



ADMINISTRATIVE REPORT

Report Date: June 3, 2019
Contact: Albert Shamess
Contact No.: 604.873.7300
RTS No.: 13170
VanRIMS No.: 08-2000-20
Meeting Date: July 10, 2019

TO: Standing Committee on Policy and Strategic Priorities
FROM: General Manager of Engineering Services
SUBJECT: Expansion to 2019 Street Cleaning Grants

RECOMMENDATION

THAT Council approve the award of grants for the expansion to the 2019 Street Cleaning Grant Program totalling \$405,000 to the following recipients, with funding from the approved 2019 Street Cleaning and the 2019 Plaza Stewardship operating budgets:

- Save Our Living Environment – United We Can (\$27,000)
- Coast Mental Health Foundation – Employment Services Program (\$147,350)
- Mission Possible Enterprises Society – MP Maintenance (\$222,350)
- Family Services of Greater Vancouver – Street Youth Job Action (\$5,000),
- The Kettle Friendship Society – SEED Employment Program (\$3,300)

Approval of this grant recommendation requires at least 2/3 affirmative votes of all Council members under Section 206 (1) of the *Vancouver Charter*.

REPORT SUMMARY

This report recommends award of grants for the approved expansion to the 2019 Street Cleaning Grant Program including grants to five non-profit agencies totalling \$405,000 for supplemental public realm cleaning initiatives and related support programs. The provision of these grants:

- Results in job support and life skills training opportunities for youth and adults with employment barriers;
- Assists the recipients with leveraging additional funding;
- Results in cleaner streets, lanes, and plaza spaces for communities;
- Results in partnerships with Business Improvement Associations (BIA's) to support business area cleaning programs; and
- Provides opportunities for Temporary Modular Housing (TMH) residents to access job support and life skills training, while contributing to the cleanliness of their communities.

Council approved the first phase of the 2019 Street Cleaning Grant Program on February 12, 2019 (RTS# 12846), with recommendations for an expanded grant program as approved in the 2019 budget to be reported to Council at a later date. This report outlines the expanded and new programs that are proposed for the second phase of the 2019 grants.

COUNCIL AUTHORITY/PREVIOUS DECISIONS

On November 3, 2015 Council adopted the Greenest City Action Plan 2015-2020 Strategy as the second phase of the Greenest City 2020 Action Plan, including actions to reduce street litter and abandoned garbage in public spaces.

In July 2011, the Greenest City Action Plan passed and included a goal of supporting a green economy along with a target to double the number of green jobs over 2010 levels.

In July 2014, the Healthy City Strategy passed and included a goal of Making Ends Meet along with a target to reduce poverty.

In March 2014, the Downtown Eastside Local Area Plan passed which identified the need to support opportunities for low barrier employment and other community economic development initiatives.

In May 2016, Council received for information, a staff presentation outlining the City's multi-pronged approach to improve public realm cleanliness, which included information on an expanded grant program as a key component of Partnerships & Collaboration.

In February 2019, Council approved the first phase of the 2019 Street Cleaning Grant Program with awards totalling \$1,210,000 (RTS 12846).

CITY MANAGER'S/GENERAL MANAGER'S COMMENTS

The City Manager recommends approval of the additional street cleaning grants as outlined in this report. The Street Cleaning Grant program is a long-standing program with significant social and environmental benefits, complementing efforts of the Greenest City Action Plan, Healthy City Strategy and related initiatives, including the DTES Local Area Plan. The recommendations outlined in this report will: assist current grant recipients address increasing program costs, further support BIA's citywide, allow for additional micro-cleaning in areas of need based on public concerns or feedback, support cleanliness in public plazas, and provide new opportunities for residents of TMH units to gain job skills training while supporting their community with additional cleaning.

REPORT

Background/Context

For the past 20 years Council has approved annual grants to non-profit agencies that have the capacity to provide micro-cleaning services in support of the City's street cleaning programs. Micro-cleaning involves daily collection of litter on-foot using brooms, shovels and wheeled garbage carts, and is work that is outside the scope of services typically provided by City staff. City micro-cleaning grants also complement other street cleaning services, such as programs coordinated by BIA's. In 2018, grant funding resulted in the following:

- Micro-cleaning in an area covering approximately 400 City blocks and 22 BIA's;
- Collection of 9,800 bags of litter and 63,000 needles from streets and lanes under the traditional micro-cleaning program, and an additional 5,000 bags of waste, 9,200 needles and 81,000 single-use items from 22 BIA's under the BIA program; and
- Provision of 55,000 work hours to individuals with barriers to traditional employment.

Council approved the first phase of the 2019 Street Cleaning Grant Program on February 12, 2019. The grant program expansion outlined in this report will address increased program costs, additional micro-cleaning in both BIAs and other non-BIA areas of high need, as well as piloting a plaza micro-cleaning program.

These grants are in addition to the street cleaning related grants that were approved by Council as part of the 2019 Downtown Eastside (DTES) Capital Grant Program Allocation (RTS 13063) Report on May 28, 2019. As committed, staff are working with the CUPE 1004 Union to implement those grants.

Strategic Analysis

In March 2019, staff solicited applications from local non-profit agencies currently involved in micro-cleaning type programs to gauge the level of interest and capacity for these organizations to expand the services offered to address evolving program needs in both BIAs and non-BIA areas, and expanded service areas in key locations. In addition organizations were asked to identify any funding shortfalls that they may be experiencing in continuing with their current City-funded programs. All organizations identified challenges with increasing program costs. Only two organizations expressed interest in supporting the program expansion and had the ability to address the full program needs and service requirements.

Addressing Increasing Program Costs (\$84,800)

The existing grant recipients identified challenges with maintaining current service levels due to increased program costs, particularly for safety equipment and personnel costs, fuel, and minimum wage rate increases. Program cost increases ranged from 3%-7.5% with a median value of 6.4%. To support these non-profit agencies with maintaining financial health and to ensure existing programs are maintained, staff recommend awards totalling \$84,800, representing a 7.5% increase to 2019 funding levels, as follows:

- \$27,000 to Save Our Living Environment – United We Can,
- \$24,750 to Coast Mental Health Foundation – Employment Services Program (Coast),
- \$24,750 to Mission Possible Enterprises Society – MP Maintenance (Mission Possible),
- \$5,000 to Family Services of Greater Vancouver – Street Youth Job Action, and
- \$3,300 to The Kettle Friendship Society – SEED Employment Program.

BIA Micro-Cleaning Program Expansion (\$78,200)

The BIA Pilot was launched in May 2016 with the goal of enhancing existing BIA cleaning efforts. The program involves two non-profit agencies, Coast and Mission Possible, providing micro-cleaning services to each of the 22 BIA's. Feedback from both

BIA's and the non-profits involved continues to be positive, highlighting the value of this work and supporting the shift from pilot to program in 2018.

Currently, each BIA receives three cleaning shifts per month and is able to direct the crews to a specific area within the BIA. An online booking system allows BIA's to choose their preferred dates and organization. Staff recommend an expansion to provide each BIA access to an additional cleaning appointment per month for the remainder of 2019, resulting in approximately 100 additional hours of cleaning for a total of about 700 hours of cleaning for each BIA this year.

Staff recommend splitting this work between the two non-profit agencies that currently provide this service, with a grant of \$39,100 to Coast and \$39,100 to Mission Possible.

Priority Areas Program (\$167,000)

Public demand for cleaning across the City can vary widely over time and problematic litter items, such as cigarette butts and needles, are a growing concern. There is a need to expand the service areas to include additional sections of Kingsway, Victoria Drive and Northeast False Creek. Further, there are issues that come up across the City and having a micro-cleaning service that is able to shift to areas of temporary need based on feedback from residents, businesses, or other stakeholders provides for some flexibility in adapting to changing conditions.

Micro-cleaning of the areas surrounding the TMH sites are also included as part of the Priority Areas Program. As an added-value to the services focussed on TMH facilities, both Coast and Mission Possible are able to partner with TMH operators to invite interested TMH residents to join their micro-cleaning teams. TMH residents would have the opportunity to help clean around their own building, as well as in other high-priority areas of the City. The partnership is intended to support residents with fostering a stronger connection with their community, as well as providing an opportunity to receive additional life training supports and transitional employment. This opportunity could also be extended to residents of other supportive housing buildings.

Staff recommend a grant of \$83,500 to Coast and \$83,500 to Mission Possible. The combined priority area and TMH partnership program will result in approximately 3,800 additional hours of micro-cleaning for the remainder of 2019. The portion allocated to TMH residents will depend on the number of residents that express interest in joining the micro-cleaning teams.

Public Plazas Micro-Cleaning Pilot (\$75,000)

With the City's ongoing delivery of new public spaces, there is a corresponding need to maintain these areas so that they remain clean, safe and inviting gathering places. Plazas in street right-of-way, including 800 Robson, as well as Jim Deva, Bute/Robson, Main/14th, and other such public spaces, are well-used and require dedicated micro-cleaning, including collection of litter and needles, light sweeping, wiping tables and chairs, and organizing furniture.

The Plaza Micro-Cleaning Pilot will involve approximately 8 plazas and public spaces. Plaza micro-cleaning needs change frequently based on community activities, time of year and weather; as such the pilot will require a flexible approach to scheduling and services being provided. It is expected that initially services will be required twice a day for 1-2 hours each at high use plazas such as 800 Robson St, Jim Deva Plaza and Bute Robson Plaza, Moderate use plazas such as Main & 14th Plaza may be suitable for

once per day and for others such as Adanac / Vernon Plaza, Ackery's Alley, Alley Oop, servicing twice per week may be suitable.

The program will be reviewed throughout the summer to assess whether the proposed level of servicing adequately addresses on-going and future needs. Mission Possible has confirmed their ability to meet the needs of every site included under this pilot, and their capacity to adjust the number of plazas included in the circuit.

Staff recommend granting Mission Possible up to \$75,000 to participate in the Plaza Micro-Cleaning Pilot for the remainder of 2019.

Implications/Related Issues/Risk

Financial

Finance has reviewed and confirmed that funding is available from the approved 2019 Annual Public Works Operating Budget.

Total grant funding of \$405,000 (approved 2019 Investments):

- \$330,000 from additional micro cleaning grants funding
- \$75,000 from Stewardship of new and existing plazas/public spaces funds

Human Resources/Labour Relations

There are no personnel implications. The incremental services under the grant program supplement work performed by City crews and the micro-cleaning services funded through the program do not constitute work that is typically performed by City staff. The CUPE 1004 Union has been consulted and does not object to this program.

Environmental

The micro-cleaning services provided by these non-profit agencies significantly reduce street litter in areas of the greatest need. Collection of this litter reduces the amount of litter, including plastics, from reaching the surrounding waterbodies.

CONCLUSION

Street cleaning grants to the five non-profit agencies listed in this report will continue to benefit marginalized residents by providing job and life skills training and benefit the City by improving the cleanliness of the public realm.

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Background Information on Recommended Street Cleaning Grant Recipients:

Coast Mental Health Foundation – Employment Services Program (Coast)

Coast Mental Health is an accredited non-profit society that was created in 1972 in response to a growing need in the community for services to assist people recovering from a serious mental illness. Coast operates in the Lower Mainland and provides approximately 4000 people with supportive housing coupled with a drop in resource centre, a clubhouse, homeless outreach, clinical supports, leisure services, vocational skills training and employment programs.

Coast has operated employment services for people with a mental illness for 30 years with funding support from Government of B.C., Coastal Health and City of Vancouver. The employment program provides an opportunity for people with a mental illness, along a continuum of recovery, to build skills and self-esteem through pre-vocational skills training, transitional employment, basic education and placement in competitive employment. The Clubhouse operates Coast Street Cleaning Team, a low barrier street cleaning service. Coast's employment service has long standing partnerships with 20 Business Improvement Associations and the City to provide micro-cleaning services.

The Coast's lower barrier clean team employs 60 clients with a mental illness and addictions. Crews work casual and part-time and gain valuable essential skills for the work place, increased self-esteem and some have successfully transitioned to competitive employment. All of the micro-cleaners are residents of the area and take great pride in work they do by contributing to the beautification of their neighborhood. They are the eyes on the street for reporting refuse dumping in laneways.

Coast provides micro-cleaning services in an area covering approximately 50 blocks in the DTES. Coast also operates a mobile street cleaning service to clean sidewalks and laneways in each BIA on a rotational basis.

Family Services of Greater Vancouver – Street Youth Job Action (SYJA)

SYJA is a social enterprise committed to improving the lives of homeless or at risk youth, age 24 and under. They offer a range of services including prevention, counselling, pre-employment job training and employment opportunities. They take a unique approach with reaching out to youth, such as providing locker facilities and pet kennels in order to allow individuals to utilize their services.

Services provided by SYJA include temporary, casual or part-time employment to homeless or at risk youths per year on a work today, paid today basis. The program has proven to be successful in breaking down the barriers to employment and beginning the process of helping youth to acquire the confidence and skills they will need to become employable and bridge them back into the community. Long term success can be seen in staff members who were once themselves youths in the SYJA program and have now become peer counsellors within Directions Youth Services.

SYJA provides life skills and job training to youth which includes; establishing healthy boundaries, assertiveness in the work place, employee rights and responsibilities, Health and Safety, being work ready, Naloxone – OD response training, and recognising and responding to signs of heat stroke. Information sessions offered to youth increase the likelihood of successful linkages to program and resources and have involved; Gathering Place Learning Centre,

Mission Possible, YMCA Skills Link, YMCA Beat program, YMCA Strive Program, Quest Food exchange, Open Door Group, Embers Employment Services, Kaleidoscope Program and Zero Ceiling.

SYJA has an established community enhancement program (micro-cleaning initiatives, needle sweeps, and graffiti removal) for its youth through partnerships with BIA's, Waste Management of Canada, and Vancouver Coastal Health Authority (VCHA). SYJA provides micro-cleaning in an area covering approximately 150 blocks of streets and sidewalks in the downtown peninsula.

Mission Possible Enterprises Society – MP Maintenance

Mission Possible (MP) is a community economic development organization that transforms lives by helping those challenged by homelessness and poverty achieve a renewed sense of dignity and purpose through meaningful work. MP uses the motivation and desire for meaningful work as a catalyst for total life transformation. MP's 4 stage Employment Readiness Program assists those with employment barriers reach their full potential.

Since 2007 Mission Possible has been looking beyond simple provision of resources toward comprehensive community economic development strategy that creates a pathway to sustainable livelihoods. This pathway includes soft-skill training, employment coaching, and paid jobs that lead to lasting change for downtown eastside residents. In the last year alone MP has provided over 12,000 training hours and transitional employment opportunities to over 60 local residents.

The City grant supports participants working in MP's largest social enterprises, MP Maintenance, a full service exterior property cleaning company. MP performs micro-cleaning along the Kingsway and Broadway corridor and participates in the BIA Micro-cleaning services.

Save Our Living Environment – United We Can (UWC)

Save Our Living Environment is a non-profit urban environmental group active in the DTES. The Society sponsors several projects, including the United We Can (UWC) Bottle Depot. A primary objective of the Society is to create self-sustaining enterprises that focus on caring for the urban environment, while also creating income and job training for people of the inner city. The program employs residents from the local community with barriers to traditional employment, giving them valuable job-training, enhanced self-esteem and improved life skills.

UWC has utilized City grant funding over the past 20 years to provide job training and employment to individuals by performing micro-cleaning of streets and lanes in the DTES. This funding has also allowed UWC to leverage additional funding through Business Improvement Associations (BIA's) and through special events.

UWC has approximately 55 stable employees with a range of assorted barriers that clean lanes and sidewalks. As a result of this opportunity, some of the UWC staff no longer require income assistance. UWC's total pool of active work participants is sustained at 150 people, many of whom participate in the lane cleaning program. UWC's cleaning activities cover approximately 120 blocks and several parks in the DTES and surrounding areas.

The Kettle Friendship Society – SEED Employment Program

The Kettle Friendship Society is a Vancouver based non-profit organization whose mission is to enhance the quality of life for individuals living with mental illness. Kettle achieves this in a number of ways including provision of crisis support, advocacy, supported housing, ID bank, outreach services, employment and support services, a health clinic, drop-in lunch program, as well as recreational/social activities.

The SEED (Skills, Esteem & Employment Development) employment program offers individuals an opportunity to build vocational skills, gain financial independence as well as develop the confidence and stamina necessary to make the transition from unemployment to satisfying work opportunities. SEED creates a supportive work environment where positions are permanent and schedules are tailored to help individuals reach their individual employment goals while offering the flexibility needed to maintain employment while facing complex health barriers. SEED employees gain a stronger sense of inclusion and community by working alongside Kettle staff at each work site in a variety of positions including cooking in housing buildings, janitorial or maintenance work, providing goods and services to Kettle members in the Drop-In Centre, facilitating Arts and Music groups, as well as, street cleaning in the community. The support offered by Kettle's SEED Support Worker through daily job coaching and monthly team meetings helps individuals with barriers flourish in their positions.

The SEED Program is also part of a creative partnership with the Commercial Drive BIA. The SEED Clean Team has worked closely with the Commercial Drive BIA to conduct street cleaning services five days a week, during special events such as Italian Days, and has employed 83 people since 2003. They also have regularly been hired by organizers of the annual Parade of Lost Souls to ensure public spaces are maintained following the event. The program gives participants an opportunity to learn new skills and to interact with the community while increasing their self-worth and benefiting the community as well as breaking down stigmatizing beliefs about mental illness.

Kettle's service area is approximately 43 blocks around Commercial Drive from Adanac to 13th Ave. as well as Broadway Ave (around the Sky train station) to Clark Drive, and a 'horseshoe' area: Venables (Clark to Commercial); Commercial (Venable to Hastings); Hastings (Commercial to Clark). The grant supplements Kettle's regular cleaning program and allows for an extended area covering 15 blocks outside the BIA boundaries.

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