EMERGENCY SHELTER AND MOBILE CASE MANAGEMENT SERVICES FOR SINGLE WOMEN EXPERIENCING HOMELESSNESS
CALL FOR APPLICATIONS (CFA)
- GUIDELINES 2015 -

EMERGENCY SHELTER AND MOBILE CASE MANAGEMENT SERVICES FOR SINGLE WOMEN EXPERIENCING HOMELESSNESS
CALL FOR APPLICATIONS

GUIDELINES

August 2015

All applicants should read these guidelines before completing the application form.

All applications must be submitted by Friday, September 11, 2015 at 12:01 p.m.
EMERGENCY SHELTER AND MOBILE CASE MANAGEMENT SERVICES FOR SINGLE WOMEN EXPERIENCING HOMELESSNESS
CALL FOR APPLICATIONS (CFA)
- GUIDELINES 2015 -

1. Background & Context

At the May 25, 2015 City of Hamilton Emergency and Community Services Committee meeting, the following recommendations (Report CS13051(b) – Pressure at Emergency Shelters Serving Single Women) were approved:

- That staff be directed to conduct a Call for Applications for an agency to provide 15 temporary emergency shelter beds for single women experiencing homelessness from November 29, 2015 to December 31, 2016 to be funded from the 100% Community Homelessness Prevention Initiative and the Delivering Opportunities for Ontario Renters Reserve (Account #112239);

- That staff be directed to conduct a Call for Applications for an agency to provide five mobile case managers to assist women who are staying in emergency shelter beds to access and maintain permanent housing from November 30, 2015 to December 31, 2016 to be funded from the Delivering Opportunities for Ontario Renters Reserve (Account #112239).

The recommendations were informed by a report from the Women’s Homelessness Planning Collaborative (WHPC) called “Emergency Planning for Services for Single Women Experiencing Homelessness.” The report stated that while additional emergency shelter beds are needed in the short term, a new emergency shelter for women should not be developed and that supports are needed to help women leave the shelter as quickly as possible.

Given continued pressure in the women’s emergency shelter system, 20 additional shelter beds are required to meet the current demand. Good Shepherd Centres has agreed to add 5 additional beds at Mary’s Place on a permanent basis effective November 29, 2015 for a total of 25 beds. This leaves a shortfall of 15 beds to meet the demand. The City is therefore seeking applications from non-profit agencies or service providers for the provision of 15 emergency shelter beds on a temporary basis from November 29, 2015 to December 31, 2016 to fill this service gap.

2. Current System

Mary’s Place, operated by Good Shepherd Centres is Hamilton’s only emergency shelter dedicated to serving single women experiencing homelessness. Mary’s Place was built to serve 20 women, but has provided 10 additional beds on a temporary basis since December 2013 to meet the high demand for emergency shelter for women. After November 29, 2015 Mary’s Place will reduce their service level to 25 women.
Overflow beds for single women are available in other facilities when Mary’s Place is full. Womankind, an addiction treatment facility operated by St. Joseph’s Healthcare provides up to 8 beds. Hamilton’s Violence Against Women’s shelters (Inasmuch House, Interval House, Martha House, and Native Women’s Centre) provide overflow beds for single women experiencing homelessness if available and if the single woman’s needs can be accommodated.

While the overflow beds have presented an important option for single women, other than Womankind, the beds are not predictably available. Women accessing these beds do not receive robust supports to assist them in stabilization and finding housing.

3. Call for Applications

The City of Hamilton’s Community and Emergency Services Department is accepting applications from non-profit agencies for the two services described below:

A. 15 Emergency Shelter Beds for Single Women Experiencing Homelessness

The City of Hamilton is accepting applications to enter into a service agreement from November 29, 2015 to December 31, 2016 with an agency, or agencies, to deliver emergency shelter services for 15 single women experiencing homelessness. This funding agreement will be for operating funding in an existing building or facility. There is no capital funding available to build a new facility or to renovate an existing facility.

The emergency shelter service must include the following:

Approach/Philosophy

The shelter should have the capacity to provide emergency shelter services to women experiencing a broad range of needs. It is expected that the emergency shelter would utilize a trauma-informed and harm reduction approach to their service. It is expected that staff will receive appropriate training and that policies will be in place to support these approaches including the physical infrastructure such as room safes and needle receptacles.

Temporary Accommodation

- Temporary emergency accommodation for 15 single women experiencing homelessness;
- Accommodation in single rooms is preferable;
- Three meals each day and snacks;
- Beds, bedding and other bed room furniture;
- Safes in each room in which valuables may be stored; and
- A full set of policies and procedures must be developed prior to opening.
EMERGENCY SHELTER AND MOBILE CASE MANAGEMENT SERVICES FOR SINGLE WOMEN EXPERIENCING HOMELESSNESS
CALL FOR APPLICATIONS (CFA)
- GUIDELINES 2015 -

Staff

- The program shall be staffed by employees with appropriate education backgrounds, training and experience.

Intake/Admission to Shelter

- The program should be open for intake 24 hours a day;
- Staff must work with women contacting the shelter to determine if admission to the shelter can be avoided or if any safe, appropriate alternatives exist;
- Where appropriate, referrals will be made to programs such as the Housing Help Centre, Legal Clinic or the Staying Home Program;
- The successful proponent is expected to work with other shelters serving single women to develop and implement a policy regarding mutual responsibility for intake to ensure that women can access the most appropriate space as quickly and conveniently as possible;
- Women wishing to access the shelter must complete a form 1A provided by the City of Hamilton;
- A policy on service restrictions must be created and approved by City staff. Service restrictions will be lifted during heat/cold alerts.

Support

- The program must work to actively engage all women staying in the program to work toward successful housing outcomes;
- The Service Prioritization Decision Assistance Tool (SPDAT) will be used to assess the resident’s level of acuity and inform what services should be offered;
- Appropriate referrals will be offered including warm hand-offs to other services.

Data

- Admission requests, decisions and case management notes will be recorded in the Homeless Individuals and Families Information System (HIFIS).

Site

- The services must be provided in an existing facility in which the proponent has a legal right to provide services;
EMERGENCY SHELTER AND MOBILE CASE MANAGEMENT SERVICES FOR SINGLE WOMEN EXPERIENCING HOMELESSNESS
CALL FOR APPLICATIONS (CFA)
- GUIDELINES 2015 -

- The facility should be equipped with appropriate measures to ensure the safety of guests;
- The facility should be comfortable and visually appealing to create an environment of dignity and respect for the client;
- The site must be maintained at an adequate level of cleanliness.

Collaboration

- The successful proponent will work with the Women’s Housing Planning Collaborative and participate in systems planning discussions as needed;
- The successful proponent will work with Supporting Our Sisters (SOS), to connect chronic or episodic shelter stayers to Hamilton’s Housing First Program for women as well as the successful proponent for the mobile case management team, and;
- The successful proponent will conduct regular client engagement activities to continually improve service delivery procedures.

A. Mobile Case Management Service

The City of Hamilton is accepting applications to enter into a service agreement from November 30, 2015 to December 31, 2016 with an agency, or agencies, to provide five mobile case managers to assist women who are staying in emergency shelter beds to access and maintain permanent housing.

The mobile case management team will provide service to all single women living in emergency shelter including Mary’s Place, Womankind, overflow beds and the new temporary shelter facility. The service will work with single women who require a higher level of assistance that can be provided by shelter staff but who do not qualify for Housing First services.

Following are the expectations regarding the mobile case management service:

- The program must operate under the principles of harm reduction, trauma-informed service and Housing First;
- The program must be staffed by employees with appropriate education backgrounds, training and experience;
- The service will be mobile and be able to meet with women both in the shelter and at locations in the community;
- Staff must be able to accompany women in the community as part of housing search and support;
- Staff will have appropriate technology to support the model;
- Intake must be coordinated with Mary’s Place and other shelters serving single women experiencing homelessness;
- The program must work to actively engage women who are referred, even if the women are reluctant to work toward housing goals;
The SPDAT tool will be used (if it has not already been administered) to assess emergency shelter resident’s level of acuity and inform what services should be offered;

- Appropriate referrals will be made, including warm hand-offs;
- Referrals, decisions and case management notes will be recorded in the Homeless Individuals and Families Information System (HIFIS);
- Caseload to case manager ratios must reflect the amount of engagement associated with an intensive case management approach;
- The service model will reflect time-limited interaction with clients as this service is not intended to provide ongoing supports once the woman is housed.

3.1 Eligible Expenses

Eligible expenses include:

- Overhead costs, including costs related to central administrative functions of the recipient organization that are drawn upon to support agreement activities (such as shared postage, telephones, IT maintenance and head office support);
- Costs of materials and supplies
- Wages and mandatory employment related costs
- Staff training and professional development costs
- Honoraria
- Printing and communication costs
- Professional fees, such as consultants, audit, technical expertise, facilitation, legal, and construction contractors
- Participant costs

3.2 Ineligible Expenses

Ineligible expenses include:

- Software development or purchase of hardware for the collection or management of homelessness data that results in an inability to participate in the National Homelessness Information System initiative (NHIS); and that constitutes a redundant use of funds and duplicates activities already offered through the Homeless Individuals and Families Information System (HIFIS). For example: purchasing alternative software that performs similar functions to the HIFIS software
- Meetings solely to provide networking opportunities or in recognition of past efforts
- Fines and penalties
3.3 Funding Details

Funding Source

Funding for these projects will be drawn from the provincially funded Community Homelessness Prevention Initiative (CHPI) and a City Reserve. The funding term/commitment of the projects may be based on the terms and conditions of agreements with senior levels of government. Projects will be assessed regularly on their ability to meet targets and achieve outcomes. Refer to Section 5 of the Call for Applications for specific requirements on disclosing budget information related to the projects.

Completing Section 5 of the CFA - Project Budget Information

Section 5 of the application form requests all pertinent project budget information. In this section, applications must list all expected costs and revenues.

- Data included in the budget must accurately reflect the project’s planned expenditures. Applicants should demonstrate the ability to accurately forecast and maintain a proper budget;
- Note all eligible and ineligible expenses outlined in section 3.1 and 3.2 of the guidelines to ensure there are no ineligible expenses in the proposed project budget.
• Note that all projected revenues from donations, fees, dues or other market sources must be based on actual revenues +/- reasonable expected growth based on year-over-year trends;
• Note that revenue from other sources must represent a committed funding allocation;
• Under the staffing tab list every staff position that will be charged to the project. This would include front line staff as well supervision/project management, clerical support and bookkeeping etc. Indicate whether positions will be full or part time;
• Labour costs may be claimed only for work directly related to project activities. The pay rate is the actual gross pay rate for each employee (before deductions) and excludes overtime;
• In the entries, account for applicable taxes.

4. Administration

4.1 Application Basics

• Applications must be submitted using the 2015 Application Form by the deadline date

• Applications submitted on any other form will not be accepted.

• Do not send any additional materials. They will not be assessed.

• Applications will be accepted via regular mail or hand delivery. Please submit applications to Housing Services, 350 King Street East, Suite 110, Hamilton, ON L8N 3Y3

4.3 Timeline

<table>
<thead>
<tr>
<th>Process</th>
<th>Date(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Call for Applications released to public</td>
<td>August 7, 2015</td>
</tr>
<tr>
<td>Submission deadline</td>
<td>September 11, 2015</td>
</tr>
<tr>
<td>Notification to applicants of funding decisions</td>
<td>October 30, 2015</td>
</tr>
</tbody>
</table>

4.4 Further Questions
A City staff member will be happy to discuss completing the application form and answer questions about the Call for Applications, budgets, the time frame for a decision, etc. Staff will not be able to review draft applications. Please direct any questions to:

Brian Kreps  
Housing Services Division  
905.546.2424 or x4329

5 Submission Requirements

All applications must be submitted by Friday, September 11, 2015 no later than 12:01 pm. The appropriate application form must be used. All sections of the application form must be completed. Applications will be accepted in hard copy to:

Women’s Services Funding CFA  
Housing Services Division  
350 King Street East, Suite 110  
Hamilton, ON L8N 3Y3

6 Evaluation & Selection of Applications

Applications will be reviewed by a team of City of Hamilton staff.

Step 1: City Staff Receive Applications

- City staff verify that the organization and application meet the basic eligibility requirements;
- City staff ensure that the application has been completed properly and that all necessary information is included;
- It is the applicant’s responsibility to ensure submissions are complete and that no information is missing. Incomplete submissions will be scored based on the information included.

Step 2: Application Review

Review Team members will read through the applications and score them based on a standard scoring tool created by City staff. The review team will look for the following criteria:

Overview of Evaluation Criteria
✓ Completion of all relevant sections of the application form, providing all the requested information
✓ Degree of fit with the services described in the CFA
✓ Demonstration that the proposed expense(s) are consistent with the service described in the CFA.
✓ That the applicant is in good standing with the City of Hamilton.
✓ Readability of the proposal

Step 3: Communication of decision to applicant

The City of Hamilton makes every effort to contact applicants as soon as possible after the decisions have been made. Notice of decision will be made in writing and applicants will be informed by October 31, 2015.

7. Reporting Requirements for Funding

Service Agreement

There must be a written agreement between the City of Hamilton and the recipient of funding. The service agreement will identify the conditions of the funding, the expected results to be achieved, the timelines, the obligations of the parties involved and the conditions for payment. The service agreement must be fully executed before any expenses are incurred.

Reporting Requirements

All funded projects are required to report on the expenses for which they are receiving funding. Successful proponents will also be required to report on outputs and outcomes specified in the service agreement.