

Appendix 11: Staff to Client Ratios – 150 Dunn Operator RFP

Monday to Friday

	Example	Morning (7 a.m.-noon)	Afternoon (Noon-5 p.m.)	Evening (5 p.m.-11 p.m.)	Overnight (11 p.m.-7 a.m.)
Case manager and support services staff on site	4				
Case manager and support services staff to client ratio	1 to 15				
Total Staff On-site	8				
Staff-Client Ratio	1 to 7				

Saturday and Sunday

	Example	Morning (7 a.m.-noon)	Afternoon (Noon-5 p.m.)	Evening (5 p.m.-11 p.m.)	Overnight (11 p.m.-7 a.m.)
Case manager and support services staff on site	2				
Case manager and support services staff to client ratio	1 to 30				
Total Staff On-site	5				
Staff-Client Ratio	1 to 12				