

Department of Families

Questions about the Homelessness Support Services expression of interest

Released June 30, 2023

Q1. How long does it take for approval and funding of the application?

A. We will start reviewing applications the week of July 24 and signing agreements in August. For any applications received after August 24, we will need to wait until after the election to sign agreements.

Q2. Does the support service organization have to be completely internal in its operations or can it partner with other providers to reach a level of service?

A. You may partner with other organizations. For assertive community treatment teams, you will need to partner with your regional health authority for the clinical services.

Q3. What kind of workloads will the support staff be given? Currently the workers have high workloads and cannot conduct proper visits, for example 18 clients scheduled for a daily visit. Shorter visits do not work because there is no chance to build a relationship, which is necessary for program success. Understaffing and high staff turnover are a problem, and staff are inadequately trained in trauma-informed care.

A. The funding for intensive case management and assertive community treatment teams is based on ten participants per case manager. Staffing levels of the teams is the responsibility of the service provider.

Q4. Does the EOI cover amounts for things like program cost and administration?

A. Yes, the funding allows up to 10% for administration and 30% for program costs related to the participants. See p.7 of the EOI for more information.

Q5. Will the support services be tied to the 400 units mentioned in the EOI, or can the participants live in other places?

A. Our focus is ensuring households moving into the rent supplement units all have service teams. If no suitable rent supplement units are available, service teams can find other places for participants to rent and continue to support them.

Q6. If a tenancy is unsuccessful, will another unit be offered?

A. Yes. We, however, expect service teams to work with tenants and landlords to avoid lease terminations.

Q7. Are the support services provided linked to the level of care required (tier level)?

A. Yes. In Brandon, Thompson and Winnipeg, participants' level of care will be assessed through the coordinated access intake process. For organizations in other communities, they will need to be trained on the use of the service prioritization decision assistance tool.

Q8. Is there a fixed number of staff for each support organization?

A. No. Organizations will determine the staffing levels based on the number of clients and the level of care they need.

Q9. Will the support organization be required to provide services for all tiers?

A. No. Organizations determine the number of people and levels of service they can provide.

Q10. How will we know which landlords are participating?

A. In Winnipeg, Brandon and Thompson, Coordinated Access will notify the support service providers. In other communities, Manitoba Housing will notify them.

Q11. Is there an expected caseload requirement?

A. Ten participants per case manager.