ERCC

Enhancing Regional Community Capacity
Renforcer la capacité communautaire régionale

CHSSN20
ANS ENSEMBLE
YEARS TOGETHER

About ERCC

The focus of the CHSSN-ERCC project is to extend the coverage of the English community network throughout Quebec to ensure maximum service to English-speaking communities; to strengthen the capacity of local and regional community organizations to act in the community; and to better respond to the needs and priorities of English-speaking communities with government and regional stakeholders. This initiative is funded by the Secretariat for relations with English-speaking Quebecers.

To achieve this, four funding activities comprise the ERCC project:
• **Creating satellite offices**
• **Expanding into new sectors**
• **Translating documents**
• **Travel for representation**

Secrétariat aux relations avec les Québécois d'expression anglaise
Québec 🏵🏵

Nathalie Lokoka

Dana Vocisano

From The Desk Of Nathalie Lokoka

Impressed with the dedication and evolution of English regional community organizations

In my position as ERCC program coordinator, it is such a pleasure for me to see and hear the wonderful work English regional community organizations are engaged in. Over the past year, most of the projects have progressed very positively. Staff in satellite offices have been able to extend their coverage and support to vulnerable English-speakers in areas previously not served. Expanding into additional sectors of activity has also created new partnerships, resources and supports for the English-speaking community. I would also add that in many regions, new and improved relationships with local, regional and provincial government stakeholders is increasing awareness of the needs of our community. See page 2 for an overview of the ERCC program.

Welcoming Dana Vocisano as the ERCC evaluator

I am also pleased to introduce Dana Vocisano. Dana is the lead evaluator for the ERCC project and comes with a wealth of experience including her many years of service employed by the J.W. McConnell Family Foundation. She has recently conducted an evaluation of the ERCC program. Some of the results are captured later on in this newsletter.

Heroic efforts in meeting the challenges of COVID-19

Last but not least, is the overwhelming response ERCC organizations have taken to support the most vulnerable during this COVID-19 pandemic. To this end, we have added a description of some of their heroic efforts found on page 2. E

COVID 19: ERCC funded
organizations providing essential services

Below is a brief listing of some of the ways regional English community organizations have supported vulnerable community members during the COVID 19 pandemic. It is a true testimony of their adaptability, resiliency and in many situations—heroism.

Delivery of essential supplies to shut-in seniors

Hand delivery of self-care guides in English

Check-in telephone calls to isolated families and seniors

Dissemination of COVID information in English

Supporting community members with food security concerns

Providing on-line support groups and information sessions

Offering adapted on-line programing for children, families and seniors

Acting as an information and referral service

Offering professional mental health support services

"The SRQEA has been very supportive in allowing ERCC organizations adapt quickly and respond to the immediate needs and crisis related to the pandemic."

Jennifer Johnson, Executive Director, CHSSN E

Mid-term Accomplishments
of the ERCC program

by Dana Vocisano

It is a pleasure to be working as an evaluator for the ERCC initiative and below is a summary of accomplishments and impacts captured in the program over the initial two years 2018-2020. I also conducted a survey with ERCC organizations in order to evaluate how CHSSN was fairing as the project manager, in providing community development support and whether the project was helping English community organizations in achieving important outcomes. The full report is available at chssn.org 🄴

General Accomplishments

23 Participating organizations

40 People employed

293 Volunteers engaged
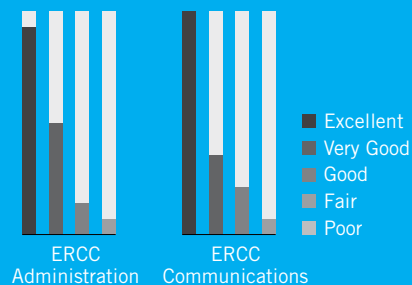
18 Mandate expansions

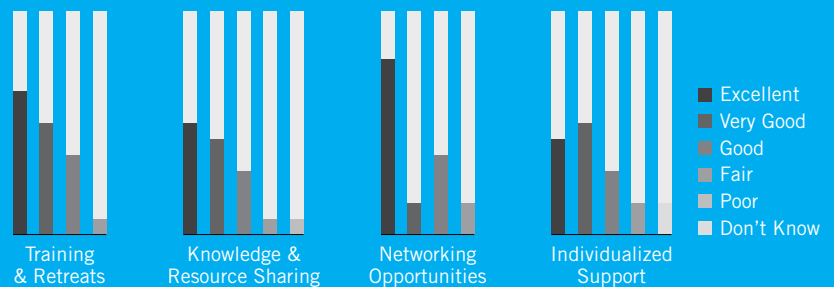**17** New satellites

184 Partnerships created

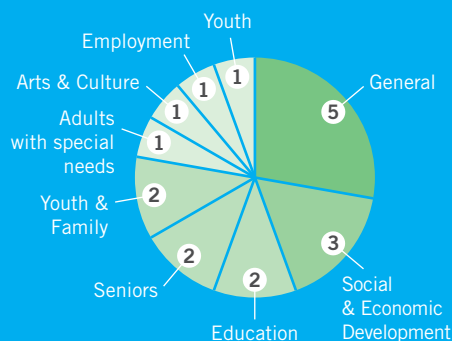**159** New tables for representation

258 Documents translated

Rating of CHSSN's Management of the ERCC Program

ERCC Administration   ERCC Communications

- Excellent
- Very Good
- Good
- Fair
- Poor

Rating the Value of CHSSN's Development Support Activities

Training & Retreats   Knowledge & Resource Sharing   Networking Opportunities   Individualized Support

- Excellent
- Very Good
- Good
- Fair
- Poor
- Don't Know

Mandate Projects

Youth **1**
Employment **1**
Arts & Culture **1**
Adults with special needs **1**
Youth & Family **2**
Seniors **2**
Education **2**
General **5**
Social & Economic Development **3**

Extent ERCC funded organizations feel the program is supporting them

Increasing awareness of ESC needs   Extending reach & support to ESC

- Tremendous
- Great
- Moderate
- Slight
- Don't Know
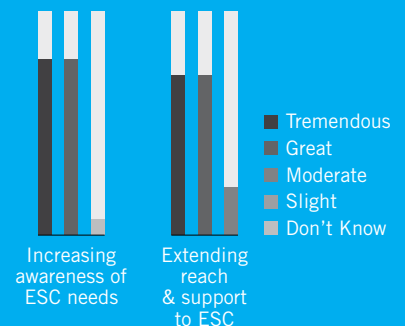
Leadership Training
and Building Community Capacity

by Russ Kueber

ERCC Retreats

This past March, the CHSSN hosted a symposium for ERCC organizations in order to network, share promising practices and partake in community leadership training. The event hosted over 60 participants and discussed topics such as community development, leadership strengths and building relationships with government stakeholders.

CHSSN Leadership Training

This spring, the CHSSN held a community leadership webinar series for ERCC recipients and organizations outside the CHSSN-ERCC network. The four webinar topics included: collaborative leadership, values-based leadership; partnership development; and community development. The turn-out was an overwhelming success with an average of 60 people participating per webinar. Other on-line workshops were held such as effective grant writing and community mobilization.

CHSSN-ERCC Development Model

The CHSSN created a development model for the ERCC project which demonstrates how English-speaking communities move through stages of capacity and development. This model was presented at the ERCC symposium and participants had the opportunity to identify their stage of development and visualize their journey to becoming fully recognized and integrated partners with government and community stakeholders.

A full version of this model can be download at chssn.org/chssn-programs-and-projects/enhancing-regional-community-capacity-initiative-ercc E

CHSSN
Community Leadership Training Program

Training sessions will be held from | **10am - 11am**

The CHSSN is extending its NPI community leadership training by offering a Webinar training series to the CHSSN-ERCC network.
Come join the presenters Russ Kueber and Jenn Cooke in building our collective knowledge and skills in community leadership.

Date:	Topic:
March 26th	Principles of Collaborative Leadership
April 23rd	Values-based Leadership
May 28th	Stages to Partnership Development
June 18th	Community Development and the Collective Planning Cycle

To register, please email Jennifer Cooke, CHSSN Development Officer – Greater Montreal at jcooke@chssn.org
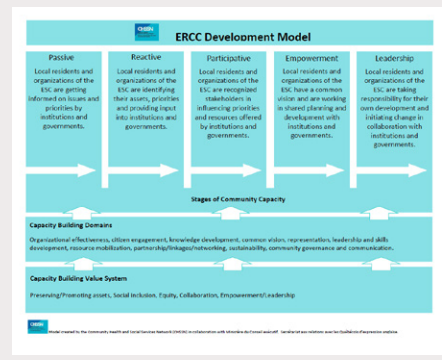For more information on the CHSSN's Community Leadership Training Program
https://chssn.org/pdf/En/NIP-Leadership-Development-Booklet-EN.pdf
This leadership training series is part of CHSSN's Enhancing Regional Community Capacity Initiative (ERCC), which is funded through the Secretariat for relations with English-speaking Quebecers.

New Happenings in the ERCC

Rick Goldman

Brigitte Wellens

Community Legal Information and Referral Initiative – Welcoming two new organizations!

Éducaloi participates in the ERCC program and supports the implementation of a Community Legal Information and Referral Strategy. The goal of this initiative is to provide regional English organizations with resources to offer information and referral on legal issues to English speakers in thier region. The project also helps to build links between stakeholder organizations in the community and the justice system including building a data base of lawyers and notaries that can respond in English.

"There has been a wonderful community response to this initiative, says Rick Goldman, who coordinates this project for Éducaloi, and we have most recently recruited 2 new organizations to participate, the Townshippers' Association and the Montérégie West Community Network, bringing the total number to 13."

Accomplishments in the first two years of the program include:

- 38 legal information workshops offered to the general public
- 12 workshops for high schools and adult education centres
- 14 workshops on the rights of users of health and social services
- Distribution of some 1500 Éducaloi print publications and hundreds of online articles via the groups' own websites and social media
- Initial eleven groups now have lists of English-speaking legal information services to which they can refer people

Regional Development Network (RDN) – Receives funds for representation

The ERCC project has recently supported a newly formed organization, RDN, to build its capacity in the area of representation. Brigitte Wellens, president of RDN explains *"That this funding will support a renewed focus on regional development and create greater awareness to government stakeholders of the needs and challenges facing the English-speaking communities across the province. The organization's main objectives are to engage with the various actors involved in the field of community development, including governments, institutions, and other organizations, while providing a forum for dialogue and discussion on issues related to socio-economic development."*
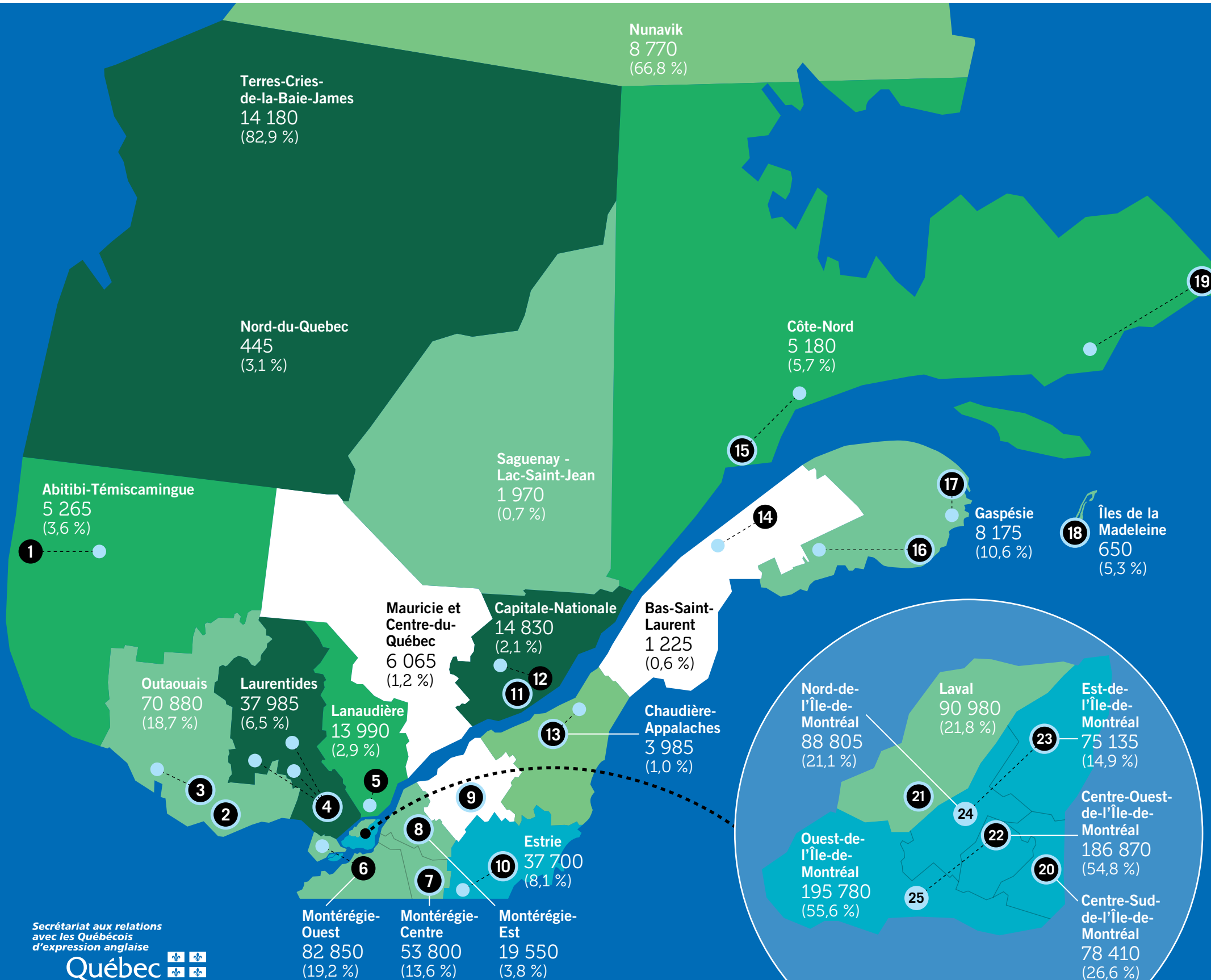
ERCC: Enhancing Regional Community Capacity

Region	Organization Name	Project Description
01 Bas-Saint-Laurent	Heritage Lower Saint-Lawrence (HLSL)	Increasing geographic reach by supporting the operations of a satellite location in Rimouski where close to 40% of the region's English-speakers reside. At the Rimouski Resource Centre HLSL with the assistance of staff and volunteers, are able to provide a variety of services such as outreach and information and referral activities.
02 Saguenay Lac Saint-Jean	English-speaking Community of Saguenay Lac Saint-Jean (ECO-02)	Project start up in 2021.
03 La Capitale Nationale	Jeffery Hale Community Partners (JHCP)	Expanding mandate to support special needs of English-speaking individuals over 21 years of age, leading to improved support networks, social participation and life skills. The diversity of experiences provided by JHCP work plateau offers 21+ special needs individuals a great opportunity to improve their employability and to help them acquire necessary skills to integrate and participate in society.
La Capitale Nationale	Voice of English-speaking Quebec	Opening of a satellite office in Shannon on January 2020 is helping improve coverage and support to English-speakers in Shannon, Saint-Gabriel-de-Valcartier, Stoneham-et-Tewkesbury and Portneuf. This includes strengthening partnerships with stakeholders and engaging in projects with them to improve access to programs and services for English-speakers that were previously not supported.
04 Mauricie-Centre-du-Québec	Centre for Access to Services in English (CASE)	CASE has expanded its mission and mandate beyond health services, to include culture & heritage and community vitality. A satellite office located in Trois-Rivières also supports outreach activities to English-speakers in that part of the region including partnership development and representation with regional and local stakeholders.
05 Estrie	Townshippers' Association (TA)	Extending coverage within the whole region to better support partners to improve their active service offer, advocate to government and better serve an English-speaking clientele. ERCC coordinator is specifically working on outreach activities to English-speakers in MRC Brome-Missisquoi/Haute-Yamaska, MRC des Sources, Haut-Saint-François and Val-St-François.
06 Montréal de l'Est-de-l'Île	Le Réseau de l'Est de l'Île pour les services en anglais (REISA)	Expanding mandate to better serve English-speaking youth facing conditions of risk, including the strengthening of partnerships particularly within the education sector.
Montréal du Nord-de-l'Île-de-Montréal	Le Réseau de l'Est de l'Île pour les services en anglais (REISA)	Expanding to cover Montreal North including the building of relationships with local and government stakeholders. Also the development of a youth network in order to advocate for a severe lack of services for English-speaking youth in this region.

Region	Organization Name	Project Description
Montréal l'Ouest-de-l'Île-de-Montréal	African Canadian Development and Prevention Network (ACDPN)	Opening of a satellite office to extend reach and scope of ACDPN's activities into Montréal West and building relationships and partnerships in that area including representation. ACDPN recently produced a socio-demographic profile of the ESBC in the West Island outlining income level, single- parent households and unemployment levels.
Montréal Centre-Sud de-l'Île-de-Montréal	African Canadian Development and Prevention Network (ACDPN)	Expanding mandate and capacity to better collaborate with educational partners to improve integration and support for black English-speaking children, youth and families. ACDPN is now part of an important decision-making table which was lacking representation and advocacy.
Centre-Sud-de-l'île-de-Montréal	Collective Community Services (CCS)	Enhancing representation, knowledge development and partnerships within Verdun and LaSalle to better support low-income, immigrant and unilingual English-speakers. Survey was conducted and CCS is following up on the results including increasing networking and training for partnering organizations.
07 Outaouais	Regional Association of West Quebecers (RAWQ)	Opening of a satellite office in Shawville and expanding mandate and partnerships in the arts and culture sector, including consultations with community members. Satellite office coordinator has been responding to drop-ins, phone and email requests for information.
Outaouais	Connexions Resource Centre	Expanding mandate to better support and advocate for the needs of isolated English-speaking seniors particularly in lower-income areas. A variety of regional and local partners are more mobilized and resources and supports are being developed such as the prevention of elder abuse.
08 Abitibi-Témiscamingue	Neighbours Regional Association of Rouyn-Noranda	Expanding reach in the MRC Vallée-de-l'Or which has 32% of the region's English-speaking population. Neighbours is participating at regional tables and partnering with CISSSAT and schools, CEGEP and community stakeholders.
09 Côte-Nord	North Shore Community Association (NSCA)	Expanding mandate in economic and social development initiatives and supporting operations of satellite office to cover the MRC of Sept-Rivières (1,155 English-speakers). The ERCC coordinator is building relationships and outreaching to a variety of government and community stakeholders in order to support the development of projects and partnerships.
Côte-Nord	Coasters Association	Opening of a satellite office in Kegaska and increasing participation of government partners in social and economic development. An action plan is being developed to address community and social development priorities and implementation of a favourable environment initiative.

Region	Organization Name	Project Description
11 **Gaspésie**	CASA Committee for Anglophone Social Action	Opening of a satellite office in Escuminac and extending support and coverage to vulnerable English-speakers residing in the western part of the Baie-des-Chaleurs. Recent activities include a partnership with the Maison de la Famille Avignon for bilingual activities for families. CASA satellite action plan was also shared with MRC Avignon for inclusion in social development planning.
Îles de la Madeleine	Council for Anglophone Magdalen Islanders(CAMI)	Expanding mandate and addressing systemic issues particularly related to high rates of high school drop-out, lack of community engagement and youth retention. An inter-sectoral steering committee was created in order to increase networking and collaborative planning.
Gaspésie	Vision Gaspé-Percé Now	Opening of a satellite office in Barachois (Villages of Malbaie project) and translation of key documents to sensitize government on needs of English-speakers. There is also an increase in representation and projects related to seniors abuse, arts and culture and francization. Outreach is also happening to better engage and support English-speakers previously not served by offering information and referral.
12 **Chaudières Appalaches**	Megantic English-speaking Community Development Corporation (MCDC)	Opening of a satellite office in the greater Lévis area in order to reach out to stakeholders, youth and families within this territory of 2,000 English-speakers. Results of a community needs survey has led to the development of a new brand name South Shore English Network (SSEN) as a way to promote the new office and delivery of outreach, information and referral services.
13 **Laval**	The Youth and Parents AGAPE Association Inc.	Increasing capacity to promote existing services offered in English in Laval while encouraging other organizations, and different levels of government to adapt their services in English. For example, AGAPE has expanded its representation with sectors such as the Comité de développement local de Chomedey (CDLC) and presented statistics and needs of the English-speaking population.
14 **Lanaudière**	English Community Organization of Lanaudière ECOL	Developing a satellite office in Mascouche and outreaching to community members in the south of the region, residing in Repentigny (RCM L'Assomption), Mascouche and Terrebonne (RCM Les Moulins). A recent new partner is SODAM (historical society) and ECOL initiated a community newspaper project with volunteer writers.
15 **Laurentides**	4Korners Family Resource Centre	Supporting operations of satellite locations in the MRC Pays-d'en–Haut, including expansion of mandate in the social and economic development sectors. This includes increased participation on committees for representation. 4Korners was recently elected to the Regroupement des partenaires (social development table) in MRC pays-d'en-Haut.

Region	Organization Name	Project Description
16 **Montérégie-Centre**	South Shore Assistance & Referral Centre (ARC)	ARC has expanded their mandate beyond health and social services and conducted a needs assessment. New areas of support is being provided particularly in early childhood, seniors and outreaching to multi ethnic English-speakers. ARC has most recently engaged in a satellite office development project to better serve the English-speaking community of the Haut-Richelieu and surrounding areas.
Montérégie-Ouest	Montérégie West Community Network (MWCN)	MWCN has opened up two satellite offices, one in the MRC of Vaudreuil Soulanges and the other in the Chateaugay Valley. This is supporting outreaching activities to English-speakers in those part of the regions and increasing representation and partnership development. Volunteers are also being engaged and participating in the offering of MWCN programs and projects.
Montérégie-Est	Montérégie East Partnership for the English-Speaking Community (MEPEC)	Expanding mandate in the education sector including increasing awareness of MEPEC and the needs and priorities of English-speakers with government stakeholders. ERCC coordinating has implemented a needs assessment and is outreach to community members and partners particularly to support children, families and seniors.

ERCC
Enhancing Regional Community Capacity
Renforcer la capacité communautaire régionale

Quebec's English-speaking Communities | Les communautés d'expression anglaise du Québec

CHSSN
Community Health And Social Services Network
Réseau communautaire de santé et de services sociaux

Population
1 103 475
2016 Census of Canada
Recensement du Canada, 2016

13,7 %
of Quebec
du Québec

ERCC Initiative | Initiative ERCC

1. **Abitibi-Témiscamingue** Neighbours Regional Association
2. **Outaouais** Connexions Resource Centre
3. **Outaouais** Regional Association of West Quebec (RAWQ)
4. **Laurentides** 4 Korners Family Resource Center
5. **Lanaudière** English Community Organization of Lanaudière (ECOL)
6. **Montérégie-Ouest** Montérégie West Community Network (MWCN)
7. **Montérégie-Centre** Assistance and Referral Centre (ARC)
8. **Montérégie-Est** Monteregie East Partnership for the English-Speaking Community (MEPEC)
9. **Mauricie et Centre-du-Québec** Centre for Access to Services in English (CASE)
10. **Estrie** Townshippers' Association
11. **Capitale-Nationale** Jeffery Hale Community Partners (JHCP)
12. **Capitale-Nationale** Voice of English-speaking Quebec (VEQ)
13. **Chaudière-Appalaches** Megantic English-speaking Community Development Corp. (MCDC)

14. **Bas-Saint-Laurent** Heritage Lower Saint Lawrence (HLSL)
15. **Côte-Nord** North Shore Community Association (NSCA)
16. **Gaspésie** Committee for Anglophone Social Action (CASA)
17. **Gaspésie** Vision Gaspé-Percé Now (VGPN)
18. **Îles de la Madeleine** Council for Anglophone Magdalen Islanders (CAMI)
19. **Côte-Nord** Coasters Association
20. **Centre-Sud-de-l'Île-de-Montréal** Collective Community Services (CCS)
21. **Laval** The Youth & Parents AGAPE Association Inc. (AGAPE)
22. **Centre-Ouest-de-l'Île-de-Montréal** African Canadian Development & Prevention Network (ACDPN)
23. **Est-de-l'Île-de-Montréal** East Island Network for English-language Services (REISA)
24. **Nord-de-l'Île-de-Montréal** East Island Network for English-language Services (REISA)
25. **Ouest-de-l'Île-de-Montréal** African Canadian Development & Prevention Network (ACDPN)

Map regions:

Nunavik
8 770
(66,8 %)

Terres-Cries-de-la-Baie-James
14 180
(82,9 %)

Nord-du-Quebec
445
(3,1 %)

Côte-Nord
5 180
(5,7 %)

Saguenay - Lac-Saint-Jean
1 970
(0,7 %)

Abitibi-Témiscamingue
5 265
(3,6 %)

Gaspésie
8 175
(10,6 %)

Îles de la Madeleine
650
(5,3 %)

Mauricie et Centre-du-Québec
6 065
(1,2 %)

Capitale-Nationale
14 830
(2,1 %)

Bas-Saint-Laurent
1 225
(0,6 %)

Outaouais
70 880
(18,7 %)

Laurentides
37 985
(6,5 %)

Lanaudière
13 990
(2,9 %)

Chaudière-Appalaches
3 985
(1,0 %)

Estrie
37 700
(8,1 %)

Montérégie-Ouest
82 850
(19,2 %)

Montérégie-Centre
53 800
(13,6 %)

Montérégie-Est
19 550
(3,8 %)

Montreal inset:

Nord-de-l'Île-de-Montréal
88 805
(21,1 %)

Laval
90 980
(21,8 %)

Est-de-l'Île-de-Montréal
75 135
(14,9 %)

Ouest-de-l'Île-de-Montréal
195 780
(55,6 %)

Centre-Ouest-de-l'Île-de-Montréal
186 870
(54,8 %)

Centre-Sud-de-l'Île-de-Montréal
78 410
(26,6 %)