator program moving forward.

## PUBLIC OUTREACH AND EDUCATION

### OUR CHALLENGE

Our legal services partners have the mandate, experience, and resources to present public legal education and information at events throughout Ottawa. PLE materials have already been developed on a number of legal issues. However, PLE resources are not often directed to our focus populations in regularly accessed locations such as libraries, community centres, newcomer centres, rehabilitation centres and peer support groups for persons with disabilities.

### OUR INTENT

Work with our partnership network to provide outreach and education opportunities to effectively reach our focus populations and the trusted intermediaries with whom they connect. Connecting Ottawa will become the local clearinghouse for PLE events that target linguistic minorities, a convener, and provider of logistical supports (when necessary) to enable regularly scheduled events at accessible locations.

### ACHIEVEMENTS

- Presented 11 individual public legal education sessions in collaboration with partner agencies and private bar lawyers on issues of social and legal services related to those with communication barriers.
- Provided two webinars for YMCA Pre-Arrival Services.
- Staffed booth at Ottawa Local Immigration Partnership bi-annual meeting.
- Supported outreach activities related to target populations.

### ACTIVITIES:

#### Public Legal Education sessions

Connecting Ottawa is becoming a sought-after provider of legal education and information sessions by our partnership network. During the period, Connecting Ottawa provided 11 individual presentations in collaboration with our partner agencies, with more than 150 clients attending, on the following topics:

- Refugee Preparatory Classes
- How to Stay In Canada Legally
- Express Entry
- Family Law Issues
- POA & Wills
- Criminal Law & Youth

Connecting Ottawa only accepts invitations to present legal education and information for client audiences if the event also provides an opportunity for front-line workers to be in attendance and develop their capacity. When invited to provide a session, we explore opportunities to partner with other legal service providers in Ottawa, where appropriate.

The PLE session on Family Law issues was at the request of one of our partner agencies who had identified that Arabic women in their local “crafting” group were in need of education around their family law rights in Canada. For this session we partnered with an Arabic speaking family law private bar lawyer to, in conjunction with a Connecting Ottawa lawyer, meet with the women at their community crafting group to provide a short education session and advise them of their rights.

The PLE session on POA & Wills was at the request of the Canadian Hearing Society (CHS) to help clients understand their needs and best practices in this area of law. For this session we paid expenses for a lawyer from the Renfrew County Legal Clinic to provide a short education session and answer questions of CHS clients, in conjunction with a Connecting Ottawa lawyer. CHS provided ASL translation for the event and ensured that all of their front-line workers were in attendance.

In addition to the in person sessions, Connecting Ottawa accepted an invitation from the YMCA of the National Capital Region Pre-Arrivals team (“Build-on”) to conduct two webinars with international audiences of individuals approved for immigration status in Canada and waiting to travel. The two topics of these seminars were “Your rights as a pregnant worker” and “Your rights as a permanent resident”. More than 20 individuals participated in the webinars. More importantly, the exercise provided Connecting Ottawa staff with information on how to conduct webinars which helped us to easily transition to on-line education sessions.

### **Booths at Community Events**

During this reporting period, Connecting Ottawa set up and staffed a booth at the Ottawa Local Immigration Partnership Bi-annual conference. Having a table at this conference was an excellent opportunity to connect with many of our partners and share our rack cards and resources.

### **Outreach Activities**

Connecting Ottawa also participated in a working group to develop an online database of COVID-19 resources available to newcomers and refugees in Ottawa. Spearheaded by Refugee 613, Connecting Ottawa reviewed beta sites and contributed material to the database.

### **GOALS FOR 2020-21:**

- Continue to provide PLE sessions at the request of partner agencies, provided that there is an element of network capacity building.
- Explore ways to increase collaboration around public PLE sessions.
- Continue to participate, as appropriate, as a member/contributor to community organizations/projects that serve Connecting Ottawa target populations.
- Identify new opportunities to partner with provincial and national organizations to help achieve goals that will advance access to justice for our target populations.

## SHARE LESSONS LEARNED

### OUR CHALLENGE

To share our experience – good and not so good - with peers and colleagues so that the system of legal services is strengthened and is more readily accessed by our focus populations.

### OUR INTENT

- Host an annual conference for network partners and interested stakeholders.
- Seek out conferences, symposia and other opportunities to make presentations, participate on panels, offer workshops, and poster lessons learned to audiences of our peers and colleagues in community services, especially legal services.
- Share information and news with our network of partners.

### ACHIEVEMENTS

- Published 14 issues of *Connecting Ottawa Partner Communiqué*.
- Presented at the Ontario Justice Education Network, “Widening the Circle” Conference in Toronto.
- Presented and participated at the “Time for a Change” Conference on “Immigration and Criminal Law”.
- Presented at 3 provincial COVID-19 related webinars.
- Attended 5 sector conferences/meetings to meet and network with other organizations addressing the issues of our target populations.
- Shared lessons learned with researchers preparing the “Community Justice Help” report.
- Participated in several sector tables/organizations.
- Initiated and cancelled planning for the 2020 *Connecting Ottawa* annual conference due to the COVID-19 pandemic.

## ACTIVITIES

### Connecting Ottawa Communiqué

Connecting Ottawa’s newsletter *Communiqué* is distributed electronically to members of our partnership network, other service professionals, as well as, periodically, attendees from our previous conferences and education workshops. Network partners are encouraged to distribute the newsletter to front-line workers each month. Newsletters include pertinent news and information relevant to access to justice for linguistic minorities and those with communication barriers, upcoming events, and resources most beneficial to those supporting clients with communication barriers. The Communiqué is sent monthly. From July – March, the Communiqué adhered to this schedule. Due to the increased information available for distribution as a result of COVID-19, the Communiqué was sent, on average, twice per month from April to June.

### **Conference Presentations and Attendance**

Connecting Ottawa staff were invited to present at and attend numerous industry and sector meetings that connect with serving our target populations.

Our lawyer Alexandra Derisier was invited to present at two industry sessions:

- Ontario Justice Education Network's Widening the Circle
- Time for Change Conference

As a result of her efforts around educating our network partnership about the CERB and employment law issues, our lawyer, Liz Majic was invited to present at two CLEO and one Community Advocacy and Legal Centre webinars:

- CERB & Employment (CLEO - 425 participants)
- CERB/CESB & Immigration/Employment Law (CLEO - 320 participants)
- Employment Benefits and Rights during COVID (CALC – 20 participants)

Our team also attended the following conferences during the reporting period:

- Ontario Justice Education Network's Widening the Circle (2 staff attended)
- Ottawa Local Immigration Partnership Bi-Annual Conference (3 staff attended)
- Canadian Council on Refugees Fall Consultation (3 staff attended)
- Immigration Law Summit (1 staff attended)
- Community Legal Services of Ottawa Annual General Meeting (1 staff attended)

Presenting and attending at these conferences provide us with the opportunity to share the Connecting Ottawa project with other organizations in the city and across the province who are also working with and addressing the needs of our target populations. It also provides a great opportunity to network and learn from these organizations to develop better practices for our project.

### **Participation in Sector Tables/Organizations**

In 2019-20, Connecting Ottawa was a member/regular participant of several different sector tables/organizations addressing issues related to our target populations. These include:

- Refugee Network of Ottawa (ReNoO)
- Connecting on Disability and Abuse (CODA)
- Ottawa Local Immigration Partnership (OLIP)
- Somerset West Inter-Agency Lunch Group
- Refugee 613 Stakeholders Table
- Refugee 613 Executive (Project Manager appointed)
- Refugee 613 Housing Table
- Refugee Hub Sponsorship Partnership Program
- Steering Committee on Social Assistance
- Workers' Rights Action Group
- CLEO Training Community Workers Advisory Group

Participation in these meetings allows our staff to understand the best practices and issues of our partners and professional associations so that we can incorporate this information into our interactions with front line staff as well as share our learnings with other organizations.

Connecting Ottawa also actively participated in the research conducted by Julie Mathews for the “Community Justice Help” report. Our project manager and Advisory Group chair met with Ms. Mathews to discuss the Connecting Ottawa project. Further, Ms. Mathews shadowed lawyer, Alexandra Derisier on two occasions to better understand the front-line work that Connecting Ottawa undertakes.

### **Annual Conference**

Connecting Ottawa's 9<sup>th</sup> annual conference was scheduled to be held on May 13, 2020. During the reporting period, Connecting Ottawa identified the topic for the conference (Workplace Harassment), secured the location for the 2020 event, and initiated planning. At the end of March, the decision was made to cancel the conference due to COVID-19 physical distancing limitations. We look forward to moving forward with our planning during the next reporting period.

### **GOALS FOR 2020-21**

- Host a 2021 Conference for our partnership network.
- Distribute monthly *Communique* newsletters to our partnership network.
- Maintain participation in Sector Tables/Organizations to share and receive lessons learned
- Where appropriate, share our knowledge and lessons via conference presentations, attendance and research.

## PROJECT MANAGEMENT AND REVIEW

### OUR CHALLENGE

To manage a project that will move from being “a good idea” to being a demonstration of “good practice” and excellent outcomes.

### OUR INTENT

Our purpose is to strengthen the capacity of network partners without creating another organization, by resourcing and coordinating activities, evaluating performance and outcomes, ensuring that all partners understand their contribution and role over time, and communicating regularly and effectively with our network partners and other stakeholders.

### ACHIEVEMENTS

- Maintained effective and efficient management of operations and administrative requirements.
- Held regular staff meetings to coordinate activities.
- Project Manager regularly met with Advisory Group Chair to review operations.
- Held three Advisory Group meetings.
- Met with the Law Foundation of Ontario (LFO) to discuss project and the 2018 Connecting Region Evaluation Report.
- Prepared funding renewal application for 2020-21.

## ACTIVITIES

### Staffing

During the period, Connecting Ottawa maintained its staffing of 2.5 professional staff to support its mandate and project goals, although for the period February – June, one staff member’s portfolio was shared between two individuals.

Under contract we have two full-time lawyers: Alexandra-Marjorie Derisier LLL, LLB and Liz Majic, J.D. Ms. Derisier has an extensive background in labour relations, human rights, and refugee law and has been actively involved, personally and professionally, with the settlement and immigration sector in Ottawa. Ms. Majic brings a depth of knowledge in landlord and tenant law, social assistance, and employment law drawing on an extensive background working with vulnerable populations and complex human rights issues. She previously worked at three community law clinics, Canada Without Poverty, and the Feminist Alliance for International Action. She also has strong education and PLE abilities with experience both as a University lecturer and in offering seminars to front-line workers and clients.

Gina Grosenick, Ph.D. is an independent consultant under contract for 2.5 days per week to provide project management services and coordination. Dr. Grosenick holds a Ph.D. in (non-profit) communication and has an extensive background managing and communicating about community based programs and networks.

Alexandra Derisier took a temporary reduced work period for the period February 1 – July 31, 2020. To ensure continuation of our activities and fulfillment of our mandate, we hired a 3<sup>rd</sup> year University of Ottawa Law Student, Daphne Chu, for the same period to take on legal research, projects and other duties as required. We will be returning to our regular legal staffing complement during the 2020-21 funding period.

Office accommodations and human resources services continue to be provided by our partner agency Centre de services communaires de Vanier, a community resource centre. CSC Vanier is the “employer of record” for project staff, manages payroll and benefits administration, provides personnel policies and other human resources infrastructure, and provides office accommodations. In mid-March, the City of Ottawa declared COVID-19 an emergency. As a result, Connecting Ottawa staff were re-located to home offices and all in-person activities ceased. We have maintained most of our activities remotely and continue to follow public health protocols for when we may be able to resume in-person services.

### **Operations and Administration**

The project manager coordinates and maintains the effective and efficient management of the project. She coordinates the project, liaises with the Advisory Group, oversees project staff activities, approves all project expenditures, works with the bookkeeper to ensure the project’s financial health, and coordinates all project communication and planning.

Regular staff meetings and semi-regular meetings with the Advisory Group Chair are held to ensure effective communication and coordination of activities. During the reporting period, the project manager met bi-weekly to monthly with each staff member to discuss issues of workload, sharing of information, reporting, and activities moving forward. Meetings with the Advisory Group Chair were held on an as needed basis and addressed issues related to funding, finances, staffing, project manager oversight, and Advisory Group planning.

### **Advisory Group**

The Advisory Group met three times during the reporting period and is an essential resource to ensure that the programs and activities of the project meet the needs of the various groups within our partnership network.

During the reporting period, we welcomed a new member of the Advisory Group, the Eastern Ottawa Community Resource Centre. The current membership of the Advisory Group is:

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<b>NAME</b>	<b>SERVICES SECTOR</b>	<b>PARTNERING ORGANIZATION</b>
Lois McIntyre	Community	Canadian Hearing Society
Mohamoud Hagi-Aden	Community	South East Ottawa Community Health Centre
Leah Landry	Legal	Community Legal Services of Ottawa
Siffan Rahman	Community	Somerset West Community Health Centre
Mirela Tihon	Immigrant	The Economic and Social Council of Ottawa-Carleton (CESOC)
Christine Sharp	Community	Eastern Ottawa Community Resource Centre
Leigh Presseau	Community	Pinecrest Queensway Community Health Centre
Julie Demers	Community	Community Information Centre of Ottawa / 211
Gary Stein	Legal	Community Legal Services of Ottawa
Arber Zaplluzha	Immigrant	Catholic Centre for Immigrants – Ottawa
Basia Mair	Immigrant	Ottawa Community Immigrant Settlement Organization

### **Project Review and Direction**

In June of 2018, the Connecting Regions Evaluation Report was released by the Law Foundation of Ontario. Connecting Ottawa had been integrally involved in the review process, with the Project Manager and Advisory Group Chair participating on the evaluation committee, arranging for interviews with key stakeholders, and providing data and support as needed. The Connecting Ottawa team reviewed the report to identify opportunities to integrate recommendations into current practice or identify what additional capacities would be required to expand the services as recommended in the report. These discussions were summarized in a formal response that was forwarded to the Law Foundation of Ontario in early November, 2018.

During the reporting period, our project Manager met with the Law Foundation of Ontario on two occasions to discuss the project in light of the evaluation. The meetings were very productive to share information on the project and helped to provide Connecting Ottawa with direction on opportunities for moving forward.

During the reporting period, we also prepared and submitted our project renewal application, which was accepted in April of 2020.

We very much value our relationship with the Law Foundation of Ontario and would like to thank David Kinsman and Helen Tewolde for their ongoing support and direction.

### **Financial Report**

The financial report to June 30, 2020 is below. Including the \$15,000 roll-over into our next year's budget, 97.2% of the funds were allocated in 2019-20, resulting in an unspent balance of funds (after the \$15,000 allocation) of \$7,606. We respectfully request the release of hold back funds in the amount of \$5,364 to cover the balance of expenditures for 2019-20. As discussed with David Kinsman, the \$15,000 roll over funds will be requested upon expenditure.

**GOALS FOR 2020-21**

- Maintain effective staffing and operations management.
- Hold 3-4 advisory committee meetings.
- Continue to review and incorporate evaluation recommendations into practice.
- Seek funding for continued operations.
- Identify and formalize policies and processes, as required, for effective operation of the project.

## FINANCIAL REPORT

<b>CONNECTING OTTAWA</b>		
<b>STATEMENT OF OPERATIONS</b>		
<b>FOR THE YEAR ENDED JUNE 30, 2020</b>		
	<b>Budget</b>	<b>Actuals</b>
<b>REVENUE</b>		
<b>2.0 Law Foundation of Ontario</b>		
412 Received During Year	279,750	251,775
412 Received During Year for Special Event		-
412 Holdback Receivable		27,975
		<b>279,750</b>
<b>Total Revenue</b>	<b>279,750</b>	<b>279,750</b>
<b>EXPENSES</b>		
<b>3.2 Website Hosting, Management and Administration</b>		
595 Translation	-	725
625 Website Hosting, Management and Administration	8,000	7,386
	<b>8,000</b>	<b>8,111</b>
<b>3.3 Facilitators to Connect Clients and Legal Services</b>		
590 Training	1,000	200
620 Volunteer (JPL) Honoraria		1,000
550 Meeting Costs	400	-
595 Translation		-
510 Printing/Supplies		-
	<b>1,400</b>	<b>1,200</b>
<b>3.4 Legal Worker/Social Worker Connection</b>		
515 Accommodation	14,000	11,500
530 Cloud/Mobile Services	2,200	2,077
540 Equipment Purchases	1,500	1,487
545 Materials and Supplies	1,000	935
550 Meeting Costs	750	446
557 Professional Fees		4,295
558 Liability Insurance		3,131
56X Salaries and Benefits	175,000	155,778
562 Resource Development		-
565 Staffing Costs	1,000	480
590 Training/Professional Development	2,500	420
595 Translation/Interpretation	1,500	1,615
615 Travel	2,500	1,306
699 Sundry		24
	<b>201,950</b>	<b>183,494</b>
<b>3.6 Secretariat</b>		
510 Administration		-
545 Materials and Supplies	400	301
550 Meeting Costs	750	854
560 Project Co-ordinator	53,000	52,853
615 Travel	500	285
	<b>54,650</b>	<b>54,094</b>
<b>3.7 Shared Lessons Learned</b>		
520 Annual Conference	3,000	-
545 Materials and Supplies		-
546 Resource Development	1,500	1,500
550 Conferences, etc	-	-
595 Translation/Interpretation	-	-
615 Travel	750	73
	<b>5,250</b>	<b>1,573</b>
<b>3.8 Administration</b>		
542 Lead Agency Stipend	6,000	6,000
527 Bookkeeping	1,500	1,559
525 Bank Charges	-	78
522 Auditing	1,000	1,000
699 Sundry	-	35
799 Contingency	-	-
	<b>8,500</b>	<b>8,672</b>
<b>Total Expenses</b>	<b>279,750</b>	<b>257,144</b>
<b>EXCESS OF REVENUE OVER EXPENSES (EXPENSES OVER REVENUE)</b>	<b>0</b>	<b>22,606</b>

**LFO REPORTING STATISTICS –**

<b>Organization: Connecting Ottawa</b>	<b>Grant file #: CONRE-09-19</b>
<b>Period: July 1, 2019 – June 30, 2020</b>	
<b>Project title: THE CONNECTING REGION -- CONNECTING OTTAWA</b>	

	<b>Total #</b>	<b>Notes or comments</b>
<b>PLEI</b>		
# of print resources produced, updated	20	
# of online text resources produced, updated	*note B	CO website is continually updated and used as a resource within the community
# of video or audio resources produced, updated	4	Webinars
# of PLEI training sessions	45	11 PLE Training Sessions 9 Online Training Sessions for partnership network 16 Dedicated Partner Agency Sessions 4 Lunch and Learn Sessions 5 Webinars
# of people with legal needs or members of the public trained	328	PLE Training sessions and Build On Webinars
# of trusted intermediaries and / or frontline workers trained	1484 431	Via education sessions, Lunch & Learns and CLEO Webinars Via consultations with front line staff
# of sessions / page views	85,326/152,013	
# of print resources distributed	30*	COVID-19 Info Sheets, other info sheets and rack cards (*individual resources; total copies unknown)
# of online text resources downloaded	*note B	
# of video or audio resources viewed, downloaded or distributed	*note B	
<b>Legal Services</b>		
# of clients served	492	(See note A)
# of clients provided legal advice or brief services	492	Our mandate is not to represent clients but to provide advice, education and limited services
# of clients represented	0	
# of services to support people through legal processes (e.g. court navigator)	0	
<b>Pro bono</b>		
# of students engaged in pro bono work	4	Pro Bono Students partnership and student hire
# of paralegals engaged in pro bono work	0	
# of lawyers engaged in pro bono work	2	

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# of pro bono hours volunteered by lawyers	0	
# of pro bono hours volunteered by students	24	ID Clinic in partnership with PBSC
# of pro bono hours volunteered by paralegals	0	
<b>Growing the non-profit justice sector</b>		
# of books, reports, oral histories or other significant legal research or policy work	0	
# of staff employed in the sector (full-time)	2	
# of staff employed in the sector (part-time)	1	
# of students employed in the sector	1	
# of professional development and learning events	13	Our partner events are open to justice sector front line workers
<b>Building a culture of law and understanding of rights</b>		
# of training events to build awareness of law, democracy and rights	See above	
# of participants in events to build awareness of law, democracy and rights	See above	
# of student/youth participants	*note B	
# of adult participants	*note B	
<b>Encouraging partnerships and collaboration</b>		
# of organizations you partnered with	65	53 Partner Organizations 12 Legal/social service organizations

- Note A: Our case consultations primarily include trusted intermediaries and clients together.
- Note B: We have no means to collect this information at this time.

## APPENDIX

### COVID-19 RESONSE AND ACTIVITIES:

March 16, 2020	Staff meeting and planning
March 23, 2020	Partner: with Heather Neufeld (Private Bar lawyer) re: supporting front-line workers on new EI requirements.
March 26, 2020	Published: CERB Information Sheet Published: Social Assistance Information Sheet
March 27, 2020	Published: CERB (PCU) Information Sheet (FR)
March 30, 2020	Published: COVID & Immigration Information Sheet Shared: COVID & Workers Health & Safety Information Sheet (prepared by Workers Health and Safety Legal Clinic)
April 1, 2020	Partner: with Raija Pulkkinen (REACH) re: supporting front line workers on issues of housing for vulnerable populations.
April 2, 2020	Published: Updated CERB Information Sheet
April 6, 2020	Zoom call with Managers of partnership network to discuss needs and ways to support front-line workers regarding CERB (Liz Majic, Heather Neufeld, Gina Grosenick)
April 7, 2020	Published: Communique with info on upcoming webinars and other COVID information Partner with CLSO and connect them with housing for vulnerable populations project.
April 9, 2020	Zoom training: CERB Information for Frontline Workers (Liz Majic & Heather Neufeld) Published: Script for Frontline Workers: CERB Published: Script for Frontline workers: Ontario Family Benefit
April 15, 2020	Zoom meeting with Housing Partnership Group to discuss how best to support Front-line workers (Gina Grosenick & Alexandra Derisier)
April 16, 2020	Published: Updated CERB Information Sheet Published: Communique with updated information sheets and information related to COVID

## LAW FOUNDATION OF ONTARIO – CONNECTING REGION INITIATIVE

- April 22, 2020      Zoom Training Session: Update on CERB (for CCI/OCISO & YMCA only) (Liz Majic & Heather Neufeld)  
General information email sent re: Upcoming training sessions  
Published: Updated CERB Information Sheet  
Shared: Employment Law Information Sheet (Scarborough Community Legal)  
Published: Housing Resource Information Sheet (partnership with REACH, Action-Logement & Ottawa Legal Clinics)
- April 23, 2020      CLEO Webinar: CERB & Employment (Liz Majic & Heather Neufeld)  
Zoom Training Session: Housing Resources for Front Line Workers (partnership with REACH, Action Logement, & Ottawa's Legal Clinics)
- April 24, 2020      Training Session YMCA: Immigration & COVID (EN) (Alexandra Derisier)
- April 27, 2020      Published: Updated Immigration Information Sheet (English)  
Published: Updated Immigration Information Sheet (French)  
Zoom training Session: Immigration & COVID-19 (Alexandra Derisier)
- May 1, 2020        Training Session YMCA: Immigration & COVID (FR) (Alexandra Derisier)
- May 5, 2020        CLEO Zoom Call: Clinic Training Capacity Working Group (Gina Grosenick)
- May 7, 2020        Published: CERB FAQ Sheet  
Published: Communique with Updated CERB Information Sheet & FAQ Sheet
- May 8, 2020        Training Session PQCHC : Immigration & COVID (FR) (Alexandra Derisier)
- May 12, 2020      Published: Wills & POA Resource Sheet (partnership with REACH)  
R613 Video Call: Community Information Exchange Working Group (Gina Grosenick)
- May 13, 2020      Zoom Training Session: Wills & POA (in partnership with REACH)  
General information email sent re: Upcoming training sessions
- May 14, 2020      Published: Updated Immigration Information Sheet (French)
- May 15, 2020      Training Session for CESOC: Immigration (Alexandra D erisier)

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May 20, 2020	Published: Infectious Disease Emergency Leave Information Sheet
May 21, 2020	Zoom Training Session: Infectious Disease Emergency Leave (Liz Majic)
May 28, 2020	CLEO Webinar: CERB & Employment (Liz Majic & Heather Neufeld)
May 29, 2020	Published: Communique
June 2, 2020	Zoom Consultations: One on one worker consultations (Liz Majic)
June 10, 2020	Zoom Training Session: Client Privacy (Alexandra Derisier)
June 11, 2020	Published: Updated Infectious Disease Emergency Leave Info Sheet Published: Canada Emergency Student Benefit Information Sheet
June 15, 2020	Published: Communique
June 16, 2020	Zoom Consultations: One on one worker consultations (Liz Majic)
June 17, 2020	Training Session CCI: Immigration (Alexandra Dérisier)
June 19, 2020	Training Session YMCA: Express Entry (Alexandra Derisier)
June 25, 2020	Zoom Training Session: Family Law Courts During COVID and how to prepare documentation (partnership with OLIC/AJEFO) Zoom Meeting: with Black Law re new COVID Employment Law Clinic (Gina Grosenick and Liz Majic)