

19.43. Burnaby Family Life Institute

GETTING STARTED

1. Are you? ☐ New Applicant ☒ Returning Applicant
2. Select the kind of Community Grant you are applying for: ☒ General Grant ☐ Recreational Sport Grant
3. Amount you are requesting \$20,000.00
4. Total cost of the project/event/program etc.: \$20,000.00

GETTING TO KNOW YOU

1. What kind of applicant are you?

☒ Local Registered Non-Profit Society

Society No: 9115

Date of Incorporation: 1971-12-02

☐ Registered Charity Charitable No.: 118821578RR0001

☐ National/International Non-profit operating locally

Society No: _____

Date of Incorporation: _____

☐ Sport or Recreation Organization

☐ Other Specify: _____

2. Group/Organization Name: Burnaby Family Life Institute

3. Group/Organization Street Address: 102 - 2101 Holdom Avenue, Burnaby, V5B 0A4

4. Website (if applicable): www.burnabyfamilylife.org

5. Grant Application Main Contact Person

Name: Michel Pouliot

Phone: 604-659-2208

Email: mpouliot@burnabyfamilylife.org

6. Contact person #2

Name: _____

Phone: _____

Email: _____

7. Number of Volunteers

Confirmed: 178

Expected: 178

THE PROJECT/EVENT/PROGRAM

1. Name of the Project/Event/Program: General operations

2. Project/Event/Program Location (physical street address or event location):

throughout Burnaby

3. Project/Event/Program Start Date: April 1st, 2019

4. Project/Event/Program End Date: March 31st 2020

PURPOSE OR BENEFIT

1. Describe the purpose or goal of the project/event/program.

Since 1971, Burnaby Family Life Institute (BFL) has changed lives by developing and delivering high quality and essential services that meet the needs of individuals and families in our community.

The challenges faced by families in our city have changed as much as the diversity of the people who are needing resources and information to make better decisions about family life and, in some cases, how best to overcome barriers to settlement.

BFL helps expecting and new mothers, children and mothers who have been victims or witnesses of violence, and immigrants and refugees learning to speak English and about life in Canada. Our services include family resources, counselling, full-time and occasional child care delivered through 9 locations across the city. This is largely made possible by the City of Burnaby's long-term support of its generously subsidized office and programming locations in city-owned spaces.

We are a team of 93 caring and dedicated professionals who speak 40 different languages. We continue to meet the highest service standards. With BFL's commitment to continuous improvement processes, the positive impact of our organization never stagnates.

2. Describe the project/event/program, and the activities.

BFL brings a deep knowledge of Burnaby family life to our work. Decades of program delivery in the same community have provided the opportunity to hone our leadership and expertise. This knowledge informs our development and delivery of relevant and meaningful programs that support our clients. We remain innovative, relevant, responsive and community-centric with a constant focus on optimizing resources.

Connected families = Connected community

BFL's areas of focus are family life and promoting a sense of belonging. Our day-to-day work serves our commitment to helping with social integration for a livable city where everyone who calls Burnaby home feels like they belong and can contribute in a positive way.

The wellbeing of Canada's children ranks 17 out of 24 industrialized countries, with BC being home to the greatest number of children living in poverty in all of Canada for the ninth year in a row, with almost 30% of Burnaby's children amongst the poor. In response, BFL advocates pro-actively and relentlessly at every level of government and with influential decision makers for policy changes that address this challenge.

Convening community leaders

Our work leading the Intercultural Planning Table (BIPT) is a strong reminder of our city's growing diversity, with more than 50% of residents born outside of Canada.

BIPT, formed in 2007, is a dynamic community co-ordination network in which government and community service organizations work together to improve service collaboration and a more effective community-based response to families who have moved here from around the world. The Table comprises senior level representation from a broad range of institutions and community agencies. Current membership includes the City of Burnaby, businesses, schools (K-12 and post-secondary), libraries, recreation facilities, cultural organizations, policing, volunteerism and refugee, community, legal, family and women's services.

Partnerships with other organizations

BLF's multi-faceted partnerships with other community organizations as well as the business sector continued to develop and expand significantly in 2019.

We play a key role with the Burnaby Board of Trade Social Development Committee, particularly in the areas of child care for family-friendly workplaces and immigrant integration. Burnaby is known throughout the province for promoting corporate social responsibility, for educating and raising awareness about poverty, homelessness, and the value of

investing in the social services sector.

BFL works in formal partnerships and sub-contracts with 25+ different community-based agencies. These efforts have resulted in more comprehensive social supports and benefits for Burnaby families. Whenever possible, we provide other organizations with mentoring, best practice models and we assist with policy development.

3. Describe how the project/event/program fits into the chosen grant category.

The grant category of "General Operations" would bring immense support to the day-to-day delivery of our city-wide programs. Funding raised through program grants, event sponsorship and fundraising efforts are typically earmarked for specific program development and delivery, creating a significant challenge with the need to cover operation costs.

4. Describe how this project/event/program will benefit residents of Burnaby (who will benefit) How many Burnaby residents will be involved with or benefit from the project.

In the last fiscal year, we have worked with 2,915 residents of Burnaby (up 6% from previous year). Influencing a positive change in the lives of those programs participants also means affecting a change in the lives of their families. The benefits of our work are far reaching.

In 2019 challenges facing families in Burnaby are many, and they include the lack of affordable housing, affordable quality childcare, increased levels of poverty, mental illness, homelessness, and the integration of immigrants and a significant influx of refugees in our city. According to our program participants and stakeholders, BFL made a significant difference in each of these critical areas, thereby benefitting thousands of people and, directly and indirectly, realizing benefits that strengthen our growing community.

Thousands of children and families have found comfort, meaning, growth and learning at BFL because of visionary, effective governance combined with committed and highly trained employees who have the expertise to intervene with skills and compassion that are often life-changing for Burnaby families. Services are filled to overflowing and sadly, families are sometimes turned away because we do not have the capacity to meet the increasingly complex and demanding needs of our community.

5. Describe how the project/event/program aligns with one or more of the following ([Social Sustainability Plan](#), [Environmental Sustainability Plan](#), [Official Community Plan](#)):

BFL programs and services support the goals of the City:

Burnaby will be an inclusive community that values all of its members and helps them to meet their basic needs so that they can live in dignity, engage actively, and contribute to their community.

Burnaby will continue to be liveable and respond to the interests and needs of all who live, work, learn, play and visit in the city.

Burnaby will be a resilient community, able to adapt and thrive in times of change.

Plan Reference

Strategic Priority 2, Element: Cultural and Religious Diversity

How BFL contributes to this aspect of life in our city

BFL convenes the Burnaby Intercultural Planning Table (BIPT) and takes the lead on special community events celebrating cultural diversity and life in Canada.

Current membership includes representatives from the City of Burnaby, businesses, schools (K-12 and post-secondary), libraries, recreation facilities, cultural organizations, policing, volunteerism and refugee, community, legal, family and women's services.

The Table won the first "WelcomeBC Award" in 2010 for outstanding partnership creation and delivery of comprehensive and innovative solutions to make Burnaby a welcoming place for everyone.

Strategic Priority 2, Element: Discrimination and Barrier-Free Community

How BFL contributes to this aspect of life in our city

BFL programs support the city's efforts to counter racism and discrimination by celebrating and supporting social integration in a way that cherishes customs and cultural diversity.

Strategic Priority 3, Element: Promoting Volunteer Opportunities

How BFL contributes to this aspect of life in our city

In order to meet the needs of the community, most of our services rely on the 97+ volunteers who have provided over 4,100 hours in the last fiscal year. Fundraising event sponsors are also encouraged to volunteer during the event, or to get involved with BFL at a later date.

Strategic Priority 3, Element: Corporate Social Responsibility

How BFL contributes to this aspect of life in our city

BFL strives to host events that are zero waste and located in proximity to public transit. All 9 program locations are easily accessible by public transit.

Strategic Priority 4 – Learning for Life, Element: Informal Learning

How BFL contributes to this aspect of life in our city

Only 25% of BFL clients speak English as a first language. We offer English language programs and child-minding services while parents are in the language courses, and learning about life in Canada.

Official Community Plan

11.2 Social Planning Goal - To facilitate the development and ongoing sustainability of a community which enhances the physical, social, psychological and cultural well-being of Burnaby residents.

How BFL contributes to this aspect of life in our city

BFL programs are responsive to the changing and growing population of Burnaby. Our programs and services are also adaptable to changing family structures and the increase growth in the labour force of women with children. We offer child-minding services on a full-time and occasional basis. In fact, BFL offered the first Occasional Child Care service in Burnaby.

Burnaby Economic Development Strategy 2020

One of Burnaby's social strengths is "a diverse, multicultural community that is able to connect with many new immigrants looking for places to live and establish businesses."

One of Burnaby's challenges is "maintaining the quality of the social services platform on which the community is built." And, more specifically, "It is in Burnaby's interest ... to make sure the quality of community services in Burnaby remains as high as possible."

Plan Reference

Goal 1: Building a Strong, Liveable, Healthy Community

"Reinforcing the community development policies within the Burnaby OCP which focus on community-building. ... By maintaining and enhancing local quality of life, skilled residents, including immigrants and entrepreneurs, should continue to relocate to Burnaby."

Goal 8: Nurturing a Strong, Diverse, Welcoming, Caring Society

"Burnaby intends to embrace community diversity by welcoming all groups and giving them the appropriate encouragement to locate their homes and businesses in Burnaby."

How BFL contributes to this aspect of life in our city

BFL contributes to quality of life and community well-being through its services and leadership roles with interagency groups. Our work is focused on family life and promoting connected families, and this extends to families and individuals learning about life in Canada.

Our work is in line with the City's efforts to 1) tackle social problems, 2) increase support for ESL programs and advocacy for immigrant groups, and 3) staging of celebrations and events.

BFL convenes the Community Task Force, a group working on tackling the challenges of opioid abuse in Burnaby.

BFL programs for vulnerable refugees and immigrants include English-language classes and information about life in Canada, with connections to Burnaby-specific resources. The "Moving Ahead" one-on-one counselling provides personalized support for newcomers facing significant barriers to settlement.

The Burnaby Intercultural Planning Table is hosted by BFL. The BIPT ensures Burnaby's newcomers have access to the resources and services they need to build meaningful, happy lives in our community, and beyond.

As per the Social Integration, Not-for-profit section of the Burnaby EDS 2020, one trend of concern is the "number of clients and the complexity of their needs are increasing—overall demand is increasing, and increasing poverty rate, and a high percentage of ESL residents."

BFL promotes social integration by supporting residents with English as a second language and ensuring those of a different culture do not feel isolated. The organization also enriches the city's social capital with its language classes, and affordable and flexible childcare services.

While the City is in a great position to use its influence with regional and provincial governments to shape policies, BFL has the expertise and capacity to design and deliver programs that provide struggling individuals with life-changing encouragement and resources.

This work also positions BFL as a reputable and strategic ally for the City's monitoring of progress towards Goal 8 (p.67), and creates opportunities for the City's assistance for BFL's programs targeted to "helping citizens become more able to participate in the local economy." (p.68)

BFL nurtures a safe and welcoming community for all.

6. Identify your community partners or stakeholders – you may also include letters of support for your project/event/program from these groups as part of the application.

Burnaby Family Life has a number of community partners and stakeholders. As the lead organization for a number of community initiatives such as the Burnaby Intercultural Planning Table (BIPT), The Burnaby Together antiracism table and the Community Action Table (CAT) engage over 20 community partners including:

Burnaby Board of Trade
Burnaby Community Connections
Burnaby Family Life
Burnaby Interfaith Network
Burnaby Neighborhood House
Burnaby Public Library
Burnaby RCMP
Burnaby School District (SWIS)
City of Burnaby – Social Planning
City of Burnaby – Parks, Recreation & Cultural Services
Douglas College
Fraser Health
WorkBC
Immigrant Services Society of BC (ISSofBC)
Journey Home Community Association
Ministry of Children and Family Development
MOSAIC
Pacific Immigrant Resources Society (PIRS)
Simon Fraser University
S.U.C.C.E.S.S.
Vancity Credit Union

7. If the amount requested from the City of Burnaby is not fully granted, what would you do to make up the difference and/or how would you proceed differently?

Since 1974 Burnaby Family Life has relied on the City of Burnaby for donations in kind as well as financial support for its operations. Burnaby Family Life does not take the City's annual assistance for granted. We see your ongoing endorsement as recognition of the leadership role we have taken in building community capacity for the past nearly 48 years.

The City's generosity in providing annual lease subsidies and an annual community grant demonstrates the City's historical partnership with BFL, its compassion and commitment to provide support to all Burnaby citizens—including some of the most disadvantaged families in our community.

Many of our services depend on private donations. Every dollar that is donated to BFL is "stretched to the max" because the organization is volunteer-driven. Funding levels and expectations from funders that overhead costs be kept to a minimum has been a real challenge for all smaller organizations in Burnaby and we are no exception.

The financial pressures are very real and year after year it is very challenging to maintain our infrastructure and continue to meet the high service delivery standards we set for ourselves, and that our clients deserve.

We wouldn't be able to continue without the support we receive from the city. BFL is able to do more because the City of Burnaby and the School District provide free or subsidized space. We have been able to leverage our resources through partnerships with government and other organizations.

Should the amount requested from the City be not fully granted, we would need to revisit the allocation of our delivery capacity, while continuing to explore other potential sources of support. Our operations are optimized and the demand for our services is growing (we've experienced a 6% growth in unique clients since last year). With the City's rate of growth in numbers and diversity, we do not foresee a reduction in the demand for our programs.

EVENT OUTCOMES

1. How will you know if your project/event/program reached its goals? (for example, a goal of engaging youth in environmental activities might include reaching a set target of youth participants)

We have very specific metrics and reporting requirements from our grantors and funders. These are targets we proudly meet consistently.

2. What data and feedback do you collect from your audience/participants? How do you evaluate your programs and services?

BFL administers an evaluation survey to each program participant—this is part of our commitment to continuous improvement. We also survey project partners and We are grateful to have received recognition through a number of awards from peer groups and notable organizations—some of this valued endorsement was bestowed upon individual employees and other formally acknowledging the work of the organization.

LONG TERM VIABILITY

ATTENTION: The grant program is intended to support new organizations and encourage organizational self-sufficiency, while creating a framework of financial sustainability rather than using City resources as an indefinite funding source. It is requested that your organization develop a diverse funding income base and seek alternative methods for self-sufficiency to ensure your organization's long-term operational sustainability.

1. What are your sources of revenue? What percentage of total revenue do they each represent?

Source of Revenue	% of Total Revenue Previous Year	% of Total Revenue Current Year
Earned Revenue (All ticket sales, registration fees, memberships, etc...)	42	39
Grants (All federal, provincial, municipal, foundation and gaming grants)	54	56
Donations and Sponsorships (Cash)	1	2
Donations and Sponsorships (In-kind)	0	0
All donations (cash/in-kind) provided by the City of Burnaby	3	3

2. What other sources of funding are you currently pursuing? Does the organization have a plan for diversification and increase of revenue over the longer term? If yes, please provide a copy of the plan or describe the primary objectives and strategies.

We are constantly looking at the needs of the community, our ability to respond to these emerging needs and opportunity to fund to increase our capacity to respond. in 2018 we opened a social enterprise cafe hoping that we can generate some revenue which can be used to fund programs. We have also developed and implemented a fundraising plan and after three years we have been successful in covering the cost of our fundraising plan and even managed to show a small amount of revenue to reinvest in programming.

3. Please identify the cash value (\$) of all City of Burnaby contributions your organization/program/event has received from the City of Burnaby over the past three (3) years. Additionally, please indicate any other City of Burnaby grant opportunities you will be pursuing in the current year. Failure to identify City of Burnaby contributions may affect your eligibility for grants in the present year and in the future.

	3 years ago	2 years ago	1 year ago	Current Year	
				Awarded	Requested
Grant - Cash	\$17000.00	\$17000.00	\$17000.00		\$20000.00
Grant - In-kind	\$0.00	\$0.00	\$0.00		
Permissive Tax Exemption	\$0.00	\$0.00	\$0.00		
Lease Grant	\$65746.00	\$67176.00	\$68506.00		
Other	\$0.00	\$0.00	\$0.00		

4. If you are a returning applicant and are requesting an increase over your last year grant amount awarded, please provide a rational for the increase.

We have not received an increase in the community grants we have received from the city of Burnaby despite rising operational costs and increased demand for services.

5. Describe the top 3 goals for the organization in the current year.

Goal 1:

Diversify Funding Revenue

Description:

Burnaby Family Life has a duty to its stakeholders, clients and staff to remain accountable, both professionally and financially. BFL is committed to remaining financially strong as this is the most effective way to deliver the highest quality services to the community. The strategic goals focus on developing action plans that diversify funding and seek out additional revenue streams to enable BFL to deliver quality services.

Goal 2:

Continue to evolve and develop new programs that meet the needs of our community

Description:

Burnaby Family Life has been a leader in service delivery in Burnaby for over 40 years. BFL is committed to continuing to build a legacy as a strong and resilient service provider throughout Burnaby. This can only be achieved through the expansion of current programs and the development of new programs to meet new emerging community needs. In this plan BFL commits to continue to analyze and develop new services as well as continuing the commitment to quality services.

Goal 3:

Increase service collaboration across Burnaby
and
Actively participate in the development of community solutions

Description:

One of the many purposes that BFL serves is to advocate for the community in Burnaby to increase social services for those who are disadvantaged. This important role that BFL plays has been embraced by management over the past few years and is exemplified with the role that BFL plays in leading discussions at the interagency tables across Burnaby. In this plan BFL commits to continue to actively participate in the community and engage in discussions to find collaborative community solutions.

6. Please complete the following:

	Previous Year	Current Year
Number of volunteers (including Board)	101	178
Volunteer hours per year	4,141	5,098
Number of voting members	23	31

7. How does your organization work to ensure that programs and services are accessible and inclusive for anyone who has an interest regardless of age, ability, orientation, ethnic/cultural background, socio-economic status? Please share examples and success stories of inclusivity and diversity within your organization and programming. (750 Characters Max)

We conduct an accessibility assessment at all of our sites and look at a number of factors that could limit access. We look at everything from physical accessibility issues to economic factors and transportation access. This translates into a report that offers some recommendation to address identified barriers and is followed up on over the year. Here are some examples of how this translates into actions.

- we had a client with the wheelchair parking need. made sure that was in place before she started coming to our group.
- Offering our intake forms in English, Arabic, Farsi and (soon) Tigrinya and others
- Have been inclusive with trans gendered women (and one trans gendered man)
- We provide free bus tickets

INSURANCE AND ACKNOWLEDGEMENT

1. Does your organization have general liability insurance? ☒ Yes ☐ No

2. If yes, what coverage?

\$10 million

3. How will your organization, if granted funds, acknowledge the contribution from the City of Burnaby? (maximum 500 characters)

We will continue to acknowledge the city of Burnaby as a funder on our website and on our annual report. we will also acknowledge the city of Burnaby as a funder Burnaby on all communications and promotional materials relating to its activities, such as programs, brochures, posters, advertisement, websites, news releases and signs.
We will also acknowledge the cities contribution on our many social media platforms.

CITY OF BURNABY COMMUNITY GRANT PROGRAM	
OPERATING BUDGET FOR ORGANIZATION OR PROGRAM	
Name of Organization:	Burnaby Family Life Institute
For the Fiscal year:	2019/2020
Month Fiscal Year Begins:	April
Please check the appropriate box if you have received a Permissive Tax Exemption and indicate amount:	<input checked="" type="radio"/> Yes <input type="radio"/> No
Amount:	

REVENUES	Prior Year Actual	Current Year Budget	Current Year Confirmed? Y/N	Brief Descriptions/ Comments (type of grant and funding period)
Federal Government (Specify)				
1. IRCC	990000	972000	y	Moving ahead, LIP, Mosaic LInc
2.PHAC	139000	139000	y	CAPC
3.				
PROVINCIAL Government (Specify)				
1.Min of Public Safety	364000	341000	y	Counsellings, Peace, STV
2. Fraser Health	175000	174000	Y	POP, STV Counselling
3 MCFD/Gaming	758000	979000	y	Childcare, Family Life education
LOCAL Government (Specify)				
1. City of Burnaby	17000	17000	Y	BFLI administration, Fundraising
2.				
3.				
Sponsorships (Specify)				
1.				
2.				
3.				
Earned Revenue				
1. BFL Cafe sales	245000	260000		BFL Cafe at BCIT
2. Childcare client payments	759000	580000		Morely Elementary Childcare
3.				
Fundraising (Net Revenue)	104000	72000		
Individual Donations				
In Kind Sources				
Investment Income	16000	4000		
Other sources (specify)				
1.				
2.				
3.				
Total Revenue	3567000	3538000		

Expenditures	Prior Year Actual	Current Year Budget	Brief Descriptions/ Comments (type of grant and funding period)
Total Compensation Expense	3036	3047	
Office Supplies & Expenses	55	52	
Program & Event Supplies	150	205	
Advertising & Promotion	37	14	
Travel & Vehicles Expenses	31	21	
Interest and Bank Charges	3	8	
Licences, Memberships, & Dues	18	19	
Occupancy Costs	160	142	
Professional & Consulting Fees	12	11	
Capital Purchases & Improvements			
Amortization of Capitalized Assets	17	12	
Donation, Grants, & Scholarship Expense as part of Charitable Activities			
Education and Training for Staff & Volunteers	13	17	
City Services Expenses			
1.			
2.			
3.			
Other Expenses			
1.			
2.			
3.			
4.			
5.			
Total EXPENDITURES	3532	3548	
Current surplus (deficit)	3563468	3534452	