

PROPOSAL TO: DEPARTMENT OF NATIONAL HEALTH AND WELFARE
WELFARE GRANTS DIVISION
OTTAWA, ONTARIO

FOR:

Boyle St.
Community
Services
Centre

EDMONTON, ALBERTA

APRIL 28th, 1971.

The following report is compiled and presented by Members of the
Boyle Street Community Services Centre Interim Committee

ADDRESS: c/• Edmonton Social Planning Council
#301 - 10182 - 103 Street
Edmonton, Alberta

TELEPHONE: 424-0331

MINISTRY OF HEALTH AND WELFARE
DEMONSTRATION PROJECT SUBMISSION
FOR THE
BOYLE STREET COMMUNITY
EDMONTON, ALBERTA

APPENDIX A

1. Title of proposed project: BOYLE STREET COMMUNITY SERVICES CENTRE

2. Statement of problem which the project is designed to solve:

The people living in the Boyle Street area on either a temporary or a permanent basis need to have a storefront location in their area where they can get basic assistance regarding jobs, housing, medical aid, legal aid, welfare information, alcohol and drug treatment, and other services, as well as a place where they can find human support.

At present, only limited facilities exist to meet these needs and many are located outside the Boyle Street Community. A Community Services Centre, centrally located would do much to meet these needs, as well as provide a central base for community outreach work and greater co-operation among the involved service groups as many attempt to take a more integrated and holistic approach to answers for social problems of the area.

3. Theoretical framework of project:

A multi-service delivery system operating out of one central location with potential for later expansion is needed in the area. The actions engaged in so far are based on certain key assumptions.

- a. There is a greater need for social action projects such as this one in the Boyle Street area than in most other areas of the city, and a great deal of research and action taken by service groups to date enforces this view.
- b. The people of the area would welcome a service centre. A petition requesting that a multi-service center of the nature outlined in this proposal be opened in the Boyle Street area compiled 350 signatures during two days of circulation by one of the men in the area.
- c. The service groups already in the area need to integrate their services more.
- d. Social animation in this community is unrealistic and assured to fail without the operation of such an integrated service centre, which may be viewed as a lever or catalyst for the development of an authentic community.

- e. Community control of the service centre is desired by all the participating groups. It is viewed as the only valid approach for better and more appropriate services, as well as an educational tool for the promotion of an underprivileged community.

The centre is viewed as part of a larger process of community development in the area. Most of the groundwork (community contacts, needs and resources) has already been developed. It is felt that the community is ready for a project such as this. The process envisioned for the development of the centre is as follows:

1. Devising a plan for setting up the initial operating procedures, aims and goals of the service centre: the Interim Committee (already done).
2. Obtaining facilities and support funds (underway).
3. Getting more community members directly involved and in control of the centre operation: Management Committee (underway).
4. Developing community outreach programs with community workers operating out of the centre at large, as well as with some of the specific groups involved; in order to better inform and educate the community. Program gear toward preventive approaches as well as rehabilitative ones.
(being planned)
5. Work toward the development of an all-encompassing services co-op for the Boyle Street Community through the development of other groups, ~~services and facilities in the building~~ as additional needs are clarified, as well as expansion into other subsidiary buildings and operations throughout the Boyle Street area.
6. Structuring the centre as a physical location, where the community can focus on the whole process of community services and education; thus leading to a greater community awareness and organization; finally to a maximization of community control of its activities and resources, both physical and human.
7. Contact and work with other communities through community probes, which not only get into the specific problems that each community in the city has, but involve working together on problems that affect and overlap several communities, such as a proposed freeway system and its impact on housing.

4. Specific Objectives:

In an attempt to obtain a desired facility, negotiations have been carried on with the City of Edmonton to use the Windsor Rooms Hotel, located at 10348 - 96 Street.

This hotel is centrally located in the area and with 16 rooms on the main floor, including two large receiving rooms, as well as 19 rooms on the second floor, provides the necessary space. The supporting funds needed are for staff such as project director, treasurer, janitor - driver, ~~receptionist~~, child care worker, community outreach workers, as well as for facilities such as building space, telephones and Volkswagon Van.

The services that will be provided include at present, a drop-in and information facility, housing registry, job locating unit, health clinic and public health, legal aid, welfare assistance and information, and services related to alcoholism and drug abuse. Additional services, which interested groups may provide include; an aid centre for ex-convicts, recreational programs, a special youth project, and community services dealing with special problems faced by native people. The potential for adding other groups and services is provided, as long as they are there to serve the community and not their own ends.

In terms of present and projected community involvement some potential users of the centre have been involved as part of the Interim Group.

The aim is the greatest participation possible of the people in the community in decisions that affect their lives. The ultimate goal is the creation of a body of services joined together and articulated within the organizational structure of a Co-op, of which the Community Services Centre is the first part. The Service Centre will be run by a Management Committee composed of at least 2/3 people indigenous to the community, and 1/3 representatives of the various service groups already involved in the project.

As many community people as possible will be hired to the salaried jobs associated with the centre. The outreach programs are also aimed at greater community involvement. It would be premature to formalize as a co-op or expand current community involvement until assurances of a building and support funds are made. Too often in the past, the people of this community have been misled by "pie-in-the-sky" promises.

5. Brief Description of Clientele involved in project:

Boyle Street is a unique area of the city; it provides a funnel into the city for diverse groups such as native peoples from the reserves, bushmen from Northern lumber camps, mining camps and oil rigs, ex-inmates from the Fort Saskatchewan Goal, and newly arrived immigrants to the city from other provinces and countries. It has the highest percentage of transient people, the highest incidence of welfare recipients, some of the poorest housing facilities, many old age pensioners, the

highest T.B. and V.D. rate, the lowest per capita income, the highest rate of alcoholism, and large numbers of people from immigrant groups including Chinese, Ukrainians, Jordanians, Italians, Portugese.

6. Project Description:

a.(i) Size:

The Boyle Street area is concentrated in the inner city, and its core area is focused between 97th Street and 93 Street (East and West), Jasper Avenue and the C.N.R. tracks (North and South) i.e. 101 Avenue to 105 Avenue; but its drawing area extends north from Jasper Avenue to 118 Avenue and east and west from 82nd Street to 100th Street, with some limited concentrations south of Jasper Avenue. The 1965 census shows 1,460 households with 2,827 permanent residents. A pamphlet devised from a survey of the Boyle Street area done by the city in 1966 for urban renewal uncovered some of the following statistics:

Among the permanent residents of the area, 30% of the population is over 60 years of age (double that of the city average); only 29% are home owners, the other 71% rent from absentee landlords; approximately 20% of the homes were not fully serviced for light, gas or water, and the other 80% often had very poor quality service; among one-person households, 67% lived in the area five years or less; over 42% of the occupants of one-person households in the area are retired; over 77% of the individuals and families in the area exist under the poverty line (based on \$3,000.00 a year for individuals). However, these statistics, and those from other studies, have many inadequacies to them; and one of the greatest is that these statistics do not show the transient population of the area, which conceivably could double the actual resident population. Add to this the many people living in other areas of the city, who frequent the bars of Boyle Street, and you have a potential number of service users of between 4,000 to 5,000 in the core and perhaps double or triple this number in the drawing area. (see appendix A1 City map)

a.(ii) Scope:

The project in its conception is broad and encompasses a wide range of social problems in the Boyle Street area. Taking an environmentally oriented approach, which sees the problems of the area as inter-related, the solutions should be therefore, inter-related and require the co-operation of many groups and activities. For example, the health and medical needs of the area, which must

be met, will not have any real degree of success unless all of the other related groups and services are acting in conjunction with the medical aid staff to help bring about a total environment treatment of health problems (where health means mental, emotional, and environmental well-being as well as physical health). It is necessary to move past treatment of the symptoms to a treatment based on knowledge of their causes. This requires a holistic approach.

a.(iii) Duration:

Once a building has been secured and funding has been secured, the necessary steps to operationalize this centre could begin immediately. The project will begin October 1, 1971 and run to March 31, 1974. The first stage would be to set up and operate the Services Centre, the second stage to expand and revise activities where necessary and the third stage to further the community social animation process through the development of a legally registered and indigenously controlled community co-operative.

b. Operational Setting:

Negotiations with the city to get the Windsor Rooms Hotel, located at 10348-96 Street, in the heart of Boyle Street area as a storefront location, are in process. Unofficial word from the City Commission Board now indicates we will be given the building rent free though we must repair it to meet city regulations with our own resources. Each room can serve as a separate office, with several rooms combined to serve medical problems which need more space, and two large front receiving rooms that can serve as the information and drop-in facility. At present, plans are to use mainly the ground floor, leaving most of the second floor for expansion as the project develops. Initially a daytime operation, five days per week, is planned, though the group is prepared to expand to weekend and evening services. A 24 hour emergency answering service is a possibility. The Bissell Centre, run by the United Church, (located directly across the street from the Windsor Rooms) has offered some facilities to accommodate an expanding program. Immediately behind the Bissell Centre is situated the Boyle Street Community Hall and playground, which can be used for recreational programs and community meetings. During the term of the project, it might prove necessary to expand some or all of our total operation into an additional building somewhere north of the C.N.R. tracks. (see map)

c. Selection of Project Clientele:

Services will be available to all. Service agencies and groups that have decided to become a part of the service centre, which have been mainly those who participated in the Boyle Street Project Information and Drop-in Centre, run by the Edmonton Native Brotherhood, for two years up until last October, in a small building two doors south of the Windsor Rooms. Groups and services that deal with high priority needs in the area have participated in the project through the Interim Committee. Once the centre begins, some of these groups will seek out indigenous people for advice on how to run the service centre as well as fill staff positions, (based on residence, experience, and interest, rather than education) that may be created.

d. Detailed outline of administrative procedures and techniques to be demonstrated

(does not apply: instead are listed developments to date by the Interim Committee)

Since the final structuring of the management committee and other administrative procedures and groups is to be in the hands of the people of the area, it is somewhat premature to speak in detail of administrative procedures. We can, however, give an idea of developments to date.

November 5, 1970 - Boyle Street Project closes down.

November 12, 1970 - City Public Health Nurse, Mrs. B. Webster, calls together a group of interested individuals and representatives of groups and agencies operating in the Boyle Street area to discuss the possibility of re-opening a drop-in and information centre in the area with an expansion and integration of services (to include medical and legal aid, job and housing location, welfare counselling and other social service activities).

November, 1970 through January, 1971 - Meetings held with city and provincial officials to try to obtain a building and funds to operate the project.

Draft proposal describing the project written up in December. Committees appointed to check into other sources of funds such as: Indian Affairs, Canada Assistance Plan, Canada Council Grant, Department of Citizenship, etc.. Government agencies such as Human Resources Development Authority, Social Development, Alberta Alcoholism and Drug Abuse Commission, on the provincial level, as well as City Social Services and Health Departments showed an interest in placing workers in the project.

A Committee assigned to locate a suitable storefront in the area reported that the vacant Windsor Rooms Hotel was the best located and physically structured building that could serve our needs and may be available from its owner, the City of Edmonton.

January 23, 1971 - The concept of a Boyle Street Community Co-op is presented to Federal Health and Welfare Minister John Munro, while visiting the City of Edmonton. Mr. Munro showed considerable interest in the Boyle Street project and suggested his assistant meet with the Interim Committee.

February, 1971 - Mr. Martin, representing the Federal Department of Health and Welfare, met with the Interim Committee to discuss the proposal in more detail, and attended a joint meeting held with representatives of different funding organizations from the city, provincial, and federal levels, as well as the private sector.

March, 1971 - Meetings with Mr. Tweddle, City Commissioner, to request use of the Windsor Rooms Building. Presented to City Council for final approval.

March 25, 1971 - Meeting with Mr. Heineman, representing the Federal Dept. of Health and Welfare to discuss our application for support as a demonstration project.

e. Detailed Outline of Personnel Training Program:

Workers representing each service group along with the project director and outreach workers would participate in a series of workshops focused on various aspects of life in the Boyle Street Community. Though the exact nature of these workshops has not been decided upon, generally speaking they will focus on "down-to-earth" issues rather than vague theoretical questions. The wealth of experience already accumulated by many of the participating indigenous organizations could be drawn upon as input.

(See statement of work plan - Section 10 - for more information)

f. Detailed Outline of Service Program Being Demonstrated:

There will be some 10 groups and services operating in the proposed multi-service centre as presently conceived, serving a wide variety of functions and meeting a diversity of community needs. Once the building is operational, however, the present number services and groups could be doubled at no extra cost. Any group with something to contribute to the community, could move in with volunteers or paid staff. Most of the currently participating groups are already in operation in the area, so they have community contacts and

experienced workers they can depend upon. Most of them will bring the clientele they are already serving into the Services Centre.

The services being provided for and their sponsoring groups are as follows:

1. Information and Drop-in Centre - This will be a place where people coming off the street can get coffee, chat, play cards, read papers, books, use the telephone for business and personal calls, request information, or leave messages. If any requests for aid are involved a referral can be made to one of the other groups in the building. From the past experience of the Native Brotherhood Information Centre, it is obvious that most typical requests involve jobs, housing, legal aid, medical aid, welfare counselling, alcoholism and drug information. A rotary system of telephones will be used, so that calls can be transferred from the front information desk to the appropriate service office. This facility will integrally affect the operation of all other services in the Centre. It will be funded by the joint budget for the Services Centre. The Native Brotherhood Society could provide the staff necessary to operate this service.
2. Housing Registry - Run by the Edmonton Citizens for Better Housing, it would co-ordinate all information on housing to help people locate living units, work on tenants' association, or investigate complaints. The registry would maintain close ties with the Women's Emergency Overnight Shelter and the Single Men's Hostel - Paid staff, of at least two.
3. Legal Aid - Run by the Student Legal Services, a group of University Law Students. It would provide legal information and assistance to the people who are involved with summary offenses, indictable offenses and civil problems where people are not eligible for or are incapable of obtaining the services of a regular lawyer through Provincial Legal Aid - Numerous volunteer staff.
4. Job Locating Unit - Run by the City Centre Co-op Club for all people of the district. It would attempt to obtain both part-time and full-time jobs for people who request it, as well as talk to employers and investigate complaints - At least two workers (Part-time remuneration).
5. Health Clinic - Run by the City Public Health Nurses. They will try to treat on an emergency basis, referring other cases to hospitals and consulting physicians. In addition health education projects will be developed in the community. - Numerous Volunteer and paid staff.
6. Welfare Information and Counselling - Run by the City Social Services Department. Requests for information and counselling would be handled. - At least one paid staff.

7. Alcoholism and Drug Treatment Information - Run by the Alberta Alcoholism and Drug Abuse Commission - up to one paid staff person.
8. Aid for Ex-convicts - Run by ex-inmates from the Fort Saskatchewan Native Brotherhood of the Fort Saskatchewan Gaol. This service would assist men coming out of prison with special problems, including jobs and housing. - Staff of one or two workers.
9. Native Community Services - To be run by the Edmonton Native Brotherhood perhaps in conjunction with other native groups who could use this office as a base to work out of, for investigating cases of discrimination, questions, about housing, welfare, etc. as well as to help Native peoples in the Boyle Street area to organize themselves. - Native staff (paid or volunteer)
10. Services to Elderly and Disabled People - Run by the Retired and Semi-Retired Society. Contact will be sought with the elderly and the disabled (blind, crippled, etc). living in the area. - Volunteer staff.

(f. Continued)

Outreach Programs:

It is absolutely necessary to have indigenous organizers or community outreach workers employed by the Service Centre in order to develop rapport with the community. The Centre would, furthermore, offer excellent training opportunities for students studying various disciplines such as community development, social service and public health. These students could participate in our outreach programs. The responsibilities of the indigenous organizers will be the following:

- to see that the community needs are made known to the workers at the Centre or other appropriate groups.
- to help community people use the services of the Centre.
- to encourage further participation of community people in the Centre.
- to interpret service centre functions to the people of the community.
- to collect data and plans the various government departments have for the area and let the people know about it wherever and whenever they are effected.
- to help develop community education programs with regard to the specific operations of each component in the Service Centre, such as health, housing, legal rights and employment (involving service groups within the Centre).

We hope to integrate the activities of these workers with various specific workers operating out of some of the component units of the service centre, and also keep in contact with community outreach workers working in other areas of the City.

To facilitate the development of the Outreach Program it is essential that One Volkswagon Van be provided. This vehicle is needed to transport community people to hospitals, meetings, clinics, job interviews, service agencies, court, new living quarters (including the moving of furniture) and the like. Many of the people are too old or too poor, many are mothers with five or more children and no husband and many are on welfare.

It is further imperative that additional community resources be drawn upon. These resources include the use of such facilities as the Bissell Centre and Boyle Street Community Hall and playground.

Among the new methods, techniques, and procedures being demonstrated in this project are the following:

1. It will aim for an integration of the services provided by a wide diversity of groups and agencies, public and private. Weekly meetings will be held to ensure that the various service agencies will be communicating with each other and providing as much feedback to each other as possible. Nevertheless, each service group will preserve autonomy and control over its own affairs. Day-to-day contact that each of the service groups will have with all the other groups in the centre will hopefully lead to a greater understanding and awareness of the complex nature of the communities problems. From this greater understanding, it is hoped that a more holistic treatment of these problems will be generated, based on grass-roots experience and day-to-day contacts with community people.
2. It will aim for community control and management of both the centre and the future co-op. Too often such community service activity has remained under the control of servicing groups and not responsive, much less under the control of the community people. The responsibility of the Interim Committee of the Boyle Street Services Centre is to facilitate a shift from service-group control of the centre through the development of a community controlled Management Committee. It will take this and any other steps to ensure that the services being provided are constantly adapted and readapted to the needs of the people they are serving.
3. It will attempt to develop a dynamic two-way service delivery system. Decentralization of services, where the services are taken to the people in various communities, is not an unique idea. What is proposed here is a multi-service decentralization program which is relatively unique.

By having outreach workers, community education programs, transportation facilities and the like, it is a multi-service delivery program in a dynamic sense as well as a latent one. It is not just a place for people to come to, but a place where workers go out from, to help meet community needs, thus encouraging community development animation. It will aim toward preventive services as well as rehabilitative ones.

4. By operating in a centrally located storefront location, it is not only has a greater potential for genuine community response, but it also has a great potential for becoming a focal point, both physically and ideologically, for community development and organization. The centre can serve as an advocate of the community in its relationship to other services in the area, to various government departments, as well as to other communities.
5. While community service centres have been developed elsewhere, they seem to concentrate on the problems of a permanent population. Boyle Street with its high transient population, is a unique area of the City of Edmonton, and as such it offers a unique opportunity to really begin relating to the problems of transient peoples. While a concern for transient youth is being shown by the government, more work needs to be done with our "permanent" transients.

Additional advantages which the service centre would provide include the following:

1. It would greatly reduce the running around that the Boyle Street Community people currently have to do, since the peoples most requested needs would be served in one place. Most people will not go to another building they might be referred to, if it is more than five blocks away.
2. It would reduce insufficient use of physical resources, since the rental space of one building is cheaper than trying to house eight or ten services separately.
3. It would be solidly based on the previous experience of most of the groups in the area, so that there would be a minimum of time required for the project to get on its feet.
4. It would eliminate some of the needless overlapping and duplicating that the existing services already have, especially in regard to locating housing and employment.
5. It would provide some jobs for community people.
6. It would provide a place not only to keep warm and help prevent vagrancy, but it could be a space where people can meet and discuss problems relating to their own existence that affect us all, but are of greater concern in this area.

g. An Outline of the Administrative Structure of the Agency and the Administrative Procedures to be used in Implementing the Project:

The project is being planned along a three-phase developmental process:

1. The Interim Committee:

At present, the Boyle Street Community Services Centre development is in the hands of an Interim Committee.

This Committee is composed of representatives from the following groups and social agencies: Edmonton Native Brotherhood Society, Fort Saskatchewan Native Brotherhood, Student Legal Services, City Centre Co-operative Club, Edmonton Citizens for Better Housing, City of Edmonton Public Health, City Social Services Department, Alberta Alcoholism and Drug Abuse Commission, City Parks and Recreation Department, Society for the Retired and Semi-Retired, (Student Health Improvement Project has been active in the Committee until recently, but they have temporarily withdrawn because of internal reorganization in their group.) -- Community residents, some being also members of the Boyle Street Co-ordinating Committee. -- Persons working in the district such as representatives from Church Groups: Bissell Mission, Sacred Heart Parish. -- Interested individuals, whose participation has been limited but who might join us in the future: Metis Association Local #100, Native Youth Alliance for Liberation, Human Rights Association.

The Edmonton Social Planning Council is also represented on the Interim Committee. This Agency has effectively helped in the development of our plans by providing both a meeting place and often two staff persons to work with the group to spur the developmental process.

The Interim Committee has a mailing list of about 45 participants. It has not elected officers, but work instead through weekly meetings and volunteer committees. All meetings have been open meetings. Participation in these meetings, however, has been mainly by interested individuals as well as those groups who were concerned and felt they had some tangible service to offer to the Boyle Street Community.

2. The Management Committee:

The Interim Committee having established the guidelines for the operation of the Services Centre and the future development of the community animation process will cease to function as such once the building and support funds have been secured.

The Interim Committee will be replaced by the Management Committee, composed of an Executive Director and 15 members, responsible for the operation of the Centre. The Management Committee will consist of at least 2/3 members indigenous to the Boyle Street Community and 1/3 members representing the various service groups operating in the Centre. However, in order to ensure continuity in carrying out the philosophy set by the Interim Committee, the opportunity of entering an experimental phase of 3 to 6 months is envisioned, during which the Management Committee will be formed of 10 members selected from the service groups and only 5 members at large from the Community. This proportion will be reversed at the end of the experimental period and all members of the Management Committee will then be elected to their position.

The first Project Director will likely be appointed by the Interim Committee before it ceases to function.

The Management Committee will have the following duties:

1. It will investigate any complaints regarding any personnel in the project. If necessary, it will try to resolve any conflict or potential conflict in a manner satisfactory to all the parties concerned.
2. It will develop a basis for assessing the need for all the current services in the project, as well as the acceptance of any new service groups which apply.
3. It will hire the personnel that relate to the Centre at large, including indigenous organizers while consulting with the project director.
4. It will develop further guidelines and principles by which the group within the project can co-operate and interact with one another and with community people for exchanging information, suggestions, etc.
5. Call meetings as needed.
6. See that accurate records are kept, including statistical and monetary reports.
7. See that an evaluation and monitoring process is being developed.
8. Assess the work of the Project Director and other staff employed by the Management Committee. This committee may have separate sub-committees working with each component service unit in the Centre to provide additional community contact.

The Project Director:

The duties of the Project Director should include:

1. Keeping daily diary of all activities of the Centre.
2. Ensure that each specific service group operating in the Centre keeps accurate and detailed records of their activities.
3. Call staff meetings for exchange of information whenever these meetings are needed.
4. Co-ordinate the activities and functions of the Centre and its individual units, as well as supervise the support staff, including Outreach Workers.
5. Carry out the directions of the Management Committee.
6. Ensure that the evaluation and monitoring process is carried out smoothly.
7. Ensure that proper bookkeeping and financial records and transactions are carried out.
8. Handling petty-cash necessary for the day-by-day operation of the Centre.

The Management Committee will appoint a Treasurer, whose duties will be:

1. Pay all salaries.
2. Pay all bills.
3. Receive monies.
4. Co-sign cheques and all transactions with the Project Director.

3. The Boyle Street Co-operative:

The third phase of the developmental process calls for the organization of a Co-operative open to all the residents of the Boyle Street District, as well as to all users of the Services Centre, whether they be residents in, transients or neighbours of the Boyle Street Community.

This Co-op is viewed as a means of helping the people educate themselves so that they can take responsibility over matters affecting their lives, as well as participate in the decisions made with regards to the operation of agencies and institutions established to serve them. This whole process would be carried out in accord with the democratic principles of the Co-operative Association: one membership - one vote.

It would be very difficult at present to forecast the success of such a Co-operative. Various considerations, however, oblige us to push forward in that direction:

- the definite trend towards apathy, social and political indifference amongst the people of that district who are becoming more and more marginal in the present day society.

- the lively spirit of co-operation and support amongst the participants of the Interim Committee.
 - the potential of the Services Centre to become a catalyst for the animation and the development of the whole community.
 - the strongly expressed intention of the participants not to use the project for demagoguery purposes or partisan political gain, but to work with a genuine spirit of service towards the development of the human resources of this community. This is led by the conviction that a better society requires better individuals, physically, mentally and socially speaking.
- Once organized the Co-operative will be controlled by its Board, elected by the Membership. The Services Centre, as well as, other institutions in the community will be a part of it and operate as a part of the larger whole in its activities.

DIAGRAM #1 DEVELOPMENTAL PROCESS

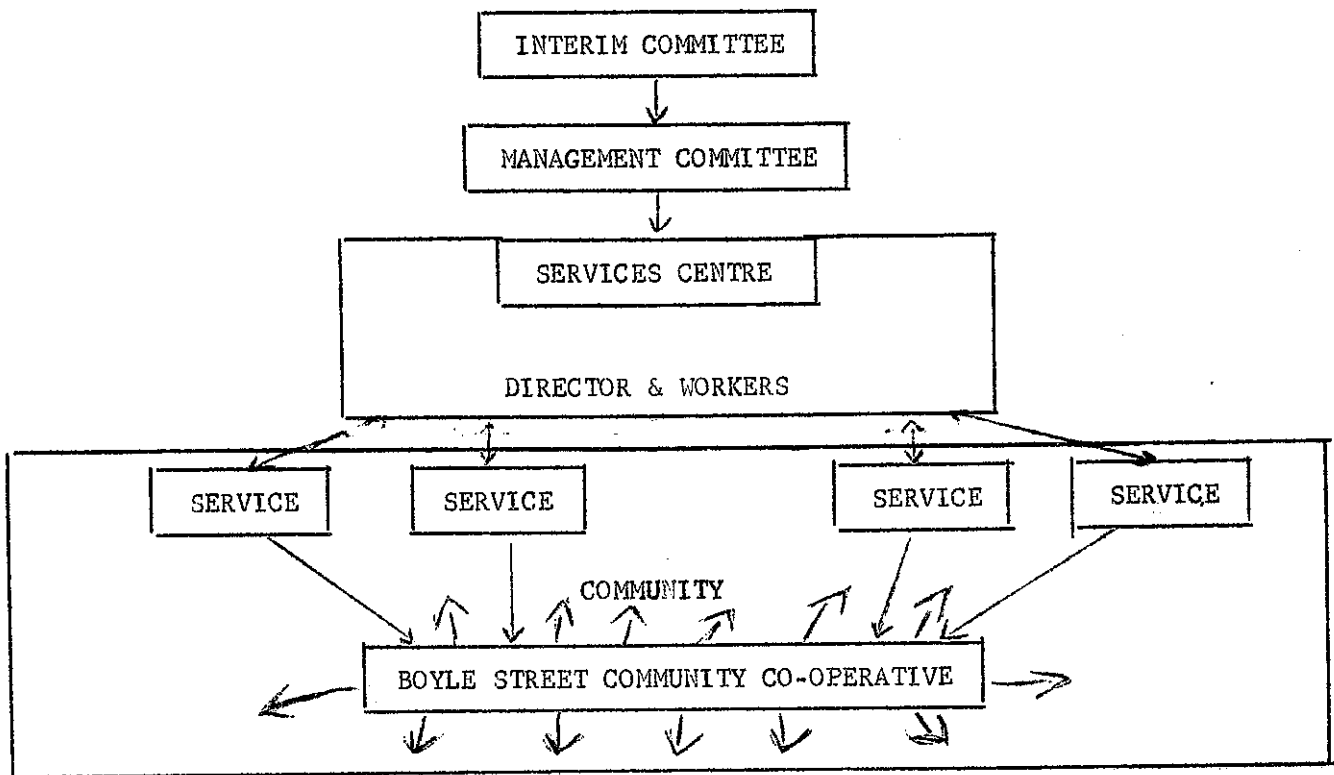
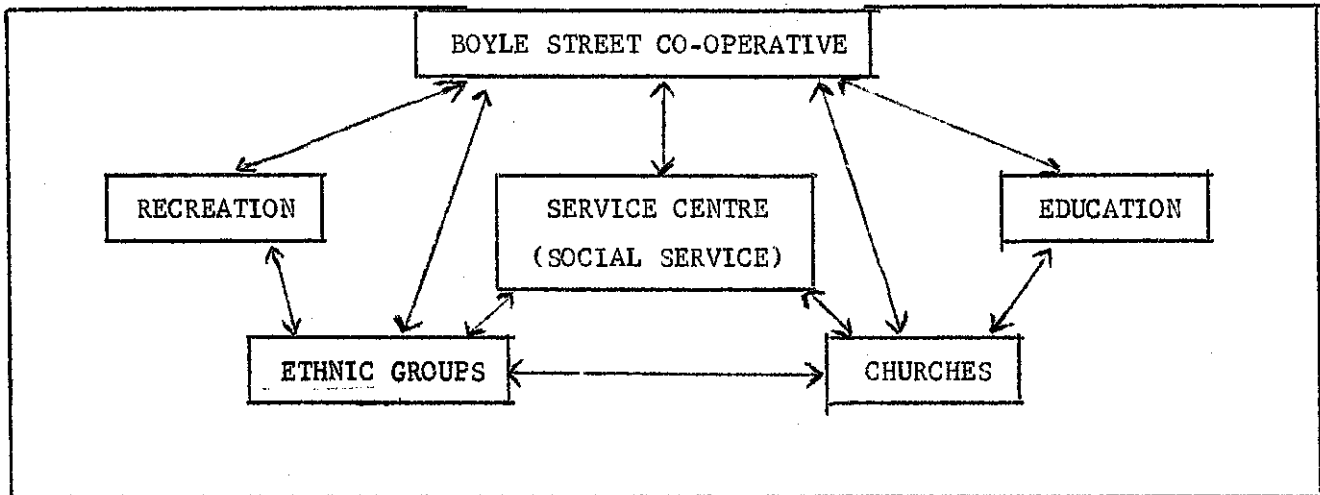


DIAGRAM #2 PROJECTED BOYLE STREET COMMUNITY CO-OPERATIVE



h. How will Clientele Come Into and Move Out of the Program:

The movement of clientele in and out of the Centre will vary for each component unit, as well as, the specific needs of the people. For example, the medical people will need to co-ordinate their activities with hospitals in cases of emergency treatment. Support facilities such as drivers and vehicles will assist in the movement of peoples and information. Anyone can use the services provided.

i. What Arrangements are Contemplated for Continuation of Services to Clientele

Directly Affected by the Project:

(See: The Co-Operative: third phase of developmental process)

7. Evaluation:

An evaluator will be hired from project funds. He will have experience as a researcher in the social sciences and could, for example, be obtained from the staff of the university. He will design an evaluation program, set up the methodology and see that it is carried out. As a professional, he will be less personally involved and can therefore maintain a greater objectivity.

He will consult with both representatives from the Department of Health and Welfare and with the Management Committee of the Centre for final approval of this design and to ensure that the desires of both groups have been met.

By the very nature of the operation, primary responsibility is to the community people and not to the researchers. Keeping this in mind, any questionnaire or direct interviewing technique or evaluation process that requires a survey from the service users would be carefully examined, so that it would not detract from the effectiveness of the Services Centre functions.

8. Project Staff: Training, Qualifications and Experience - Their Responsibilities in the Project:

- (a) The Project Director - will be a professionally trained person with the following skills:
 - 1. A demonstrating ability in organizing, administering, and co-ordinating
 - 2. Sufficient experience and education to carry out the correspondence
 - 3. Be aware of and committed to the concept of community development in the abstract and the needs of the community peoples in the particulars.
 - 4. An ability to carry out his duties as outlined in section 6.
- (b) The Indigenous Organizer - must have the following qualifications:
 - 1. Be able to understand the process of community development, as well as, have an awareness of some of the processes followed through the development of the Services Centre as covered in section 3.
 - 2. Be able to develop rapport with all types of people in the Boyle Street Area.
 - 3. Their duties should be those mentioned in the first part of section 6 f.
- (c) The Indigenous aide - must have the following skills:
 - 1. An ability to relate to a wide variety of people from the Boyle Street Area.
 - 2. Qualifications to drive a VW Van in the city.
 - 3. Some experience in building maintenance to allow him to adequately take care of the building.
- (d) The Steno-receptionist must have the following qualifications:
 - 1. An ability to relate to all types of people from the Boyle Street Community
 - 2. Knowledge of typing and an ability to answer the phone and take messages.

The staffing of each service unit, shall be left to the discretion of each group involved but where possible they will be indigenous community members.

9. Follow up, Reporting and Publication of Project Findings:

a. Plan for Following Up Project Experience to Determine its Continuing Effectiveness:

At present, it is envisaged that a three-year demonstration period should be enough to get a Community Co-operative organized, allowing for inevitable mistakes and new developments as determined by the community.

Since Boyle Street is a key area of the city in terms of social services programs, the Centre will serve as an experimental base for social services that may be implemented in other areas of the city. If it proves successful, the multi-service centre idea has potential in other areas of the city which have more resources to draw on in setting up services. Ideas developed and problems encountered also have relevancy for other communities in Alberta and in Canada.

b. An Outline of Plans for the Integration or Continuation of the Demonstration as Part of an Ongoing Welfare Service Program or as a Newly Developed Welfare Service Program:

At present there have been no specific promises made by governmental departments on a provincial or city level for support of the project after 3 years time, but if it is successful, the project could for example, be partially supported through a preventative social service program on a cost sharing basis. It is hoped that service agencies involved in the project could assume some costs in the future providing of course the project is successful.

c. An Outline of Plans for the Reporting of Project Findings:

In addition to the three annual project reports that will be submitted, as well as a final report, each service group will be making its own reports on the project. Written reports could be illustrated with audio-visual documents recorded on video-tape with the assistance of the newly formed Community Media Co-op.

The Project Director will be the person responsible for submitting these reports, but he will draw on the experience of the staff operating each service unit, as well as, the Management Committee. Staff of the Edmonton Social Planning Council may also provide professional consultation if requested. Submission of the final report along with project findings should be completed two months after the closing date for the project, which is tentatively set as March 31st, 1974. Of course, the evaluator that is hired will also supply information for the final report.

10. Include a Statement of the Work Plan for the First Fiscal Period, (October 1, 1971).

a. Prior to Beginning of Fiscal Period

April - May: Organization of Interim Management Committee (firming up the looser Interim Committee).

June: Negotiate with the City of Edmonton to obtain a building and the Department of Health and Welfare to obtain support funds to arrive as soon as possible. Communication with the provincial government for ideas.

July - September: If successful, the Interim Committee will interview and select people for Project Director, Research Consultant and other support jobs such as indigenous organizers and Aide as well as Steno-Receptionist. Preparation of the building to begin operations October 1st.

b. Fiscal Period Begins on or around October 1st, 1971.

Boyle Street Community Services Centre opens October 1st. Workshops will be held to orient the staff who will be working in the Centre (not only for those hired at large, but for each of the individual service units as well. These orientation workshops will probably continue on a month-to-month basis.

October-November: Community educational programs will be tried dealing with health, housing, legal assistance and other social problems. These will be geared to emergency, immediate kinds of solutions to existing problems. Movement toward the development of a community controlled Management Committee.

December-March: We will be getting some feedback from the Outreach Workers to allow trying other kinds of Community educational programs and other programs and activities that will aim at preventive solutions to problems, as well as rehabilitative ones.

By March: Assessment of the direction of the Boyle Street Community Services Centre to date by the Management Committee (with the help of the Project Director and Research Consultant) and charting of a course for the coming year.

11. Bibliography:

Brief to HRDA "A Dream of Things That Never Were"

A proposal for the Single Unemployed

Man in Edmonton, by the Edmonton

Social Planning Council, September, 1968.

City of Edmonton Planning Department

"Boyle Street Urban Renewal Study"

a research proposal on the needs

of the Boyle Street area, March, 1966.

BUDGET SUBMISSION

APPENDIX B

I Title of Project: BOYLE STREET COMMUNITY SERVICES CENTER

II Budget for fiscal period: October 1, 1971 to March 31, 1972

1. Project Personnel

<u>A Positions and Salaries</u>	<u>Budget Items</u>	<u>Subtotals</u>
(a) Project Director (\$1000.00 per Month)...	\$6000.00	
(b) Indigenous organizers (2 @ \$500 per mo.)	6000.00	
(c) Indigenous aide (\$500.00 per mo.)	3000.00	
(d) Steno-receptionist (\$350.00 per mo.) ...	2100.00	
(e) Research consultant (15 days @\$100.00/day)	1500.00	
<u>B. Employee Benefits</u>		
(a) Canada Pension Plan - employer's share ..	} 500.00	
(b) Unemployment Insurance (c) Medicare		
TOTAL PERSONNEL COSTS		\$ 19,100.00

2. Travel and Sustenance

(a) VW Van Rental	\$ 500.00	
(b) VW Van Running Costs	600.00	
TOTAL TRAVEL AND SUSTENANCE COSTS		1,100.00

3. Office Expenses

(a) Equipment Rental (\$100.00 per mo.)	\$ 600.00	
(b) Office and Janitor Supplies	400.00	
(c) Utilities (gas, electricity, water).....	900.00	
(d) Insurance (liability)	25.00	
(e) Telephones (Installation & regular costs)	600.00	
(e) Maintenance and repairs	200.00	
TOTAL OFFICE EXPENSES		2,725.00

4. Other Expenses

(a) Staff Training	\$ 500.00	
(b) Community Workshops	200.00	
(c) Specific Needs	300.00	
(d) Sundry	200.00	
TOTAL OTHER EXPENSES		<u>1,200.00</u>

5. TOTAL PROJECT COSTS	24,125.00
6. OTHER INCOME	NIL
7. PROJECT GRANT REQUESTED	<u>\$24,125.00</u>

III Estimated Federal Contributions for Subsequent Fiscal Years

1972 - 73	\$ 49,000.00
1973 - 74	\$ 50,000.00

IV Estimated Federal Contributions for Total Period of Project \$ 123,125.00

Date: _____

Signature or Authorized Official