

COMMUNITY ISSUES & SOCIAL PLANNING COMMITTEE

HIS WORSHIP, THE MAYOR
AND COUNCILLORS

RE: METROTOWN INTERAGENCY COMMUNITY PROFILE

RECOMMENDATION:

1. **THAT** Council receive the attached report for information purposes.

REPORT

The Community Issues & Social Planning Committee, at its meeting held on 2002 March 27, received the *attached* profile on the Metrotown Interagency Community outlining the existing needs and services within the South West area of Burnaby.

Arising from discussion the Committee requested a copy of the profile be provided for information of Council.

Respectfully submitted,

Councillor D. Johnston
Chair

Councillor N. Harris
Vice Chair

COPY: - DIR. PARKS, REC. & CULT. SERV.
- DIR. PLNG. & BLDG.

**METROTOWN INTERAGENCY
COMMUNITY PROFILE
(February 2002)**

BACKGROUND

The purpose of this document is to provide a snapshot of the existing needs and services within the South West area of Burnaby, namely the Metrotown community. At a recent Metrotown inter-agency meeting concern was expressed as to the effects that government funding cuts would have on our particular community. It was decided that a sub committee would pull together an information document that would assist our local Member of Parliament to advocate on behalf of his local constituents. Please note that for the purposes of this document we will be primarily highlighting the non-government organisations

Current Needs of the Metrotown community

While the Metrotown area is an exciting and vibrant place to visit and to live, its density and rapid growth has also brought a host of social concerns and challenges. According to the most recent Simon Fraser Health Region Profile, the problems of poverty, crime, and the special needs of newcomers are at the forefront of concerns in Burnaby. 28% of families in Burnaby are considered low income, and the rate of child poverty is 33%. 15% of families have only a single parent, and of those, 85% are headed by women who have a lower average income than that of men. English is not the primary language spoken in 29% of Burnaby households, and the South Burnaby area in particular has a large number of newcomers to the country. Family tensions, childcare issues, mental health issues, and an increasing population, puts a great deal of pressure on the community and its services. Over the past few years service providers have targeted the Metrotown community for addressing social concerns and through collaboration have worked together to successfully deliver social support programs to residents in need. Although much work has been done, the high needs of this community continue to overburden the social support services that are available. At several Metrotown Interagency meetings it has been noted that although organizations are working very hard to address the many social needs and concerns, a lack of financial resources have continuously left the following gaps in service.

Current gaps in service

The Metrotown community currently struggles with inadequate financial resources and is unable to sufficiently address the current community needs leaving the following identified gaps in services:

- accessible English language programs with childcare,
- affordable childcare – pre-school and school aged
- pre-school programs
- ethno specific settlement services and programs
- employment support programs

Services currently offered

The Metrotown interagency member organizations are committed to working with our community to address social needs and continuing to work collaboratively as we deliver a continuum of services. Each of the organizations plays an important role in the overall continuum of services. For the purpose of this document the definitions of the parts of the continuum consist of the following:

Promotion: Providing information on the resources available and providing information on any concerns that a community member may have. ie location of medical clinics, parenting programs, settlement services.

Prevention: any programs that provide initial support to community members which prevents the individuals from entering a crisis situation. ie. Family drop-ins, coffee time drop-in, community dinners, parenting programs, settlement services
Support services, youth groups.

Early Support: Any program which provides individuals and families with social support that prevents the individual or family from entering a serious crisis situation. ie parenting programs that assist families to cope with stress, counseling services.

Intervention: Programs and services which intervene in a crisis situation. Often these services are mandated by a ministry department. ie. Crisis counseling

METROTOWN INTERAGENCY MEMBER ORGANIZATIONS:

Burnaby Family Life Institute

Phone: 604-659-2200 Fax: 604-299-9731

Locations:

Burnaby Heights
#32 – 250 Willingdon Ave.

Edmonds Resource Centre
7355 Canada Way

Metrotown
6140 McKercher Ave.

Organization Description

The mission of BFLI is to encourage individuals, partners and families to help develop healthy and caring relationships by providing education, counselling and support services. The vision is to foster healthy, supportive communities for families, individuals and partners.

BFLI believes in the following core values: Community participation, Accessibility, Accountability, Respect for all, Trust, Openness, Responsive to client and staff needs, Inclusiveness.

Burnaby Family Life Institute services are primarily in the area of early intervention and prevention. Services are focused on the well being of our children and our community and alleviate the need for more costly crisis intervention services by government authorities. Recognizing that from time to time, all families experience crisis and are in need of support, BFLI seeks to be responsive to the whole community in its diversity. Many services, however, specifically target low-income families, lone parent families, immigrant and refugee families, isolated families lacking supports, families experiencing anger, depression and/or abuse. Programs are provided free of charge or by donation whenever possible. No one is turned away for inability to pay.

PROGRAMS AND FUNDING SOURCES:

Services for Children and Families:

Family Drop-In Programs – ***United Way, Success by Six***

Family Life Education Groups – ***Ministry for Child & Family Development***

Parenting Programs (for every stage of development) – ***Ministry for Child & Family Development***

Pre and Post - Natal Programs – ***Ministry of Health / Health Canada***

Childminding for parents participating in some programs – ***Ministry of Community, Aboriginal & Women's Services, Ministry for Child & Family Development, Ministry of Health, Health Canada***

Childminding for parents who are learning English (through the ELSA program) – ***contract with Burnaby School Board, funding is from Ministry of Community, Aboriginal & Women's Services***

Burnaby South Secondary School Child Care Centre for Young Parents – ***Ministry for Child & Family Development, direct subsidies & parent fees for service***

Family Violence Counselling Intervention Services:

Education and counselling for: adult survivors of sexual abuse, battered women women who have been sexually assaulted – ***all funded by Ministry of Community, Aboriginal & Women's Services, Ministry of Attorney General, Ministry of Health***

Court ordered education and treatment programs for men who have assaulted their partners – ***Ministry of Attorney General***

Education and employment readiness programs for women on income assistance who are survivors of abuse - ***Ministry of Community, Aboriginal & Women's Services***

Community Development Initiatives:

Cross-Cultural Parenting Program – **Ministry for Child & Family Development**
Immigrant Women Support Group – **Ministry of Community, Aboriginal & Women's Services**
Canadian Life Information Drop-In Program – **United Way, Success by Six**
ESL / Preschool Program for Spanish Speaking Women and Children – **Ministry of Community, Aboriginal & Women's Services**

Statistical Information: (2000 to 2001)

Family Life Education Programs (over 75 courses) – 1,700 adults, 800 children
Pre and Post Natal Programs – 119 adults
Bby South Secondary School Child Care for Young Parents – 25 young parents, 31 children
Counseling Programs for Adult Survivors of Sexual Abuse – 283 adults
Employment Readiness Program – 30 adults, 9 children
Programs for Immigrant Families – 94 adults, 55 children
Children's Program – 374 children

Burnaby Multicultural Society Phone – 431-4131 Fax – 431-4137
6255 Nelson Avenue, Burnaby, BC V5H 4T5

Description of organization

The Burnaby Multicultural Society was formed in 1982 in response to the issues presented by the growing numbers of immigrants in Burnaby. The society provides direct services to assist immigrants and refugees settle in Burnaby, as well as provides promotion of the federal, provincial and civil multiculturalism policies. BMS also facilitates the Immigrant Services Advisory Committee comprised of a number of Burnaby service organizations. The committee serves as a planning group which is dedicated to supporting and strengthening initiatives that promote equity, acceptance, inclusion and respect for all people in Burnaby, regardless of their ethnic or cultural backgrounds.

Funding:

The majority of funding for BMS comes from the Ministry of Community Aboriginal and Women's Services (221,500). Other funding is also received from gaming (38,500), United Way of Lower Mainland (38,000), and Community Partners for Projects(11,500).

Statistical information:

Clients served during the previous fiscal year – 9,000

Cameray Centre Phone-436-9449 Fax- 436-1990
Burnaby Office: #203 – 5623 Imperial Street
Burnaby, BC V5J 1G1

Description of organization:

Cameray Centre is a community based agency committed to the strengthening of individuals and families through support, education, outreach, advocacy and personal exploration. Our mandate includes: Family, crisis, sexual abuse/trauma counseling to children and their families in Burnaby and New Westminster. In-home support to high risk new young mothers in Burnaby and New Westminster, Specialized victim's assistance for abused children in Burnaby and New Westminster.

Funding:

Counseling programs: Ministry for Children and Family Development
Partners in Parenting: Ministry for Children and Family Development
Specialized Victim Assistance: Ministry of Attorney General.

Statistical information: Counseling program serves 700 families per year and Partners in parenting serve 180 families per year.

Maywood Community School
4567 Imperial Street
Burnaby, B.C. V5J 1B7

Phone: 604-664-8344

Fax: 604-664-8252

Description of Organization:

Maywood Community School is one of seven community schools in Burnaby. It is located in the heart of the Metrotown area. It presently has 550 students from Kindergarten to Grade 7 of which approximately 75% are new immigrants or refugees to Canada. The school population represents many ethnic groups with over 30 languages spoken in the homes. The school population is projected to increase to 580 students in the coming school year. At the heart of Burnaby's Community School Program is the community with the identified outcomes being community involvement, lifelong learning and community development.

The goals of the Community School are:

- To use the school and other neighbourhood facilities more effectively for desired community programs.
- To strengthen the existing Kindergarten to Grade 7 curriculum through greater involvement and use of available human, physical and financial resources.
- To develop a variety of educational, recreational, cultural and social opportunities for children, youth and adults in responses to needs defined by the community.
- To encourage community residents to become involved in community activities, services and issues.
- To strengthen communications within the community
- To facilitate coordination and cooperation among agencies and organizations in the delivery of community services.

Maywood Community School runs a clothing room, has an Emergency food cupboard, assists in accessing second hand furniture and provides referrals to adult ESL, Pre-school programs etc.

Funding

Community Schools are funded through a three way partnership between the Ministry for Children and Family Development, The City of Burnaby and the Burnaby School District. It should be noted that the structure of Community Schools allows for the raising of additional funds to support identified programming needs in the school and community.

Statistics for Maywood Community School 2001/2002

Number of students in school	545
Number of families (Income Assistance, Low Income) who have accessed support programs (the Parks and Recreational Credit Program Christmas Bureau, CKNW Orphans Fund)	265
Current % of students Grade 1 - 7 on lunch program	73%

South Burnaby Neighbourhood House Society

6768 Jubilee Avenue
Burnaby, BC V5H 3G8

South Burnaby Neighbourhood House Society is the first and only Neighbourhood House in Burnaby. It is a grassroots community driven organization that works with community to develop and implement a wide range of supportive programs and services that are accessible and affordable. The role of Neighbourhood House is to welcome and support all neighbours. ***Our mission is to make neighbourhoods a better place to live. Our goal is to enable people to***

enhance their lives and strengthen their communities. Our challenge is to work with communities to develop innovative programs and services that meet the changing needs of a diverse population.

Funding: Current budget is approximately \$465,000. Childcare programs are funded through fees for service, individual government subsidies, and Provincial government assistance program, some Corporate funding, foundations, gaming revenues, community fundraising, private donations, HRDC summer funding.

Statistical information:

Current number of participants per year:

Children	875
Youth	40
Adults	1250
Volunteers	55

The above organizations together form a piece of the service delivery system for supporting families in South West Burnaby. It is also important to recognize that in addition to the above mentioned agencies the Metrotown area has a variety of government organisations providing services ranging from, family support, alcohol and drug, child protection, youth mental health, financial assistance, health services and parks and recreation programs.

The attached service grid description outlines the continuum of programs and activities that are delivered by the listed Metrotown interagency organizations.

Other organizations who actively participate on the Metrotown interagency committee include:

City of Burnaby Social Planning
Burnaby Parks, Recreation and Cultural Services
Community Policing Office
Local MLA's administrative assistant
Ministry for Children and Families Development – Community Developer
Managers against crime

In addition to the impressive statistics of the number of individuals and families provided with support it is also important to note the benefits that individuals receive as they participate in the various programs. The following highlighted benefits demonstrate how each type of service contributes to the success of families and individuals in our community.

Some highlighted outcomes include the following:

Counselling programs

- Prevention of children being placed in care due to increased capacity of parents to care adequately for their children.
- Increased safety of children due to identification of previously unknown risks through development of relationship with children.
- Increased ability of children and their families to cope constructively with stressors caused by abuse, neglect, or poverty.

Family and individual Drop-in Programs

- Reduced isolation, stress, and family tension
- Increased sense of belonging and connection to a community
- Increased knowledge of the need for developing social support networks
- Increased social support networks
- Improved positive parenting skills and better understanding of child development issues
- Improved quality of family and personal relationships.
- Increased knowledge of communication skills

- Increased confidence/awareness in accessing resources and making decisions.

Volunteer Opportunities

- Increased self esteem and feelings of self worth
- Increased skills and confidence
- Increased connection and sense of belonging to a community

Childcare Programs

- Increased safety of school aged children
- Enhanced child development and new social recreational opportunities for children
- Increased support of parents with school aged childcare.
- Decreased stress of parents who are confident that their children are in excellent care.

Children and Youth activity programs

- Increased sense of security and belonging to a group and a community.
- Increased opportunities for new skills and recreational opportunities
- Decreased stress of parents who are confident that their children are participating in worthwhile and safe activities during leisure time.

Settlement Programs and services

- Increased support to new immigrants through the availability of one to one interviews, telephone contact, family and group service.
- Increased orientation and understanding of Canadian systems and community resources.
- Increased English language skills through participation in ESL classes and volunteer opportunities.

IMPACT OF POTENTIAL FUNDING CUTS ON THE METROTOWN COMMUNITY

It has been noted that the Metrotown area already struggles with a deficiency of services in order to meet the current social needs of our community. The proposed cutbacks will not only have a significant impact on the health and well being of children youth and families living in the Metrotown area but will place an increased demand on an already overextended continuum of services.

The following describes the immediate concerns of individual non profit organisations and the impact that the service cuts will have on the health of our community.

South Burnaby Neighbourhood House

The Neighbourhood House does not currently administer any provincial contracts. The organization does, however, operate two childcare centres that receive funding assistance from the Ministry of Community, Aboriginal and Women services. As of June, this program will be terminated and the total amount of fees will be paid completely by the parents. For many parents who already struggle financially this burden will be unbearable. Although parents strive to have the best care possible for their children within a stimulating environment, they may be forced to settle for other childcare arrangements. (ie. Older child caring for a sibling, grandparents, neighbours) The Neighbourhood House also operates a family place drop-in program that was funded by the Ministry for Children and Families during 2001. The Ministry has not committed any financial support for 2002 and the program is currently struggling to continue.

Cameray

If Cameray's counselling programs are cut, many children will be at risk without our safety net of protection. Families will not learn constructive coping mechanisms, resulting in increased abuse, neglect and personal and family breakdown. In addition, even if the other programs survive the cuts, it would be unfeasible for Cameray to keep operating them as 80% of their budget will be gone. There is not currently the capacity for the other community agencies to fill the gap in service that would be created. The results would be detrimental to our local community.

Burnaby Family Life Institute

The following services have already been given notice of termination

The **Ministry of Attorney General has terminated the funding for** "A Better Place" program for women who have been in abusive relationships, Positive Parenting, for parents who have suffered childhood abuse & wish to 'break the cycle' of abuse and dysfunctional parenting; Funding only until March 31st-

Ministry of Community, Aboriginal & Women's Services - Moving On – a bridging program for women survivors of abuse who are on income assistance and want to work. On site child care is available. Funding only until June 30 -

Vulnerable programs because of funding cuts include all programs for adult survivors of sexual abuse

BFLI's programs are not duplicated by other agencies in Burnaby. Our programs provide much needed support services to women, parents, children and new immigrants who are trying to improve the quality of their family and personal relationships. Cuts to our programs will be devastating to our clients and to the community.

Burnaby Multicultural Society

The support for new immigrants is facing serious funding reductions. The Immigrant Settlement and Multicultural Services for the year 2001-2002 (September 1st to August 31st) are being drastically reduced. For example, last year the Ministry of Community, Aboriginal and Women's Services announced 15% funding cuts. Also in May 2001 the Burnaby School District issued lay off notices to all six multicultural liaison workers who helped Chinese, Korean, Spanish and other immigrant students and their families adjust to Canada. These cuts have already impacted the community supports services available to new immigrants.

Maywood Community School

The cuts to income assistance, child care subsidies, and to programs provided by service providers in the area, will have a direct impact on many families in our community. It is anticipated that an increased number of families will approach the school looking for assistance that is no longer available through the social services structure.

SUMMARY

The Metrotown interagency organizations as described in this document are very committed to working collaboratively to address the many needs and concerns of our community. As service providers we have provided a snap shot of the supports that we currently provide for our community and have outlined our concerns with regard to how funding cuts will impact our community.

The Metrotown community already struggles with a deficiency of community resources and to reduce any of the existing supports further will have devastating consequences to our community. Current service providers will not be able to bare the increased pressure on already stretched resources. The safety and healthy of our community is in jeopardy. Service cuts will further increase the existing gap in services and will result in increased poverty, crime, child abuse, violence against women and will leave individuals within our community with feelings of desperation and loss of hope. We believe that the prevention and early support services that we provide are equally as important as the intervention services. The results of cuts to community support services will in the long term financially overburden the other government programs such as the attorney general, Medical services, and Ministry for Children and Family Development and that money spent in prevention is the most cost effective means for government spending.