

Request for Expressions of Interest To Non-Profit Societies

Homeless Outreach Program

Comox Valley, Campbell River, Vernon, Penticton,
Nelson, Terrace, Prince George, Fort St. John,
Vancouver: specifically Grandview, Collingwood/Renfrew,
Kitsilano

EOI # 1080-0708/513

February 2008

BC HOUSING

Homeless Outreach Program

Request for Expressions of Interest
EOI # 1080-0708/513

Closing Date and Time:

Submission must be received by **2:00 p.m.** Local Time
Friday February 22nd, 2008

All Submissions should be addressed to;
Lori Dennis, Homeless Outreach Program Manager

Email: ldennis@bchousing.org, Fax: (604) 604 439-4729

BC Housing ~ Suite 601 - 4555 Kingsway, Burnaby BC, V5H 4V8

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I. INTRODUCTION

On October 12, 2007, the Province of B.C. announced a range of new and expanded measures to break the cycle of homelessness. One of these measures was the expansion of the Homeless Outreach Program. More than 1600 people on the street in about 30 communities across the province have found stable housing as a result of homeless outreach services and based on this success, new and existing outreach services will be expanded in 11 more communities across British Columbia.

For this Expression of Interest (EOI), the expansion of the Homeless Outreach Program includes: Fort St. John, Prince George, Vernon, Nelson, Penticton, Comox Valley, Campbell River, Terrace and Vancouver (specifically Grandview, Collingwood/Renfrew and Kitsilano).

BC Housing's Homeless Outreach Program provides the chronically homeless population direct access to housing with integrated support services.

Outreach services have been documented as an effective approach to connecting individuals with complex needs to housing, income assistance and community based health services.

The program provides outreach services in number of communities across the province, directly engaging with the street homeless and provides linkages to housing, income assistance and other community-based services. The outreach teams play a key role in assisting homeless to navigate their way between different service providers, serving clients with follow up support once they are housed. Additionally non profit agencies provide assistance to landlords to ensure the safe affordable housing can be maintained. The program enables homeless people to access housing and other community-based resources while pursuing their goals towards improved health, well being and housing stability.

The Homeless Outreach Program is part of the provincial housing strategy, Housing Matters BC and the Premier's Task Force on Homelessness, Mental Illness and Addictions.

The HOP is unique from the Emergency Shelter Program as it aims to engage homeless individuals who are not accessing support services. The HOP encourages community collaboration to ensure seamless service delivery to vulnerable British Columbians.

II. PROGRAM GOALS

- Reduce the numbers of homeless individuals.
- Provide homeless individuals with direct access to immediate housing and income assistance
- Provide linkages to the necessary support services to address an individual's housing and health needs
- Promote long term housing stability
- Provide services which are integrated and client-driven

III. TARGET POPULATIONS AND ELIGIBILITY

The absolute homeless are the primary target population for BC Housing's Homeless Outreach Program and those who are not accessing Emergency Shelters.

To the greatest extent possible, the Program will focus on individuals who have been homeless for longer periods of time, or the street entrenched.

IV. PROGRAM OBJECTIVES

- Provide assistance and supports which break the cycle of homelessness and reduce the time that individuals who are absolutely homeless remain on the street
- Connect homeless individuals to housing, and income assistance
- Enhance access to community-based support services which help individuals maintain their housing
- Life skill development to ensure successful tenancy
- Promote housing stability by providing ongoing supports for both landlords and tenants

V. PROGRAM OUTCOMES

Agreed outcomes and monitoring requirements will enable the Homeless Outreach Program to better match services to client needs, ensure improved service delivery and demonstrate the effectiveness of the program. Service providers will be required to report on a number of outputs and outcomes that correlate directly to activities and services provided to clients.

Short and long term outcomes of the program include:

- Increased number of access to stable, appropriate housing
- Homeless individuals receive Income Assistance
- Individuals connected with community based support services that allow them to maintain their housing
- Landlords provided with educational support/information
- Reduced number of homeless individuals
- Delivery of the outreach program as outlined in its framework, and in accordance with the standards and guidelines as set out in the service agreement
- Selection and performance of the senior staff person operating the outreach program and to ensure succession planning for the agency is in place
- Development of a service mandate that outlines how the program will meet the needs of clients, which may include offering services in the evening and or weekends.
- Building of relationships with landlords

- Notification of changes to the agency's service delivery that could affect the service agreement with BC Housing
- Development of partnerships and liaising with other local service providers to ensure appropriate services are available to homeless persons
- Participation in local task forces and committees that have a goal of reducing homelessness
- Identification of trends among the client population, pressures facing local communities and bringing forward possible solutions to BC Housing
- Maintenance of adequate and accurate financial data and client service records
- Ensuring operating policies are in place including a system for review of complaints and conflict resolution

VI. PROGRAM SERVICES

Program services fundamental to the delivery of the Homeless Outreach Program include:

- Intake and assessment of client's strengths and needs through on the street outreach
- Connecting individuals to appropriate housing and support services including accompanying individuals to appointments
- Providing follow up support to individuals and maintaining an ongoing relationship to ensure stable housing.
- Life skills training for individuals to maintain tenancy and employment
- Landlord education on housing homeless/at-risk individuals where outreach clients require tenancy

VII. CALL FOR EXPRESSION OF INTEREST

The purpose of this document is to invite non-profit societies to submit an Expression Of Interest (the "EOI" Submission) to manage and deliver Homeless Outreach Program (the "Program") which will address the needs of homeless individuals.

The information sought for evaluation purposes falls into the following categories.

- the society's capacity (governance and experience);
- the operating plan and any support services in relation to the target population; and
- the project development schedule and plan.

The EOI Submission is intended to elicit from Societies information which demonstrates their preparedness and highlights factors which tend to indicate the success of their projects.

EOI Submissions must follow the order specified in the Submission Format.

Each submission must be submitted all unbound form to facilitate easy reproduction.
All copies should be submitted by email, fax or mail.

VIII. EVALUATION AND SUBMISSION

EOI submissions will be evaluated by BC Housing based on the information in the EOI submission.

The submission will be verified through such means as are reasonably available, for example: reference checks.

- A thorough review will ensure the mandatory requirements of the EOI have been met, that the Submission is complete and consistent with the goals and objectives, and program service fundamentals of the EOI.
- BC Housing will identify the Society with the highest score based on the evaluation criteria and overall Submission.

IX. SUBMISSION FORMAT

Societies responding to this Call for Expressions of Interest must follow the order of the format shown in Appendix A in their Submissions.

Whether using the provided form or creating an original document - the society must use the headings and numbers provided.

The societies should answer (fill in the blanks) questions in Appendices B and C.

The societies should provide additional information requested from the above Appendices.

Appendix A

- Summary Information
- Society's Organization, Development Team and Experience
- Additional Information

Appendix B

- Annual Budget Summary

Appendix C

- Direct Experience Summary
- References

Appendix D

- Letter of Committal

Every Submission must include Letter of Committal in the form presented in Appendix D.

X. MANDATORY EOI REQUIREMENTS

All EOI submissions must meet the following requirements:

1. The Proponent must be a non-profit society.
2. The submission must be received by email, fax or mail by the deadline below:

2:00 p.m. Local Time, Friday February 22nd, 2008

**Attention: Lori Dennis, Homeless Outreach Program Manager
EOI for HOMELESS OUTREACH PROGRAM
EOI # 1080-0708/513**

4. The Submission must be in loose form for easy copying.
5. The Submission must contain a Letter of Committal in the form provided and executed by a person able to commit the Society.

XI. Deadline for Submission of Inquiries

Respondents are encouraged to submit questions to BC Housing, if clarification is required.

All questions of clarifications with respect to this EOI shall be submitted via email to Lori Dennis, Homeless Outreach Program Manager at ldennis@bchousing.org no later than 2:00 pm on Friday February 22nd, 2008.

NOTE:

BC Housing reserves the right at their sole discretion to cancel this EOI or to not select any proposal.

Societies are solely responsible for their own costs and expenses in making their Submission.

BC Housing is not liable to pay such costs and expenses or to reimburse or compensate a Proponent under any circumstances.