

Request for Expressions of Interest: Peer Assisted Care Team Submission Guidelines¹

Submission Summary

After you have reviewed these guidelines and the additional resources provided in full and when you are ready to apply:

1. Register your profile online: <https://cmhabc.smapply.ca/prog/PACT>
2. Complete the organization profile form.
3. Complete the project application form and budget; ensure to upload all your documents.
4. Review your application to ensure it is complete and make sure to submit it.

If accessing the portal for submission causes any challenges please contact the Canadian Mental Health Association, BC Division (CMHA BC) at details below. Funding for community PACT pilot programs is available to community-based organizations (non-profit and charitable organizations). Please see the specified budget and REOI deadline outlined below based on community area.

Deadline	Service Area	Budget
August 5 th 11:59pm PST Extended: Friday, August 19 th 2022 by 11:59 PM PST	Municipality of Victoria	Up-to \$400,000 CDN
August 19 th 11:59pm PST	Municipality of New Westminister	Up-to \$350,000 CDN

Applications submitted after the deadline cannot be considered unless a general extension is provided for all applicants.

Sections for this application include and outlined below:

- Section 1: Consent
- Section 2: Application Form
 - Letter of Introduction
 - Organizational Profile and Information
 - Experience and Qualifications
 - Proposed Program Delivery Model (no more than 10 pages)
- Section 3: Budget
- Section 4: Submission

Contact Information

For support, questions, or more information please contact us please connect with us:

Erin Ewart (She/Her)

¹[The application guidelines have been adapted from information generously provided by the City of Toronto "Community Crisis Response Program".](#)

Associate Director, Crisis Care Reform

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1-800-555-8222 or 604-349-4574

Section 1: Consent and Applicant Requirements

- The Canadian Mental Health Association, BC Division (CMHA BC) has chosen to use the Survey Monkey Apply platform to support the collecting of information and administering the process of the expression of interest for the Pilot Program.
- Organizations requiring support to complete their applications please contact CMHA BC.
- Organizations must be an eligible non-profit or charitable organization to apply.
- Consent must be provided by authorized individuals.
- All information provided in your application must be accurate and truthful, and we will be asking for your consent to the CMHA BC to collect, use and disclose your information for the purpose of this expression of interest.
- Please note only one application including the required documents per organization will be accepted. Multiple applications, incomplete applications, and documents submitted after the submission deadline will not be accepted and your organization will automatically be deemed ineligible.

Section 2: Application Form

Section A: Applicant Information & Letter of Introduction

- **General Applicant Information:**
 - Legal Name,
 - Registration Number
 - Address and Website Information
 - Lead Contact Information
- **Signed Letter of Introduction:** Please attach a signed letter introducing the lead applicant and partners by the person(s) authorized to sign on behalf of and to bind the Applicant to statements made in response to this REOI. Electronic signatures are applicable.

Section B: Organizational Profile

Applicants should have the resources and/or capacity to ensure their ability to deliver and support the proposed project in the defined Municipality.

To evaluate the application fully as a viable and sound enterprise, we request applicants to include the following information with respect to the application, and if applicable, for each member of a collaborative proposal (Lead Organization and Sub-Organizations).

Please upload a document highlighting the information suggested below:

(recommended: no more than 3 pages)

1. **Summary of the Applicant** (or Lead Organization and Sub-Organizations as appropriate), the summary should consider including the following:
 - Key service offerings of the organization(s)
 - Geographic areas served by the organization(s)
 - Experience or understanding working in or with the geographic pilot area
 - Major funders and/or collaborators in current service or program delivery
 - Experience serving marginalized populations including people with lived experience of mental health and substance use challenges, Indigenous, Black, and equity-seeking communities
 - Experience providing access to holistic care for clients of various ages and their families and/or support networks
2. **Equity and Inclusion:** Please describe how your Board of Directors, management, and direct services staff reflect the communities intended to be served by the Peer Assisted Care Team pilot and describe any equity measures you use to determine staff and Board Member selection.
3. **Collaborative Proposal:** If the Applicant is a member of a collaborative proposal, provide a description of the relationship(s) between the members of the collaborative proposal (e.g. Lead Organization and Sub-Contracted Organization(s)). The description should include:
 - The rationale for why combining the teams would be beneficial;
 - How a collaborative proposal was created; and
 - How partner organizations will address potential mission drift within service delivery.

Section C: Experience and Qualifications

1. Capacity & Financials

- Identify the lead individual for the pilot project
- Do you have the personnel in place or need to hire new personnel?
- Provide a breakdown of revenue source
- Most recent audited budget statements for Lead Organization and, if appropriate, sub-contracted organization(s).
- Proof of incorporation and status as a not-for-profit or charitable organization status;

2. Organization Experience

Please upload a document highlighting the information suggested below:
(recommended: no more than 2 pages)

Outlining their experience with similar projects and/or services and their skills, experience, and expertise to design, deliver and operationalize the Proposed Program Delivery Model, this may include:

- Experience in delivering crisis, mental health, and substance-use-specific support services and programs that serve individuals who are experiencing mental health and substance use challenges;
- Demonstrated experience in working with diverse groups that include: Persons with Disabilities, Indigenous, Black, Racialized, LGBTQ2S+ and Neurodiverse communities;

- Experience and demonstrated ability to manage the project (administrative oversight, processes, and procedures); and
- The ability to meet all Canadian Mental Health Association – BC Division program requirements.

Section D: Proposed Program Delivery

The applicant must review the "Overview of Work" resource which outlines the goals, scope, and overall objectives of the pilot program. It is essential that the work be undertaken by a team who can demonstrate specific knowledge of, and experience in performing similar work for projects of comparable nature, size, and scope. It is important that key project individuals (i.e. major areas of responsibility) be named, with an accompanying indication of guaranteed availability to carry forward the project during the time frame required.

Please upload a document highlighting the information suggested below:
(recommended: no more than 10 pages)

Staffing Model

The Applicant (Lead Organization and Sub-Contracted Organizations, as appropriate) should provide the following:

- A list of key staff that the applicant would propose to use for this work together.
- Provide a statement of any conflict of interest, if applicable.
- Applicant should provide a description of supervision expected to be provided by management staff to pilot staff identified, as well as any relevant policies or procedures in relation to:
 - Supervision frequency;
 - Debrief processes;
 - Staff wellness given the intensity of the work;
 - Safety planning for staff

Proposed Program Delivery Model

The Applicant (Lead Organization and Sub-Contracted Organizations, as appropriate) should provide the following:

- Provide a statement of understanding of the goals and objectives of the pilot project.
- Provide a detailed description of how the Applicant intends to achieve the goals and objectives of the pilot project including:
- A brief description outlining why the specific Program Delivery Model has been recommended;
- The detailed functions/characteristics/specifications of the goods/services;
- The proposed staff teams' size, skillset, expertise, and onboarding training for staff;
- The deliverables/outcomes that will be provided as part of the project;
- A summary of risks/problems/issues associated with the work and how they will be mitigated;

- A description of experience and ability to work effectively with CMHA staff, community groups, and other stakeholders;
- A description of experience and approach to building relationships and maintaining trust with service users and their families and/or support networks
- A proposed timeline and work plan.

Additional Details:

The framework presented in this REOI has been developed to represent the broad approach CMHA intends to implement for this Peer-Assisted Care Team pilot. See the Community Engagement resource.

Please consider including:

- Community partnerships that you will rely on to deliver services within the proposed pilot catchment area.
- Approach to engage community stakeholders and clients in the implementation of the Peer Assisted Care Team pilot.
- Approach to handling client data and their capacity to collect and manage confidential data.
- Approaches to ensuring cultural safety.
- Any value-added measures or cost savings.

Section 3: Budget Template

Instructions for Budget Template

- Use the [Budget Template](#)
- Budget maximum of \$400,000
- Projects must be conducted between August 2022 – August 2023
- Submit a proposed budget for this program using the template provided.
- Applicants will be asked to identify budget expenses for fiscal year (FY) 2022-2023 (from the start of the project to March 31, 2023) and FY 2023-2024 (from April 1, 2023, to the end of the project).
- All blanks must be filled in and all entries for lump sums and totals should be filled in, as appropriate.
- Prices that are intended to be zero cost/no charge to CMHA are to be submitted in the space provided in the Budget Form as “\$0.00”.
- Applicants are encouraged to carefully consider any time required to setup the project when building their budgets (e.g., time to hire, time to procure materials) to ensure realistic planned spending.
- The Applicant price should include the below deliverables at a minimum:



- Staffing to cover project administration and coordination, data collection and reporting, and crisis teams that include at least two
- Clinical supervision and consultation for staff;
- Any administrative costs (cannot exceed 10%);
- Training and materials;
- IT equipment (e.g. phones, tablets for field-based resources and documentation);
- Transportation to provide safe transport, harm reduction, and street outreach supplies;
- Materials and supplies for mobile team use (eg. food, clothing, first aid, harm reduction supplies, etc.).
- In-kind or value-added contributions to the project.
- In-Kind Contributions: Applicants are to provide cost details of any materials, supplies, equipment, or services provided to the City in-kind if any.
- The final budget, funding details, and distribution schedule will be determined after the evaluation, during the agreement stage.

Ineligible Activities

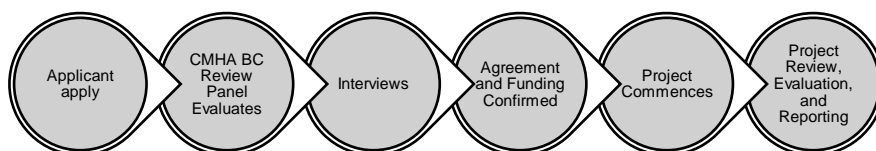
The following activities are not eligible for funding under this program:

- Ongoing or core operational costs of an organization not related to the proposed project
- Initiatives that would unnecessarily duplicate existing services
- Sub-granting activities or provision of funding or financial assistance to other organizations
- Activities that take place outside of Canada
- Fundraising events or any initiatives where a profit is made by the organization
- Initiatives that require adherence to a specific faith for participation or religious causes that do not serve the general public on a non-denominational basis
- Activities that do not fall within the current objects or mandates of the applicant organization
- Initiatives that support direct or indirect partisan political activities
- Financing of deficits, debt reduction campaigns, contributions to endowment funds, or building larger reserves
- Activities that are illegal
- Activities that involve purchase of alcohol or cannabis
- Activities whose administrative expenses are greater than 10%

Section 4: Submission

- Please ensure your application is complete. Unfortunately, incomplete applications will not be considered, and you will not be able to edit your application once submitted.
- Please ensure you hit the Submit button when ready. Applications submitted after the official deadline cannot be considered.

- Submitted applications will be treated as confidential, however they will be reviewed internally by the Canadian Mental Health Association – BC Division and will be shared with external parties involved in the review process. These parties must adhere to confidentiality requirements when reviewing applications. The information in your application will be treated as proprietary and confidential within the context of this EOI.
- At any time during the review process, the Canadian Mental Health – BC Division reserves the right to decline or remove from further consideration any application, for any reason that it deems appropriate.



Section 5: Evaluation Framework

The following sections set out the categories, weightings and descriptions of the rated criteria for the REOI. Applicants will be scored out of 100 Total Points. Applicants who do not meet a minimum threshold score for a category will not proceed to the next stage of the evaluation process.

Stage 1 – Review of Mandatory Submission Requirements

Mandatory Submission Requirements
1. Section 1 Consent - Completed
2. Section 2 Applicant Information, Documents, Letter of Introduction - Completed
3. Section 3 Budget - Completed

Stage 2 – Evaluation of Written Proposal Documents

Rated Criteria Category	Score Weighting
<p>Section 2B – Organizational Profile</p> <p>A. Organization Profile demonstrates the Applicant has the ability to deliver and support the proposed project [**4 points**]</p> <p>B. Experience serving Indigenous populations including people with lived-experience of mental health and substance use challenges [**2 points**]</p> <p>C. Experience serving Black, Racialized, LGBTQ2S+, Neurodiverse communities, and Persons with Disabilities [**1 point**]</p> <p>D. Lead organization is Indigenous-led or Black-led, as defined as having more than fifty-one percent of the Board or executive leadership positions held by those who self-identify as Indigenous or Black [**1 point**]</p>	<p>[**8 points**]</p>

<p>Section 2C – Experience and Qualifications of the Applicant</p> <p>A. Demonstrated experience of the Applicant with other similar projects, including references [**5 points**]</p> <p>B. Applicant demonstrated the necessary skills, experience and expertise to design deliver and operationalize the proposed Program Delivery Model [**7 points**]</p>	<p>[**12 points**]</p>
<p>Section 2D – Proposed Program Delivery - Staffing Model</p> <p>A. Key management staff proposed for this work including their professional qualifications, related project experience and their duties and responsibilities on this particular project [**7 points**]</p> <p>B. Staff supervision, and support capacity, including supervision frequency, debrief processes, benefits/sick days, and safety planning. [**5 points**]</p>	<p>[**12 points**]</p>
<p>Section 2D – Proposed Program Delivery Model</p> <p>A. Applicant’s understanding of the goals and objectives of the project [**2 points**]</p> <p>B. Proposed approach for achieving goals and requirements of Service Component 1: Ongoing Project Management, Administration, and Oversight [**4 points]</p> <p>C. Proposed approach for achieving goals and requirements of Service Component 2: Mobile Crisis Response Support [**5 points**]</p> <p>D. Proposed approach for achieving goals and requirements of Service Component 3: Post-Crisis Case Management and Follow-Up Support [**5 points**]</p> <p>E. Proposed approach for achieving goals and requirements of Service Component 4: Communication and Mobile Teams Dispatch [**2 points**]</p> <p>F. Proposed approach for achieving goals and requirements of Service Component 5: System Coordination and Community Outreach [**4 points**]</p> <p>G. Proposed community partnerships that the Applicants will rely on to deliver services within the proposed pilot catchment area [**2 points**]</p> <p>H. Proposed approach to engaging community stakeholders and clients in the implementation of the Community Crisis Support Service pilot [**2 points**]</p> <p>I. Proposed approach to handling client data and Applicant’s capacity to collect and manage confidential data [**1 point**]</p> <p>J. Proposed approach to ensuring cultural safety for 1) staff, 2) clients and their families/support networks [**2 points**]</p> <p>K. Any value-added measures, in kind or cost saving measures identified by the Applicant [**2 points**]</p> <p>L. Proposed work plan for the period from August 2022 until the launch of the service. [**2 points**]</p>	<p>[**33 points**]</p>

If EOI Written Proposal score is 60% or higher, Applicant will move to next phases: Interview and Budget. Scores below 60% will not receive an interview and budgets will not be reviewed.

Stage 3 – Evaluation of Interview on Proposed Model

Rated Criteria Category	Score Weighting
Interview	[**25 points**]

Stage 4 – Evaluation of Budget Submissions

Rated Criteria Category	Score Weighting
Budget	[**10 points**]

Scoring Criteria

Proposals will be evaluated and scored using the Scoring Criteria outlined in the table below. Each section of the application has multiple assessments with a specified score and each section is totaled to provide a final score.

Rating	Detailed Description
Excellent (full points)	Response fully meets CMHA's Requirement, and in some areas exceeds expectations and relevant best practices/standards.
Good	Response meets most of CMHA's Requirement. Low risk per relevant best practices/standards.
Satisfactory	Response partially meets CMHA's Requirement or addresses most but not all components of the requirement. Medium level risks identified per relevant best practices/standards.
Weak	Response falls short of meeting CMHA's Requirement or only addresses some components of the requirement. Major risks identified per relevant best practices/standards.
Poor	Response is unacceptable or response is minimal (e.g. only statement of compliance with no substantiation).
Did not Demonstrate (0 points)	Non-responsive (e.g., a statement and/or substantiation that doesn't address or is not relevant to the requirement). Does not offer an explanation or ability to answer the question and/or meet the requirement/s.