

FAQ: Community Services Recovery Fund

GENERAL

1. What is the purpose of the Community Services Recovery Fund?

The Community Services Recovery Fund (CSRF) is a unique funding opportunity that aims to respond to the adaptation and modernization needs of charities and non-profits facing immediate and long-term impacts of the COVID-19 pandemic as they continue to support communities across Canada.

2. Who are the National Funders and what is their role?

The CSRF will be delivered through three National Funders - Community Foundations of Canada (CFC), the Canadian Red Cross (CRC) and United Way Centraide Canada (UWCC). These National Funders will be responsible for establishing open application processes to distribute funding to eligible community service organizations, including charities, non-profits and Indigenous governing bodies across Canada.

3. What is the timeline for the Community Services Recovery Fund?

January 6, 2023	Application period opens
February 21, 2023	Application deadline
May 1, 2023	Funded projects begin
June 30, 2024	Funded projects end

4. How is this program different from the Emergency Community Support Fund?

The Community Services Recovery Fund (CSRF) extends the support for communities provided by the Government of Canada’s \$350 million [Emergency Community Support Fund](#) (ECSF) at the onset of the pandemic. In ECSF, Community Foundations of Canada, the Canadian Red Cross and United Way Centraide Canada combined their national reach and local expertise to flow money quickly to where it was most needed. CFC, CRC and UWCC have partnered again for the CSRF.

As we look toward the future, the CSRF can help ensure that from coast to coast, no one is left behind. While ECSF was focused on emergency response, the CSRF will focus on recovery.

5. What organizations are eligible for funding?

The CSRF will accept applications from Community Service Organizations (CSO), which means non-profit organizations, Indigenous Governing Bodies or Registered Charities/Other Qualified Donees located in Canada that provide services to communities in Canada.

To be considered eligible for funding from the CSRF, organizations must meet all of the following criteria:

- Be a CSO, as defined above
- Be incorporated or established in Canada or have a principal registered office address in Canada
- Provide services to communities in Canada
- Be in good standing with the Canada Revenue Agency, a provincial registry, or applicable regulatory body
- Have a governance structure in place with at least three people on the board, management committee, or other types of governing body
- Have internal accountability measures such as practices and procedures for internal controls and accountability
- Have a bank account in the name of the organization and a financial management system to track the organization's income and expense transactions effectively
- Be working in one or more of the community services areas listed below from the International Classification of Non-Profits:
 - Arts and culture
 - Development and housing
 - Education and research (provincial/territorial entities are excluded)
 - Environment
 - Health (provincial/territorial entities are excluded)
 - Law, advocacy and politics
 - Philanthropic intermediaries and voluntarism promotion
 - Social services
 - Sports and recreation
 - Faith-based

6. Who is considered a Community Service Organization?

Community Service Organizations, which means non-profit organizations, Indigenous Governing Bodies or Registered Charities/Other Qualified Donees located in Canada that provide services to communities in Canada.

- **Non-profit Organizations:** means unincorporated as well as incorporated associations, clubs, or societies that are not registered charities or individuals, but are organized and operated exclusively for social welfare, civic improvement, pleasure, recreation, or any other purpose except profit.
- **Indigenous Governing Bodies:** This includes Indigenous Governing Bodies that are not registered as charities or non-profits, such as First Nations bands, Métis settlements, and Inuit governments or associations.
- **Registered Charities/Other Qualified Donees:** charities and other qualified donees registered with the Canada Revenue Agency.

7. Where do I apply?

Visit www.communityservicesrecoveryfund.ca to learn more about the Fund and explore the Project Focus Area best suited for your project. We encourage you to complete the Where to Apply Questionnaire on the website or walk through the Where to Apply Infographic. These resources will lead you to the correct application portal, depending on your stream, Project Focus Area, and funding amount requested.

8. How much funding can organizations apply for?

Funding amounts available will depend on your funding stream.

Organizations applying to the local stream can apply for funding from \$10,000 to \$200,000 and organizations applying to the National/Provincial/Territorial can apply for funding from \$20,000 to \$500,000. There are two tiers of funding available in both the Local Stream and the National/Provincial/Territorial Stream.

9. What are Project Focus Areas?

Projects funded by the CSRF will work within one of the three Project Focus Areas. These projects should be designed to strengthen the internal capacity of CSOs. Although some projects may touch on more than one Project Focus Area, eligible organizations are asked to select one primary focus area that best reflects the main intention of the project.

- **Investing in People:** Funding will support one-time projects that focus on how organizations recruit, retain, engage and support their personnel, including staff, volunteers and boards of directors.
- **Investing in Systems and Processes:** Funding will support one-time projects that invest in the systems and processes involved in creating the internal workings of an organization's overall structure.
- **Investing in Program and Service Innovation and Redesign:** Funding will support one-time projects primarily focused on program and service innovation and redesign using information gained during the COVID-19 pandemic.

10. Where do local organizations apply?

If you are a local or regional CSO serving a portion of a province/territory, you should apply to the Local Stream.

There are two tiers of funding available in this stream.

- Tier 1 project funding is from \$10,000 to \$100,000. Most projects will fall under Tier 1.
- Tier 2 provides higher funding amounts for larger-scale projects that meet specific criteria. Available Tier 2 project funding is from \$100,001 to \$200,000. To be eligible to apply for Tier 2, applicants must meet the following specific criteria:
 - The project is in the implementation or stabilization phase. In other words, the work has progressed past planning, and is already underway; AND
 - The project is being carried out by two or more CSOs partnering or collaborating, whereby all the CSOs involved will benefit directly from the results.

11. Where do National/Provincial/Territorial organizations apply?

- CSOs serving the entire country, an entire province/territory, or multiple provinces/territories must apply to the National/Provincial/Territorial Stream. There are two tiers of funding available in this stream.
- Provincial/territorial organizations in Prince Edward Island, Newfoundland and Labrador, Yukon, Northwest Territories and Nunavut can choose to apply through the National/Provincial/Territorial Stream or the Local Stream.
- Tier 1 funding is from \$20,000 to \$200,000. Most projects will fall under Tier 1.
- Tier 2 provides higher funding amounts for larger-scale projects that meet specific criteria. Available Tier 2 project funding is from \$200,001 to \$500,000. To be eligible to apply for Tier 2, applicants must meet the following specific criteria:
 - The project is in the implementation or stabilization phase. In other words, the work has progressed past planning and is already underway; AND
 - The project is being carried out by either:
 - A national, provincial, or territorial CSO with regional and local service branches or divisions where the service branches will benefit directly from the results; OR
 - A CSO structured as a national community service federation or representative association whereby the member organizations will benefit directly from the results.

12. What are some examples of organizations that should apply to the National/Provincial/Territorial Stream?

- Example A: Our head office is located in Montreal, Quebec. We deliver programming across Canada, but primarily in Quebec and Manitoba. We offer a mix of tailored programming specific to the general community and classroom.
- Example B: Our head office is located in Regina, Saskatchewan. We have a national mandate to serve any Canadian living with mental health issues. Before the COVID-19 pandemic, we had a chapter-based model. In a COVID-19 pandemic context, we are expanding our traditional programming to locally-led, virtual programming.
- Example C: Our head office is located in Whitehorse, Yukon. We have territorial ambassadors in several communities who are providing a mix of in-person and online support services.

13. My organization is a provincial/territorial organization in Prince Edward Island, Newfoundland and Labrador, Yukon, Northwest Territories and Nunavut. Where can I apply?

Provincial/territorial organizations in Prince Edward Island, Newfoundland and Labrador, Yukon, Northwest Territories and Nunavut can choose to apply through the National/Provincial/Territorial Stream or the Local Stream.

14. What organizations are ineligible for funding?

The following organizations are ineligible for funding from the CSRF:

- For-profit organizations
- Business non-profit institutions, including business associations, chambers of commerce, and condominium associations

- Provincial/territorial entities, including hospitals, medical centres, schools, private schools, universities, colleges, health authorities, public health authorities, educational institutions, and health/social services institutions
- Municipalities and entities controlled by a municipality including municipal governments, regional governments, and regional districts
- Individuals
- United Way Centraides, Community Foundations, The Canadian Red Cross and collaboratives in which these organizations are a member

15. Do you have examples of projects in the Investing in People Project Focus Area?

Examples of projects primarily focused on people may include:

- Human and volunteer resource structures and policies
- Recruitment and retention strategies for staff, volunteers, and/or board members
- Mental health supports for staff, volunteers, and/or board members
- Supports and training for staff, volunteers, and/or board members
- Diversity equity and inclusion initiatives
- Other activities to help your staff, volunteers, and/or boards modernize or adapt

16. Do you have examples of projects in the Investing in Systems and Processes Project Focus Area?

Examples of projects primarily focused on Systems and Processes may include:

- Investment in contact management systems
- Implementation of a new communications plan
- Enhancement of a new accounting system
- Development, implementation, or adaptation of a new fundraising strategy
- A governance review through the lens of organizational resilience
- Exploring a merger or amalgamation amongst one or more CSO
- Development or adaptation of a data/privacy strategy or plan
- Other activities to help your organization and systems modernize or adapt

17. Do you have examples of projects in the Investing in Program and Service Innovation and Redesign Project Focus Area?

Examples of projects primarily focused on Program and Service Innovation and Redesign may include:

- Exploring the adaptation of a program, service, or service delivery system using information gained during the COVID-19 pandemic
- Testing or piloting a program, service or service delivery system that was redesigned or adapted during the COVID-19 pandemic
- Purchasing equipment or other program materials to facilitate the adaptation of a program and/or service using information gained during the COVID-19 pandemic
- Evaluating or analyzing the adaptation or redesign of a program, service, or service delivery system that was implemented during the COVID-19 pandemic
- Other activities to help your organization modernize or adapt its programs and services

18. What activities are ineligible for funding?

Ineligible activities include but are not limited to:

- Direct service delivery
- Major capital projects
- Purchase of land and buildings
- Partisan, political or election-related activities
- Publication of books or research
- Projects and activities that generate a profit
- Direct fundraising activities or events
- Projects that benefit only private interests
- Projects that promote a for-profit entity or its products and services
- Activities that undermine, restrict, or infringe on human rights legally protected in Canada
- Sub-granting projects/activities
- Sponsorship, endowment funds, and donations

19. What expenses are eligible for funding?

Eligible expenses include reasonable expenses directly related to the project, in furtherance of the project's purpose and activities, and that have been actually and properly incurred.

Eligible expenses include:

- Personnel – wages and employment-related costs
- Contractors – fees for professional services
- Materials and Supplies
- Project equipment
- Travel expenses
- Training and events
- Administration

20. What expenses are ineligible for funding?

Ineligible expenses include but may not be limited to:

- Expenses incurred prior to May 1, 2023
- Expenses incurred after June 30, 2024
- Expenses covered by another funding source including other COVID-19 pandemic recovery funds and restricted organizational revenue
- Gift cards, gifts, prizes, and/or incentives for participation
- Costs or expenses for entertainment
- Purchasing land and/or buildings, real estate fees and related costs
- General professional memberships and professional development fees
- Training for personnel not dedicated to the project
- Provision for losses or potential future liabilities
- Contingencies
- Exchange losses
- Interest expenses
- Legal penalties
- Taxes for which an organization is eligible for a tax rebate

- Alcohol or cannabis
- Individual membership fees for private clubs (e.g., golf clubs, gyms)
- Costs associated with profit-making activities

21. How will my application be evaluated?

- All applications from eligible organizations will be reviewed, and all applicants will receive notification of the outcome of their application. Unfortunately, not all organizations or projects can be funded, and some may not be funded at the level requested.
- Applications will be assessed according to the following criteria:
 - The COVID-19 pandemic has influenced, affected, or shaped the operations of the CSO.
 - The proposed project is viable, meaning it can be implemented in the available time and with the available funding, and the organization has the capacity to provide oversight of the project.
 - The proposed project will help the CSO adapt, modernize, or build resilience following the COVID-19 pandemic.
 - The applicant uses an equity lens in its work.
- Additional consideration will be given to distribute the available funding equitably, for example, across types of organizations, populations served, sub-sectors, project focus area, and geographic areas.

22. What does using an equity lens mean?

Using an equity lens means recognizing diversity in experience and needs and creating frameworks that respond to diversity. An equity lens requires a set of informed policies and practices intentionally designed to promote opportunity and rectify disparities, as well as informed people positioned to implement them effectively.

23. What does “nothing about us without us” mean?

This principle recognizes that individuals with lived experience know what is best for themselves and their community and that their participation is integral to the success of the program. When the principle is used, the organization’s work is guided by the needs and aspirations of the people being served. Those people served are provided meaningful opportunities for participation in project planning, leadership, evaluation, and promotion.

24. What are “equity deserving communities”?

Individuals or groups who face barriers to participating fully within their community, including equal access to opportunities and resources. Equity-deserving groups include but are not limited to: women, Indigenous Peoples, Black Canadians, other racialized communities, official language minority communities, people with disabilities, and 2SLGBTQIA+.

25. What are “organizations led by equity-deserving groups”?

The applicant organization may consider itself to be an organization led by one or more equity-deserving groups if members of these groups influence the organization’s mission,

strategic direction, investment decisions, key activities, and project decisions. Typically, this would include influential positions on the board of directors or management committee.

26. What are “activities that undermine, restrict or infringe on human rights legally protected in Canada”?

Activities that weaken or limit the ability to exercise rights legally protected in Canada. These include restricting access to programs or services, or employment, or otherwise discriminatory, contrary to applicable laws, on the basis of prohibited grounds, including gender, race, colour, national or ethnic origin, mental or physical disability, sexual orientation, or gender identity or expression; advocating for intolerance, discrimination and/or prejudice; and/or actively working to undermine or restrict a woman’s access to sexual and reproductive health services.

27. How many applications can I submit?

Organizations may submit one application for funding under this program. If an organization applies on behalf of a collaborative, that counts as its one application.

28. Can local or regional branches of a national/provincial/territorial organization or provincial/territorial branches of a national organization apply for funding even if their head office is also applying?

Yes, local or regional branches of a national/provincial/territorial organization or provincial/territorial branches of a national organization can apply for funding even if their head office is also applying, **as long as the projects are not the same and each organization applying is structured and registered as a separate entity.**

29. What happens if I submit an application to the wrong Project Focus Area?

Please carefully consider the information available at www.communityservicesrecoveryfund.ca to ensure applications are submitted correctly. The Applicant Guide is a great resource to learn more about the fund.

If applications are submitted incorrectly, there is no guarantee they will be redirected.

30. How was the Community Services Recovery Fund developed?

Budget 2021 provided \$400 million to create the Community Services Recovery Fund to help a broad and diverse range of charities and non-profits adapt and modernize so they can better support recovery in their communities.

In January 2022, Community Foundations of Canada (CFC), Canadian Red Cross (CRC), and United Way Centraide Canada (UWCC) welcomed the [invitation](#) to submit a proposal to the Government of Canada for the [Community Services Recovery Fund](#) (CSRF).

APPLICATION PROCESS

31. Where can I apply?

Visit www.communityservicesrecoveryfund.ca to learn more about the Fund and explore the Stream and Project Focus Area best suited for your project. We encourage you to complete the Where to Apply Questionnaire on the website or walk through the Where to Apply Infographic.

If you need support, you can contact us at CSRFGgrants@redcross.ca or by calling 1-833-966-4225, Mon-Fri. 8:00 a.m. EST – 8:00 p.m. EST

32. What support is available to applicants?

The application form and tools are available through a portal on the Canadian Red Cross website, in both English and French, and our Grant Team will be available to support organizations through the process. For organizations with limited internet access or application challenges please call us at 1-833-966-4225 or email us at CSRFGgrants@redcross.ca.

Our goal is to ensure that organizations are supported through the application process.

33. When will successful applicants be notified?

Qualifying applications will be reviewed on a rolling basis; however, decisions will not be made until after the application period closes on February 21, 2023. We will respond within a reasonable amount of time following completion of this process.

34. How will I know the status of my application?

You can check your application profile through the [portal](#) for the status of your application and where it is in the review process.

35. Will applicants deemed ineligible be notified?

Yes, the Canadian Red Cross will notify all applicants regarding the outcome of the review of their application.

36. Is a deposit or payment required to apply to the program? Does the Canadian Red Cross ever ask for banking info, credit card info, or extensive personal information as part of its application process?

At the point of application for the program, the Canadian Red Cross requires limited personal information. We do not require financial deposits, payments or contributions at any time for this funding program. Please note that the Canadian Red Cross will never ask for your credit card information (except when you are making a financial donation).

37. Are the costs of applying reimbursable?

There is no fee to submit an application and unfortunately, any costs associated with your organization preparing the application will not be reimbursed.

38. Do I have to complete my application all at once?

You can save and return to your application as many times as you wish before submitting it. Please ensure that you hit the “submit” button once you have completed all the tasks in your application, and make sure you submit before the program deadline.

39. Can I make changes to my application once it has been submitted?

Unfortunately, no changes can be made to an application after it has been submitted. If you have any concerns, please contact us at CSRfgrants@redcross.ca.

40. What support is available to official language minority communities for the application process?

The Canadian Red Cross team is here to support any organizations requiring additional assistance in the application process, which includes official minority language communities (OMLCs). All program materials and support are available in both French and English.

41. What if my organization has not filed taxes for 2021 – can we submit for the 2020 year instead?

If you have not filed for the 2021 tax year, then please submit your most recent tax documents. Please keep in mind that if your organization is “tax exempt” this still requires you to file taxes annually.

This should not be read as professional tax advice. You are encouraged to retain the services of a tax professional for your organization’s needs.

42. What do I do if my organization cannot provide some of the required documentation?

A document is required in each section to complete your application. If you do not have the required document, please provide a document with an explanation of why you are unable to provide it.

43. Are non-profit organizations required to file taxes or an information return? What if my organization hasn’t filed any?

All incorporated entities (non-profit organizations, businesses, etc.) are required to file a T2 tax form (T2 Return or T2 Short Form) as part of their return. Unincorporated non-profits are only required to file taxes if ONE of the following is applicable:

- The organization is entitled to receive taxable dividends, interest, rentals or royalties totaling more than \$10,000 in the fiscal period; OR
- The organization owned assets valued at more than \$200,000 at the end of the immediately preceding fiscal period; OR
- The organizations had to file a non-profit organization information return for a previous fiscal period.

If non-profits meet one of the criteria above, they are required to complete required to complete the T1044.

If you are not required to file taxes or a tax return you can upload a document explaining this in the application process. If you are required to file a tax return, or are unsure of the requirements, and have not filed a return but have questions, please contact us at CSRFGgrants@redcross.ca.

Federally registered charities are required to file a T3010 form annually to CRA. Please ensure you have filed your most recent T3010 form.

This should not be read as professional tax advice. You are encouraged to retain the services of a tax professional for your organization's needs.

44. Do I need to provide audited financial statements?

If you have audited financial statements, please provide them to us. However, many non-profits are not required or do not have the financial means to have audited financial statements and therefore will not have these documents. In this case, please provide your unaudited financial statements.

As well, some non-profits may have audited financial statements from previous years, but they have not completed their audit yet and in this case please provide the Canadian Red Cross with audited statements when you have them and unaudited when you don't.

45. Do I need to provide both the T2 and T1044?

Incorporated non-profits must file the T2 Corporation Income Tax Return, and some may also file the T1044, Non-Profit Organization (NPO) Information Return. Some unincorporated non-profits will only need to file the T1044. In some cases, an organization may not have filed the forms required, but this does not necessarily disqualify those organizations from applying for this grant. If you file both the T2 and T1044, please provide both. Here is information on the [T2](#) and [T1044](#).

This should not be read as professional tax advice. You are encouraged to retain the services of a tax professional for your organization's needs.

SUCCESSFUL APPLICANTS

46. What will be required of my organization if our application is successful?

If your application is successful, your organization will be expected to:

- Observe the Granting Agreement, including the Terms & Conditions
- Comply with all applicable legislation, regulations, Canada Revenue Agency rules and guidelines, health and safety standards, and privacy legislation relevant to the activities funded through this program
- Recognize funding from the Government of Canada Community Services Recovery Fund.
- Submit regular narrative and financial reporting

Organizations will also need to:

- Have in place strong financial management practices and be able to demonstrate how these have been followed, if requested

- Have in place appropriate insurance for their activities for the granting program
- Ensure that professionals delivering specialized services as part of or related to the project have the relevant certifications or checks.

OTHER QUESTIONS

47. I see the Canadian Red Cross is offering multiple funding programs. Can I apply to more than one?

Each of the Canadian Red Cross funding programs are standalone programs, with specific program parameters defined in the program materials. You may apply to any program provided your organization fits the eligibility criteria defined for that program.

48. I am worried that I have received a fraudulent message, that the message that I have received is not real, or that I have been contacted by a fraudulent party in relation to the Community Services Recovery Fund and/or application.

Unfortunately, bad actors and individuals seeking to commit fraud see health emergencies and disasters as an opportunity to commit fraud against those impacted and organizations like the Canadian Red Cross. If you receive an email or phone call from someone posing as the Canadian Red Cross, and you are in doubt, you can call us at 1-800-418-1111 or email us at WeCare@redcross.ca to validate that the outreach is from the Canadian Red Cross.