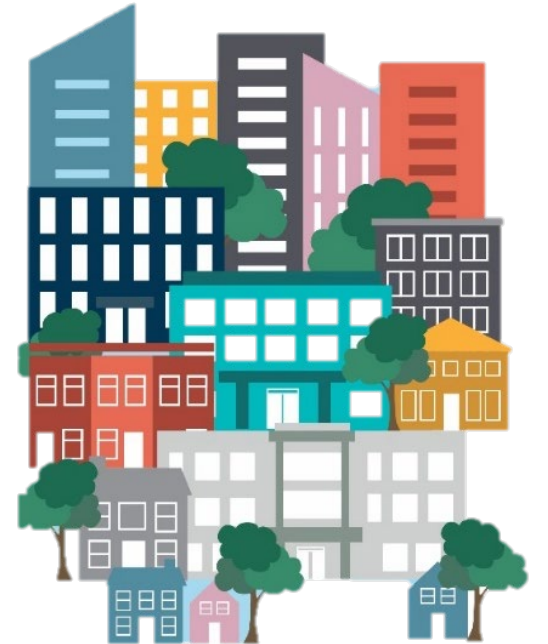# Toronto Tenant Grants Administration

Call for Applications

Information Session: December 7, 2022

TORONTO

Land Acknowledgement

We acknowledge the land we are meeting on is the traditional territory of many nations including the Mississaugas of the Credit, the Anishnabeg, the Chippewa, the Haudenosaunee and the Wendat peoples and is now home to many diverse First Nations, Inuit and Métis peoples. We also acknowledge that Toronto is covered by Treaty 13 with the Mississaugas of the Credit.

Welcome Panelists and Attendees
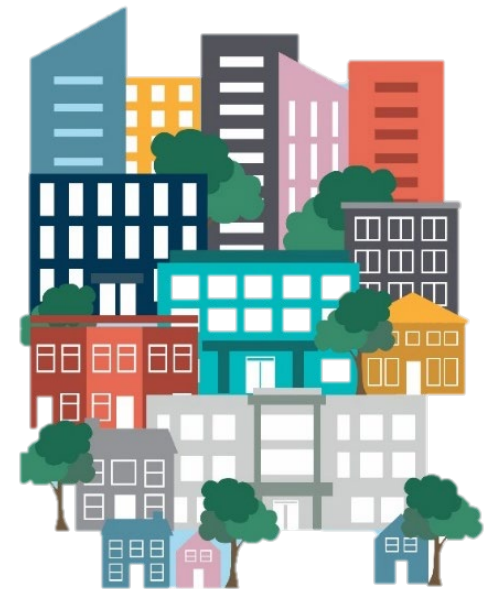
Agenda

1. Land Acknowledgement

2. Welcome and Introductions

3. African Ancestral Acknowledgement

4. General Overview and Purpose

5. Mandatory Eligibility Requirements

6. Funding Categories and Scope of Work

7. Selection Process and Evaluation Criteria

8. Application Package Documents and Submission Details

9. Key Dates and Timeline

10. Question and Answers

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African Ancestral Acknowledgement

The City of Toronto acknowledges all Treaty peoples – including those who came here as settlers – as migrants either in this generation or in generations past – and those of us who came here involuntarily, particularly those brought to these lands as a result of the Trans-Atlantic Slave Trade and Slavery. We pay tribute to those ancestors of African origin and descent.
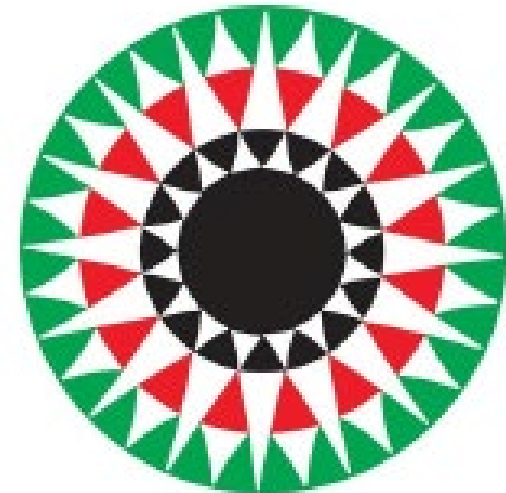
Purpose of the Call for Applications

The purpose of this funding opportunity is to select an organization(s) to implement and execute an administrative role and function to deliver five (5) grant programs:

1. Rent Bank Grant Program
2. Emergency Energy Fund
3. Bridging Grant
4. Enhanced Bridging Grant Benefit
5. Eviction Prevention in the Community (EPIC) Fund

Expected Outcomes

- Respond to the service level needs throughout the funding term
- Flexibility to modernize and to further streamline processes in partnership with the City
- Provide coordinated and streamlined services to Toronto residents
- Automate processes and scalability
- Ensure cost efficiencies to the overall administration of grant funding to maximize funding for clients

Mandatory Eligibility Requirements

- Be an incorporated not-for-profit organization with a recent Audited Financial Statement

- Be located in the City of Toronto and the primary activities take place within the City of Toronto

- Be in good standing with the City of Toronto, if applicable

- Have General Liability Insurance and Coverage

- Have WSIB coverage for employees

- Services are provided in French

Please note, there may be additional requirements which will be included in the Application Guide of your application package

Funding Categories

The Call for Applications includes two categories:

1. Rent Bank and the Emergency Energy Fund Program Administration

2. Bridging Grant and the Eviction Prevention in the Community (EPIC) Fund Payment Administration

Funding will be awarded to only one organization for each category and the City reserves the right to award funding for both categories to one organization.

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Rent Bank and the Emergency Energy Fund Program Administration

Program Background

Rent Bank Grant Program (RBGP)

RBGP provides grants to low income tenants in Toronto who are at imminent risk of losing their homes due to rental arrears or require help with a rental deposit to ensure low income residents are able to secure housing and avoid homelessness.

Emergency Energy Fund (EEF)

EEF provides grants to low income tenants in Toronto who are facing energy related emergencies to avoid disconnection or to have their energy services reconnected to stabilize their housing.

Scope of Work

1. A Central Intake and Application Process

2. Central Administration and Coordination Services

3. Responsive Services

4. A Cloud Based Technology Solution

5. Payment Administration

6. Communication and Outreach Strategies

7. Program Oversight

8. Staff Training

9. Grant Fund Management and Reporting

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Central Intake and Application Process

- Lead organization and the first point of contact for the service to apply for the Rent Bank Grant Program and/or the Emergency Energy Fund

- A telephone intake and application process will be established and utilized as an **interim strategy**

- An online application will be implemented in a phased approach using a project plan co-developed with City staff

- Establish an appeal process

- Providing multilingual information and assistance to meet the diverse language needs of clients and arrangement with multi-lingual service agencies and interpretation services, when required

Central Administration and Coordination Services

Leading and overseeing the administration of the RBGP and the EEF, in partnership with the City-Funded Local Access Centres (LACs):

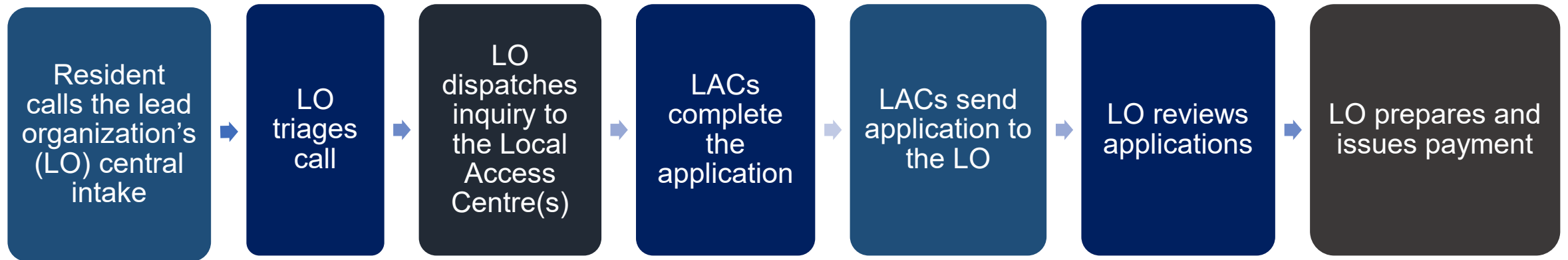|	
East York East Toronto Family Resources Organization	West Toronto Community Legal Services
Albion Neighbourhood Services	Agincourt Community Services Association
The Housing Help Centre	Parkdale Activity Recreation Centre
The Neighbourhood Organization	Wigwamen Incorporated*
COSTI Immigrant Services	Margaret's Housing and Community Support Services*
Unison Health and Community Services	-

Central Administration and Coordination Services

Resident calls the lead organization's (LO) central intake	LO triages call	LO dispatches inquiry to the Local Access Centre(s)	LACs complete the application	LACs send application to the LO	LO reviews applications	LO prepares and issues payment

LO will also perform the same role as the LACs and assess 25-30 applications/month

5 business days

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Responsive Services

- Providing services Monday to Friday (35 hours/week) with the flexibility of providing weekend and evening services
- Improving access and supports for Toronto residents, including vulnerable populations and equity-deserving groups
- Providing 30 days' notice to the City for any planned changes related to the technology or business process that will impact service delivery
- Notifying the City immediately of a data breach and/or service outage
- Participating in all meetings and case conference processes established by the City
- Meeting with City staff to discuss monthly expenditures and budget forecasting
- Participating in committees and working groups, as required
- Preparing and facilitating presentations to City staff and Elected Officials, when requested
- Entering into new partnerships, as the City identifies, to support the service delivery model
- Accepting referrals from City of Toronto programs and services

Cloud Based Technology

Technical Requirements

- Meet the security and privacy requirements for managing information, in compliance with provincial legislation

- Manage records in accordance with record-keeping legislation, including City-record keeping policies, *MFIPPA and PHIPA*

- Not store or transfer outside of Canada any Confidential Information acquired by the organization, without prior consent of the City

Program and System Features

- Permit City staff "reader" only access to the system or secure portal to extract reporting

- Reporting and Dashboards

- Online Application process

Payment Administration

Based on projected forecasting, the successful organization will be processing and preparing approximately 200-230 payments per month:

Rent Bank Grant Program: 180-200 payments/month
Emergency Energy Fund: 20-30 payments/month

It is important to note that the number of payment requests may fluctuate each month due to service demand and/or funding cycle timelines. ***It is expected that the successful organization will be able to respond to fluctuating service needs throughout the funding term.***

Payment Administration

Electronic Funds Transfer

- Phone
- Text
- Email

Direct Deposits

- Bank Accounts

Cheques

- Flexible Pick up Times
- Mailed Out
- Couriered (only in extenuating circumstances)
- Pick up from the organization's office

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Communication and Outreach Services

- Ensuring a city-wide approach to ensure all residents are informed of the programs to receive services, in collaboration with the City

- Developing and maintaining a website

- Developing online materials, tools and resources, in compliance with the *Accessibility for Ontarians Disability Act, 2005*

- Having a strong understanding of community resources and referral pathways

- Supporting capacity building by providing individuals and households with information and support around system navigation within the community, government agencies and the LACs

- Building and maintaining relationships with housing providers in communities across Toronto, including landlord outreach and engagement

Program Oversight

Steering Committee	Operational Committee
Develop guiding principles	Manage operational issues
Develop training and communications	Make recommendations to the Steering Committee and to City staff when policy/program development is required
Coordination, direction and guidance to administer the programs	-
Manage the appeal process	-
Provide direction in conducting ongoing evaluation of the services provided and implementing any program changes	-
Identify broader systemic issues, concerns and areas of advocacy that require the Committee's attention	-

Program Oversight

East York East Toronto Family Resources Organization	West Toronto Community Legal Services
Albion Neighbourhood Services	Agincourt Community Services Association
The Housing Help Centre	Parkdale Activity Recreation Centre
The Neighbourhood Organization	Wigwamen Incorporated*
COSTI Immigrant Services	Margaret's Housing and Community Support Services*
Unison Health and Community Services	Canadian Centre for Housing Rights

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Staff Training

- Onboarding and training staff, including the LACs' staff, on program eligibility, requirements and business processes

- Providing training resources, program materials and tools to support training

Grant Fund Management and Reporting

Performing all relevant accounting functions related to the management of the grant fund and completing reporting requirements to the Housing Secretariat. This includes:

- Monthly Reporting
- Results Reporting
- Budget Variance Reporting

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Agreement Term and Available Funding

- The selected organization will enter into a funding agreement beginning July 1, 2023 to March 31, 2026.

- The annual program budget for the Rent Bank Grant Program and the Emergency Energy Fund is **approximately $5.3 million** (subject to City Council approval through the annual budget process). Organizations can allocate a **maximum of 15 per cent** of the annual program budget to administer the service delivery requirements.

- The annual program budget includes the **administration component to deliver the services and the grant fund delivered to residents**.

- The City recognizes the importance of providing the maximum amount of available funding to eligible households and expects organizations to consider administrative efficiencies in administering the Rent Bank Grant Program and the Emergency Energy Fund when submitting an application.

Bridging Grant and EPIC Fund Payment Administration

Program Background

Bridging Grant (BG)

BG supports persons experiencing homelessness residing in an emergency shelter or persons living outside to secure permanent housing. The BG provides grants, paid to the landlords on behalf of the applicant, to cover first month's rent and/or the rent deposit (last month's rent) when moving to new rental housing.

Enhanced Bridging Grant Benefit (EBGB)

EBGB is a grant paid directly to an approved client staying in an encampment upon moving into housing to support the successful attainment of housing and items related to the transition to indoor living.
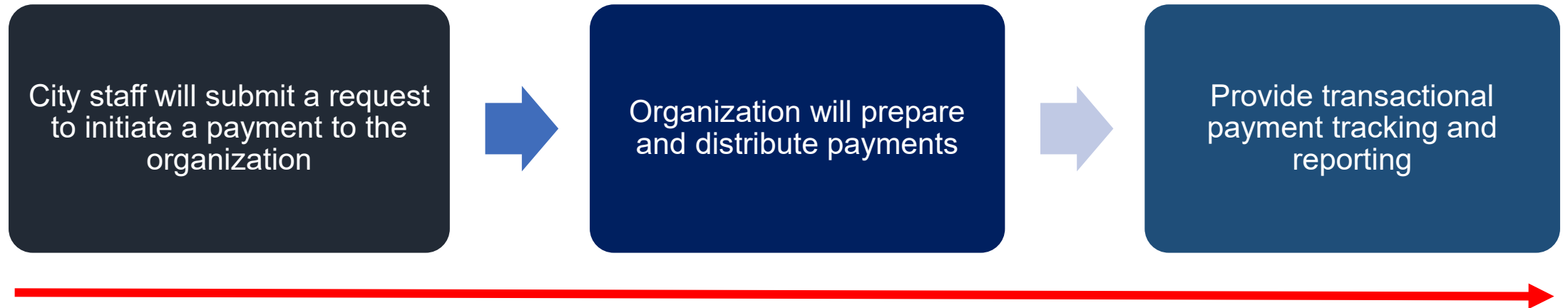
Program Background

Eviction Prevention in the Community (EPIC) Fund

The Eviction Prevention in the Community (EPIC) Fund provides grants, paid to the landlords and/or third party housing stability service providers, on behalf of low income tenants of the EPIC Program who are at imminent risk of eviction to maintain housing stability and prevent homelessness.

Scope of Work

1. Payment Administration
2. Cloud Based Technology System
3. Responsive Services
4. Grant Fund Management and Reporting

Program and Business Process

City staff will submit a request to initiate a payment to the organization

→

Organization will prepare and distribute payments

→

Provide transactional payment tracking and reporting

Process and prepare within 1 business day

Payment Administration

Preparing and issuing grant payments, in accordance with instructions and directions from City of Toronto staff. Based on projected forecasting, the successful organization will be processing and preparing approximately 125-300 payments per month

It is important to note that the number of payment requests may fluctuate each month due to service demand and/or funding cycle timelines. ***It is expected that the successful organization will be able to respond to fluctuating service needs throughout the funding term.***

Payment Administration

Electronic Funds Transfer

- Phone
- Text
- Email

Direct Deposits

- Bank Accounts

Cheques

- Flexible Pick up Times
- Mailed Out
- Couriered (only in extenuating circumstances)
- Pick up from the organization's office

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Cloud Based Technology

- **Technical Requirements**
  - Meet the security and privacy requirements for managing information, in compliance with provincial legislation
  - Manage records in accordance with record-keeping legislation, including City-record keeping policies, MFIPPA and PHIPA
  - Not store or transfer outside of Canada any Confidential Information acquired by the organization, without prior consent of the City

- **Program and System Features**
  - A secure system for City staff to submit a payment request
  - A communication process between City staff and the successful organization within the system
  - City staff access to the secured system for the viewing of online transaction history, ability to generate payment statistics, access to client information and consolidated electronic statements
  - Reporting and Dashboards

Responsive Services

- Providing responsive services to improve grant payment processing timelines and responding to inquiries and concerns in a timely manner
- Providing services Monday to Friday (35 hours/week), with the flexibility of providing weekend and evening services
- Minimum levels of staffing throughout the year (during all business days) to accommodate for busy/peak periods
- Providing timely and effective responses to questions related to processing payments, technology support services to City staff
- Providing 30 days' notice to the City for any planned changes related to the technology or business process that will impact service delivery
- Notifying the City immediately of a data breach and/or service outage

Grant Fund Management and Reporting

- Performing all relevant accounting functions related to the management of the grant fund and completing reporting requirements to the Housing Secretariat. This includes:
    - Monthly Reporting
    - Results Reporting
    - Budget Variance Reporting

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Agreement Term and Available Funding

- The selected organization will enter into a funding agreement beginning July 1, 2023 to March 31, 2026.

- The annual program budget for the BG, EBGB and EPIC is **approximately $3.7 million** (subject to City Council approval through the annual budget process). Organizations can allocate a **maximum of 10 per cent** of the annual program budget to administer the service delivery requirements.

- The annual program budget includes the **administration component to deliver the services and the grant fund delivered to residents**. The City recognizes the importance of providing the maximum amount of available funding to eligible households and expects organizations to consider administrative efficiencies in administering the Bridging Grant, Enhanced Bridging Grant Benefit and EPIC Fund.

Evaluation Criteria and Selection Process

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Selection Process

Step 1:

All applications will be evaluated by a Selection Committee including City staff and partners. A shortlist will be established and may include one (1) or more applications. The selection criteria and weighted score for Step 1 includes:

Assessment Criteria	Weighted Score
Organization Stability	20%
Project Proposal	30%
Project Work Plan	10%
Budget	40%

Selection Process

Step 2:

The shortlist of recommended applications will then be reviewed by the Office of the Chief Security Officer (CISO) team and the Corporate Information Management Services (CIMS) team to analyze the organization's system(s) to ensure the recommended organization's system is in compliance with the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA) and to identify and mitigate security risks to the system which will hold personal information of the eligible clients receiving the grants.

Conditional Revisions

As part of the evaluation process, the Selection Committee may make requests for further information with respect to the content of any application in order to clarify its understanding of the organization's response.

How to Apply

APPLY NOW

How to Apply
Submit a request for an application package to HSS@toronto.ca

Organizations may apply to 1 or both categories. In your email request, please specify which category you would like to apply to.

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Application Package

Application Package:
1. **START HERE – How to Complete an Application Step by Step**
2. TGRIP Start Up User Guide
3. Application Guide(s)
4. Application Form(s)
5. TTGA Budget Form
6. Security Requirements and Security Controls Assessment Form
7. TTGA Submission Checklist

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Application Package

TGRIP Start Up
User Guide

Each applicant completing an application **must** complete an Organization Profile in the Toronto, Grants, Rebates and Incentives Portal (TGRIP).

If you've previously applied for a City grant through TGRIP, your organization should already have an existing Organization Profile. Please login and make sure you only have one Organization Profile created in TGRIP for your organization and the information is accurate and up-to-date.

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Application Package
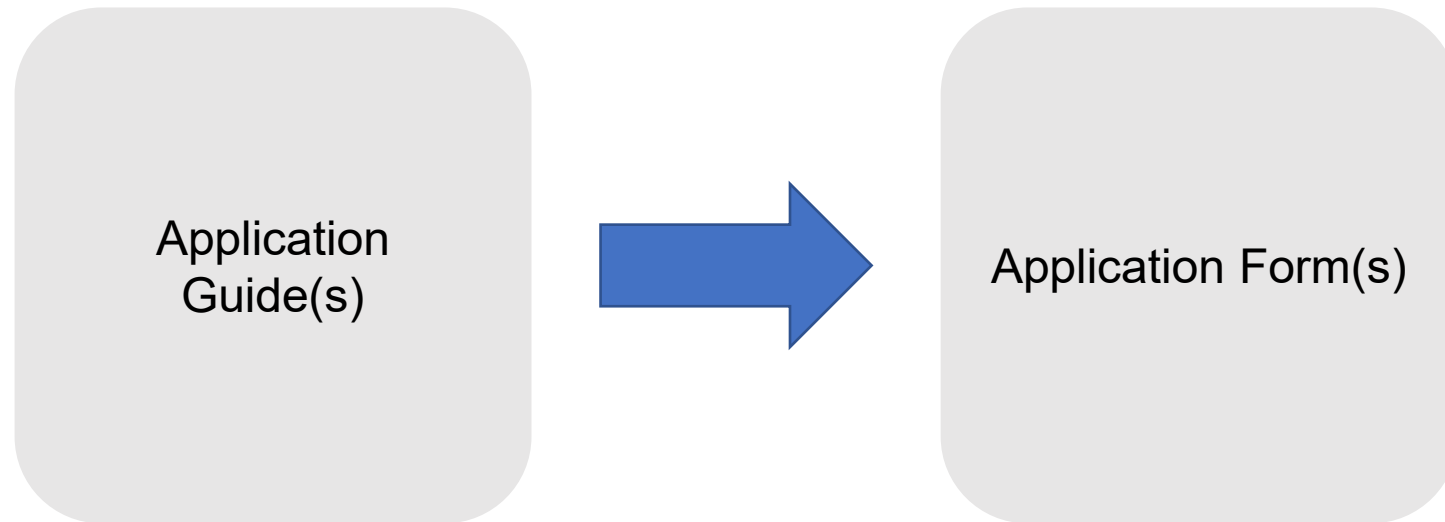
Application Package

TTGA Budget Form

•All budgets and salaries should be based on a **12-month project budget.**
•Complete ALL tabs
    •Tab #2: Project Contact
    •Tab #3: Project Staffing
    •Tab #4: Project Budget
    •Tab #5: Volunteers and In-Kind

Application Package

Security Requirements and Security Controls Assessment Form

The form includes technical questions related to the software system that you will be using to administer the project. Organizations may need to connect with their third party software vendor or with their internal IT department to complete the Security Requirements and Security Controls Assessment Form.

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Application Package

TTGA Submission Checklist

TTGA Submission Checklist includes all the documents that must be submitted.

The documents listed will be used by the Office of the Security Officer staff to assess the organization's system. Organizations may need to connect with their third-party vendor or internal IT team to collect these requested documents.

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Submission Details

Step 1

Complete an Organization Profile in the Toronto Grants, Rebates and Incentives Portal. The Toronto Grants, Rebates and Incentives Portal (TGRIP) is the City of Toronto's online grants management system. There are 5 documents that must be uploaded to TGRIP. This includes:

1. A Declaration of Compliance with Anti-Harassment/Discrimination Legislation signed within the last 12 months
2. Articles of Incorporation (Letters Patent/Supplementary Letters Patent)
3. Audited Financial Statements for the last three (3) years
4. Certificate of Insurance *(this can be downloaded from your TGRIP Organization Profile, under the Documents tab or you can submit your own certificate)*
5. WSIB Certificate/Letter of Confirmation

Submission Details

Step 2

Email the following documents to HSS@toronto.ca by the stated deadline, using the following subject line: **<<ORGANIZATION NAME>> – Toronto Tenant Grants Administration – Rent Bank and the Emergency Energy Fund Program Administration:**

1. The Application Form(s) **in PDF format**
2. The TTGA Budget Form(s) **in Excel format**
3. The Security Requirements and Security Controls Assessment Form(s) **in Excel format**
4. A signed letter from your Board of Directors approving the project
5. Additional documents and policies that **must** be submitted, included in the "Submission Checklist" Document.

*Note: When emailing your application package, ensure each document is attached separately. Do **not** combine documents together. You may submit your application in a zip file format.*

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Key Tips

- Information provided should be concise, clear, and relevant.

- Be explicit. Do not assume that the reviewer is starting with an understanding of previous work of the agency.

- Be detailed and clear on the goals of your project and the outcome your project would like to achieve.

- Complete each section to the best of your ability. If you have any questions during the process please contact HSS@toronto.ca.

- Start the application early.

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Common Mistakes

- **Submission e-mail not being sent or stuck in outbox**
  Solution: Double check that the e-mail was sent. City of Toronto staff will reply confirming receipt of submission. If no receipt e-mail is received please follow up in writing to HSS@toronto.ca.

- **Not all required documents are included in submission**
  Solution: Use the provided checklist and make sure all required files are included in your submission.

- **Documents are incomplete**
  Solution: Open documents once attached to confirm that it is the correct version and that all information is included.

Key Dates and Timeline

Timeline	Key Dates
Help Desk Session #1	December 14, 2022
Help Desk Session #2	January 11, 2023
Question and Answer Deadline	January 13, 2023
Release of Addenda	January 19, 2023
Application Submission Deadline	**February 1, 2023**

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Submission Deadline

February 1, 2023 at 11:59PM

Applications will **not** be accepted after the deadline under any circumstances.

Questions?

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