



**THE DISTRICT OF THUNDER BAY  
SOCIAL SERVICES ADMINISTRATION BOARD**

**EXPRESSION OF INTEREST NO. 2023-004 EOI**

**Provision of Homelessness Outreach and Supportive Services**

For

**The District of Thunder Bay Social Services Administration Board**

## **Homelessness Outreach and Supportive Services** **Submission Template**

The District of Thunder Bay Social Services Administration Board (TBDSSAB) is seeking Expressions of Interest (EOI) from non-profit organizations wishing to engage in Homelessness Outreach and Supportive Services within the District of Thunder Bay.

Responses to this EOI received by TBDSSAB will be considered for annualized funding opportunities over the next 1-2 years. Annual funding approval will be dependant upon provincial/federal funding availability and TBDSSAB Board approval.

TBDSSAB would like to hear from respondents on their ideas, concepts or specific service delivery mechanisms to establish outreach and support services for individuals experiencing homelessness or at risk of homelessness in communities throughout the District of Thunder Bay. The goal of this EOI is to determine opportunities to identify individuals experiencing homelessness and make connections to address their current and future needs to establish pathways to more stabilized and supported living.

Homelessness is defined as the situation of an individual or family without stable, permanent, appropriate housing, or the immediate prospect, means and ability of acquiring it.

At Risk of Homelessness refers to households who are not homeless, but whose current economic and/or housing situation is precarious and/or does not meet public health, or safety standards.

TBDSSAB will review all EOI's and determine the opportunity and the general viability of proposals to address identified needs. Current TBDSSAB funded recipients are encouraged to submit a proposal for consideration to maintain existing programs.

TBDSSAB reserves the right to reject all EOI's and take no further action.

### **Community Outreach and Support Services**

- Refers to services and supports, such as community outreach and support programs, as well as case management and referrals for people on By-Name Lists.
- Also includes ongoing supports and services (such as counselling, medical care, or assistance with daily living) for people not receiving long-term housing assistance, which would be considered supportive housing under Homelessness Prevention Program (HPP).

This service category refers to operating supports and services provided outside to individuals not in supportive housing (i.e., the services are short-term/emergency supports or are ongoing but not linked to a person receiving long-term housing assistance).

Specific program and service areas include:

### **Case Management and Outreach.**

- For example, outreach to people experiencing homelessness which may include wellness checks; clothing and blankets; hygiene items; referrals to community agencies and other supports.
- Costs associated with other important case management and individualized planning processes, such as pre-discharge planning from provincial institutions (e.g., hospitals and correctional facilities) and development of support service plans.

**By-Name List related activities** and other important case management/referrals processes. E.g.: Costs associated with engaging clients from the By-Name List including assessments, case management, navigation, referrals, assistance to access support service, and development of support service plans.

### **Employment, education, training supports. E.g.:**

- Services directed towards individuals and families to help them access income benefits.
- Pre- and post-employment services that bridge individuals and families to the labour market and assist them to maintain employment and build self-sufficiency.
- Services to support essential skills development; and services to connect individuals and families to education and training programs.

### **Mental Health and Addiction (MHA) supports for individuals not in supportive housing.**

- For example, support, treatment, withdrawal and counselling services; case management and navigation; delivery of harm reduction activities; prevention, interventions, and recovery.

### **Other health-related supports not included under MHA supports for individuals not in supportive housing.:**

- For example, community nursing; community paramedicine, assistance with medication; and wellness/health promotion activities and education.

### **Short-term emergency sheltering to address unsheltered individuals.**

- For example, provision of access to emergency shelters, motels or other temporary space to remove individuals from being outdoors.

### **Life skills development and daily living supports in the community.:**

- For example, life skills development such as budgeting; assistance with personal care; daily living supports such as housekeeping, laundry, cooking and shopping; and assistance to access education, training, employment or income support.

### **Culturally-relevant supports for Indigenous people.**

- For example, traditional supports and activities with the goal of increasing cultural connections and an individual's sense of belonging in a community; and supports to access traditional or culturally sensitive healing services (healing circles, sweat lodges ceremonies, access to traditional medicines)

### **Submission Requirements**

Eligible proposals must include detailed information on proposed programs and services to be provided, target populations, details on staff and other resources proposed in the delivery of services, data collection means and relevant metrics implemented to measure success. Proposals may be aimed at delivering one service or a breadth of services and supports, and each shall be outlined in detail.

### **All submissions should address factors that lead to the following outcomes:**

Prevent Homelessness: People at risk of homelessness remain housed and have connections to support services.

Address Homelessness: People who are homeless and chronically homeless obtain and retain housing and support services.

Reduce Chronic Homelessness: Reduction in chronic homelessness.

### **Further eligibility requirements include:**

A set of performance indicators developed to monitor and track progress on the achievement of HPP outcomes, including the ultimate goal of measuring a reduction in homelessness and chronic homelessness. By collecting data elements to calculate the following indicators, TBDSSAB can monitor progress towards the goals of preventing, addressing and reducing homelessness, including chronic homelessness.

Performance indicators for measuring the achievement of the proponent's outcomes include:

- #/% of participant households who were at-risk of homelessness at program entry
- #/% of at-risk participant households assisted to retain housing by provincial priority group by housing type
- #/% of at-risk participant households assisted who retained housing for 12 months or more
- #/% of at-risk participant households who received community outreach and support services
- #/% of at-risk participant households who retain housing due to community outreach and support services
- #/% of participant households who were experiencing homelessness at program entry
- #/% of participant households experiencing homelessness who received assistance to obtain housing by provincial priority group by housing type
- #/% of participant households experiencing homelessness assisted to retain their housing for 12 months or more
- #/% of participant households experiencing homelessness assisted with community outreach and supportive services
- #/% of participant households experiencing homelessness obtain housing due to community outreach and support services
- #/% of people on BNL who obtain housing
- #/% of people on BNL participating in HPP
- #/% change in units of supportive housing stock preserved and created
- Emergency shelter capacity
- Change in number of individuals on BNL
- #/% of people experiencing homelessness by provincial priority group, including chronic homelessness
- # of people who become homeless (new or return)

**Projects that are not eligible include:**

- Capital investment and/or construction
- Replacing funding for existing programs
- Rent supports for in-patient medical facilities

## **Preferences**

While all responses to this EOI will be considered, TBDSSAB is most interested in responses which directly address the needs of homeless individuals in accessing supports and services that lead towards more permanent housing:

- transitioning unsheltered individuals into emergency shelter or into transitional or supportive housing
- transitioning from emergency shelter into transitional or supportive housing
- transitioning from unsheltered or emergency shelter into a medical treatment program/facility to address health needs
- Transitioning from emergency shelter into housing.

Proponents are encouraged to provide contributions in order to increase the financial viability of the project and/or to provide greater range and breadth of supports and services.

Successful proponents will enter into a new Service Agreement with TBDSSAB in order to participate in the HPP and to receive the funding allocated to them. The Service Agreement outlines the roles, responsibilities, and accountability requirements of the program, including schedules for detailed reporting on the contacts (including the number of households supported for each service category in each quarter), activities undertaken, successes and financial reporting.

## **Submission Details**

### **What to Include in Responding to the Expression of Interest**

In the response to the EOI respondents should include:

- The name of the respondent and the key contact information (phone number, fax number, mailing and e-mail addresses).
- The respondents experience in the provision of supports and services provided to those experiencing homelessness and those at risk of homelessness.
- The respondent's experience in the provision of support services, lifeskills development, mental health and addictions supports and community support service referral.
- Provision of support services provided to those if moved into sheltering system, transitional or supportive housing, or housed.
- The location/address of the proposed service delivery (if known).
- A preliminary operating budget for 1 or 2 years, with any proponent contribution and identifying any external funding or in-kind supports (Administrative costs not directly related to delivering services and supports, such as back-office administration, professional services, and office expenses are limited to 5% of the total budget).
- Any relevant partnerships (other agencies, supports, other program funding)

## Evaluation Criteria

TBDSSAB will review submissions based on the following:

- Value for money
- Ability to meet community need
- Total individuals assisted into transitional or supportive housing
- Establishing new housing space and contacts
- Breadth of support services provided (drop in, live in, 24 hour, etc.)
- Readiness for implementation
- Relevant partnerships
- Financial investment and sustainability

TBDSSAB may, as a result of the EOI, decide to proceed directly to negotiate a contract with a respondent.

## Submission Deadline

Expressions of Interest are to be addressed to:

The District of Thunder Bay Social Services Administration Board  
231 May Street South  
Thunder Bay, ON P7E 1B5

and should be received by 4:00 p.m. local time on Thursday, December 14, 2023.

An Expression of Interest may be submitted by email to the contact person named below, or it may be sent to the address specified above by mail or delivered by courier, in each case prior to the closing time.

Dave Stewart  
Supervisor, Purchasing & Inventory Control  
[david.stewart@tbdssab.ca](mailto:david.stewart@tbdssab.ca)

## Questions

All questions/inquiries related to this EOI shall be directed in writing via electronic mail to Dave Stewart, Supervisor, Purchasing and Inventory Control as per contact information listed above.

Any information provided by anyone other than the above mentioned will not be considered binding, nor will it change the requirements of this EOI.

## **Late Expression of Interest**

TBDSSAB, may in its discretion, accept, or reject and return, any EOI received after the closing time.

## **Lack of Information**

Following receipt of an EOI, TBDSSAB may, in its sole discretion and without having any duty or obligation to do so, request that the respondent provide TBDSSAB with additional information to clarify or substantiate the information provided by the respondent.

If a respondent fails to provide information required for TBDSSAB evaluation of the respondent's qualifications or fails to provide timely clarification or substantiation of the information supplied, that failure may result in no further consideration being given to the EOI.

## **APPENDIX A**

Please note that as a requirement of receiving HPP funding, your organization must submit monthly statistical reporting.

While reporting guidelines and data elements are subject to change for the next fiscal year at the request of the Ministry of Municipal Affairs and Housing, the following information will be requested monthly per unique household:

- First and last name
- Age
- Status of homelessness (at-risk of homelessness, homeless, or chronically homeless)
- Indigeneity (First Nations, Métis, Inuit)
- Veteran status
- Total visits in the month
- Indication of first visit in fiscal year