

TO: CITY MANAGER

2002 October 23

FROM: DIRECTOR PLANNING AND BUILDING

OUR FILE: 17.464

**SUBJECT: SOUTH BURNABY NEIGHBOURHOOD HOUSE:
GROWTH OF THE ORGANIZATION AND
ITS ROLE IN THE COMMUNITY**

PURPOSE: To provide Council with requested information on the South Burnaby Neighbourhood House.

RECOMMENDATION:

1. **THAT** a copy of this report be forwarded to:
 - a) Paul MacDonnell, Chairperson
South Burnaby Neighbourhood House Society
6768 Jubilee Avenue
Burnaby, B.C. V5H 3G8
 - b) the Parks and Recreation Commission; and
 - c) the Community Issues and Social Planning Committee.

REPORT

1.0 BACKGROUND

At its meeting of 2002 June 24, Council heard a delegation from the South Burnaby Neighbourhood House Society (SBNHS). The SBNHS had requested the delegation in order to provide an update on the accomplishments of the neighbourhood house, and to clarify the extent of the City's support for the organization's work.

As a result of the delegation, Council requested a staff report addressing the following:

- growth and accomplishments of the SBNHS since 1998;
- the SBNHS's current operation in light of previous concerns regarding the role of a neighbourhood house in Burnaby's service delivery system;

- demonstrated City support of the SBNHS in the past, and options for future support.

This report responds to Council's request.

As a follow-up to the delegation, the Community Issues and Social Planning Committee requested a staff report on the criteria and process used by the Executive Committee to recommend awarding of community grants. This report was received by the Community Issues and Social Planning Committee at its meeting of 2002 September 25.

2.0 SOUTH BURNABY NEIGHBOURHOOD HOUSE IN THE COMMUNITY

2.1 SBNHS Growth and Accomplishments Since 1998

The South Burnaby Neighbourhood House Society was incorporated as a non-profit society in 1996, and granted charitable status in 1998. Although the SBNHS is the first neighbourhood house to be established in Burnaby, neighbourhood houses have also been used by other local municipalities to assist in service delivery. Vancouver's first neighbourhood house was established in 1896. That city is currently served by nine neighbourhood houses, while one each are located on the North Shore and in Crescent Beach.

At incorporation, the stated mission of the SBNHS was to make neighbourhoods better places to live. The organization would seek to carry out this mission by welcoming people into the community through support and friendship, and by working with community members and agencies to develop programs and services to meet the needs of a diverse population. Those programs would be preventative in nature, and would attempt to address issues such as isolation, low self-esteem, poverty, lack of skills, and lack of knowledge of available resources.

Since its inception, the operations of the SBNHS have been funded primarily through the collection of nominal membership fees, fees for programs, grants from foundations, private and corporate donations, community fund-raising, and gaming revenues.

When it was first established, the SBNHS did not have a venue from which to operate. In April 1999, the organization located its operation in a small storefront on Jubilee Avenue at Imperial Street. The one room storefront was able to accommodate only small groups, drop-in clients, and the organization's administration function. In keeping with its mission statement, and in order to offer services and programs to the community, the SBNHS adopted the practice of partnering with other local service providers. In October 2001, the SBNHS leased an adjacent storefront on Jubilee Avenue, which has allowed it to offer expanded programs from its own premises, and to share its space with other agencies.

The SBNHS has experienced significant growth over the past four years. Between 1998 and 2002, the staff component of the neighbourhood house increased from zero to fourteen regular employees and twenty-five additional summer staff. From a financial perspective, in the same four year period, annual operating revenue grew from \$3,700 for the fiscal year 1998/1999 to \$565,000 for the fiscal year ending August 31, 2002.

From a programming perspective, the SBNHS's services and partnerships have expanded steadily. In 1998/1999, before it had its own space from which to operate, the organization was able to engage in three projects. At present, in addition to its information distribution and drop-in functions, the organization offers about twenty different types of formal programs, with three-quarters of them involving partner agencies. Appendices 1 and 2, *attached*, depict the growth of the organization in the April 1998 - March 2002 period, and during the 2001-2002 fiscal year, respectively. These attachments were provided by the SBNHS.

2.2 The Role of the Neighbourhood House in Burnaby

When the SBNHS was established, there were concerns expressed by some members of Council about the appropriateness of the neighbourhood house model for Burnaby. Those reservations focused on the level of community support for a neighbourhood house, and potential duplication of services, given that Burnaby had developed alternative service delivery mechanisms (e.g., community schools and community centres). Council also voiced concerns about possible expectations on the part of the SBNHS for ongoing City funding, a matter which is addressed in Section 3.0 of this report.

From the perspective of community support for a neighbourhood house, the SBNHS would seem to have garnered support for its work from other service-providing agencies and the general public. It has done this partially, as noted above, by establishing partnerships with other service agencies and offering programs in a variety of community venues. It has also established regular participation in a number of multi-agency initiatives/groups, including the Metrotown Interagency Council, the Edmonds Town Centre Business and Community Association, the Empty Bowls Project, and the Burnaby Poverty Initiative. The SBNHS is also a member of the Burnaby Board of Trade. A description of the SBNHS's current program offerings and partnerships is *attached* as Appendix 3.

Response from the public to this new service agency in the community would seem to be positive. According to information provided by the SBNHS, membership in the organization grew from sixteen to seven hundred between 1998 and the end of the 2001-2002 fiscal year, and the number of volunteers increased from fourteen to

seventy in the same period. The SBNHS estimates that the number of residents in South Burnaby who have directly benefitted from its programs has grown from about 800 in 1999/2000 to 4,000 in 2001/2002.

As for concerns about potential duplication of services, particularly those offered by community schools and community centres, the listing of SBNHS's current programs reveals that eight of its programs are offered in partnership with community schools and/or the Burnaby School District, and two with the Parks, Recreation & Cultural Services Department. In a recent grant application to the Executive Committee, the SBNHS included letters of support from three key non-profit (and potentially competing) service providing agencies and two community schools.

Given current uncertainty about future senior government funding for a wide variety of community-based programs, the ability of organizations such as the SBNHS to forge partnerships to meet community needs may become even more crucial. Moreover, the organization believes that the nature of its funding base and its lack of reliance on renewable Provincial Government contracts or substantial United Way funds leaves it well-placed to respond to additional and growing community needs as the ramifications of other Provincial cutbacks play out.

3.0 THE CITY'S RELATIONSHIP WITH THE SOUTH BURNABY NEIGHBOURHOOD HOUSE

The City's relationship with the SBNHS began in 1996, when the organization approached the Parks and Recreation Commission suggesting allocation of the recently-acquired 1914 Kingsway East School Building as a neighbourhood house for South Burnaby. The Commission concluded that it would be premature, at that time, to commit to a single occupant for the as-yet-to-be renovated building, and suggested the SBNHS inquire into the availability of space at the Edmonds North Wing Neighbourhood Resource Centre (Edmonds Resource Centre). Upon such inquiry, the SBNHS found no space available at the facility. Since 1996 and most recently in 2002 August, the SBNHS has either inquired or been notified about space availability at the Edmonds Resource Centre on several occasions. However, either space has not been available, or that which has been available has not been considered suitable.

In 1998, the SBNHS made another request for City-owned space out of which to begin operations. The organization was particularly interested in the proposed community amenity space in the Middlegate Shopping Centre redevelopment. As that amenity space was earmarked for a permanent community police office for the Southeast District, it was not available for the SBNHS or other community groups. It was recognized by City representatives, however, that amenity spaces or other City-owned premises could become available in future, and that SBNHS should be invited to submit an expression of interest,

along with other potential occupants, for such spaces. Before considering allocation of space to the SBNHS, however, it was understood that City concerns about the role of the organization in the Burnaby community would need to be addressed.

Since 1998, two opportunities for non-profit societies to occupy City-owned amenity facilities in South Burnaby have arisen. In 1999, Burnaby non-profit organizations were invited to submit expressions of interest in occupying a 2,500 square foot negotiated community amenity space in the Metrotown area. The SBNHS submitted an application, and was short-listed along with two other organizations. Ultimately, the space was awarded to the Burnaby Family Life Institute. In 2002, the City issued an invitation for expressions of interest in occupying and programming the 8,000 square foot 1914 Kingsway East School Building (now to be called the Alan Emmott Centre). The SBNHS did not submit an application.

From a financial perspective, the SBNHS has approached the City on three occasions for community grants to assist in its operations. In 2001, Council awarded the organization \$6,000 for computer equipment, and \$3,000 in emergency funding to resolve water and sewer issues at the Marlborough Out-of-School Child Care Facility. In 2002, the SBNHS requested \$12,000 to assist with its program offerings. The request was denied on the grounds that the City does not provide ongoing operating funding to community groups through its Community Grants Program. In response to the SBNHS delegation to the 2002 June 24 Council meeting, several members of Council noted that the City values the work of the agency. Council members also noted that the organization is welcome to apply for special project funding in future, for space in the neighbourhood resource centres¹, and/or for community amenity spaces as they become available.

4.0 SUMMARY AND CONCLUSIONS

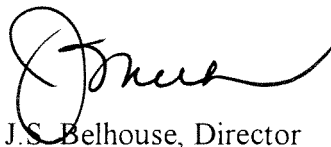
The South Burnaby Neighbourhood House has experienced significant growth since 1998 when Council was last apprised of its operations. Its staff and volunteer complements, its membership, and its program offerings have all increased steadily, as its operating budget has grown from less than \$5,000 in 1998/1999 to about half a million dollars in 2001/2002. In order to meet identified needs in the community, the SBNHS has established what appear to be viable partnerships with a number of community agencies, particularly with community schools and, to a lesser extent, with some of the City's community centres, as well as regular participation in a number of multi-agency initiatives/groups.

¹ In general, the SBNHS does not find the City's neighbourhood resource centres suitable as its primary operating location, as the centres do not offer storefront premises, or good access to public transit - particularly SkyTrain - which the organization views as critical to its services. The SBNHS acknowledges, however, that a space in the Edmonds Resource Centre could assist with occasional program offerings.

The SBNHS has approached the City on a number of occasions for assistance, both with premises out of which to operate, and with funding. While suitable City-owned space has not been available to date to fill those requests, the City has provided \$9,000 in grants to the organization for equipment and servicing.

The City has committed to ongoing funding support for community schools and its own community centres. Other cost pressures are mounting as the effects of Provincial cutbacks in a wide range of sectors are experienced in the community. In this environment, a commitment from the City to ongoing funding support for the SBNHS would be a challenge. That being said, the SBNHS can be acknowledged for the value of the programs it offers to South Burnaby residents, and the role it has forged for itself within the Burnaby service delivery network. Within this context, it is eligible, as are other non-profit service providers, to apply for City grants for special projects or start-up for new programs, and for City-owned space out of which to offer programs. With regards the latter, staff will ensure that, should future negotiated amenity spaces be developed in South Burnaby, the SBNHS is invited, along with other eligible groups, to submit a proposal for occupancy.

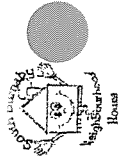
It is recommended that copies of this report be forwarded to the Chair of the South Burnaby Neighbourhood House Society, the Parks & Recreation Commission, and the Community Issues & Social Planning Committee.



J.S. Belhouse, Director
PLANNING AND BUILDING

JS/sla
Attachments(3)

cc: Director Parks, Recreation and Cultural Services



South Burnaby Neighbourhood House Growth Chart

April 1998 – March 2002

	April 1998 – March 1999	April 1999 – March 2000	April 2000 – March 2001	April 2001 – March 2002
Operating Budget	-granted charitable Status with Revenue Canada \$3,683	\$81,835.58	\$173,772.15	\$399,802.09
Employed Staff	None	-One part-time Program Director -6 summer staff (students)	Full -time Program Director Part-time Volunteer Coordinator 1 Childcare Supervisor 2 regular part-time staff 12 Summer staff (students)	1 Full-time Executive Director 1 Full-time Program Director 1 Part-time Office/Volunteer Coordinator 2 Childcare Supervisors 8 Regular Part-time staff 13 Summer staff (students)
# of people in the area who directly benefited from SBNH programs:	statistics unavailable	(estimated) ▪ 300 ▪ 20 ▪ 500	(estimated) ▪ 650 ▪ 35 ▪ 1000	▪ 1,310 (total contacts: 116,985) ▪ 156 (total contacts: 273) ▪ 2,059 (total contacts: 71,989)
Membership	▪ 16	▪ 170	▪ 335	▪ Over 543 signed members to date
Volunteers	▪ 4 founding board members ▪ 10 program volunteers	▪ 35 volunteers including the board members	▪ 45 volunteers including board members	▪ 57 volunteers including board members

Volunteer Hours	400	1920	6912	14,148 volunteer hours
<ul style="list-style-type: none"> ▪ Community dinner ▪ The Birdhouse project in partnership with the Edmonds Youth Resource Centre and the Association for the mentally challenged individuals ▪ Community kitchen project 	<ul style="list-style-type: none"> ▪ Maywood Daycamp ▪ Family Place ▪ Information and Referral offered in partnership with BBY information and Referral ▪ Community Dinners and Barbecues ▪ Youth Options student placement ▪ ESL Classes ▪ Storefront drop-in ▪ Youth Leadership students 	<ul style="list-style-type: none"> ▪ Students from YES Canada ▪ Student Placements: Youth Options, Langara College ▪ Maywood Daycamp ▪ Stride Daycamp ▪ ESL classes with childcare ▪ Maywood Out of School Childcare centre. ▪ Storefront drop-in ▪ Youth Leadership program – level 1 ▪ Information and Referral: Resource library (information on basic necessities in Burnaby) ▪ Income Tax Clinic ▪ Community clean-up events ▪ Community dinners & barbecues ▪ Volunteer placement program 	<ul style="list-style-type: none"> ▪ May wood Daycamp ▪ Stride Daycamp ▪ Youth Leadership Level 1 ▪ Youth Leadership Level 2 ▪ Community dinner/barbecues ▪ Community clean-up events ▪ Maywood Out of School Childcare ▪ Marlborough Out of School Childcare ▪ Family Place drop-in ▪ Income Tax Clinic ▪ Community computer access ▪ ESL Classes with childcare (partnership with BMS, School Board) ▪ Student Placements: Youth Options ▪ Volunteer placement program ▪ Homework Program at Stride School ▪ Painting Class ▪ 4 ESL Conversation Classes ▪ Storefront Drop-in ▪ Neighbourhood coffee time 	

South Burnaby Neighbourhood House Growth Chart

Estimated for 2001-2002 fiscal year
*Change in fiscal year to be September 01 to August 31st 02

Operating Budget	Sept. 2001 – Aug. 2002 Projected for fiscal year \$484,492.93
Employed Staff	<ul style="list-style-type: none"> 1 Full-time Executive Director 1 Full-time Program Director 1 Part-time Volunteer Coordinator 1 Part-time Office Coordinator 2 Childcare Supervisors 8 Regular Part-time staff 25 summer staff (students)
# of people in the area who directly benefited from SBNH programs:	(projected for the year)
<ul style="list-style-type: none"> ▪ Children ▪ Youth ▪ Adults 	<ul style="list-style-type: none"> ▪ 1500 ▪ 50 ▪ 2500
Membership	<ul style="list-style-type: none"> ▪ Over 700 signed members to date
Volunteers	<ul style="list-style-type: none"> ▪ 70 volunteers including board members
Volunteer Hours	<ul style="list-style-type: none"> ▪ 15,000 volunteer hours

Programs	Developing programs for next fiscal year
<ul style="list-style-type: none"> ▪ Daycamps: <ul style="list-style-type: none"> Maywood Marlborough Stride Edmonds ▪ Maywood Neighbourhood Care ▪ Marlborough Neighbourhood Care ▪ Youth Leadership level 1 ▪ Youth Leadership level 2 ▪ Community Dinners and Barbeques ▪ Community Clean-up event ▪ Family place Drop-in ▪ Income Tax Clinic ▪ Childcare for School Board ESL classes ▪ Volunteer Placements ▪ Homework program at Stride ▪ Volunteer facilitated programs: <ul style="list-style-type: none"> Painting class ESL conversation classes ESL conversation parent group ▪ Neighbourhood coffee time ▪ Reception support worker volunteer training program ▪ Social Issues and Action Committee ▪ Space use by: <ul style="list-style-type: none"> Parks and rec for pre-school program Van Native Health for Aboriginal Head start program. 	<ul style="list-style-type: none"> ▪ In addition to established programs: <ul style="list-style-type: none"> Stride Neighbourhood Care Expanded Homework support program Afterschool drop-in programs for children in cooperation with Parks and Rec and schools. Youth Leadership Level 3 – ELSA Level 3 – In partnership with Burnaby College Translation peer support program

Source: SBNHS

**CURRENT PROGRAMS OFFERED BY
SOUTH BURNABY NEIGHBOURHOOD HOUSE**

<u>Program</u>	<u>Location</u>	<u>Partner(s)</u>
1) Daycamp - summer program from 9 a.m. to 3 p.m.; registration by the week; activities and outings	Maywood School; Stride School; Edmonds School; Marlborough School	Participating schools
2) Neighbourhood Care - out-of-school care, year-round except statutory holidays, between 7 a.m. and 6 p.m.; Maywood Care has recently expanded to include space for more children and to serve children on a part-time basis.	Maywood School; Marlborough School; Stride School	School District; School parent committees
3) Kindercare - half-day care for kindergarten aged children.	Stride School	Stride School
4) Youth Leadership Training - ongoing program for Grade 10 and older students; three levels of training now offered	SBNH and other relevant community venues	VanCity - funding
5) Community Dinners & Barbecues - approximately six dinners/year and four barbecues/year to bring together participants of all SBNHS programs as well as others in community; cooking done by volunteers	Maywood School; Stride School; Edmonds School; Marlborough School	Participating schools
6) Community Clean-Up Events - 2002 event was 3rd annual in which graffiti and litter has been targeted; has evolved into May Days	Maywood community	Maywood School; Burnaby Parks, Recreation & Cultural Services; Managers Against Crime; community members

<u>Program</u>	<u>Location</u>	<u>Partner(s)</u>
7) Family Place Drop-In - twice weekly drop-in for parents and their children, featuring parent-child activities, and/or educational presentations for parents. High use of this program by new immigrants; some assistance from settlement workers from Burnaby Multicultural Society.	Maywood School	Maywood School; Ministry of Children & Family Development-funding
8) Income Tax Clinics - pay-as-you-can donation (up to \$5); service offered in March and April	SBNH	*****
9) Child care for School District ESL classes	Maywood School	Maywood School; Burnaby School District
10) Volunteer Placements - training and placement of volunteers in various SBNH programs; will accept volunteers with limited English skills.	SBNH and various community venues	Vancouver Foundation - funding
11) Homework Haven - twice weekly after-school homework support club	Stride School	Stride School; Royal Bank-funding; Empty Bowls-funding
12) Reception Support Worker Volunteer Training Program - training of volunteers to provide information about the Neighbourhood House, the community of Burnaby, and services and amenities to citizens either by phone or in person	SBNH	Vancouver Foundation - funding
13) ELSA Level 3 - ESL class offered by Burnaby College to those with functional level of English	SBNH	Burnaby College

<u>Program</u>	<u>Location</u>	<u>Partner(s)</u>
14) Neighbourhood Coffee Time - all day, any day, residents are welcome to drop in to socialize and access information.	SBNH	*****
15) Painting Classes - offered to both adults and children by artist volunteer	SBNH	*****
16) ESL Conversation Classes- volunteer-facilitated English conversation classes for those unable to access more formal ESL training offered by School District and Burnaby College; includes social time	SBNH	*****
17) Legal Advice Clinics - beginning in October 2002, free 30 minute sessions offered to low-income people by local lawyers affiliated with non-profit organization promoting access to legal services	SBNH	Western Canada Society to Access Justice
18) Aboriginal Head Start Program - parent-child program providing preschool activities and parent support and information	SBNH's Marlborough School portable	Vancouver Native Health Society
19) Pre-School Program - program offered by Burnaby Parks, Recreation & Cultural Services	SBNH's Marlborough School portable	Burnaby Parks, Recreation & Cultural Services