

REQUEST FOR EXPRESSION OF INTEREST –
Daytime Resource Centre in Nanaimo, B.C.

1.0 INTRODUCTION

1.1 Summary

The City of Nanaimo (the 'City') invites qualified proponents to submit Expressions of Interest (EOI) for the provision of daytime resource center services for homeless and street-involved individuals in Nanaimo, B.C. **The EOI may be to support or expand existing services**, or to create a new service. The initial funding for this project is available on a pilot basis, with the potential for renewal. The successful proponent(s) must demonstrate that they have the capacity, experience and partnerships in place to provide service with a high probability of success.

1.2 Background

The term 'daytime resource centre,' as used in this document, refers to a place for people without stable housing to go during the daytime hours in order to access physical and mental health assistance, as well as to be sheltered from the elements. The intended clients include both Nanaimo's homeless population and street-involved individuals, who are not necessarily homeless, but who are exposed to the physical, social, and emotional risks of spending significant time on the street.

Nanaimo's Action Plan to End Homelessness (the 'Action Plan'), as endorsed by Nanaimo Council in 2018, notes that the current system of services for homeless individuals in Nanaimo has an obvious gap in that there is no indoor shelter available during the day. This has a negative impact on both the homeless and/or street-involved and the rest of the community, as individuals with nowhere else to go end up in public and semi-public spaces where they are neither welcome nor comfortable (e.g. business doorways). The Action Plan recommends the creation of a daytime drop-in centre for the homeless and the street-involved. In addition to providing a warm, dry, safe space to go to when the shelters are closed, a resource centre could assist health outreach workers in serving clients whom they might otherwise spend significant time trying to locate.

Nanaimo's *2019-2022 Strategic Plan* identifies a focus area of "being a safe and connected community in which all citizens can live, work, play, create and learn"; this includes our most vulnerable residents. The overall intent is to create a safe space during the daytime gap that currently exists when all other services are closed. The City is seeking proposals that take into consideration the other resources available in the community, and which are complementary to those resources.¹

This could be an expansion of existing programming, a new partnership or an entirely new service centre. Your proposal should explain how your organization's service fits or would fit into the existing network of social service agencies in Nanaimo focused on the homeless and street-involved population.

¹ For example, right now, the 7-10 Club serves breakfast every day of the week except Sundays, and the Unitarian emergency shelter is currently open from 5 PM – 7:30 AM. For a person reliant on those two services, that leaves a gap of seven hours with no consistent services or shelter on six days of the week (and for 10 hours on Sundays). There are some drop-in services offered by various non-profit groups in Nanaimo for their service user groups, such as the Women's Resource Centre and Seniors Connect, but these have limitations (e.g., are only for particular demographics, have limited hours/space, etc.). Salvation Army's New Hope daytime shelter is only for those staying at the shelter.

The City is also seeking to support services that address the current health and social issues in our community, particularly in the downtown core, and alleviate the pressure on other institutions (e.g. the public library).

2.0 PROPOSAL REQUIREMENTS

2.1 Operator Qualifications

Please include the following information in your proposal:

- A profile of the applicant organization including the origins and history as well as a brief description of the proponent's experience with developing and managing social service centres.
- A profile of any additional service provider(s) or government agencies anticipated to be engaged as part of the proposed service, including the origins and history of such organization(s), as well as their envisioned role in the project. Relevant correspondence or agreements confirming participation in proposed or existing services should be attached to the application.
- The organization's mandate and a description of services provided to clients.
- Human resources (numbers and types) currently employed.
- Information should be provided that describes the service provider's capacity to deliver the proposed support services. **This should include information related to the service providers existing capacity to deliver the proposed support services and capacity to leverage additional funds/resources beyond those provided by the City.**
- A copy of the organization's latest annual report and audited financial statements and current list of Board of Directors (if relevant).

2.2 Staffing Model and Scope of Services

A City-supported resource centre must include a core staffing function that would ensure the space is safe for attendees and staff. It must also ensure the area immediately adjacent to the centre is managed with respect to public safety and anti-social activities, and that the building and grounds are well-maintained and functionally operational.

Please identify the number of hours per day and days of the week of the proposed service. **If the requested funding is to expand existing services, clearly state what additional hours will be added.**

Please also outline the proposed staffing model, including the number of staff and their minimum qualifications, as well as the maximum number of clients that can be present at any one time (e.g. staff to client ratio.) If volunteers play a role in the operation of the service, please identify the number of volunteers involved and proposed role(s).

Additional services that may be offered include but are not limited to:

- Health supports, such as wound treatment, foot care, and referrals
- Counselling and advocacy supports
- Housing placement programs and pre-employment skills training
- Support to apply for income assistance
- Clothing program
- Laundry and/or personal hygiene facilities
- Meal program/snacks
- Social/recreational programming

Please identify the number of clients that could be serviced under your proposed model. Please also outline any information on existing or proposed partnerships with government and/or non-profit organizations that ensure a well-balanced, supportive environment complementary to existing services.

2.3 Location

Please identify your **current or proposed location for the service**, include the following information:

- Ownership/availability (is it under your tenure or would need to be secured?)
- Appropriate zoning
- Building code classification (i.e., approved for assembly use) and accessibility
- Capacity/occupancy load
- Proximity to other social services/downtown
- Facility amenities (e.g., showers/bathroom)
- Availability of outdoor/courtyard space, including options for temporary storage
- Potential or current impact on neighbourhood
- Potential or current impact on other building tenants (depending on location)

Please note that locations with outdoor amenity space may be given preference.

2.4 Budget

Please provide a budget breakdown for the proposed resource centre, including (but not limited to) the following components:

- Staff wages and benefits
- Administration
- Rent and utilities
- Operations
- Food/supplies
- Start-up costs (if applicable)

Please advise of any additional sources of funding and/or in-kind supports committed to the proposed or existing service, as will be considered as part of the evaluation of project viability.

2.5 Timeline

Funding for a daytime resource centre is available for on a 9-month pilot basis for the period of November 1, 2019 until June 30, 2020. At the 6-month mark, there will be project evaluation and a staff will make a recommendation to City Council as to whether to continue funding.

3.0 EVALUATION

Proposals will be reviewed by a team of City staff. Successful proponents will be notified of next steps. Please note that the secondary application stage may require:

- Additional information on proposed programming and program delivery; and
- A site visit.

The final decision on funding allocation will be made by City Council with a recommendation from staff.