

**HOUSING ACCESS AND SUPPORT SERVICES**  
**COMPETITIVE CALL FOR APPLICATIONS 2022-2025**  
**QUESTIONS & ANSWERS #2**

**FUNDING OPPORTUNITIES OVERVIEW**

The City has launched the following six funding opportunities, each with one or two funding categories:

<b>Funding Opportunities Launched March 29</b>		
<b>Application Deadline: Tuesday, May 24, 2022 by 11:59 p.m. (EST)</b>		
<b>Helpdesk Sessions: April 14 &amp; 28, 2-3:30 p.m.</b>		
<b>Funding Opportunity</b>	<b>Categories</b>	<b>Core Activities</b>
Street Outreach	Street Outreach	Supporting people who are experiencing street homelessness to find, transition to and sustain housing
Homelessness Prevention	Eviction Prevention	Helping tenants who are at imminent risk of homelessness to sustain their tenancy
	Shelter Diversion	Immediately re-housing people who are precariously housed, experiencing an emergency or pending discharge from a public institution
Housing Focused Client Supports	Follow Up Supports	Providing in-person case management supports to people exiting homelessness to help them work towards continued housing stability
	Service-Specific Case Management Programs	Providing case management services that impact on housing stability by addressing a specific client need Examples: Personal Support Worker services, occupational therapy services, trusteeship services, harm reduction supports, support for collecting behaviours

**IMPORTANT NOTE:** Service providers seeking funding from more than one funding opportunity will need to submit a separate application for each category unless otherwise instructed in the Application Guide, Appendix B.

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<b>Funding Opportunities Launched April 19</b>		
<b>Application Deadline: Monday, June 6, 2022 by 11:59 p.m. (EST)</b>		
<b>Helpdesk Sessions: May 5 &amp; 19, 2-3:30 p.m.</b>		
<b>Funding Opportunity</b>	<b>Categories</b>	<b>Core Activities</b>
Housing Access	Housing Access	Helping people find housing and connect to external services that support housing stabilization and sustainability Connecting people to financial supports for renters
Housing Focused System Supports	Sector Capacity Building and Coordination	Providing capacity building services to the housing and homelessness service sector as a whole Examples: coordination, training, resource sharing and networking
	Specific System-Wide Client Supports	Providing specialized supports to people as needs arise These supports do not involve client case management Examples: provision of identification, interpretation services, harm reduction supports, furniture, extreme clean services
Daytime Drop-In Programs	Daytime Drop-In Programs	Supporting individuals who are experiencing homelessness or at-risk of homeless by: Providing an inclusive, safe and low-barrier space that supports social cohesion Providing nutritious meals and referrals to housing focused and other community support services

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**GENERAL INFORMATION & KEY MESSAGES**

**What do I need to know before preparing my application?**

This a competitive call for applications. Funding for currently funded projects that end on or before September 30<sup>th</sup>, 2022 will not be renewed.

All organizations that wish to propose projects that meet the new priorities and service delivery requirements are encouraged to apply.

**Where do I find information about the City's housing and homelessness service priorities and service delivery requirements for the current funding opportunities?**

Descriptions, service delivery requirements and key dates for each of the six funding opportunities can be found on the [City's Housing and Homelessness Grants web page](#).

Please refer to the information session video recording and Application Guide for each relevant funding opportunity. This information can also be found on the [City's Housing and Homelessness Grants web page](#).

In addition you can find helpful information on the City's Housing and Homelessness priorities in the following two documents: [HousingTO 2020-2030 Action Plan](#) and the [Homelessness Service Plan](#).

**How many organizations will be funded in each funding opportunity?**

The City anticipates approving multiple applications in each funding opportunity. The City reserves the right to not approve any projects.

We expect the total value of applications will exceed current funding limits. As a result, the evaluation process will include an eligibility assessment to allow the City of Toronto to develop a roster of eligible Housing and Homeless projects.

The roster will be available for further consideration should needs and additional funding become available in the future. A project being deemed eligible does not guarantee that your project will be selected in the future.

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**How will the applications be reviewed?**

- Review panels are comprised of individuals who bring a range of experience and expertise. Panel members will be using standardized tools to support the review process and will follow a structured methodology for arriving at a decision.
- The structure of the application forms and review process ensures that projects that are selected have outputs and resources that are aligned to program models and meet the intended outcomes of the [HousingTO 2020-2030 Action Plan](#) and the [Homelessness Service Plan](#).
- Reviewers will focus on aligning projects with priorities including: Indigenous-led and Black-led organizations and projects, geography, level of support provided to clients, and priority populations identified in strategic plans.
- Reviewers will also consider an organization's ability to be responsive to emerging needs, urgent priorities and/or flexibility to expand catchments when required.

**When will funding decisions be made?**

We anticipate that funding decisions for all categories will be made and communicated by the end of July 2022.

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**TGRIP TECHNICAL ISSUES**

**How can I access support if I am having technical issues with the Toronto Grants, Rebates, and Incentives Portal (TGRIP)?**

Email [HSS@toronto.ca](mailto:HSS@toronto.ca) for support.

**I can't see any open Funding Opportunities, how can I start my organizations application?**

If no Funding Opportunities appear when you are logged into TGRIP, it means you are not currently a contact in TGRIP or you do not have the correct role or permissions. You require full access to view open funding opportunities and create an application. For instructions on updating your TGRIP contacts or roles and permissions please reference the [TGRIP System Guide](#).

Quick steps to update your roles/permissions in TGRIP:

1. To edit contact details, change a contact's role or deactivate a contact, navigate to the **Contacts** tab on the left side of the **Organization Profile**.
2. Click the contact you wish to edit to open the contact's profile. The following options are available:
  - To edit a contact's information, click **Edit**. When you have made all required changes, click **Update Account**.
  - To change a contact's role from full access to limited access, click **Set as Limited Access Contact**
  - To change a contact's role from limited access to full access, click **Remove Limited Access (set to Full Access)**
  - To remove a contact's access to your organization in TGRIP, click **Deactivate Contact**

**I have several applications in draft, can I remove an application I no longer need?**

You can click on any application your organization has started but not submitted and change the status to "**withdrawn**". This will ensure you do not accidentally submit the wrong application.

# HOUSING ACCESS AND SUPPORT SERVICES

## COMPETITIVE CALL FOR APPLICATIONS 2022-2025

### QUESTIONS & ANSWERS #2

To avoid creating multiple applications do not click on **My Funding Opportunities** again unless you want to start an application for a different project. Instead, find your new application on your homepage below the heading: "**Applications – Attention Require**". You might have to scroll down to see the list.

#### **Can I edit an application I have started but not completed?**

After you create an application, it can be edited until it is submitted. Always click "**Save**" before navigating away from any page you are working on.

No updates, changes or corrections can be made once an application has been submitted; this includes scenarios where an organization submits the wrong application.

Please ensure you have selected the correct application in advance of clicking submit.

#### **TGRIP is not working properly, it keeps crashing or logging out, are there system requirements?**

To access TGRIP, you will need:

- High-speed internet access;
- Computer with at least 1.6 GHz processor, 1 gigabyte of memory, and working antivirus software; and
- The latest version of one of the following web browsers, with pop-up windows enabled.

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#### **BROWSER OPTIONS FOR PC**

- Firefox (Recommended)
- Chrome (Recommended)
  - Compatible Versions: 64, 63
- **Do not use** Internet Explorer

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#### **BROWSER OPTIONS FOR MAC**

- Firefox (Recommended)
  - Compatible Version: 58, 57
- Chrome
  - Compatible Versions: 64, 63
- Safari
- **Do not use** Internet Explorer

**HOUSING ACCESS AND SUPPORT SERVICES**  
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**CREATING AN APPLICATION**

**How do I get started in the Toronto Grants, Rebates, and Incentives Portal (TGRIP)?**

1. Navigate to [TGRIP](#)
2. Click "Register Here"
3. Complete the required information and click "Submit"
4. When you receive a confirmation email from TGRIPNoReply@smartsimple.com, follow the instructions to complete your registration
5. Log in to [TGRIP](#)
6. Download and save a copy of the [TGRIP User Guide](#)
7. Use this guide to finish getting set up in TGRIP and to find available funding opportunities

An application guide is also available for each funding opportunity, which provides step-by-step instructions on how to complete the application for each funding opportunity in TGRIP from start to submission.

IMPORTANT NOTE: Only the Housing Access and Support Services funding opportunities are required to complete an application in TGRIP. **Daytime Drop-In Programs must complete an application outside of TGRIP.** For more information, refer to the [Housing Support & Homelessness Grants – City of Toronto](#)

**Where can I find the dates for the information sessions and submission deadlines?**

Review the "Information Sessions and Key Dates" section under each of the funding opportunity webpages (please see hyperlinks below):

1. [Street Outreach](#)
2. [Homelessness Prevention](#)
3. [Housing Focused Client Supports](#)
4. [Housing Access](#)
5. [Housing Focused System Supports](#)
6. [Daytime Drop-In Programs](#)

Please make sure you review the specific dates for the funding opportunity you are interested in apply for. Dates vary for different funding opportunities as noted in the chart on page 1 and 2 of this document.

# HOUSING ACCESS AND SUPPORT SERVICES

## COMPETITIVE CALL FOR APPLICATIONS 2022-2025

### QUESTIONS & ANSWERS #2

#### SERVICE DELIVERY REQUIREMENTS & ELIGIBILITY

##### **How do I know which funding opportunity I should apply for?**

Each category has detailed service delivery requirements based on the current Housing and Homelessness priorities which can be found on the on the [Housing Support & Homelessness Grants – City of Toronto](#) under each funding opportunity.

Consider how your proposed project meets the deliverables and targets set out in the service delivery requirements. This will guide you to best assess where your new project aligns to funding opportunities.

##### **My organization currently has a project which is funded by the City of Toronto to provide services in the Housing Access and Support Services and/or Daytime Drop-In program(s). Does my organization need to submit a new application?**

Yes, this is a competitive call for applications.

All projects with grant agreements ending on or before **September 30, 2022** must submit one or more applications in this competitive call for applications in order to be considered for new grant funding beyond September 30, 2022.

The City of Toronto will enter into new grant agreements with organizations with successful applications for the period of October 1, 2022 to March 31, 2025.

##### **My organization is interested in making an application in more than one funding opportunity. Do we need to submit separate applications?**

If you are applying to multiple funding opportunities, then you must submit separate applications for each funding opportunity.

If you are applying to multiple categories within the same funding opportunity, then you must submit separate applications with the exception of the Homelessness Prevention Funding Opportunity. One application can be made for a project that meets service delivery requirements for both the Eviction Prevention and Shelter Diversion categories.

Applications will be reviewed in comparison to others in the same funding opportunity and category (where applicable), so it is important to ensure you are applying for the right ones for your project.



# HOUSING ACCESS AND SUPPORT SERVICES

## COMPETITIVE CALL FOR APPLICATIONS 2022-2025

### QUESTIONS & ANSWERS #2

#### **Is there a limit on the number of Funding Opportunities I can apply for?**

There is no limit to the number of applications an organization can submit. Please carefully review the service delivery requirements, information session recording and application guides for each funding opportunity to ensure your project is applying in the correct opportunity and category (where applicable) and that it meets all requirements.

#### **My organization's proposed project or service type is not listed in the service delivery requirements. Can my organization submit an application which includes services not listed in the program model?**

Before preparing an application, please ensure projects meet the City's new strategic directions, approaches and implementation priorities. Organizations are strongly encouraged to review the following resources carefully before submitting an application:

- [Housing TO 2020-2030 Action Plan](#)
- [Homelessness Solutions Service Plan](#)
- The service delivery requirements outlined in the information session and Appendix B of the Application Guide for the funding opportunity you are applying to

#### **Is there a target number of projects for each funding opportunity?**

While there is no target number of projects for each funding opportunity, the City expects to award grant funding to multiple projects in each funding opportunity. The City also reserves the right to not award any funding.

#### **Is there a funding limit for each funding opportunity?**

The approximate funding allocation for each of the funding opportunities is as follows:

- Street Outreach – \$2.8M
- Homelessness Prevention – \$2.3M
- Housing Focused Client Supports – \$10.5M
- Housing Access – \$2.8M
- Daytime Drop In Services – \$3.9M
- Housing Focused System Supports – \$1.8M

Multiple project may be awarded in each funding opportunity. The City reserves the right to adjust funding allocations during the application approval process.

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**QUESTIONS & ANSWERS #2**

**Is there a funding limit for each application?**

There is no funding limit for an application. Each project should submit a budget that meets the service delivery requirements and service model explained in the Information Sessions and Application Guide Appendices.

**Will all projects that pass the review stage be funded?**

Not all projects that are deemed eligible in the application process will be funded, as we expect the total value of applications will far exceed current funding limits.

As a result, the evaluation process will include an assessment to allow the City of Toronto to develop a roster of eligible Housing and Homelessness projects that may be funded in the future if additional funding is secured. Being added to the roster does not guarantee funding.

**The project I would like to apply for may cost more to operate than programs my organization previously operated due to new or rising costs, how do I reflect this in my budget?**

In the application you will be asked to enter an annual budget. You cannot enter a new budget for each year of the funding term. Please include all actual costs for your project and consider anticipated increases such as salaries and benefits costs.

It is critical that your budget is realistic and includes ALL aspects of the service delivery and program model requirements. Before submitting your completed application, we strongly encourage applicants to carefully review the budget section and Appendix B of the Application Guide for the funding opportunity you are applying to.

**The budget in the application shows three years but the funding period is only 2.5 years. Can you explain?**

In the application you will be asked to enter an annual budget, which will be copied for three years, showing a 12-month budget for the three year period of April 1, 2022 to March 31, 2025.

This does NOT represent your actual funding amount. Instead, the actual funding amount will be pro-rated to six months for the period of October 1, 2022 to March 31, 2023.

If your project is awarded funding, you will see the actual pro-rated funding amount reflected in the Payment Schedule of your grant agreement.

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**QUESTIONS & ANSWERS #2**

**Will there be housing resources available such as RGI units, rent supplements or housing allowances?**

There are no additional housing resources currently available. Funding opportunities with outputs that align to "placed into housing" should include landlord engagement activities to demonstrate projects will be able to meet a variety of clients' housing needs.

**Are food, meals or food vouchers for clients receiving supports an eligible expense?**

Food, meals and food vouchers are an eligible expense but are not intended to be a core service for all clients on your caseload. The exception is Daytime Drop-In Programs, where meal provision is a core service delivery requirement.

**Can projects include moving costs, household items, unit condition services, to help with housing or re-housing clients and eviction prevention?**

Yes, please reference the "Appendix B: Budget & Work Plan" that is relevant to the funding opportunity you wish to apply for.

**In which category would a trustee project apply?**

Trusteeship projects should apply in the Service-Specific Case Management Programs category of the Housing Focused Client Supports funding opportunity.

**My organization is interested in applying for an Extreme Cold Weather/Heat Alert project. Where can my organization apply?**

In the current competitive call for applications, projects wishing to provide Extreme Cold Weather Alert and Heat Alert outreach services must incorporate it into an application in the Street Outreach funding opportunity.

Organizations applying in the Street Outreach funding opportunity are strongly encouraged to incorporate Extreme Cold Weather/Heat Alert service into their project design.

**Can projects seeking to provide PSW services apply?**

Yes, please apply in the Service-Specific Case Management category in the Housing Focused Client Supports funding opportunity.

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**QUESTIONS & ANSWERS #2**

**Can you clarify the difference between eviction prevention, shelter diversion and housing stabilization?**

- **Eviction Prevention**
  - Helping tenants who are at imminent risk of homelessness to sustain their tenancy
- **Shelter Diversion**
  - Immediately re-housing people who are precariously housed, experiencing an emergency or pending discharge from a public institution
- **Housing stabilization** services are equivalent to Follow Up for the purpose of the current calls for applications.
  - Housing support services and activities with an emphasis on longer term support resulting in economic and social well-being
  - Housing stabilization services include: case management, mediation with landlords, crisis intervention, budgeting, etc.

**My organization works with a network of service delivery partners. What partnerships should I include in my application?**

Applications should focus on partnerships that actively support your project to meet the service delivery requirements and targets for the funding opportunity and category to which you are applying.

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**QUESTIONS & ANSWERS #2**

**REFERRALS AND CASE MANAGEMENT**

<b>Referral &amp; Case Management Requirements</b>		
<b>Funding Opportunity</b>	<b>Categories</b>	<b>Requirements</b>
<b>Street Outreach</b>	Street Outreach	Referral Pathway: City of Toronto's Streets to Homes Team Case Management Requirement: Yes
<b>Homelessness Prevention</b>	Eviction Prevention	Referral Pathway: City of Toronto's Eviction Prevention in the Community (EPIC) Team Case Management Requirement: Yes
	Shelter Diversion	Referral Pathway: City of Toronto's Eviction Prevention in the Community (EPIC) Team and/or Eligible Federal/Provincial Institution(s) Case Management Requirement: Yes
<b>Housing Focused Client Supports</b>	Follow Up Supports	Referral Pathway: City of Toronto's Coordinated Access Team Case Management Requirement: Yes
	Service-Specific Case Management Programs	Referral Pathway: City of Toronto's Coordinated Access Team Case Management Requirement: Yes
<b>Housing Access</b>	Housing Access	Referral Pathway: N/A Case Management Requirement: Yes
<b>Housing Focused System Supports</b>	Sector Capacity Building and Coordination	Referral Pathway: N/A Case Management Requirement: No
	Specific System-Wide Client Supports	Referral Pathway: Housing and Homelessness Service Providers ** Potential referral partners include: Shelters, City of Toronto's situational table such as Specialized Program for Inter-Divisional Enhanced Responsiveness to Vulnerability (SPIDER), Furthering our Community by Uniting Services (FOCUS), etc. Case Management Requirement: No

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<b>Daytime Drop-In Programs</b>	Daytime Drop-In Programs	Referral Pathway: N/A Case Management Requirement: No
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**Where do I find the caseload requirements if I am applying to a category which includes case management in the program model?**

The general guidelines for caseload are as follows:

- High-intensity service provision is defined as a staff to client ratio of 1:10 or fewer.
- Medium-intensity service provision is defined as a staff to client ratio of 1:11 to 1:20.
- Low-intensity service provision is defined as a staff to client ratio greater than 1:20

We recognize that these guidelines will not apply to all projects, particularly those with blended caseloads. We will be considering this as part of our review process.

More specific guidelines by funding opportunity can be found in the Information Session slides and recordings under each funding opportunity on our website: [Housing Support & Homelessness Grants – City of Toronto](#).

**Are projects required to discharge clients from case management after a prescribed amount of time?**

Case management supports are intended to be a time limited service based on each client's case management plan, with an average duration of 12 months.

**Will all clients be referred in to projects from the Coordinated Access team?**

No, please see the Referral and Case Management Requirements table above.

**Is there a Client triage practice organization we will be expected to follow?**

Projects are expected to develop their own client triage practices. Projects that receive referrals from the City should discuss client caseloads and client management with the referring City team.