



## PUBLIC SUBMISSION FORM

Please use this form to send your comments relating to an upcoming Council or Committee matter, or to request to speak on an upcoming public hearing item.

In accordance with sections 43 through 45 of [Procedure Bylaw 35M2017](#), the information provided **may be included** in the written record for Council and Council Committee meetings which are publicly available through [www.calgary.ca/ph](http://www.calgary.ca/ph). Comments that are disrespectful or do not contain required information may not be included.

### FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY ACT

Personal information provided in submissions relating to matters before Council or Council Committees is collected under the authority of Bylaw 35M2017 and Section 33(c) of the *Freedom of Information and Protection of Privacy (FOIP) Act* of Alberta, and/or the Municipal Government Act (MGA) Section 636, for the purpose of receiving public participation in municipal decision-making and scheduling speakers for Council or Council Committee meetings. **Your name and comments will be made publicly available in the Council agenda.** If you have questions regarding the collection and use of your personal information, please contact City Clerk's Legislative Coordinator at 403-268-5861, or City Clerk's Office, 700 Macleod Trail S.E., P.O. Box 2100, Postal Station 'M' 8007, Calgary, Alberta, T2P 2M5.

**Please note that your name and comments will be made publicly available in the Council agenda. Your e-mail address will not be included in the public record.**

I have read and understand the above statement.

### ENDORSEMENT STATEMENT ON TRUTH AND RECONCILIATION, ANTI-RACISM, EQUITY, DIVERSITY, INCLUSION AND BELONGING

The purpose of The City of Calgary is to make life better every day. To fully realize our purpose, we are committed to addressing racism and other forms of discrimination within our programs, policies, and services and eliminating barriers that impact the lives of Indigenous, Racialized, and other marginalized people. It is expected that participants will behave respectfully and treat everyone with dignity and respect to allow for conversations free from bias and prejudice.

I have read and understand the above statement.

First name (required) aneela

Last name (required) azeem

Are you speaking on behalf of a group or Community Association? (required) Yes

What is the group that you represent? Canadian Pakistani Support Group Association



## PUBLIC SUBMISSION FORM

What do you wish to do?  
(required) **Submit a comment**

How do you wish to attend?

You may bring a support person should you require language or translator services. Do you plan on bringing a support person?

What meeting do you wish to attend or speak to? (required) **Standing Policy Committee on Community Development**

Date of meeting (required) **Oct 2, 2023**

What agenda item do you wish to comment on? (Refer to the Council or Committee agenda published [here](#).)

(required - max 75 characters) **Increase in our Shelter Funding**

Are you in favour or opposition of the issue? (required) **In favour**

If you are submitting a comment or wish to bring a presentation or any additional materials to Council, please insert below. Maximum of 15 MB per submission (5 attachments, 3 MB per pdf document, image, video)  
If you have additional files to attach, email them to [publicsubmissions@calgary.ca](mailto:publicsubmissions@calgary.ca)

Comments - please refrain from providing personal information in this field (maximum 2500 characters)

Our shelter offers crucial assistance to hundreds of women and children escaping domestic violence annually. It's regrettable that we are unable to cover all our operational costs. While we engage in community fundraising to meet expenses like mortgages and insurance, there are still many essential needs that remain underfunded. We are hopeful that an increase in funding to FCSS will include provisions for addressing some of these critical expenses.

# INTRODUCTION

## Canadian Pakistani Support Group Association. (CPSG)

### **Mission:**

Canadian Pakistani Support Group Association (CPSG) is a registered charitable organization BN # 703421511RR0001. This is an association of the visionary Canadian Pakistani diaspora in Calgary. The great drive of support, building resilience and creating opportunities for needy immigrant and refugee families started with small-scale direct support. Our small initiatives later became a strong movement and recognition for our impact groups as a trusted forum for all in need, specifically women, children, and youth. Since our humble start in 2017, we are serving our clients through diversified programs and activities.

CPSG has a strong conviction that humans are gifted with unlimited and unique talents. All scales of manmade and natural vulnerabilities affect the performance, economic and social capabilities. This leads to deepening effects on generations. However, this can be reduced by creating a succeeding environment for equality and equity. CPSG has positioned its interventions in Calgary to create an enabling environment to fight against all the obstacles of prosperity and harmony for people in need, specifically women, children, and youth.

Canadian Pakistani Support Group was founded in 2016 with a small team of enthusiastic and passionate members. It stands now with many followers, members and volunteers which provides relief and services to Calgarians and people around the globe as a registered charitable organization. In this short period of time, the organisation has been able to create strong linkages with community organizations to work collaboratively for the welfare of beneficiaries.

The organisation aims to uplift the vulnerable population through diverse community driven support programs. These programs include the access to and provision of basic needs, training, knowledge, awareness, and skills development. The organisation has developed extensive collaborative linkages in civil society for diverse programs to serve the target beneficiaries. The main activities of the CPSG are based on the following outcomes:

#### **1. Provision of Basic Needs: To Provide Basic Needs through Community Support Drives**

Provision and access to basic needs such as food, clothing, household, and other support to vulnerable families.

#### **2. Capacity Building of Families: To build awareness and spread Knowledge.**

To build awareness and spread knowledge related to most pressing and demanded topics such as Mental health, primary health, legal guidance, healthy family, healthy relationships, self-care and wellness, family violence, psychosocial issues, and women empowerment.

#### **3. Training and Skill Development: To provide training, workshops, and skill development.**

To develop skills and train individuals through short workshops such as Speak English with Confidence, digital empowerment, Physical and Mental Wellbeing sessions for women.

#### **4. Motivational and Life Coaching: Training to increase the resilience, mental and emotional strengths.**

Life coaching and motivation sessions such as healing your soul, body, mind and soul wellness workshop series.

The Canadian Pakistani Support Group Association (“CPSG”) was formed in 2017. The organization has the following programs:

- **Maskan-Transitional Shelter Home:**

In 2019, CPSG started the flagship project “Maskan” which is a transitional shelter home for women and children fleeing from domestic violence. This project was started with the help of community

support and provincial government funding and a rental facility was dedicated to the shelter's operations and programs for the prevention of domestic violence. Since 2019, 200+ women and children have been directly served under the shelter program while 500+ women, youth, and families have been remotely assisted through the domestic violence prevention and support program of the shelter. The shelter is also a member of Calgary Domestic Violence Collective (CDVC), Alberta Council of Women's Shelters (ACWS), and Women's Shelter Canada (WSC). More than 60% of beneficiaries of Maskan are immigrants, newcomers, refugees, and/or no-status women. The unique value of Maskan is to integrate cultural competence in the shelter services such as food, accommodation, case support, counseling, and community support. Currently, Maskan adds significant value to the current social support system for domestic and gender-based violence victims. The program further incorporates preventative measures through awareness and education to build safe, healthy, and sustainable communities in Calgary.

- **Maskan Outreach-Domestic Violence Outreach, Crisis Intervention, and Awareness Program:**  
Another effective and efficient program, this program covers the preventive portion of the Gender based family Violence affectees.
- **Youth Lifting Youth Group:**  
This is a unique program, in which youth is engaged by the youth leadership, to develop their capacity in Immigrant youth leadership, wellbeing and mentorship.
- **Healing Together:**  
Ethnocultural Online Support Groups of Women Survivors of Violence.
- **Multicultural Mental Health Support Program (9 Languages)**  
This program is a multi-lingual approach, through this program much needed mental health support to the much needy individuals. This is done in 9 languages, by which the barriers of communication have been broken for the newly immigrants.
- **Settlement and Outreach for Recent Immigrants, Newcomers, and Refugees:**  
For the comfortable inclusion and adjustment of the newcomers, immigrants and refugees, this program was launched. Since its inception hundreds of individual families have benefitted from it.

After the humble beginning of the Maskan program, the community driven demand for the extension of services became the need of the day. Especially in the post pandemic (COVID 19) time, the strategic workload has increased many folds. Due to this, much need for restructuring and expansion of the Maskan program was felt at every level of CPSG.

Keeping in view, the CPSG board decided to expand the Programs of CPSG in order to cater the high demand of the community and also make them more sustainable and long term. This expansion is unfortunately pending due to the non availability of any funding commitment on a long term basis by any funder including public and private funding agencies.

## **FINANCIAL CHALLENGES FOR MASKAN**

The main purpose of the CPSG is "the deliverance of the quality services to the much needy vulnerable population of the society who are affected mostly of the family violence, by increasing their resilience to cope up with the distress situation, through building their capacities socially, mentally, physically, and emotionally, under one roof in safe, secure, culturally competent, and community inclusive environment. Making the above statement as the foundation stone, a building/structure/place could be established based on "all in one service under one roof." The idea is further potentiated by restructuring the

management and governance model professionally through the training and capacity building of the staff accordingly.

This approach is only practical when all of the required inputs are available (including but not limited to financial, Human Resources). While achieving this milestone, a lot of effort and funding is required. Unfortunately, the available funding is never enough to meet the requirement of deliverance of quality services. The following are the **constraints**:

- **Limitation of multi year operational funding:**  
Almost all of the fundings is for one to two years term, as our programs are long term and totally dependent on the grants. For this reason, every year we are in a vulnerable position as if the grant is not approved, our programs will suffer a lot.
- **Non availability of Government sustainability planned funding:**  
Till date there are no government grants supporting the long-term operations of the organization, due to this lacking our long-term community service programs are always susceptible to limitations.
- **Less operational grants for temporary shelters:**  
In a broader aspect, overall, there is less grant available for the temporary shelters, as the temporary shelters are the forefront platforms for the provision of emergency services at the start of the crisis, for giving 24 hours crisis management services it is a must that they should be sustainable and be operational without any financial constraints.
- **Lack of funders long term funding commitments:**  
Overall if we see the broader picture, we see there is a deficiency in the long term funding commitment by almost all of the funders including both the public and private sector, and as there is no commitment therefore every funding is focussed on the short term multi projects.

## IMPACT

- **Unable to hire additional Human Resource as per the urgent need:**  
Due to the less funding, we can not hire the additional Human Resource, which is the requirement for every project expansion. The quality of work is also compromised as instead of proper human resources much reliance is on the multi- tasking.
- **Unable to increase the shelter beds as per the urgent community need:**  
The increase in the number of temporary Shelter beds is the most urgent need of the day, as there is high community demand for it, but unfortunately, we have to refuse many deserving individuals due to less availability of the beds and space.
- **Unable to meet the high community demand:**  
As there is also a high community demand that we should also establish new shelters in other areas of Alberta, but unfortunately, we could not expand as per community demand due to the non-availability of any funder's long term funding commitment.
- **Unable to expand the outreach program's area of intervention geographically:**  
Due to the funding constraints we are unable to increase our geographical area of intervention. As the outreach program needs more specialized human resources and logistics, due to less funds available it is not doable.
- **Unable to increase the scope of Mental Health Services to the vulnerable:**  
As after the COVID 19, the affected clients do prefer to get the Mental Health Services In- Personally and also there is increase in number of clients who need the Mental Health Services during the

crisis time regularly, the expansion in the scope of services is mandatory, but unfortunately this could not be given as there is funding constraints.

- **Unable to expand the youth for youth programs:**

Due to the less funding many of the innovative ideas and plans developed by the youth are not materialized, and in this way the desired impact of the youth program is not obvious.

- **Unable to provide complete set of supportive services to the clients, in new areas of need:**

As there are funding limitations, a complete set of supportive services is only limited to the accessible pockets of the population. There is always a need for the community to increase the scope of services both by making all of the programs and services available to all segments and increasing the point of contact. This urgent and serious demand of the community could also be not met due to non availability of long-term funds.

The following table is the financial current status and it's recommended requirement of funding:

Category	Sub-Category	Details	Current Budget Per Year - Based on Available Funding	End time of Funding	Recommended Budget- Other Shelters
<b>Salaries &amp; Employee Benefits</b>					
	Executive Director	Yearly Contract	\$57,500	NOT FUNDED	\$97,000.00
	Project /Outreach Manager	1 Part-Time Project Coordinator @ 24 h/ week x \$21.5 /hr x 52 Weeks	\$38,500	FCSS 2023-2024	\$58,000
	Shelter Coordinator	1 Part-Time Coordiantor @ 24h/week x \$20/hr x 52 Weeks	\$24,960	CIP(2023-2025)	\$70,000
		1 Part-Time Coordiantor @ 16h/week x \$20/hr x 52 Weeks	\$16,640	CIP(2023-2025)	
		1 Part-Time Coordiantor @ 16h/week x \$20/hr x 52 Weeks	\$16,640	CIP(2023-2025)	
	Night Staff	Full-Time @ 40h/week x \$20/hr x 52 Weeks	Not Hired at the moment		
	Outreach Caseworker	1 Part-Time Caseworker @ 24h/week x \$21/hr x 52 Weeks	\$26,208	FCSS 2023-2024	\$50,000
		1 Part-Time Caseworker @ 16h/week x \$19/hr x 52 Weeks	\$15,808	FCSS 2023-2024	

	Admin Assistant	1 Full time (Not Hired at the moment)			\$48,000
<b>Salaries Total</b>			<b>\$196,256</b>		<b>\$383,000.00</b>
<b>Premises &amp; Occupancy</b>					
	Shelter Mortgage payment	\$4770 / Month x 12 Months	\$57,240	Not funded	\$57,240
	Insurance	\$9000 Per Year	\$9,000	Not funded	\$9,000
	Utilities	Rogers \$250/ Month x 12 Months	\$3,000	Not funded	\$3,000
		Enmax \$400/ Month x 12 Months	\$4,800	Not funded	\$4,800
		Phone- Telus (\$70 /Month x 12 Months)	\$840	Not funded	\$840
		Internet (\$80 x 12)	\$960	Not funded	\$960
		Zoom (\$20/ Month x 12 Months)	\$240	Not funded	\$240
		Toll-Free Line(\$25/Month x 12 Months)	\$300	FCSS 2023-2024	\$300
	Maintenance		\$1,000	Not funded4	\$1,000
	Kitchen & Supplies	Groceries (Average \$1000 / Month x 12) 10 Residents/ Month x \$100/Resident x 12	\$12,000	NOT FUNDED	\$12,000
	Bedding/Line n	Room Supplies	\$5,000	NOT FUNDED	\$5,000
<b>Premises &amp; Occupancy Total</b>			<b>\$94,380</b>		<b>\$94,380</b>
<b>Administrative Expenses</b>					
	Office Supplies & Printing	~500 / Month	\$3,750	FCSS 2023-2024	\$6,000
	Marketing	~2000 / Year	\$2,000	Not funded	\$2,000
	Office rent	1850/Monmth	\$18,000	FCSS 2023-2024	\$25,000
<b>Total Administrative Expenses</b>			<b>\$23,750</b>		<b>\$33,000</b>
			<b>Current</b>		<b>Recommended</b>
<b>Total Annual Budget</b>			<b>\$314,386</b>		<b>\$510,380.00</b>
<b>Programming for Shelter Residents</b>					
	Counseling	2 Session / Client x \$150 / Session x 50 Individuals	15000	NOT FUNDED	\$15,000

	Care Packages/ Essential Needs	1 Package / Client x \$50/Package x ~100 Clients Per Year	\$3750	FCSS 2023-2024	\$10,000
	Travel		\$3750	FCSS 2023-2024	\$5,000
	Client help	OUTREACH PROGRAMME	\$20,000	NOT FUNDED	\$20,000
<b>Total Program Delievery</b>			<b>\$42,500</b>		<b>\$50,000</b>
<b>Total All Categories</b>			<b>\$356,886</b>		<b>\$560,380.00</b>

Category	Actual	Required
Salaries and Employee Benefits	\$196,256	\$ 383,000
Premises and Occupancy	\$ 94,380	\$ 94,380
Administrative Expenses	\$ 23,750	\$ 33,000
program Delivery	\$ 42,500	\$ 50,000
<b>Total</b>	<b>\$356,886</b>	<b>\$ 560,380</b>

<b>Deficiency/ Required Additional funds per year</b>	<b>\$ 203,494</b>
---	-------------------