



**Call for Expressions of Interest
to deliver**

HOMELESSNESS SUPPORT SERVICES

Issued: June 29, 2023

Submission Deadline: open until filled

**HOMELESSNESS SUPPORT SERVICES
CALL FOR EXPRESSION OF INTEREST
DEADLINE: open until filled**

BACKGROUND

The Manitoba government plays a critical role in ensuring all Manitobans have access to adequate, affordable and suitable housing. In the past, most provincial efforts have concentrated on meeting the immediate needs of people experiencing homelessness. As noted in the provincial homelessness strategy, A Place for Everyone, the government recognizes that the focus needs to shift from managing to ending homelessness. Key to this shift is developing new social housing rental units and support services for people who are experiencing homelessness.

People exiting homelessness often need supports to connect with services, heal and maintain their tenancies. With established supports, individuals are able to navigate through crisis, achieve healthy goals, and build positive relationships in their community. The department of Families will fund support services that are based on a Housing First approach.

Housing First is a person centred approach that sees housing as a basic human right. The five key principles of Housing First are:

- immediate access to permanent housing with no housing readiness requirements
- participant choice and self-determination
- recovery orientation, individualized and participant driven support
- harm reduction
- social and community integration

Housing First incorporates the elements of trauma informed care. It promotes open mindedness, compassion, and strength based support by understanding the impact of trauma. This emphasizes physical, psychological and emotional safety for participants and staff. Internal support systems like a community of practice enhances organization capacity, and commitment to trauma informed care. Ultimately improving the outcomes for people impacted.

The department of Families, through a separate expression of interest, will add 400 new social housing units to its Rent Supplement program for people exiting homelessness. The purpose of this call for expressions of interest is to identify organizations to deliver support services to people who will be leasing the new social housing units. The department will sign three year service purchase agreements with successful proponents of this EOI.

EOI Guidelines

PROGRAM PARAMETERS

We invite non-profit organizations operating and providing services in Manitoba to apply to this EOI. The support services are for people experiencing homelessness.

Understanding that Indigenous peoples are over-represented in the community facing homelessness, we encourage service providers to use a two-eyed seeing approach: balancing Indigenous knowledge and traditional methods of healing with Western methods.

SERVICES REQUIRED

Rapid re-housing (Tier 2 of the provincial mental health framework)

Provide brief, targeted and structured intervention. Teams will provide general case management to help participants acquire ID, access other basic services (e.g., income), and find rental housing. Time limited services to support stability will be provided.

Services may include structured brief and targeted intervention such as the following:

- Assist participants with completing a standardized rental application;
- Arrange visits to the rental units that match participants' preferences and accompany participants as required;
- Assist participant to set up interviews with landlords who are a match for the individual's housing requirements ;
- Prepare participant for landlord interviews (i.e., coach participants on how to respond to potential questions about challenges with housing history);
- Accompany participants to interviews as required and negotiate with or on behalf of participants;
- Arrange or provide transportation for housing search and/or interviews.
- Negotiate the lease terms with the landlord. When necessary, discuss any additional supports that may encourage a landlord to accept tenants with particular housing barriers;
- Ensure that the participants understand lease requirements before signing;
- Conduct a move in condition report with the tenant and document with pictures.
- When appropriate, an agreement between your agency and landlord including specifying length of time for support involvement. Daily in home check-ins with clients for the first thirty days may include evening and weekends. Agency involvement could continue after the initial thirty days of tenancy;
- Obtain participant consent to release information to and from the landlord.
- Define with landlord, tenant and agency expectations of who to contact if and when issues arise;
- Provide tenant orientation and move in supports including education around tenant rights and responsibilities;
- Provide tenant support for unit set up and awareness of local community amenities and resources;
- Daily in-home visits for the first month after move in and weekly visits for the second and third month;

- Remain the point of contact for the tenant and landlord for one year in the event that personal or tenancy issues arise;
- Arrange for a warm hand off of people to intensive case management if the rapid rehousing services are not sufficient to maintain tenancies. If you are providing services in Brandon, Thompson or Winnipeg, use the Coordinated Access intake process to find a suitable service provider.

Intensive case management (Tier 3 of the mental health framework)

Support individuals experiencing chronic or episodic homelessness identified through a Coordinated Access intake process (if one is available in your community). Teams provide case management services to facilitate access to housing, health and social services along with the supports offered. Teams may coordinate connections to home or mobile withdrawal services, primary care, addiction medicine, home care, community counselling, or other supports. Intensive Case Management (ICM) includes the rapid rehousing services plus the following:

- Support participant housing stability including:
 - Provide services that affect daily functioning, fulfilling responsibilities as a tenant, social interactions among tenants, and accessing resources. These include in-home tenant support for management of premises (cleaning/maintenance), management of behaviour (conflict, disturbances, harm minimization), and management of finances (payment of rent).
 - Assist tenants to plan and execute housing moves including support to fulfill lease obligations and coordinate necessary resources to facilitate housing opportunities.
 - Maintain ongoing communication and engage in support to housing providers.
- Daily in-home visits for the first month after move in and a minimum of twice-weekly check-ins in subsequent months. In home visits may be reduced to weekly once housing is stable.
- Remain the point of contact for the tenant and landlord for a minimum of one year in the event that personal or tenancy issues arise; Support participant progress on individually identified goals related to recovery, health, self-sufficiency, and social integration including:
 - Develop and utilize a variety of individualized, culturally based engagement strategies to facilitate relationships and interactions.
 - Develop, support, and review practical plans to remain housed, meet health and personal goals, and increase capacity utilizing a harm reduction approach.
 - Assist with crisis prevention and recovery planning.
 - Link clients to health professionals and holistic approaches.
 - Support self-determination, capacity building, and independence in day-to-day activities.
 - Facilitate social integration and development of relationships within and outside the program.
- Encourage participant's journey through Housing First upon attainment of housing stability to alternate formal and informal services including:

- Foster integration of alternate supports for participants who have remained stably housed for 12 months, and whose needs can be supported by a less intense level of service.
- Support transition of participants when alternate services are established and are adequately sustaining participant stability.
- Re-engage supports, if required, for people who have left the program in the last year.
- When a participant transitions from ICM be mindful of the established relationship. Consider celebrating the success through ceremony and encouraging the participant to volunteer for the agency to maintain a connection.
- Utilize Housing First closure processes and provide a warm hand off to appropriate community resources for participants who require alternative levels of support. Participants eligible for closure include those who:
 - Cannot be located or leave the community.
 - Choose the services of another Housing First or community agency whose housing with supports model is more appropriate.
 - Have experienced a permanent decline in health status and they no longer have the capacity to work towards housing goals for independent living and have obtained housing and supports of an alternate care provider.

Assertive community treatment or Flexible Assertive Community Treatment (Tier 4 of the mental health framework)

Assertive community treatment is a multidisciplinary team-based approach to support individuals living in the community who are dealing with multi-layered mental health issues. Flexible assertive community treatment recognizes that recovery can be circular and require adaptation in the intensity of support. Flexibility encourages participants' resilience and promotes addressing the personal needs of individuals. Teams provide access to clinical and holistic supports (physical and mental health clinicians, elders and knowledge keepers) and assertive case management to assist with activities of daily living as required for tenancy stability. Teams may have to coordinate connections to additional case management, community based substance use services, supportive recovery housing, primary care, home care, and other services. FACT and ACT include the rapid re-housing services, ICM, plus the following:

- Support participant progress on individually identified goals related to recovery, health, self-sufficiency, and social integration including:
 - Team members available 24/7 and provide real-time support.
 - The expected ratio is 1:10 staff to clients.
 - Establish partnerships with medical staff and elders to provide a two eyed seeing approach, collaboration and/or integration of Indigenous knowledge and traditional methods of healing to support individuals journey
 - Provide or connect to a variety of services (psychiatry, primary care, trauma recovery, family repatriation, justice system interactions, harm reduction for problematic substance use, cultural identity and reclamation, daily living skills, advocacy for benefits and entitlements, supported

- employment services) that participants identify as needed to attain their goals.
- Provide medication management where necessary following agency policies and procedures for appropriate handling and provision.
- Offer group-based support, intervention and social activities.
- Promote participants' interdependence in the community.
- Provide daily in-home services with participants for the first 30 days after move in and Monday to Friday for the subsequent eleven months.
- Provide a 24/7 response to tenants and landlords for a minimum of three months after move-in.

MINIMUM REPORTING REQUIREMENTS

Successful proponents will be required to provide reports on the following:

- Quarterly expense statements and annual audited financial statements
- Monthly outcomes including number of households served, home visits completed and failed tenancies
- Annual program monitoring including barriers, trends, failures and successes

WHO CAN APPLY

To be eligible for the EOI, organizations must meet the following criteria:

- Non-profit organizations or registered charities located and operating in Manitoba.
- Registered and in good standing with the Manitoba Companies Office
- Experience delivering services to people experiencing homelessness
- Operate using a harm reduction philosophy
- Use the Homeless Individuals and Families Information System to record personal and service information and report on service outcomes
- Be part of Coordinated Access if delivering services in Brandon, Thompson or Winnipeg

Preference will be given to organizations with:

- Experience delivering Housing First services
- Demonstrated ability to apply a two-eyed seeing approach in service delivery
- Partnerships with health agencies for the delivery of clinical services
- Internal capacity to provide mental health and addictions services or supports
- Partnerships with housing providers
- Ability to serve people in all three service levels

As noted in the provincial homelessness strategy, the government is emphasizing Indigenous led responses. To this end, the assessment committee will first review EOIs submitted by Indigenous led organizations and select successful proponents. If additional support services are required, the committee will review EOIs from other organizations and select successful proponents to fill the gaps.

The first round of assessments will begin July 21, 2023.

MINIMUM REQUIREMENTS:

- The application is completed in full and any optional supporting documents.
- The service must begin by October 31, 2023

Eligible Costs

- Administration (10%)
- Salaries or wages, professional development and travel of service delivery staff (60%)
- Service delivery expenses including repair of rental unit damage by participants, participant transportation, incidentals and startup funds to furnish homes (30%)

Ineligible Activities and Costs

Activities and costs that are not eligible under the EOI include:

- deficit financing or reducing
- previously incurred costs
- emergency funds for organizations
- endowments
- sponsorships and/or fundraising campaigns
- project costs for other activities that are not specified in the application
- proposals solely for infrastructure improvements
- on-going operational costs unrelated to the proposed project

ANNUAL FUNDING PER HOUSEHOLD

Rapid Re-Housing: \$10,000

Intensive Case Management: \$18,000

Assertive Community Treatment: \$25,000

ANNUAL FUNDING

The EOI has \$5,800,000 available to support 400 households annually: 133 per service level.

AMENDMENT OF PROPOSALS

Proponents may amend their proposals prior to the Submission Deadline. To amend a proposal, the proponent must withdraw the previously submitted proposal and submit the amended proposal in accordance with the instructions set out above. The amended proposal must be submitted in its entirety on or before the Submission Deadline.

WITHDRAWAL OF PROPOSALS

At any time throughout the EOI process until the execution of a written agreement for provision of the Deliverables, a proponent may withdraw a submitted proposal. To withdraw a proposal, a notice of withdrawal must be sent by email to the EOI Contact and must be signed by an authorized representative of the proponent.

USEFUL LINKS

[Province of Manitoba | fs - Developing Manitoba's Homelessness Strategy \(gov.mb.ca\)](#)

[A place for Everyone: A Collaborative Homelessness Strategy for Manitoba pdf \(gov.mb.ca\)](#)

[AtHomeFidelityScale.pdf \(housingfirsttoolkit.ca\)](#)

[The Homeless Individuals and Families Information System \(HIFIS\) - Homelessness Learning Hub](#)

[Housing First | The Homeless Hub](#)

HOW TO APPLY

Applicants must submit the completed EOI application form:

- signed by an authorized organization representative
- by email to homelessness@gov.mb.ca.

Although it is not required, organizations may choose to submit additional documents to support the proposed project.

Applications submitted to homelessness@gov.mb.ca will receive confirmation of submission within five business days. All applications submitted by the deadline will be notified of a decision.

Information Sessions

The department will host three information sessions via Microsoft Teams about this EOI:

- 11am to noon, July 11, 2023
- 1pm to 2pm, July 12, 2023
- 10am to 11am, July 14, 2023

Register by emailing homelessness@gov.mb.ca by 10am July 10 with your contact information and preferred date.

Following the review of expressions of interest, department representatives may be in contact to request further information and negotiate terms.

Manitoba may consult staff of a department, branch or division of the Government of Manitoba, a Manitoba Crown corporation or agency, or an academic institution, health authority or other entity providing education, health or social services funded by Manitoba that have had dealings with the proponent or the proponent's subcontractors. Manitoba may use existing data and past performance in evaluating organizational knowledge, experience and expertise to address program objectives.

For expression of interest inquiries or questions, contact homelessness@gov.mb.ca.

This information is available in alternate formats, upon request. Please phone 204-945-3744 or email fswebunit@gov.mb.ca.