



United Way
Central & Northern
Vancouver Island



Nanaimo
Homeless
Coalition

POSITION: COORDINATED ACCESS LEAD

***DRAFT*Call for Proposals**

Implementation of an Integrated
Coordinated Access System in Nanaimo

Funding Available: \$50,000 (Approximately)

October 2020 - March 2021

Submission Deadline: Monday October 5th, 2020 at 4 pm PDT

Funding Start Date: October 22, 2020

Funding End Date: March 31, 2020

CFP Release Date: September 21, 2020

**Reaching Home (RH)
Designated Communities
Funding Stream 20/21**

United Way Central & Northern Vancouver Island (UWCNVI)
Nanaimo Homeless Coalition (NHC)
Nanaimo, British Columbia

CFP Overview

United Way Central and Northern Vancouver Island (UWCNVI), on behalf of the **Nanaimo Homeless Coalition (NHC)**, is currently accepting applications from suitable organizations interested in leading the coordination and implementation of an Integrated Coordinated Access (ICA) system for Nanaimo. This is a **6-month project** (October 2020 - March 31, 2021) and the total funding available through this Call for Proposals is up to **\$50,000**.

The successful applicant, working in conjunction with the UWCNVI and the NHC will be responsible for the initial development and implementation of an ICA framework.

This project is funded by the Government of Canada's Reaching Home: Canada's Homelessness Strategy under the Nanaimo Designated funding for 2020/2021. United Way Central & Northern Vancouver Island (UWCNVI) is the Community Entity (CE) that administers the funding for the Designated Communities stream in Nanaimo. The Nanaimo Homeless Coalition (NHC) serves as the Community Advisory Board (CAB) in Nanaimo, which makes funding recommendations for the Designated Communities stream.

Background

REACHING HOME

[Reaching Home: Canada's Homelessness Strategy](#) is the federal government's national strategy aimed at preventing and reducing homelessness across Canada at the community level. This program provides funding from the Government of Canada to urban, Indigenous, and rural and remote communities to help them address their local homelessness needs. Reaching Home (RH) supports the goals of the National Housing Strategy, in particular, to support the most vulnerable Canadians in maintaining safe, stable and affordable housing and to reduce chronic homelessness nationally by 50% by fiscal year 2027 to 2028. Nanaimo receives funding under the Designated and Indigenous Reaching Home streams.

The Community Advisory Board (CAB) of the Nanaimo Homeless Coalition (NHC) sets the Community Plan that guides the investment direction for RH funding and reviews and votes on submissions to Call For Proposals, etc.

United Way Central & Northern Vancouver Island (UWCNVI) acts as the Community Entity (CE) for the Designated and Indigenous streams of Reaching Home funding in Nanaimo supporting the CAB in its community plan and call for proposal processes as well as negotiating funding agreements and supporting local projects as they carry out their RH funded work.

INTEGRATED COORDINATED ACCESS

Coordinated Access (CA) is a standardized, community-wide system that streamlines the process for individuals and families experiencing homelessness to access housing and supports. [See here more information on Reaching Home Coordinated Access.](#)

Through the Reaching Home program, Nanaimo has additional funding and support to introduce a **Coordinated Access System** by March 31, 2022 to prioritize people who are most in need of assistance and match them to appropriate housing and services. Coordination of Resources and Data Collection (according to the Reaching Home Directives) refers to activities that: (1) enable communities to organize and deliver diverse services in a coordinated manner and/or (2) support the implementation of the Homeless Individuals and Families Information System (HIFIS) or the alignment of an existing Homeless Management Information System with federal Coordinated Access requirements. Funding is available under RH for an additional two years to operate the Nanaimo CA system once it is operating until March 2024.

The NHC is working with HelpSeeker (a social enterprise based out of Calgary, Alberta), to implement a modified version of Coordinated Access called *Integrated Coordinated Access* (ICA) in Nanaimo that aims to incorporate services spanning the entire social sector in the city, beyond those that are specific to addressing housing and homelessness needs. A key aspect of this system will be integration, and full and equal partnerships, with First Nations and Indigenous organizations, as we work together to address poverty, violence, and inequality in our communities. The implementation of this system, which will occur in the context of the newly adopted Health and Housing Action Plan (HHAP), is the focus of this Call for Proposals.

THE HEALTH AND HOUSING ACTION PLAN (HHAP)

Nanaimo City Council recognizes the impact that the challenges related to homelessness are having on our community and that timely action is needed to drive solutions forward.

To this end, Council appointed a multi-sectoral Health and Housing Task Force to prompt change for the betterment of our community, recognizing that these issues require working together for the common goal of improved community health and wellbeing.

The Health and Housing Task Force, the City of Nanaimo, NHC, Service Canada, and UWCNVI have partnered to advance a systems approach. The partners have engaged Turner Strategies and HelpSeeker to support the development of a plan to address health and housing priorities, while implementing key actions throughout.

As a part of the work described above, a strategy outline has been developed composed of 8 priority areas and 66 strategic mandates under an ICA and complex needs model. The model was conceived following months of data analysis, needs assessments, community consultations, and social impact audits.

The HHAP proposes the coordination of a Health & Housing Ecosystem in Nanaimo. All parts must work together in order for everything to thrive.

Key aspects of the proposed HHAP include Integrated Coordinated Access (a process to triage and connect services and clients to supports), investment & policy coordination, service provider coordination, a full spectrum of housing supports, as well as social supports including mental health, addictions, medical, recreation, food, and transportation resources.

Call for Proposals for services October 2020 - March 2021

The funding available under this Call for Proposals is **up to \$50,000** total.

Eligible applicants can apply for all or a portion of the total funding available. Funding can be expensed starting **October 22, 2020** (though project planning can begin as soon as a contract is signed between the CE and the successful applicant), and projects must be completed by **March 31, 2021**.

Application submission deadline: Monday October 5, 2020 at 4 pm PDT.

Funding Objectives

The successful applicant, working in conjunction with UWCNVI and the NHC, will be responsible to:

- Lead the implementation of the ICA initiative for Nanaimo, including running day-to-day operations as well as the ongoing administration, development, and continuous improvement of ICA systematized triage process;
- Work with community stakeholders to establish and execute efficient policies and procedures for ICA; including the development and maintenance of a By-Name List.
- Ensure authentic engagement with Indigenous Service Providers and Indigenous communities on the design and implementation of ICA.
- Maintain and expand systems mapping to ensure a real-time inventory and analysis of the local assets is in place using the HelpSeeker platform;
- Provide collaborative leadership and work to help lead systems change in Nanaimo by establishing and maintaining effective working relationships with partner agencies and community stakeholders to realize positive outcomes for referrals and access to community services;
- Provide training and technical assistance, coordinating, facilitating, and/or participating in meetings and calls as necessary to help remove barriers to Nanaimo's social safety net.
- Track data and complete reports as required on the progress of ICA
- Promote a greater understanding of ICA and its components within the homeless-serving sector and other stakeholders

The successful applicant (known subsequently here as the "Contracted Operator") will be responsible for initial implementation of a ICA framework currently in development by the NHC, as part of the Health and Housing Action Plan adopted by Nanaimo City Council.

This objective is in accordance with Section E of the Reaching Home Directives: Coordination of Resources and Data. A full list of Eligible and Non-Eligible Activities can be found in the Reaching Home Directives [here](#); however, for the purposes of this Call for Proposals, only applications in line with the above requirements for use of the funding will be considered.

About the ICA Lead Agency Role

The Integrated Coordinated Access Lead Agency has previous frontline experience in the community and/or public sector and a keen interest in how a well-designed system leads to better outcomes for individuals and families. The ideal candidate will enjoy the opportunities and challenges of supporting a purpose-built Integrated Coordinated Access system to make Nanaimo the next community in Canada to end homelessness.

This position must have an appreciation for the big picture of ICA, thereby having a sense of perspective in terms of balancing individual cases with the bigger goal of ending homelessness in Nanaimo. They will have previous experience in frontline work, with the ability to advocate for the needs of vulnerable individuals and families. They will be familiar with existing resources and programs, and able to navigate them efficiently. They will also have strong analytical skills, attention to detail, and a sense of determination.

Preference will be given to Indigenous organizations to deliver projects, where feasible, in cases where a project's objectives and activities specifically target off-reserve/settlement Indigenous people who are homeless or at-risk of homelessness. For non-Indigenous organizations, it is essential that you explain how you would effectively engage and integrate with Indigenous partners in culturally sensitive and appropriate ways and detail other vital considerations (e.g. current Indigenous representation on your staff)

Requirements:

- Experience working with vulnerable populations in a capacity such as case management, community outreach, housing support, or similar
- Exposure to or direct work history with principles of evidence-based practice, client-centered approaches, equity/anti-oppression approaches, trauma-informed approaches, and harm reduction approaches
- Strong relationship building skills, especially with Indigenous partners
- Strong communication and stakeholder engagement skills, including presentation and group facilitation skills
- Ability to convene and facilitate meetings, including preparation of meeting agendas, minutes and other required documentation
- Ability to interact with data
- Understanding of how to interact with personal information, including data privacy and confidentiality
- Excellent time management skills and ability to multi-task and prioritize responsibilities and deadlines
- Attention to detail and problem-solving skills
- Excellent written and verbal communication skills
- Strong organizational and planning skills
- Proficiency in MS Office suite, particularly Outlook, Excel, Word and PowerPoint

Evaluation Criteria and Process

Please consider the following evaluation criteria as they will be applied to proposals:

- i. Capacity of the applicant: What is the capacity of the applicant organization in carrying out the desired project activities, in terms of experience, track record, resources, and ability to ensure an Integrated Coordinated Access system will be successfully implemented?
- ii. Meets community needs/priorities: How well does the proposal advance the priority identified by the CE and CAB? How well does it respond to the community and region's needs?
- iii. Objective: Does the proposal contain a clear objective statement stating how the project will implement an Integrated Coordinated Access system across the social sector in Nanaimo and region, between October 15 to March 31, 2021?
- iv. Partnerships and community support: Have agencies collaborated and coordinated to provide a project or activity? Does the project demonstrate linkages to other agencies? Does the proposal demonstrate good working relationships with other local partners in the community? Does the applicant have a plan for how to collaborate effectively with the CE, CAB, Indigenous communities and other local social sector agencies on project coordination?
- v. Measurable and achievable outcomes: Does the proposed project or activity have measurable and achievable benefits or outcomes to improve services and service navigation to meet the needs of the local population? What will be the impact in the short term and in the longer term? What evaluation and monitoring processes will be put in place to measure performance of the project?
- vi. Value for money: Are the benefits of the project commensurate with the scope of the investment? Are costs reasonable compared to the anticipated outcomes of the project? Are proposed costs necessary to carry out the activities successfully (e.g., is it necessary to cover travel costs for an international conference?) Are costs eligible and directly related to the proposed activities?
- vii. Appropriate location: Are the project activities located in the city of Nanaimo? Is the location appropriate for the intended clientele? Is the project or service located close to complementary facilities and/or services (including public transit)?
- viii. Sustainability of the benefits of the project: Will the benefits of the proposed project or activities be sustained when the RH contribution agreement ends? Is there a vision for transitioning the ICA project from implementation to post-project maintenance and improvement?

Please note:

- The lowest dollar amount proposal will not necessarily be selected;
- The CE reserves the right to reject some or all proposals;
- The total number of projects funded and the amount of funding per project will be determined based on the number and quality of proposals received. The CE is under no obligation to approve any application through this process;

Review Process

All applications will be subject to a transparent and fair process of CAB review and recommendation and CE decision based on due diligence. The total number of projects funded and the amount of funding per project will be determined based on the review and due diligence of proposals received and the funding available.

Phase 1: Application Intake (September 21 – October 5)

- CE confirmation of eligibility and summary report to Allocations Committee of Homeless Coalition

Phase 2: Application Review by CE (October 5-6)

- Allocation Committee review and recommendations to the CAB (October 7-9)

Phase 3: Decision Making (Approx. October 9-15)

- CAB review and recommendations to the CE

Phase 4: CE Due Diligence (Approx. October 15-16)

- Review of project budget and details with applicants to ensure all requirements are fulfilled

Phase 5: Funding Agreements and Project Start-Up (Approx. October 22)

- If approved for funding, contribution agreements will be signed between the CE and the successful applicant(s).
- The Contracted Operator can then begin planning and implementation of the project.