

COMMUNITY ISSUES AND SOCIAL PLANNING COMMITTEE

*HIS WORSHIP, THE MAYOR
AND COUNCILLORS*

RE: ALLOCATION OF KINGSWAY/MCKERCHER AVENUE COMMUNITY
AMENITY SPACE TO NON-PROFIT ORGANIZATION

RECOMMENDATION:

1. **THAT** Council allocate the amenity space in the development at Kingsway and McKercher Avenue to Burnaby Family Life Institute.

REPORT

The Community Issues and Social Planning Committee at its meeting held on 2000 January 26, received and adopted the *attached* report providing the Committee with information on the outcome of discussions with Burnaby Family Life Institute and Lower Mainland Purpose Society for Youth and Families regarding shared use of the amenity space in the development at Kingsway and McKercher Avenue (RZ#59/96), and to assist in making a decision regarding allocation of the space.

Arising from the discussion on the allocation of the Kingsway/McKercher Avenue Community amenity space, the Committee resolved to allocate the space to the Burnaby Family Life Institute.

Respectfully submitted,

Councillor D. Johnston
Chair

Councillor N. Volkow
Vice Chair

: COPY - CITY MANAGER
- DIRECTOR FINANCE
- DIR. PLNG. & BLDG.
- DIR. PARKS, REC. & CULT. SERV.
- OFFICER-IN-CHARGE, R.C.M.P.

TO: CHAIR AND MEMBERS
COMMUNITY ISSUES & SOCIAL
PLANNING COMMITTEE

2000 JANUARY 19

FROM: DIRECTOR PLANNING AND BUILDING

OUR FILE: RZ#59/96

**SUBJECT: ALLOCATION OF KINGSWAY/MCKERCHER AVENUE COMMUNITY
AMENITY SPACE TO NON-PROFIT ORGANIZATION**

PURPOSE: To provide the Committee with information on the outcome of discussions with Burnaby Family Life Institute and Lower Mainland Purpose Society for Youth and Families regarding shared use of the amenity space in the development at Kingsway and McKercher Avenue (RZ#59/96), and to assist in making a decision regarding allocation of the space.

RECOMMENDATION:

1. **THAT** the Committee receive this report for information and discussion purposes.

R E P O R T

1. INTRODUCTION

At its meeting of 1999 November 24, the Committee Issues & Social Planning Committee considered a staff recommendation to allocate the community amenity space in the mixed-use development at Kingsway and McKercher Avenue to Burnaby Family Life Institute. That recommendation followed a selection process for a non-profit organization in which three organizations - Burnaby Family Life Institute (BFLI), Lower Mainland Purpose Society for Youth and Families (Purpose), and South Burnaby Neighbourhood House Society (SBNHS) - were short-listed, interviewed, and assessed against a number of criteria. A copy of the rating sheet, containing the selection criteria and weighting, is *attached* as Appendix 1. The Committee was provided with information regarding the selection process, as well as an overview and assessment of the services proposed by the three short-listed organizations. A summary of the proposals submitted by each of the organizations is *attached* as Appendix 2. Based on the proposals and the interviews, all three organizations were considered by

staff to be strong contenders for the amenity space. The recommendation to allocate the community amenity space to BFLI was based largely on the relevance of its proposed services to a range of needs, and on its proven track record for financial viability and service delivery.

After considerable discussion, the Committee referred the matter back to staff, requesting that staff explore with BFLI and Purpose the possibility of their sharing the amenity space. While Committee members appreciated the wide range of services to children and families proposed by BFLI, some members were concerned that youth - and in particular at-risk youth - also be able to access services from the location.

This report provides an overview of the outcome of discussions with BFLI and Purpose, and additional information to assist the Committee in making a decision regarding allocation of the amenity space.

2. OUTCOME OF DISCUSSIONS REGARDING SHARED USE OF THE SPACE

Staff met with representatives from Purpose, BFLI and one of BFLI's partner agencies, Information Children, on 1999 December 8. A number of options regarding the possible sharing of the amenity space between the two agencies were explored. Both agencies concluded - for different reasons - that a shared arrangement for use of the space would not be practical. The difficulties inherent in sharing the space were based on an incompatibility of client groups, of space layout and decorating requirements, and of underlying models or philosophies of service delivery.

2.1 Client Group Incompatibility

BFLI is proposing to offer a wide range of group-oriented preventive and support services for families in partnership with other community organizations. Programs would be offered in the evenings and on weekends, as well as during weekdays. Central to the proposal is a child-minding service for parents participating in groups and other programs. Purpose is proposing to provide a storefront resource centre offering preventive and intervention services for youth - primarily at-risk youth - and their families. BFLI's representatives have a concern about the proposed sharing arrangement in that they believe that the presence of at-risk or "troubled" youth could generate discomfort for young children and their families accessing services from the facility. Purpose representatives do not have concerns about the client base of BFLI, providing tolerance and respect for the young people were displayed at all times.

2.2 Floorplan and Decor Incompatibility

Floorplan and decorating requirements for service delivery to the client groups outlined in the two proposals vary somewhat. While there are some common design elements such as group rooms to accommodate 15-20 persons, a staffed reception area with a resource library, and a kitchen facility, there are also sharp differences in floorplan requirements. While a sizable childminding space is integral to BFLI's service proposal, Purpose requires office space for staff as well as small meeting rooms for one-on-one counselling and meetings. Producing a floorplan which meets the common needs as well as each agency's specific needs within 2,500 square feet would be extremely difficult, if not impossible. Even if a compromise floorplan could be developed, issues regarding a decorating scheme which is suitable to children, youth and adults would remain.

2.3 Service Delivery Model Incompatibility

BFLI has approached a number of other agencies to partner in offering the continuum of family support services from the amenity space. Purpose, in contrast, is proposing a package of programs for one client group - youth, all of which would be offered by Purpose staff. Representatives of Purpose believe that the entire complement of programs in its package must be offered from the same location if the integrity of the service is to be preserved. They do not believe that this integrity can be maintained if services or programs are delivered in a piecemeal manner or on a part-time basis, or from only one or two small rooms in a shared space. Purpose representatives are also concerned about the considerable draw on staff time and energy that effective partnerships require, and believe that their organization, at this point, is not able to make a commitment to a partnership.


3. SUMMARY AND CONCLUSION

Given differing views among Committee members as to the types of services which should be available from the Kingsway/McKercher Avenue amenity space, the Committee requested that staff explore with BFLI and Purpose the possibility of their sharing the space. In staff's opinion, the concerns raised by BFLI and Purpose - especially BFLI's concern for client group mix, and Purpose's desire to avoid piecemeal delivery of its youth services - render the proposed partnership arrangement unworkable.

Given this conclusion, there remain three non-profit organizations, as outlined in Section 1 of this report, which are credible and viable contenders for the space on their own merits. Each of the three organizations is proposing to offer elements of the services Committee members consider important, although none, on its own, is proposing the entire desired range.

In view of the differing opinions among Committee members, the impracticality of a shared space arrangement between BFLI and Purpose, and the relative strengths and weaknesses of the proposals submitted by the three short-listed organizations, staff do not deem it appropriate to make a recommendation regarding the allocation. Rather, it is hoped that the information in this report will be useful in facilitating a broad discussion at the Committee level, and as a basis for determining an appropriate non-profit organization to recommend for the occupancy of the community amenity space.

In closing, it should be noted that previous reports to the Committee regarding the allocation of the Kingsway/McKercher Avenue community amenity space stated that it was desirable to identify the non-profit occupant by the end of 1999 in order to ensure adequate time for the organization to be involved in the design of the floorplan. Therefore, a delay in allocating the amenity space is not advisable.


D.G. Stenson, Director
PLANNING & BUILDING

JS/sa

Attachment

cc: City Manager
Director Finance
Director Parks, Recreation & Cultural Services
City Solicitor

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SELECTION CRITERIA FOR OPERATOR OF COMMUNITY SERVICES FROM AMENITY SPACE AT KINGSWAY-MCKERCHER AVENUE

APPENDIX 1

| Criteria | Weight | Raw Score* | Weighted Score** |
|---|--------|------------|------------------|
| 1. Knowledge of Burnaby and the Metrotown Centre Area. | 2 | | |
| 2. Organizational stability <ul style="list-style-type: none"> • proof of non-profit status • financial viability, including demonstrated ability to raise funds\ • staffing • management philosophy/skills eg. fiscal management, personnel/hiring policies, staff training and development policies | 5 | | |
| 3. Ability to work with others <ul style="list-style-type: none"> • City staff • the community • other agencies/service providers in the community | 4 | | |
| 4. Appropriateness of program/service <ul style="list-style-type: none"> • to community needs and existing service gaps, particularly in the Metrotown area; complements existing services • to the overall host development • to Burnaby's goals, policies, plans and programs | 5 | | |
| 5. Ability to deliver program/service <ul style="list-style-type: none"> • experience with developing and delivering program targeted to community needs, including inventory of current programs • experience working with transient, multicultural and low income population base • skills, credentials and experience of key staff to be involved • financial ability to operate program/service eg. budget, fundraising proposals | 5 | | |
| 6. Ability/interest to participate in floorplan design | 1 | | |
| TOTAL | | | |

*The weight is assigned according to a 5 point scale, with 5 being the most important and 1 being the least important.

APPENDIX 2

SUMMARY OF SHORT-LISTED PROPOSALS

Burnaby Family Life Institute: Working with partner agencies, BFLI is proposing a continuum of preventive family support services. A Family Resource and Drop-In Centre would feature a wide range of pamphlets, books, and videos on family issues. BFLI and its partner agencies, including Information Children, the Simon Fraser Health Region, Life Line Society, the Rosemary Brown Family Support Services Society, Cameray Counselling Centre, Fraserside Community Services, Family Services of Greater Vancouver, and the Burnaby School District, would provide group-oriented programs ranging from a pre-employment program for disadvantaged women and an immigrant women's support group, to anger and stress management and baby clinics. Many of BFLI's programs are already operating in north and east Burnaby, and would be relocated or extended to also serve Metrotown.

Lower Mainland Purpose Society for Youth and Families: Purpose is proposing to provide a storefront resource centre for youth and their families. To do so, Purpose would relocate its existing youth services from their current New Westminster location to Metrotown. Those services consist of outreach services including crisis intervention, mediation, and street workers, as well as counselling in the areas of individual and family issues, alcohol and drug use, sexual abuse, and trauma. Assessment and referral services would also be available.

South Burnaby Neighbourhood House Society: SBNHS is proposing to bring together needed services, both existing and new, in one location. With partner agencies including the Burnaby Multicultural Society, Boys' and Girls' Club of Greater Vancouver, Seniors Outreach Services, and the Simon Fraser Health Region, a wide variety of programs targeted to needs in the Metrotown area would be made available. The proposed programs would range from immigrant settlement services and walk-in health clinics to after-school activities for children and services for youth with addiction problems. The SBNHS would serve as the central link between the programs offered in the space, and would provide information and referral services of its own. SBNHS would also co-ordinate a volunteer program for neighbourhood house activities, and sponsor community-building events such as dinners. Partnering with other agencies is integral to the SBNHS proposal, allowing continual modification of the continuum of services as needs in the Metrotown area change and evolve.

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