APPLICATION GUIDE

ANCHOR AGENCY SERVICES & SUPPORTS FUNDING OPPORTUNITY (2024-2026)

TORONTO GRANTS, REBATES AND INCENTIVES PORTAL (TGRIP)

LAST UPDATED: APRIL 8, 2024

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1.0 GETTING STARTED

1.1 GENERAL INFORMATION

This application guide is for the Anchor Agency Services & Supports Funding Opportunity, which is available to apply to via the City's online grants platform, the Toronto Grants, Rebates and Incentives Portal (TGRIP).

Approximately $3 million annually will be distributed to successful projects that support the Service Delivery Requirements of the program. The funding term for successful projects will be from August 1, 2024 to March 31, 2026.

Important dates and times:

- Funding opportunity opens: Monday, April 8, 2024
- Information session (registration required): Thursday, April 18, 2024, 9:00 a.m. – 10:30 a.m. (EST)
  - Register here
  - **Interested applicants are strongly encouraged to attend**
- Drop-in helpdesk sessions (registration not required):
  - Thursday, April 25, 2024, 10:00 a.m. – 11:00 a.m. (EST)
    - Attend here
  - Monday, May 6, 2024, 1:00 p.m. – 2:00 p.m. (EST)
    - Attend here
- Deadline for written questions: Friday, May 10, 2024, 11:59 p.m. (EST)
  - Submit questions to HSS@toronto.ca
- Deadline for submissions: Friday, May 31, 2024, 11:59 p.m. (EST)
  - **Late submissions will not be accepted**

For detailed information about the Funding Opportunity, please visit the Anchor Agency Services & Supports webpage. You are encouraged to check this webpage periodically throughout the Funding Opportunity for updates.

This guide provides detailed information on:

- Creating a TGRIP account for your organization
- How to add/update organization contacts in TGRIP
- How to create/update an Organization Profile in TGRIP
- Finding and starting an application
- How to complete an application
- How to submit an application
- The program model and Service Delivery Requirements
- The funding Terms & Conditions

1.2 CREATING A TGRIP ACCOUNT FOR YOUR ORGANIZATION

IMPORTANT: You must use either Google Chrome or Firefox as your web browser for TGRIP to function properly.

If your organization already has a TGRIP account, skip to section 1.3 Adding/Updating Organization Contacts in TGRIP.

If your organization does not already have a TGRIP account, follow the steps below.

IMPORTANT:

- This Funding Opportunity is only available to apply to in TGRIP. **As such, your organization must have a TGRIP account to apply.**
- Please ensure your organization does not have a TGRIP account before creating one to avoid duplications in the system.

To create a TGRIP account:

1. Open TGRIP: https://cot.smartsimple.ca/s_Login.jsp.
2. Click **Register Here**.
3. Complete the required information and then click **Submit**.
4. When you receive the confirmation email from TGRIPNoReply@smartsimple.com, follow the instructions to complete your registration.

1.3 ADDING/UPDATING ORGANIZATION CONTACTS IN TGRIP

For new organizations in TGRIP, you must add your organization's contacts by following the steps below.

For existing organizations in TGRIP, you must review and update your organization's contacts, including adding new contacts if required, by following the steps below.

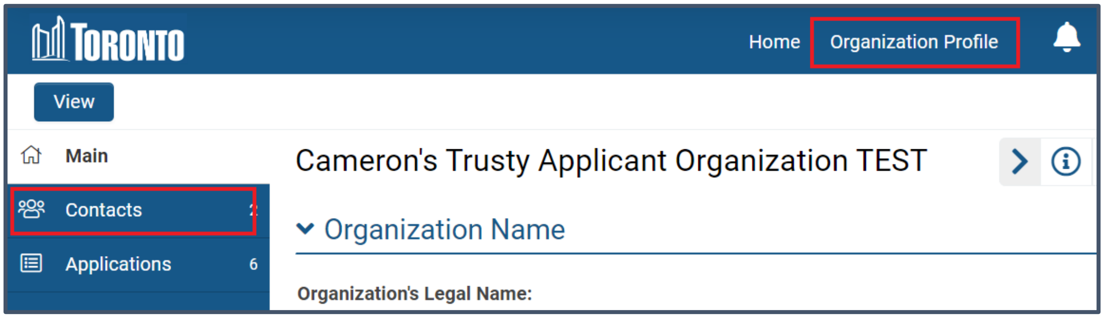
IMPORTANT: Your organization's Primary Contact is the only person who will receive communications related to your organization, funding opportunities, etc. **As such, it is important to ensure this information is complete and up to date before you apply.**

To add/update contacts:

1. Log in to TGRIP: https://cot.smartsimple.ca/s_Login.jsp.

2. Click **Organization Profile** and then **Contacts** (see Figure 1).

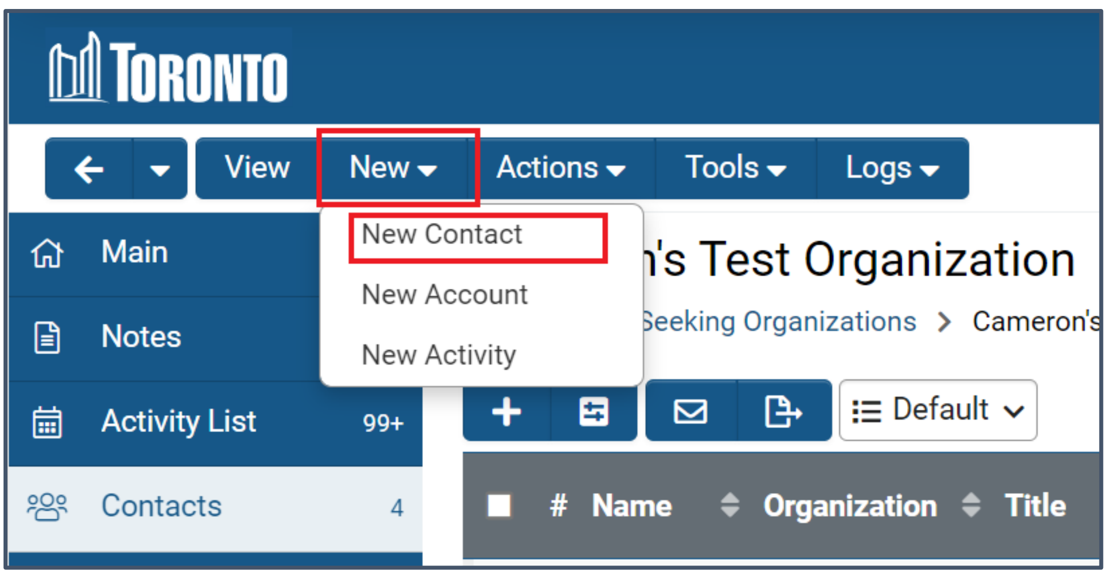
   Figure 1: Contacts section in the Organization Profile.

3. If your organization already has contacts listed, review these and update as needed. Save any changes made.

4. If your organization does not have any contacts listed or you need to add new contacts to the list, click **New** and then **New Contact** (see Figure 2).

   Figure 2: New Contact section in the Organization Profile.

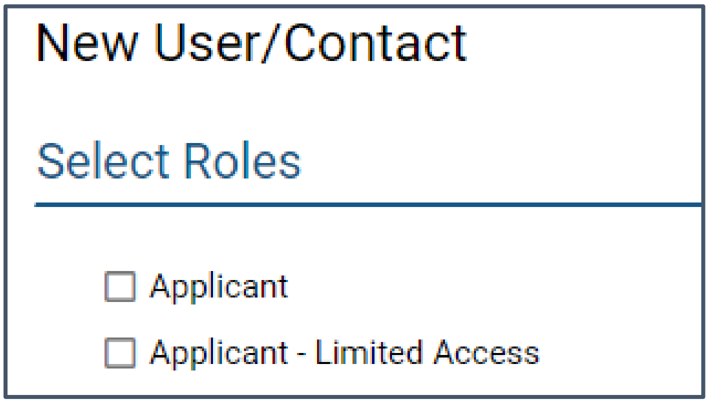
   

5. Select the appropriate role for the new contact (see Figure 3). Options are as follows:

   a. **Full Access Contact:** Can view and edit all aspects of the Organization Profile.

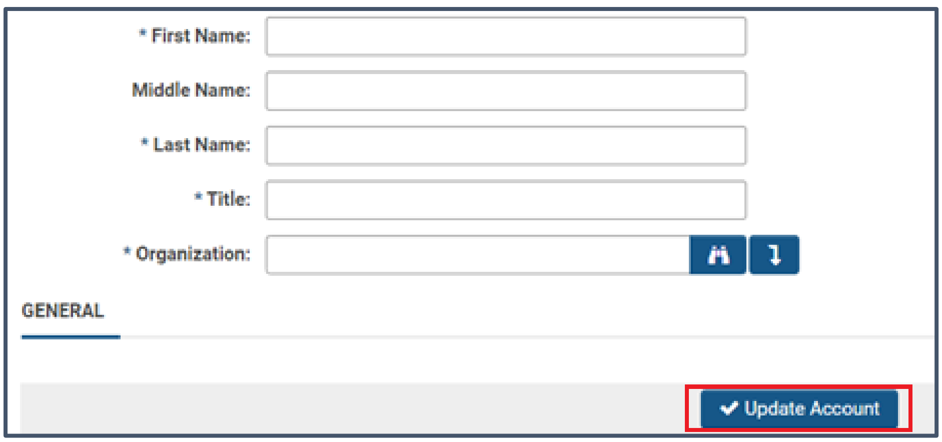
   b. **Limited Access Contact:** Can only view limited aspects of the Organization Profile.

Figure 3: Role options when creating a new contact in TGRIP.



6. Enter the contact's information and click **Update Account** (see Figure 4).

Figure 4: New contact form and Update Account button.



The system will send an email from support@smartsimple.ca to the email address you entered. The email will contain a link for the new contact to log in to TGRIP. If the new contact does not see the email in their inbox, they should check their spam/junk mail folder.

7. Repeat steps 4-6 for each new person who will need to access TGRIP to complete your organization's application(s).

1.4 CREATING/UPDATING AN ORGANIZATION PROFILE IN TGRIP

For new organizations in TGRIP, you must create your Organization Profile by following the steps below.

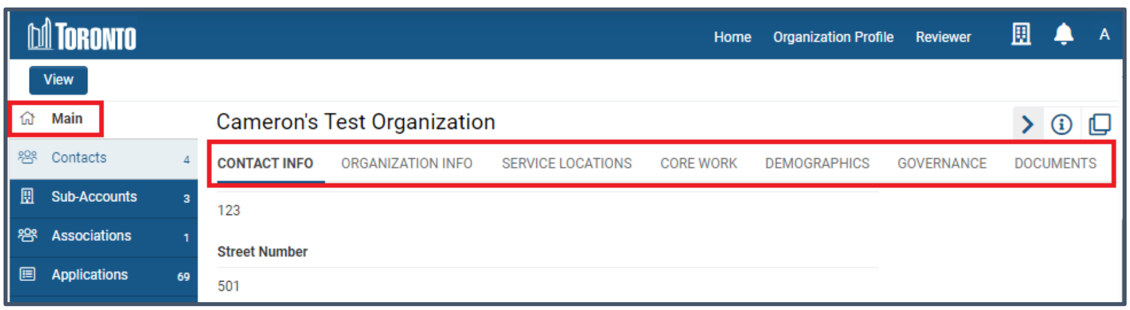
For existing organizations in TGRIP, you must review and update your Organization Profile by following the steps below.

IMPORTANT: Some of the information from your Organization Profile will be used to assess your organization's eligibility to apply for this Funding Opportunity and automatically answer some of the questions in the application form. **As such, it is important to ensure this information is complete and up to date before you apply.**

To create/update your Organization Profile:

1. Log in to TGRIP: https://cot.smartsimple.ca/s_Login.jsp.
2. Click **Organization Profile**.
3. On the **Main** tab on the left-hand menu, scroll down until you see the tabs titled: Contact Info, Organization Info, Service Locations, Core Work, Demographics, Governance and Documents (see Figure 5).

Figure 5. Organization Profile tabs.



4. Click on each respective tab and complete/update the required information.

IMPORTANT: Please ensure all required documents under the Documents tab are uploaded and up to date. You are required to provide:

- Current Declaration of Non-Discrimination, signed within the past twelve months
- Articles of Incorporation or Letters Patent
- Three most recent Audited Financial Statements
- Current Insurance Certificate(s)

5. Click **Save Profile**.

1.5 FINDING AND STARTING AN APPLICATION IN TGRIP

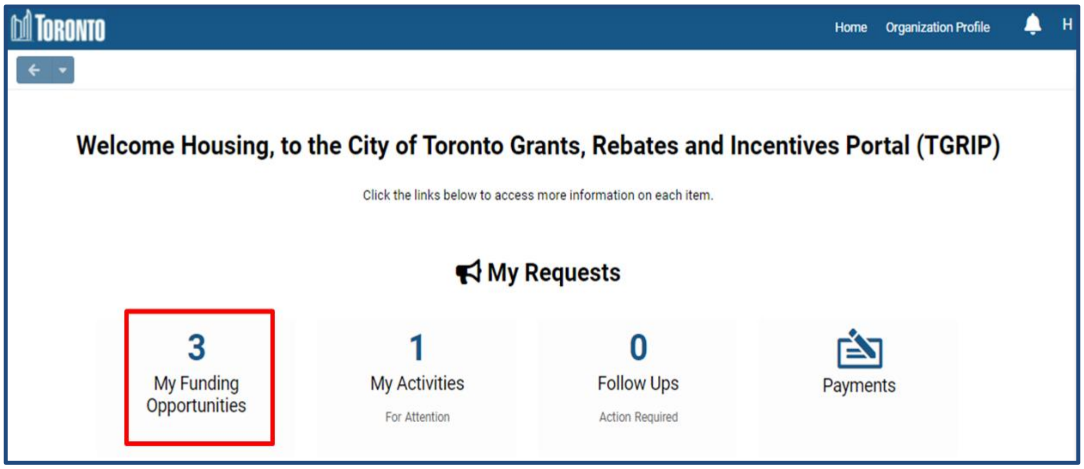
Once you have created/updated your TGRIP organization profile, you are now ready to apply to available funding opportunities.

To apply to the Anchor Agency Services & Supports Funding Opportunity:

1. Log in to TGRIP: https://cot.smartsimple.ca/s_Login.jsp.

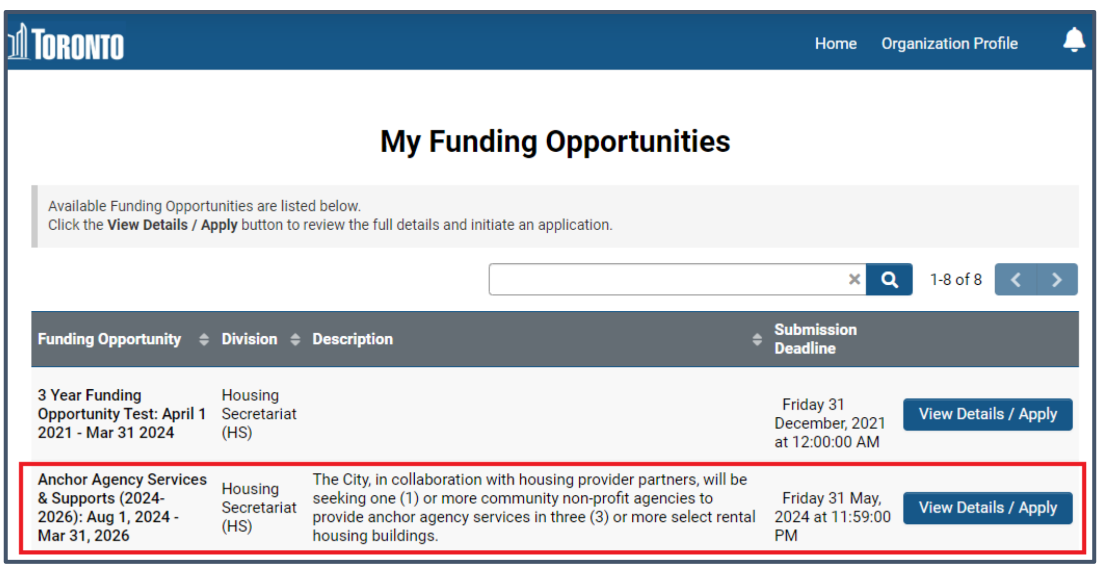
2. From your TGRIP Homepage, scroll to the **My Funding Opportunities** tile (see Figure 6). Any Application Contact with full access will be able to see all funding opportunities that are available.

Figure 6: My Funding Opportunities tile on the TGRIP Homepage.



3. Click **View Details/Apply** at the end of the row of the **Anchor Agency Services & Supports (2024-2026)** Funding Opportunity (see Figure 7).

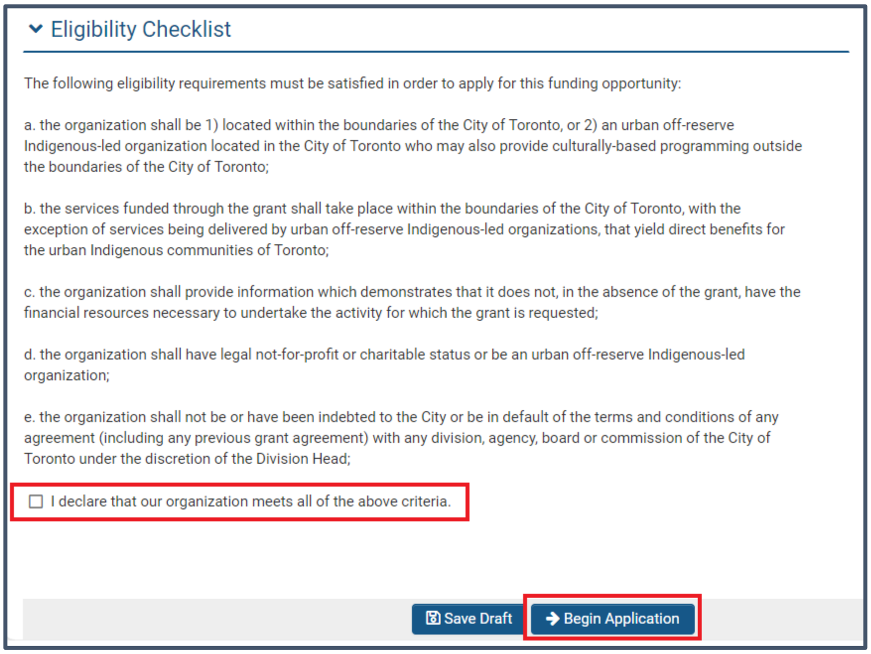
Figure 7: My Funding Opportunities list and View Details/Apply button.



4. Click **Apply for Funding Opportunity** on the page that opens.

5. Review the eligibility checklist that opens. Once you determine that your organization meets all requirements, check the declaration box (see Figure 8).

Figure 8: Eligibility Checklist declaration and Begin Application button.

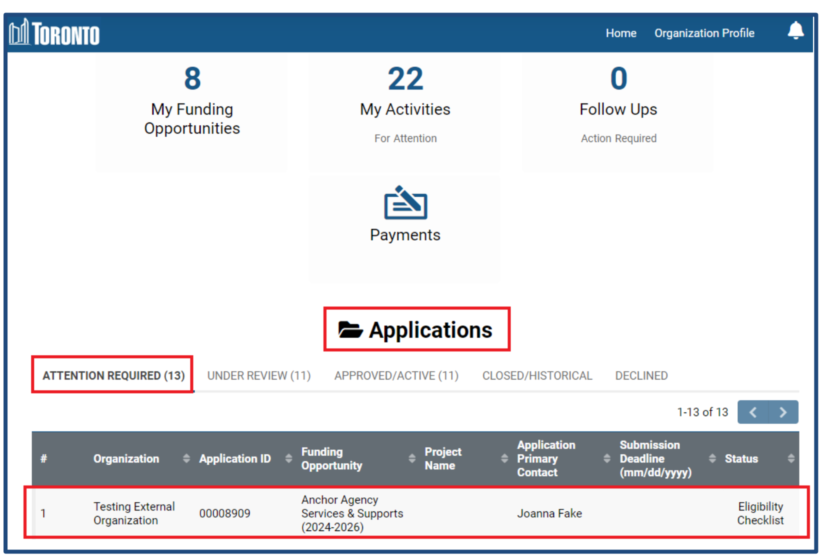


6. Click **Save Draft** at the bottom of the screen.

7. Click **Begin Application** to start your application (see Figure 8).

IMPORTANT: Do not click on the My Funding Opportunities tile again unless you want to start a new application for a different project. Instead, find your existing application on the TGRIP homepage below the heading **Applications**. Any applications your organization has in progress will be listed under the **Attention Required** tab (see Figure 9).

Figure 9: Locating applications that have already been started.



2.0 COMPLETING THE APPLICATION FORM

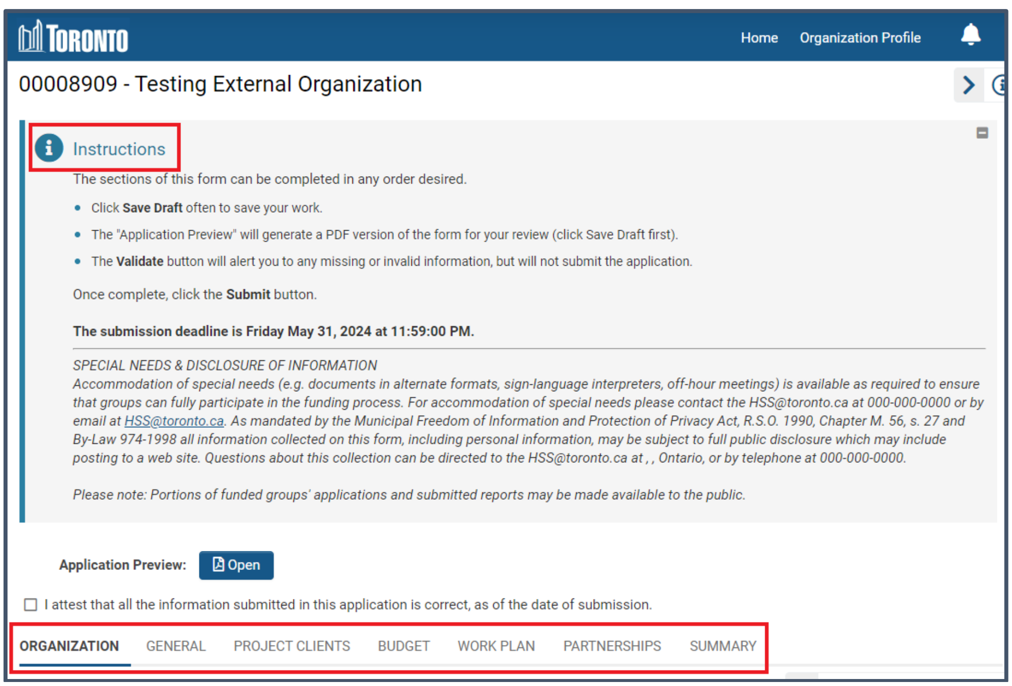
2.1 GENERAL INFORMATION

IMPORTANT:

- Review Appendix A: Program Model and Appendix B: Terms & Conditions prior to applying to this Funding Opportunity.
- After you create an application, it can be edited until submitted. Always click **Save** before navigating away from any page or table you are working on.
- When your application is complete, click the **Submit** button. **Once you submit, you cannot make any further changes to your application.**
- Review this guide thoroughly to ensure your application is completed correctly.
- Contact HSS@toronto.ca if you have questions about completing your application.

The top of the application form contains basic information about the application you are completing. Read the instructions carefully before you begin (see Figure 10).

Figure 10: Application page instructions and tabs.



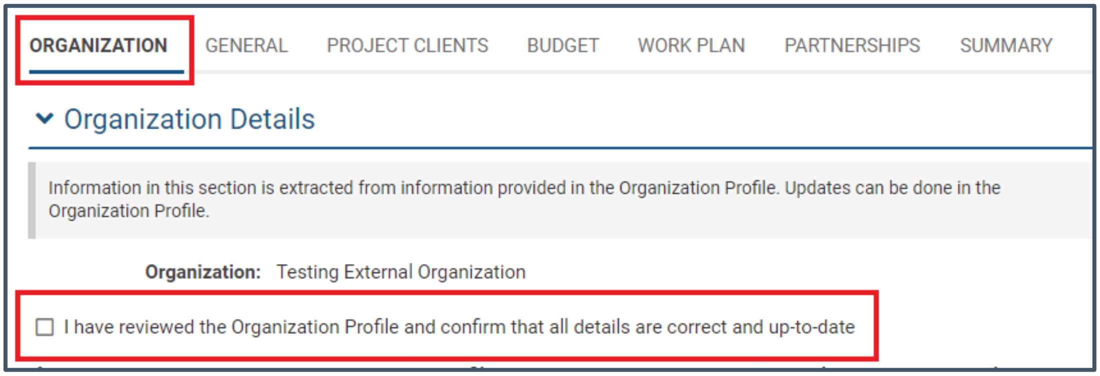
The application form has seven tabs that need to be completed, which are displayed in grey below the instructions section (see Figure 10). The tab that you are currently on will be displayed in black. Click on each respective tab and complete the required application questions. Detailed information about how to complete each tab is provided in sections 2.2 to 2.8 of this guide.

2.2 ORGANIZATION TAB

1. Click on the **Organization** tab of the application (see Figure 11).

2. Under the **Organization Details** sub-section, you must review your Organization Profile to ensure that the information and uploaded documents are up to date. Once completed, check the box to confirm before proceeding to the next question (see Figure 11).

   Figure 11: Organization tab and Organization Details sub-section.

3. Complete the questions under the **Organizational Stability** and **Organizational Policies** sub-sections.

4. Under the **Contact Details** sub-section, select a Signing Authority (see Figure 12).

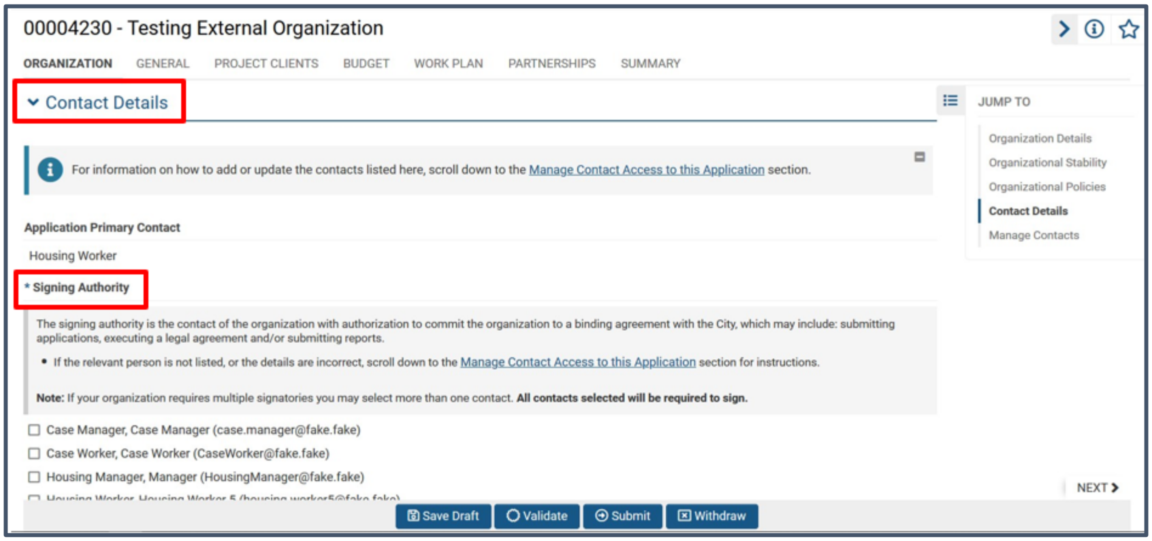
   The Signing Authority is the person in your organization with authorization to commit the organization to a binding legal contract with the City and will be required to sign the funding agreement if your application is approved.

   Typically, there are only one or two required signatories for an organization. If your organization requires more than one signatory to bind your corporation, you may select more than one contact as a Signing Authority.

IMPORTANT:

- **All Signing Authority Contacts listed will be required to sign the agreement.** As such, it is important that all Signing Authority Contacts are available to sign the agreement via e-signature once it has been sent.
- You can revise the Signing Authority at any time prior to submitting your application. **Once the application is submitted, the Signing Authority cannot be changed.**

Figure 12: Contact Details sub-section on the Organization tab.

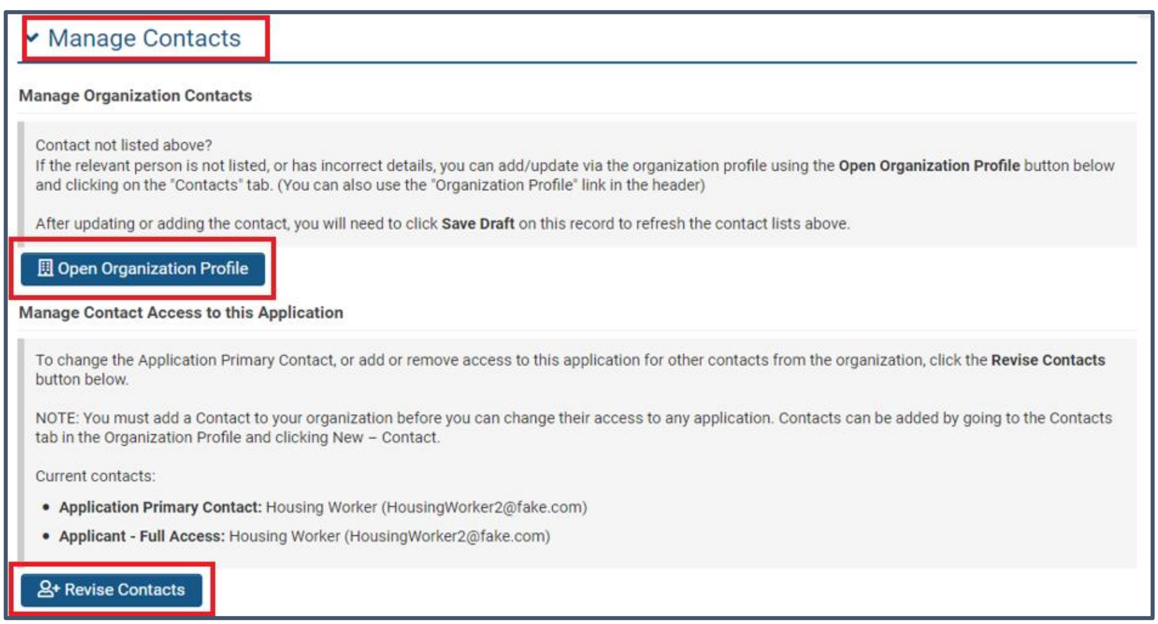


5. Under the **Manage Contacts** sub-section, you can manage organization contact information and access to this application (see Figure 13).

   If a contact is not listed or has incorrect details, click **Open Organization Profile** to update (see Figure 13). To change the application Primary Contact or to add or remove access to this application for other contacts, click **Revise Contacts** to update (see Figure 13).

   For detailed instructions, refer to section [1.3 Adding/Updating Organization Contacts In TGRIP](#).

Figure 13: Manage Contacts sub-section on the Organization tab.



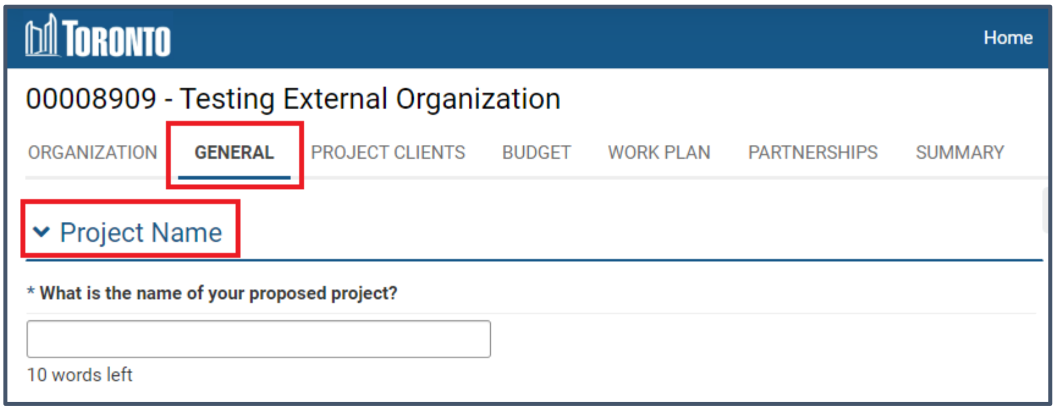
6. After the changes are saved, TGRIP will automatically navigate back to the application.

7. Review your responses in the Organization tab. Click **Save Draft** at the bottom of the screen before moving to the next tab.

2.3 GENERAL TAB

1. Click on the **General** tab of the application (see Figure 14).

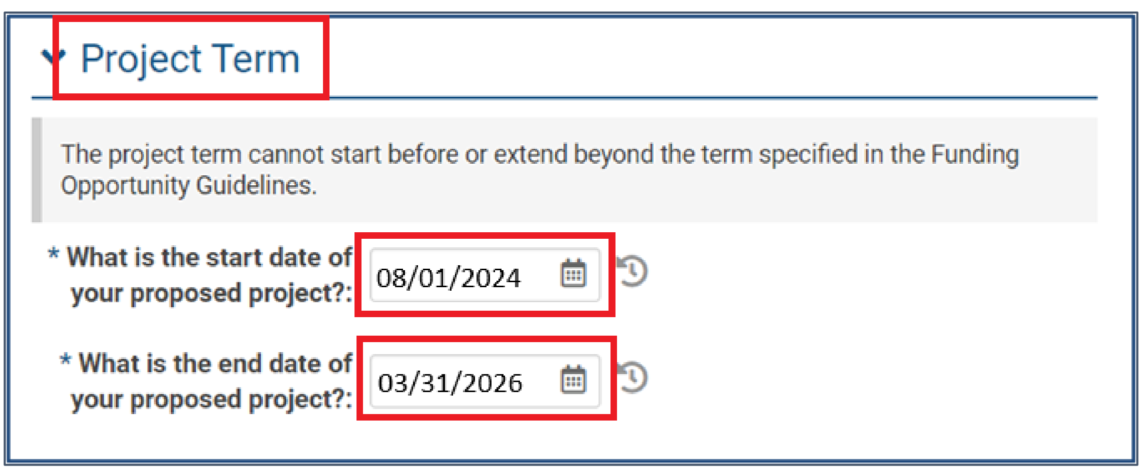
   Figure 14: General tab and Project Name sub-section.



2. Complete the question under the **Project Name** sub-section.

3. Under the **Project Term** sub-section, set the project start date as August 1, 2024 and end date as March 31, 2026. After selecting the start and end dates, confirm that they are correct (see Figure 15).

   Figure 15: Project Term sub-section on the General tab.

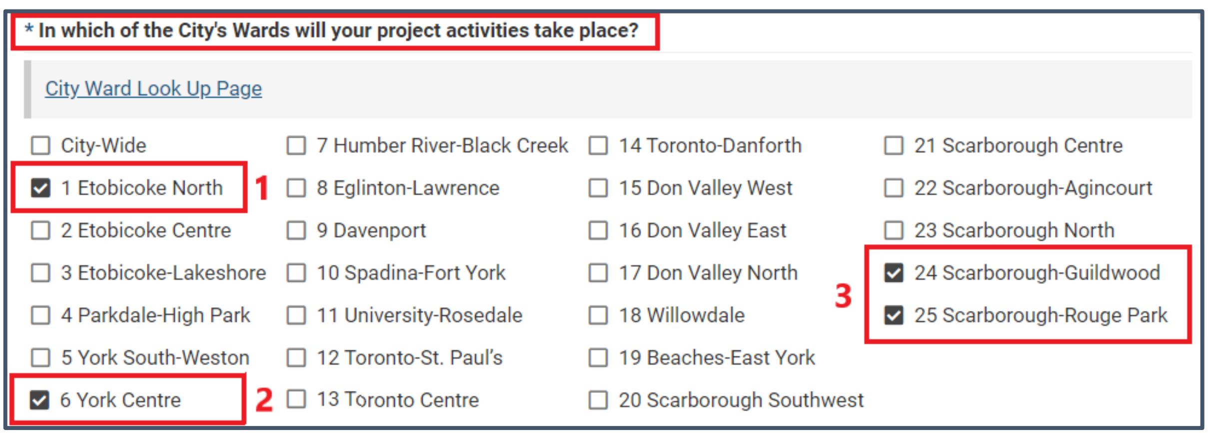


4. Complete the questions under the **Project Location** sub-section. Refer to the **IMPORTANT** box below for instructions on completing the last question.

IMPORTANT:

- There are three eligible location options for your project activities to take place in this round of funding. Refer to [Appendix A: Program Model]() for more details.
- You must select at least one (and up to three) of the following options in response to the question: **In which of the City's Wards will your project activities take place?** (See Figure 16).
  - Option #1: Ward 1 – Etobicoke North
  - Option #2: Ward 6 – York Centre
  - Option #3 (select both wards for this option):
    - Ward 24 – Scarborough-Guildwood
    - Ward 25 – Scarborough-Rouge Park
- **Do NOT select "City-Wide" or any wards other than those listed above.** If you select "City-Wide," your application will be considered as applying to provide services in all three eligible wards/ward groupings and will be assessed as such.
- **Do NOT select multiple ward options unless your project will provide services in all selected wards/ward groupings.** You will be required to create a budget and work plan that considers all wards you select.

Figure 16. Eligible wards/ward groupings.



5. Under the **Project Hours** sub-section, click on **Add/Edit Project Hours** to open the Project Hours table. Follow the instructions in the table carefully to enter your project hours.

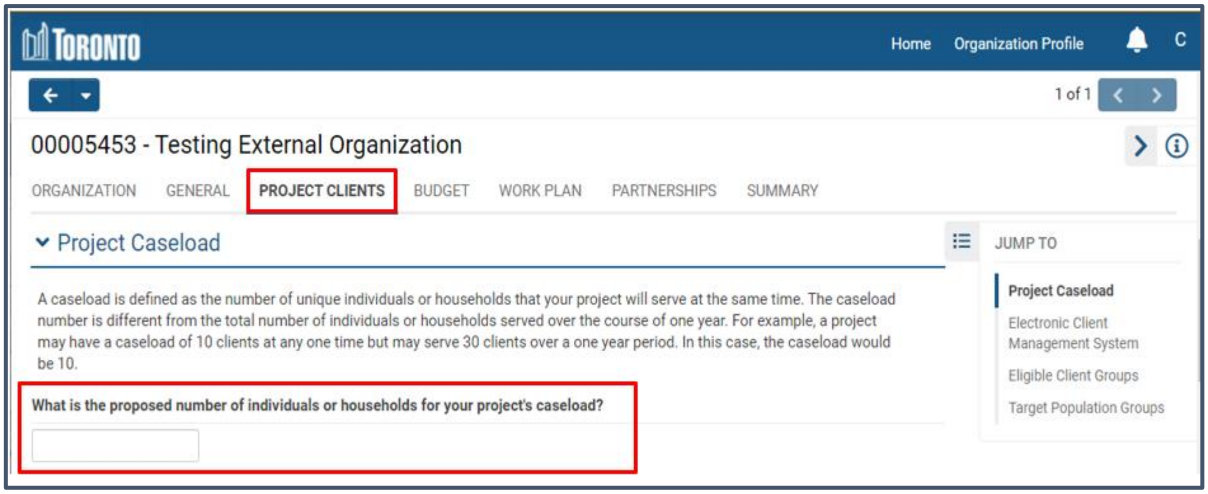
IMPORTANT: Anchor Agency projects are required to provide services after hours and on weekends when necessary.

6. Complete the questions under the **Languages** sub-section.
7. Click **Save Draft** at the bottom of the screen before moving to the next tab.

2.4 PROJECT CLIENTS TAB

1. Click on the **Project Clients** tab of the application (see Figure 17).

   Figure 17: Project Clients tab and Project Caseload sub-section.

2. Complete the questions under the **Project Caseload** sub-section.

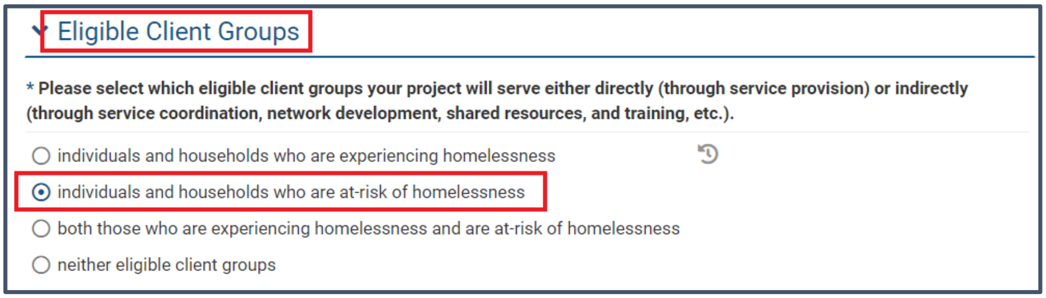
IMPORTANT:

- The Project Caseload is the number of individuals or households your project will provide one-on-one case management services to <u>at the same time</u> (see Figure 17). This is different from the total number of individuals or households your project will provide these services to <u>during a defined period</u> (e.g., one year).
- Anchor Agency projects must maintain a caseload of between 20 and 30 clients per full-time staff member that provides case management services (1.0 FTE).
- Anchor Agency projects must provide primarily low-to-medium intensity case management services.

3. Complete the questions under the **Electronic Client Management System** sub-section.

4. Under the **Eligible Client Groups** sub-section, select **individuals and households who are at-risk of homelessness** to the question: **Please select which eligible client groups your project will serve either directly (through service provision) or indirectly (through service coordination, network development, shared resources, and training, etc.).** (See Figure 18).

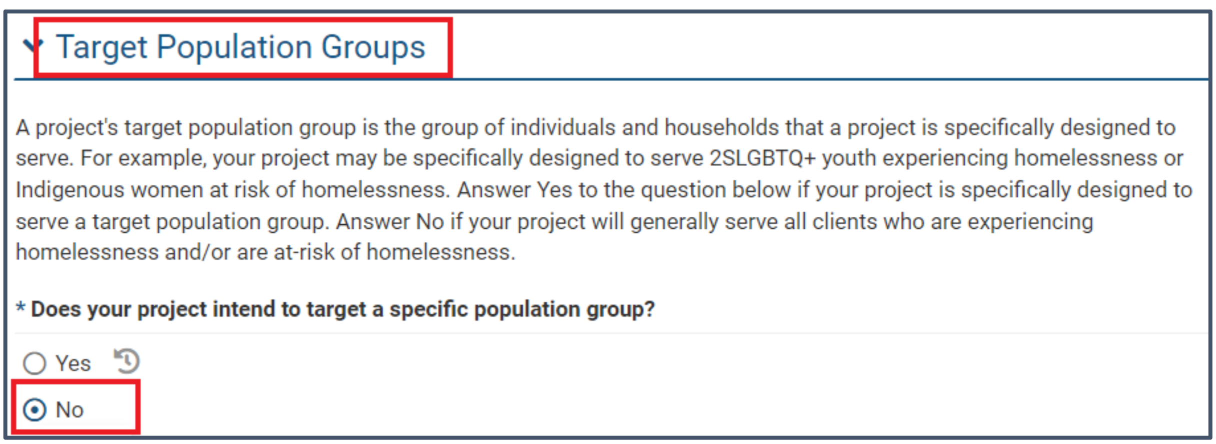
Figure 18: Eligible client groups on the Project Clients tab.



5. Under the **Target Population Groups** sub-section, select **No** to the question: **Does your project intend to target a specific population group?** (see Figure 19).

IMPORTANT: Target Population Groups are groups of individuals and households that a project is specifically designed to serve. We recognize the intersectionality of these target populations and that anchor agency projects will serve tenants from target populations. However, all Anchor Agency Services & Supports projects are designed to generally serve all eligible tenants living in the selected rental housing buildings and the building as a whole. As such, all projects are considered as <u>not</u> targeting a specific population group.

Figure 19: Target Population Groups sub-section of the Project Clients tab.

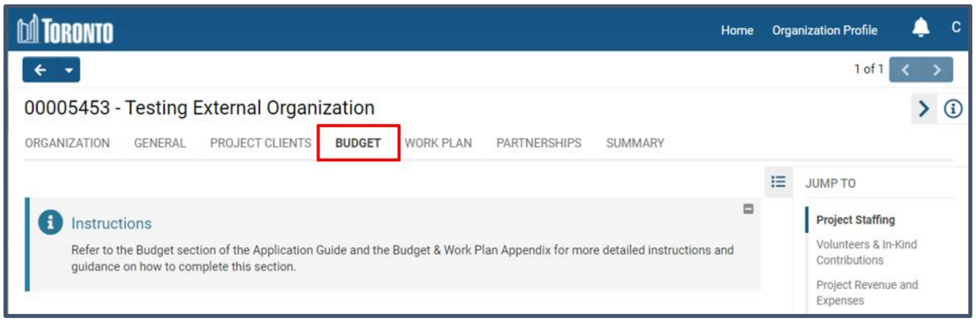


6. Click **Save Draft** at the bottom of the screen before moving to the next tab.

2.5 BUDGET TAB

1. Click on the Budget tab of the application (see Figure 20).

Figure 20: Budget tab.



2. You will need to complete three tables in this section: Project Staffing, Volunteers & In-Kind Contributions and Project Revenue & Expenses. Follow the instructions for completing each table in sections 2.5.1 to 2.5.3 carefully.

IMPORTANT:

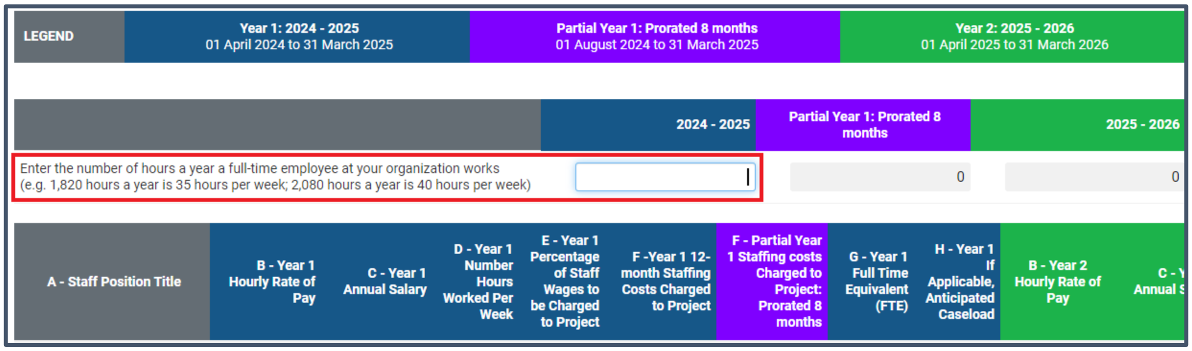
- As a reminder, you must have selected at least one of the eligible wards/ward groupings for your project activities to take place under the General tab of the application (see step 4 under section 2.2_General_Tab).
- Each ward/ward grouping has a building profile that outlines the number of units and unit composition of the building(s) located at that site. The building profiles for the wards/ward groupings included in this round of funding are as follows:
  - Option #1: Ward 1 – Etobicoke North
    - 415 units (312 bachelor, 103 one-bedroom)
    - Approximately 50% of tenants are seniors and approximately 50% of households are in receipt of OW/ODSP
  - Option #2: Ward 6 – York Centre
    - 294 units (215 bachelor, 79 one-bedroom)
    - Approximately 60% of tenants are seniors and approximately 50% of households are in receipt of OW/ODSP
  - Option #3 Ward 24 – Scarborough-Guildwood and Ward 25 – Scarborough-Rouge Park
    - 720 units (631 bachelor, 89 one-bedroom)
    - Approximately 40% of tenants are seniors and approximately 50% of households are in receipt of OW/ODSP
- Your budget should reflect the building profile(s) of the eligible ward(s) you selected and the number of eligible wards you selected (i.e., your proposed budget should cover the combined total staffing costs, volunteer & in-kind contributions and revenue & expenses required to support project activities in all location options you selected).

2.5.1 PROJECT STAFFING TABLE

1. In the Budget tab, click on **Add/Edit Project Staffing** to open the Project Staffing table. Read the instructions in the table and below carefully.

2. To begin the table, enter the number of hours a year a full-time employee at your organization works in the designated box (see Figure 21).

   Figure 21: Project Staffing table.



3. Enter the remainder of your project staffing costs in the table.

   Examples of eligible staff positions include but are not limited to:

   - Dedicated Supervisor, Manager or Team Lead
   - Housing Follow-Up/Case Worker (primarily low-to-medium intensity supports)
   - Community Development Worker
   - Harm Reduction Specialist
   - Peer Worker

IMPORTANT:

- Ensure that the staffing complement you propose will meet the Service Delivery Requirements outlined in the **Core Program Components** section of [Appendix A: Program Model], including both the **Case Management** and **Community Development and Crisis Management** sub-sections.

4. When you have completed the Project Staffing table, click **Save** and then **Close** to return to the Budget tab.

IMPORTANT: You will not be able to save your Project Staffing table if Column E – **Year 1 Percentage of Staff Wages to be Charged to Project** – is greater than 100%.

5. Click **Save Draft** at the bottom of the screen before moving to the next budget table or application tab.

2.5.2 VOLUNTEERS AND IN-KIND CONTRIBUTIONS TABLE

1. In the Budget tab, click on **Add/Edit Volunteers and In-Kind Contributions** to open the Volunteers and In-Kind Contributions table (if applicable to your project).

2. Read the instructions in the table carefully, and complete both the Volunteers (see Figure 22) and In-Kind Contributions (see Figure 23) sections of the table.

Figure 22: Volunteers section of the Volunteers and In-Kind Contributions table.

A - Year 1 Number of Volunteer	B -Year 1 Total Volunteer Hours per Week	C - Year 1 Total Volunteer Hours per Year
2	3	156

IMPORTANT: Column B and C should reflect the total volunteer hours for the project contributed by <u>all</u> volunteers, not <u>each</u> volunteer.

Figure 23: In-Kind Contributions section of the Volunteers and In-Kind Contributions table.

A - Type of Support	B - Source	C - Year 1 Estimated Value ($)
Food donations	Food Bank	$5,000.00
+		

3. When you have completed the Volunteers and In-Kind Contributions table, click **Save** and then click **Close** to return to the Budget tab.

4. Click **Save Draft** at the bottom of the screen before moving to the next budget table or application tab.

2.5.3 PROJECT REVENUE AND EXPENSES TABLE

1. In the Budget tab, click on **Add/Edit Revenue and Expenses** to open the Revenue and Expenses table. Read the instructions in the table and below carefully.

2. Under the **Revenue** section of the Revenue and Expenses table, enter the annual budget amount you are requesting from the Housing Secretariat for this project in the appropriate box (see Figure 24).

IMPORTANT: Do not pro-rate this amount. The table will automatically pro-rate any partial years (see Figure 24).

Figure 24: Revenue section of the Revenue and Expenses table.

	A - Revenue Source	B - Year 1 Revenue Amount ($)	C - Year 1 Total Revenue	B - Partial Year 1 Revenue Amount: Prorated 8 months
1	HS Funding Requested	$295,630.00	$295,630.00	
2	Other City of Toronto grants (specify below)	$0.00	$0.00	
3		$0.00		
4		$0.00		
5	Federal grants (specify below)	$0.00	$0.00	

3. Enter all other sources of revenue for this project in the remainder of the Revenue section of the table. **Only include revenue sources and amounts that directly pay for this project.**

4. Under the **Expenses** section of the Revenue and Expenses table, enter all project and overhead expenses. See below for details.

Project expenses:

Project expenses include activities or services that benefit this specific project only. Examples include but are not limited to:

- Staff computers/laptops, tablets, cell phones
- Staff data plans
- Personal Protective Equipment (PPE)
- Harm reduction supplies
- Translation services
- Program materials (e.g., supplies, refreshments)
- Program information materials (e.g., design, printing)
- Client supplies (e.g., groceries, personal supplies, housekeeping supplies)
- Client and staff travel expenses

IMPORTANT: The housing provider(s) will provide office space on site for Anchor Agency Services & Supports project(s). **As such, applicants do not need to include rent as a project expense.**

<u>Overhead expenses</u>:

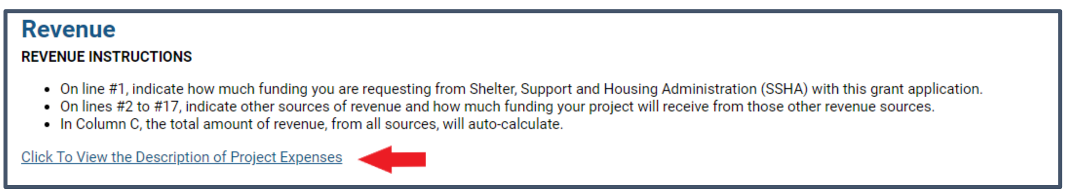
Overhead Expenses included activities or services that benefit <u>more than this specific project</u>. Examples include but are not limited to:

- Building operational costs/utilities
- Office materials/supplies purchased for organization operations
- Equipment rental and administrative staff
- Audit and legal services, etc.

IMPORTANT:

- Ensure your proposed budget will meet the Service Delivery Requirements outlined in the **Overarching Program Principles and Approach**, **Organization Experience** and **Core Program Components** sections of <u>Appendix A: Program Model</u>.
- There are two areas of the budget where you can customize the budget lines. Under **Project Supplies** you can enter up to 7 budget items and under **Other** you can enter up to 5 budget items.
- You do not need to provide a budget amount every line. Consider grouping items less than $5,000 and providing more detail or breaking out costs greater than $15,000.
- **Overhead expenses may not exceed 15% of the total funding amount.**
- To review descriptions of eligible project expenses, click the link located under **Revenue Instructions** in the Revenue and Expenses table (see Figure 25).

Figure 25: Link to the Description of Project Expenses document.



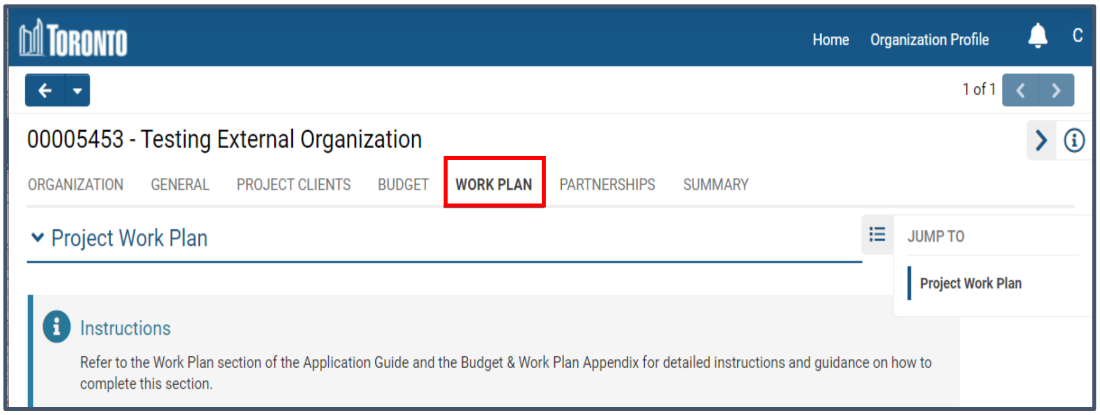
5. Once you have completed the Revenue and Expenses table, click **Save** and then **Close** to return to the Budget tab.

6. Click **Save Draft** at the bottom of the screen before moving to the next application tab.

2.6 WORK PLAN TAB

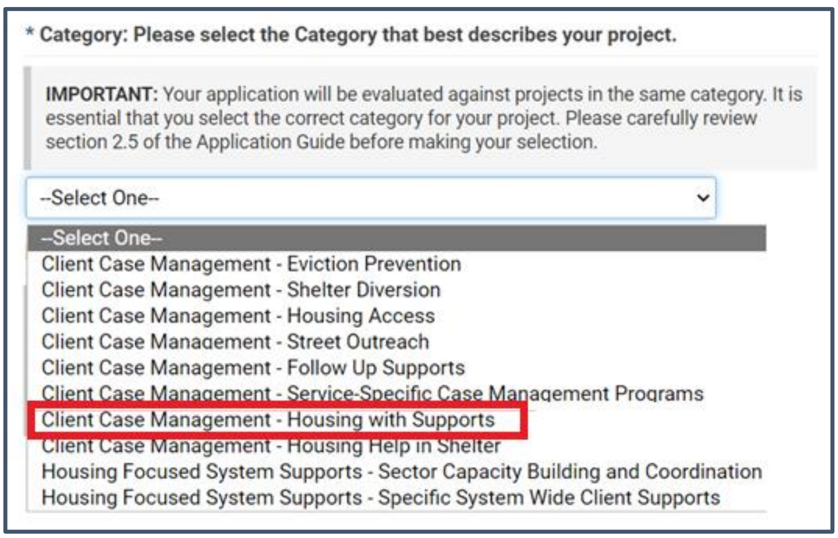
1. Click on the **Work Plan** tab of the application (see Figure 26).

Figure 26: Work Plan tab.



2. Under **Category: Please select the Category that best describes your project**, click on the selection box and select **Housing with Supports** from the drop-down menu (see Figure 27).

Figure 27: Category drop-down menu.



3. Under **Project Work Plan & Client Tracking**, click on **Add/Edit Work Plan** to open the Work Plan table.

IMPORTANT: The Work Plan table is divided into two sections: **Housing Access and Supports** and **System Supports**. Both sections of the table have different outputs available to select, depending on the Funding Opportunity being applied for. **Follow the instructions below carefully to ensure you are selecting the correct outputs.**

4. In the **Outputs** column of the Work Plan & Client Tracking table, select the following required outputs:

Housing Access & Supports – Required Outputs

- # of Clients Provided with Basic Needs Services:

  Basic needs include any resource deemed necessary for clients to achieve and maintain physical well-being. Basic needs services should be tied to demonstrated outreach or interventions that improve housing stability and contribute to a reduction in homelessness.

  Examples of basic needs services for anchor agency projects are the outputs from the time-specified case management services that support improving the housing stability tenants, which may include essential services related to the provision of food, groceries, transportation, personal hygiene supplies and personal identification; life skills development; conflict resolution and mediation between neighbours; liaising with the housing provider staff or other supports on site; referring the tenant to other community-based services to meet their needs; etc.

- # of Clients Provided with or Referred to Social and Community Integration Activities:

  Supports to improve social and community integration include a broad range of services essential to improving an individual's well-being and long-term self-sufficiency.

  Examples of social and community integration activities for anchor agency projects include service coordination, building needs assessment, community mapping, participation in recreational or cultural programs and services, activities that contribute to positive changes in social relationships (such as joining a peer support group), etc.

System Supports – Required Outputs

- None – **Do NOT select any Outputs in the System Supports section of the Project Work Plan & Client Tracking table.**

IMPORTANT: The Work Plan includes pre-defined Outputs which cannot be customized and that have specific meanings. **Only select the Required Outputs indicated for this Funding Opportunity** (see Figure 28).

Figure 28: Required Outputs in the Project Work Plan & Client Tracking table.

Housing Access and Support

Housing Access and Support table:

- Complete this table if your project provides client case management.
- If you enter data in this section, you will be required to collect and submit client-level data, such as demographic information.
- To complete this section correctly, refer to the appropriate Budget & Work Plan Appendix in the Application Guide

Activity Area	Sub-Activities	Outputs (as a direct result of your project activities during this reporting period)	Year 1:			
			% of Proposed Budget	Proposed Budget Amount ($)	Mid-Year Target	Year-End Target
Homelessness Prevention	Eviction Prevention	☐ # of Clients Provided with Eviction Prevention Services				
	Shelter Diversion	☐ # of Clients Placed into Housing after Exiting a Public Institution				
		☐ # of Clients Placed into Housing Related to an Emergency				
Housing Access	Housing Placement	☐ # of Clients Placed into Housing				
		☐ # of Clients Placed with Housing Setup				
Housing Focused Client Supports	Case Management Support for Housing Stabilization	☑ # of Clients Provided with Basic Needs Services				
		☑ # of Clients Provided with or referred to Social and Community Integration Activities				
		☐ # of Clients Referred to Clinical or Treatment Services				
		☐ # of Clients Supported to Secure New Income Supports				
		☐ # of Clients Supported to Start New Employment				
		☐ # of Clients Supported to Start New Job Training				
		☐ # of Clients Supported to Start New Education				

5. In the **% of Budget** column, enter the approximate percentage of your total budget (salaries, project and overhead expenses) that is devoted to achieving each Output (see Figure 29).

Figure 29: % of Budget column of the Work Plan & Client Tracking table.

Activity Area	Sub-Activities	Outputs (as a direct result of your project activities during this reporting period)	% of Proposed Budget	Proposed Budget Amount ($)	Mid-Year Target	Year-End Target
Homelessness Prevention	Eviction Prevention	☐ # of Clients Provided with Eviction Prevention Services				
	Shelter Diversion	☐ # of Clients Placed into Housing after Exiting a Public Institution				
		☐ # of Clients Placed into Housing Related to an Emergency				
Housing Access	Housing Placement	☐ # of Clients Placed into Housing				
		☐ # of Clients Placed with Housing Setup				
Housing Focused Client Supports	Case Management Support for Housing Stabilization	☑ # of Clients Provided with Basic Needs Services				
		☑ # of Clients Provided with or referred to Social and Community Integration Activities				
		☐ # of Clients Referred to Clinical or Treatment Services				
		☐ # of Clients Supported to Secure New Income Supports				
		☐ # of Clients Supported to Start New Employment				
		☐ # of Clients Supported to Start New Job Training				
		☐ # of Clients Supported to Start New Education				

IMPORTANT:

- The total % of Budget column must equal 100%.
- The Proposed Budget Amount ($) column will auto-populate based on the % of Budget entered in this table and your completed Revenue & Expenses table from the Budget tab.

6. In the **Mid-Year Target** and **Year-End Target** columns, enter your project's targets (see Figure 30).

Figure 30: Mid-Year Target and Year-End Target columns of the Work Plan & Client Tracking table.

Activity Area	Sub-Activities	Outputs (as a direct result of your project activities during this reporting period)	% of Proposed Budget	Proposed Budget Amount ($)	Mid-Year Target	Year-End Target
Homelessness Prevention	Eviction Prevention	☐ # of Clients Provided with Eviction Prevention Services				
	Shelter Diversion	☐ # of Clients Placed into Housing after Exiting a Public Institution				
		☐ # of Clients Placed into Housing Related to an Emergency				
Housing Access	Housing Placement	☐ # of Clients Placed into Housing				
		☐ # of Clients Placed with Housing Setup				
Housing Focused Client Supports	Case Management Support for Housing Stabilization	☑ # of Clients Provided with Basic Needs Services				
		☑ # of Clients Provided with or referred to Social and Community Integration Activities				
		☐ # of Clients Referred to Clinical or Treatment Services				
		☐ # of Clients Supported to Secure New Income Supports				
		☐ # of Clients Supported to Start New Employment				
		☐ # of Clients Supported to Start New Job Training				
		☐ # of Clients Supported to Start New Education				

IMPORTANT:

- While the Client Caseload represents the number of clients your project will serve <u>at the same time</u>, the Work Plan Targets represent the total number of clients your project expects to achieve each output during a <u>defined period, as follows</u>:
  - Mid-Year: The 6-month period from April 1 to September 30.
  - Year-End: The 12-month period from April 1 to March 31.
- Enter the full-year values for Year 1. The system will automatically prorate any partial funding years.
- The Year-End Target should be greater than the Mid-Year Target.
- You will be required to report results and financial variances every six months over the funding term.

7. When you have completed your Work Plan table, click **Save** and then **Close** to return to the Work Plan tab.

8. Click **Save Draft** at the bottom of the Work Plan tab to populate your Work Plan on the page.

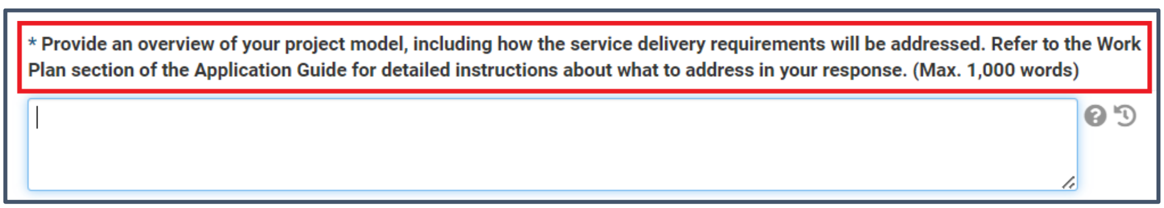
9. Scroll to the bottom of the Work Plan tab to the question: **Explain how you are meeting the program requirements for your Category and any additional details specific to your project model. (Max. 1,000 words)** (see Figure 31).

   Use this space to explain how your project will meet **all of** the Service Delivery Requirements outlined in the following sections of Appendix A: Program Model:

   - **Overarching Program Principles and Approach**
   - **Organization Experience**
   - **Core Program Components**, including both the **Case Management** and **Community Development and Crisis Management** sub-sections

IMPORTANT: The information session recording and materials provide more detailed information about each of these requirements. **Applicants are encouraged to refer to these materials when answering this question.**

Figure 31: Project model question on the Work Plan tab.

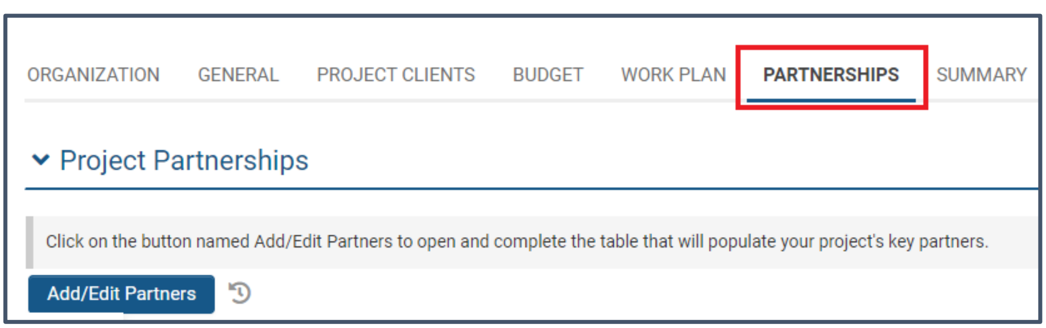


10. Click **Save Draft** at the bottom of the screen before moving to the next tab.

2.7 PARTNERSHIPS TAB

1. Click on the **Partnerships** tab (if applicable to your project) (see Figure 32).

Figure 32: Partnerships tab of the application.



2. Click on **Add/Edit Partnerships** to open the Partnerships table.

3. Read the instructions in the table carefully and complete the Partnerships table.

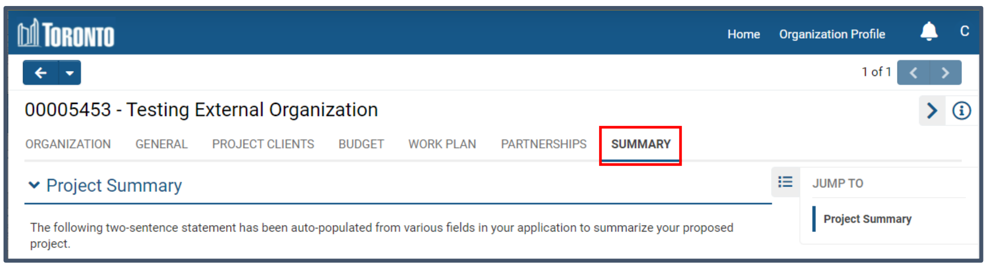
4. When you have completed the Partnerships table, click **Save** and then **Close** to return to the Partnerships tab.

5. Click **Save Draft** at the bottom of the screen before moving on the next tab.

2.8 SUMMARY TAB

1. Click on the **Summary** tab of the application (see Figure 33).

   Figure 33: Summary tab.



2. Review the two-sentence statement that has been auto-populated from the various fields in your application to summarize your application.
   - Click **Yes** if the sentence represents your project well.
   - Click **No** if the sentence does not represent your project well and write your own two-sentence project description using the same format (see FORMAT box below) in the narrative box that appears (max. 75 words).

FORMAT: 'Organization Name' has entered an application totaling '$XXX,XXX', where the funded amount will be '$XXX,XXX' pro-rated to 8 months in Year 1; '$XXX,XXX' in Year 2; for the period of August 1, 2024 to March 31, 2026, in order to deliver 'list project activities from the work plan'. The project will serve individuals at-risk of homelessness.

3. Answer the remaining questions on the **Summary** tab.

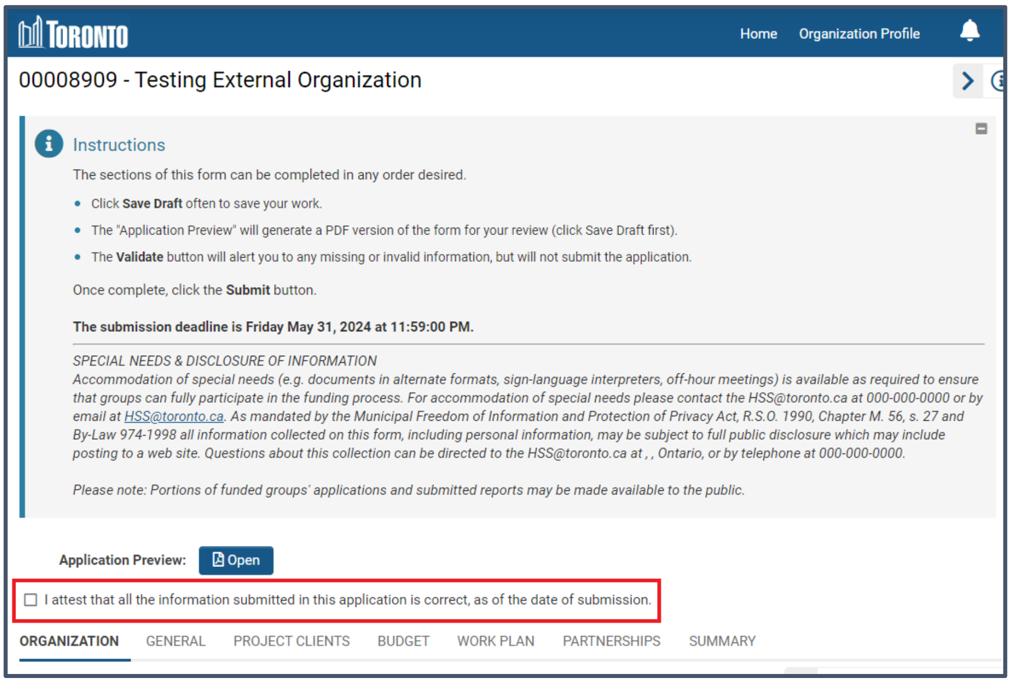
4. Click **Save Draft** at the bottom of the screen.

3.0 SUBMITTING THE APPLICATION

Follow the instructions below to attest, validate and submit your application.

1. Scroll up to just above the row of application tabs to the attestation statement (see Figure 34). Read the statement and check the box to make your declaration.

Figure 34: Attestation statement.

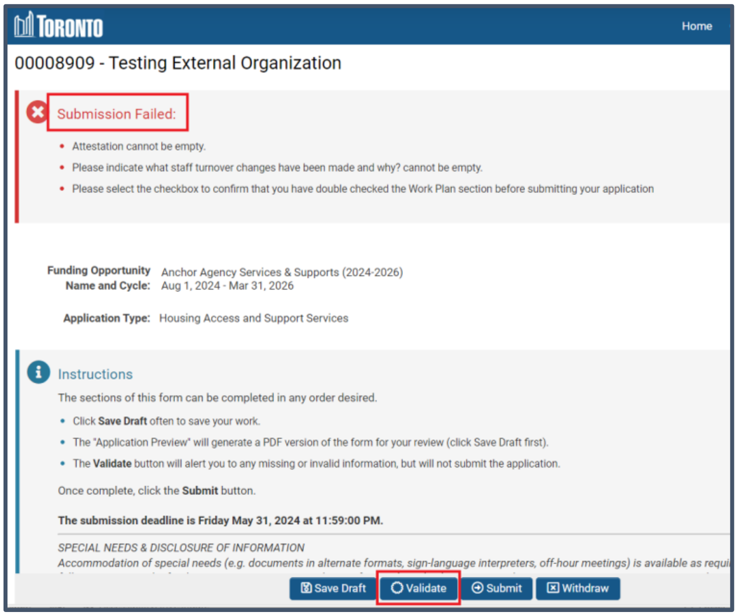


IMPORTANT: You must ensure that the TGRIP contact who checks the attestation and submits your application has the authority to do so on behalf of your organization.

2. Click **Save Draft** to stamp the attestation with the name of the TGRIP contact and date of attestation.

3. Click **Validate** at the bottom of the application (see Figure 35). The system will determine whether all the required fields in your application have been completed. If the validation fails, a list of items that require your attention will appear at the top of your application (see Figure 35). Make the corrections and then click **Validate** again to ensure your application is now complete.

Figure 35: Failed submission of the application.



4. When you are satisfied that your application is correct and complete, click **Submit** at the bottom of the application (see Figure 36). Your application is now complete (see Figure 37).

IMPORTANT: Once you submit your application, no further changes can be made.

Figure 36: Submit button on the application.

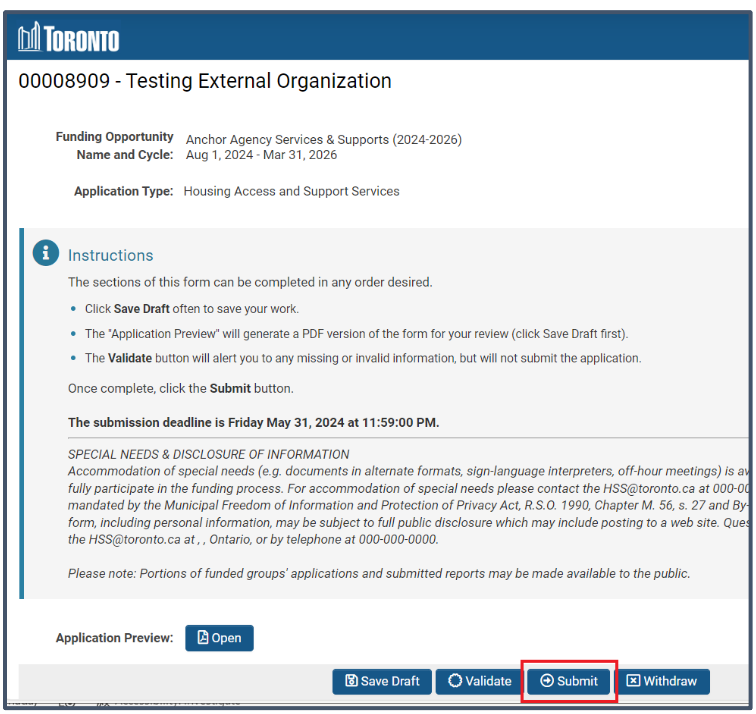
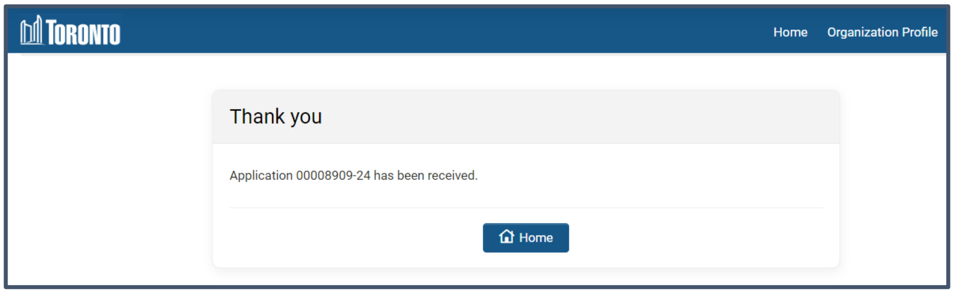


Figure 37: Successful submission of the application.



APPENDIX A: PROGRAM MODEL

1.0 OVERVIEW

The City, in collaboration with housing provider partners, is seeking one or more community non-profit agencies to provide Anchor Agency Services & Supports in three or more rental housing buildings. The City will match selected buildings with successful applicants based on the agency's stated service area(s).

Program objectives:

The objectives of the Anchor Agency Services & Supports program are to:

- improve the housing stability of identified tenants living in selected buildings who have been approved for one-on-one case management services;
- provide community development and crisis management supports to the building to help meet community needs, support social cohesion and better coordinate services among existing community non-profit agencies supporting tenants in the selected building; and
- in select anchor agency locations determined by the City and housing provider(s), to support the implementation of a community safety program that supports the building(s) and the broader local community.

Building profiles:

Buildings are selected by the City in partnership with our housing provider partner(s) and are identified by the ward or ward grouping (multiple wards) that the buildings are located in. Each ward/ward grouping has a building profile that outlines the number of units and unit composition of the building(s) located at that site. The building profiles for the wards/ward groupings included in this round of funding are as follows:

- Option #1: Ward 1 – Etobicoke North
  - 415 units (312 bachelor, 103 one-bedroom)
  - Approximately 50% of tenants are seniors and approximately 50% of households are in receipt of OW/ODSP

- Option #2: Ward 6 – York Centre
  - 294 units (215 bachelor, 79 one-bedroom)
  - Approximately 60% of tenants are seniors and approximately 50% of households are in receipt of OW/ODSP

- Option #3: Ward 24 – Scarborough-Guildwood and Ward 25 – Scarborough-Rouge Park
  - 720 units (631 bachelor, 89 one-bedroom)

- Approximately 40% of tenants are seniors and approximately 50% of households are in receipt of OW/ODSP

2.0 ELIGIBLE APPLICANTS

Service providers will engage with tenants who have difficultly remaining housed to provide time-specified case management that addresses a range of needs and facilitates ongoing housing stability. Services will be delivered on-site in large apartment buildings/complexes with approximately 300 units or more. Additionally, service providers will engage with communities and will coordinate with other service providers to deliver programming that addresses community needs, which may include community safety concerns in select locations determined by the City.

The Housing Secretariat is seeking organizations who meet the following mandatory eligibility requirements:

1. The organization is:
    a. located within the boundaries of the City of Toronto, or
    b. an urban off-reserve Indigenous-led organization located in the City of Toronto who may also provide culturally-based programming outside the boundaries of the City.

2. The services funded through the Funding Opportunity take place within the boundaries of the City, with the exception of services being delivered by urban off-reserve Indigenous-led organizations, that yield direct benefits for the urban Indigenous communities of Toronto.

3. The organization provided information which demonstrates that it does not, in the absence of the grant, have the financial resources necessary to undertake the activity for which the grant is requested.

4. The organization has legal not-for-profit or charitable status or is an urban off-reserve Indigenous-led organization.

5. The organization is not indebted to the City or in default of the terms and conditions of any agreement (including any previous grant agreement) with any division, agency, board of commission of the City of Toronto under the discretion of the Division Head.

6. The organization has and will maintain, at its own expense, policies of insurance, which policies will be in a form with an insurer acceptable to the City. A certificate evidencing these policies signed by the insurer or an authorized

agent of the insurer has been submitted to the City.

7. The organization has secured and will maintain and pay all costs for Workplace Safety and Insurance Board (WSIB) workers' compensation coverage for its employees performing work on the Project pursuant this Agreement, where statutory required under the Workplace Safety and Insurance Act (WSIA).

3.0 SERVICE DELIVERY REQUIREMENTS

Overarching Program Principles and Approach

Anchor Agency Services & Supports projects **must**:

- provide non-judgemental, trauma-informed, strengths-based, culturally responsive and anti-racist and anti-oppressive services rooted in harm reduction, eviction prevention and Housing First approaches; and
- be flexible to respond to fluctuating and episodic needs.

Organization Experience

The Anchor Agency Services & Supports staff team **must have**:

- extensive knowledge of and experience in delivering housing support services, conflict resolution and mediation;
- a strong understanding of community resources, referral pathways and community development; and
- an understanding of the social determinants of health, crisis response, de-escalation and community safety approaches.

Core Program Components

Case Management:

Case management supports will be available to identified tenants in the building who require housing stability support and who have been approved for case management. Possible tenants for case management within the building may be identified by a variety of sources, including the housing provider, the tenant, the Anchor Agency Services & Supports provider, an external community agency, etc. Acceptance into case management, however, will be based on a pre-determined referral process developed by the housing provider and the City in consultation with the Anchor Agency Services & Supports provider(s).

Anchor Agency Services & Supports projects **must:**

- deliver services in person, on-site and, when needed, in tenant's housing units and have the ability to provide services after hours and on weekends when necessary;
- provide responsive and person-centered low-to medium-intensity case management services in large apartment buildings/complexes with approximately 300 units or more that meet each person's unique needs and/or complex challenges;
- deliver services with a case load capacity of 1:20-30 tenants per full time (1.0 FTE) staff member who provides case management services and have the ability to adjust the level of case management support provided to scale-up or down based on individual needs and to allow for new tenants to become part of the caseload;
- provide client-directed, goal-oriented service planning that fosters developing independence, integrates appropriate referrals to health and wellness and other community-based supports and/or long-term case management and embeds comprehensive discharge processes;
- provide services and strategies to stabilize housing for people at risk of homelessness, including landlord mediation with the housing provider, support with navigating the Landlord and Tenant Board (LTB) and arrears repayment; and
- participate in case conferencing between service providers and the housing provider to coordinate care and supports for a tenant.

<u>Community Development and Crisis Management</u>:

Community development and crisis management programming will be applied to the entire building and available to all tenants in the building.

Anchor Agency Services & Supports projects **must:**

- complete a needs assessment within the building to identify strengths, needs, issues and support gaps among tenants, as well as develop an inventory of existing services available to the building tenants;
- develop and implement ongoing programming, either through direct service or partnerships, that responds to identified and fluctuating needs within the building;
- coordinate services between other agencies providing supports to tenants in the building and help establish connections to additional supports as identified through needs assessments, including supporting connections to health and

wellness services;
- develop an on-site reference group that includes stakeholders, such as housing provider staff and building tenants, to ensure programming is responsive to community need and supporting project outcomes; and
- provide/augment crisis response supports to the building should incidents arise.

Data Collection and Reporting Expectations

Anchor Agency Services & Supports projects **must:**

- participate in City and housing provider committees and working groups, as required;
- participate in an evaluation process of the anchor agency service model with the City and the housing provider;
- compile, maintain and provide program statistics and submit activity data and program outcomes, as required; and
- advance the City's funding priorities, including:
    - strengthening our relationship with Indigenous communities and advancing the Reconciliation Action Plan;
    - Strengthening our relationship with Black communities and advancing the Action Plan to Confront Anti-Black Racism;
    - focusing on equity and strengthening our relationship with other equity-seeking communities;
    - delivering high-quality services;
    - reducing chronic homelessness;
    - developing integrated system responses; and
    - strengthening and modernizing the sector.

Community Safety Program Requirements (in select locations to be determined)

The City, in partnership with our housing provider partner(s), will identify anchor agency locations to support the implementation of a community safety program that will work to address the identified safety needs of the selected building(s) and broader local community.

Anchor Agency Services & Supports projects selected to provide this program **must:**

- work with a designated City-funded service provider to deliver a community safety program through a community safety ambassador team approach to the site and surrounding area. The City will contract with a community safety ambassador team through a separate procurement process.

These service requirements will form part of the funding agreement for successful applicants.

Detailed requirements on this program model will be provided in an information session. See the Key Dates and Information section below for details.

4.0 KEY DATES AND INFORMATION

Information Session

The information session will provide detailed information about the Anchor Agency Services & Supports Funding Opportunity and program. **Interested applicants are strongly encouraged to attend.**

- Date: Thursday, April 18, 2024 from 9:00 a.m. – 10:30 a.m. (EST)
- Registration link: https://toronto.webex.com/weblink/register/r3472778cda6f9cc2878cd53e54d0583a
    - **You must register for this event**
    - Once you register, you will receive an email with event details, including the event link and call-in information, as well as an option to add the event to your calendar
- The information session will be recorded. Those who register will be sent the recording when it is available. The recording will also be made available on the Anchor Agency Services & Supports webpage, along with the presentation slides and a transcript of the video.

Helpdesk Sessions

The City will host two drop in application helpdesk sessions for service providers seeking additional support with their application. Interested applicants can drop in and out of the sessions at any time to ask questions and receive live support.

Session 1:

- Date: Thursday, April 25, 2024, 10:00 a.m. – 11:00 a.m. (EST)
- Meeting link (registration not required): https://toronto.webex.com/toronto/j.php?MTID=made7d8e1c3621ea3ca1c77127430ec02

Session 2:

- Date: Monday, May 6, 2024, 1:00 p.m. – 2:00 p.m. (EST)
- Meeting link (registration not required):

https://toronto.webex.com/toronto/j.php?MTID=mc3a3061a0138822b541550bd45c683e2

Application Period

- Funding opportunity opens: Monday, April 8, 2024
- Deadline for written questions: Friday, May 10, 2024, 11:59 p.m. (EST)
    - Submit questions to HSS@toronto.ca
- Deadline for submissions: Friday, May 31, 2024, 11:59 p.m. (EST)
    - **Late submissions will not be accepted**

Funding Term

- August 1, 2024 to March 31, 2026

APPENDIX B: TERMS & CONDITIONS

1.0 Applicant's Responsibility

It shall be the responsibility of each Applicant:

- to examine all the components of the Anchor Agency Services & Supports Funding Opportunity (the "Funding Opportunity"), including this Application Guide in its entirety, the information session and all supporting documentation and addenda (as applicable);
- to acquire a clear and comprehensive knowledge of the requirements before submitting an Application; and
- to become familiar, and comply, with all of the City's applicable policies at https://www.toronto.ca/legdocs/mmis/2019/ec/bgrd/backgroundfile-134597.pdf

1.1 HONESTY AND GOOD FAITH

Applicants shall respond to the City's Funding Opportunity in an honest, fair and comprehensive manner that accurately reflects their capacity to satisfy the requirements stipulated in the Funding Opportunity. Applicants shall make an Application only if they know they can satisfactorily perform all obligations of any resulting agreement(s) in good faith.

Applicants shall alert the City Contact to any factual errors, omissions and ambiguities that they discover in the Funding Opportunity as early as possible in the process to avoid the Application being cancelled.

1.2 CONFLICTS OF INTEREST OR UNFAIR ADVANTAGE

Applicants must declare and fully disclose any actual or potential conflicts of interest or unfair advantages related to the preparation of their Application or where the Applicant foresees an actual or potential conflict of interest in the performance of any resulting agreement(s). Such potential conflicts of interest or unfair advantages include, but are not limited to:

- engaging current or former City employees or public office holders to take any part in the preparation of the Application or the performance of any resulting agreement(s) if awarded, any time within two (2) years of such persons having left the employ or public office of the City;
- engaging any family members, friends or private business associates of any public office holder which may have, or appear to have, any influence on the selection process, or subsequent performance of any resulting agreement(s);
- prior involvement by the Applicant or affiliated persons in developing any project specifications or requirements or other evaluation criteria for the Application;

- prior access to confidential City information by the Applicant, or affiliated persons, that is materially related to the solicitation and that was not readily accessible to other prospective Applicants;
- the Applicant or its affiliated persons are indebted to or engaged in ongoing or proposed litigation with the City in relation to a previous agreement;
- the Applicant or any members of its team are not acting at arms' length to each other (this includes, but is not limited to, family members, spouses, related corporations and corporate subsidiaries); or
- any City employee, Council member or member of a City agency, board or commission or employee thereof has a financial interest in the Application.

1.3 COLLUSION OR UNETHICAL PRACTICES

No Applicant may discuss or communicate, directly or indirectly, with any other Applicant or their affiliated persons about the preparation of the Applicant's Application including, but not limited to, any connection, comparison of figures or arrangements with, or knowledge of any other Applicant making an Application for the same project or program. Applicants shall disclose to the City Contact any affiliations or other relationships with other Applicants that might be seen to compromise the principle of fair competition, including any proposed subcontracting relationships.

1.4 INTERFERENCE PROHIBITED

No Applicant may threaten, intimidate, harass, or otherwise interfere with any City employee or public office holder in relation to their duties. No Applicant may likewise threaten, intimidate, harass, or otherwise interfere with an attempt by any other prospective Applicant to make an Application for a City project or to perform any resulting agreement(s) awarded by the City.

1.5 MISREPRESENTATIONS PROHIBITED

Applicants are prohibited from misrepresenting their relevant experience and qualifications in relation to any selection process.

2.0 City Contacts

All communications concerning this Funding Opportunity should be sent to HSS@toronto.ca.

No City representative, whether an official, agent or employee, other than the identified “City Contact” are authorized to speak for the City with respect to this Funding Opportunity, and any Applicant who uses any information, clarification or interpretation from any other representative does so entirely at the Applicant’s own risk. Not only shall the City not be bound by any representation made by an unauthorized person, but any attempt by an Applicant to bypass the Funding Opportunity process may be grounds for rejection of its Application.

From and after the date of this Funding Opportunity until such time as an agreement is entered into with the Applicant, no communication with respect to this matter shall be made by any of the Applicant, or its representatives, including a third-party representative employed or retained by it (or any unpaid representatives acting on behalf of either), to promote its Application or oppose any competing Application, nor shall any Applicant, or its representatives, including a third party representative employed or retained by it (or any unpaid representatives acting on behalf of either), discuss the Funding Opportunity or its Application with any City staff, City officials or Council member(s), other than a communication with the "City Contact" identified in this Funding Opportunity.

Applicants should be aware that communications in relation to this Funding Opportunity outside of those permitted by this Funding Opportunity contravene the Lobbying By-law, an offence for which a person is liable to a maximum fine of $25,000.00 on a first conviction and $100,000.00 on each subsequent conviction.

Notwithstanding anything to the contrary as set out in the Funding Opportunity, each Applicant shall comply with the obligations with respect to lobbying as set out in the City of Toronto Municipal Code, Chapter 140. The links to the City's Lobbying Bylaw and interpretive Bulletin on Lobbying and Procurement are as follows:

- http://www.toronto.ca/legdocs/municode/1184_140.pdf
- https://www.toronto.ca/city-government/accountability-operations-customer-service/accountability-officers/lobbyist-registrar/guidelines-regulatory-bulletins/interpretation-and-advisory-bulletins/

3.0 Addenda

If it becomes necessary to revise any part of this Funding Opportunity, the revisions will be by addendum posted electronically on the City’s Anchor Agency Services & Supports website. No oral or written explanations, instructions or interpretations shall modify any of the requirements or provisions of the Funding Opportunity unless in the form of an addendum.

The City reserves the right to revise this Funding Opportunity at any time up to the closing deadline. When an addendum is issued, the date for submitting Applications may be revised by the City if, in its opinion, the City determines more time is necessary to enable Applicants to revise their Applications. The City’s Housing Secretariat will make reasonable efforts to issue the final addendum (if any) in a sufficient time prior to the closing deadline to allow Applicants to submit their Applications.

Applicants and prospective Applicants should monitor the website as frequently as they deem appropriate to inform themselves of any addenda, until the day of the deadline. The City is not responsible for any incomplete or incorrect Applications resulting from the issuance of an addendum or an Applicant's failure to update its Application in response to an addendum.

Any reference in the Funding Opportunity to any document comprising the Funding Opportunity includes any amendments to such document made in accordance with this section.

4.0 Questions

Applicants finding errors, omissions, conflicts, ambiguities or discrepancies in the Funding Opportunity or having questions, comments or concerns regarding the Funding Opportunity, its process and related matters (“Questions”) may submit such Questions to the City Contact using the communication method set out in the Funding Opportunity before the deadline for Questions specified in the Funding Opportunity.

The City will make reasonable efforts to respond to Questions received by the deadline for Questions set out in the Funding Opportunity. However, the City shall have no obligation to respond to any or all Questions, and the City’s determination as to whether or not it will respond to any Question shall be in the City’s sole and absolute discretion. The onus is on each Applicant to confirm the City has received all correspondence from the Applicant.

Although it is the City’s practice to make available to all Questions received as well as responses to such Questions: (i) for Questions of an administrative nature; or (ii) where an Applicant's Question is identified as confidential in nature and where, the City in its sole and absolute discretion deems the Question or response to be confidential, the City may provide a response only to that Applicant. The City reserves the right to edit Questions for clarity and applicability to all Applicants generally.

Pursuant to the section above titled "Addenda", responses to Questions prepared and circulated by the City are not documents forming part of this Funding Opportunity and do not amend the Funding Opportunity, unless such responses form part of an Addendum.

5.0 Exceptions to Mandatory Requirements, Terms and Conditions

If an Applicant wishes to suggest a change to any mandatory requirement, term or condition set forth in any part of this Funding Opportunity, it should notify the City Contact in writing not later than the deadline for questions. The Applicant must clearly identify any such requirement, term or condition, the proposed change and the reason for it. If the City wishes to accept the proposed change, the City will issue an addendum as described in the section above titled "Addenda". The decision of the City shall be final and binding, from which there is no appeal. Changes to mandatory requirements, terms and conditions that have not been accepted by the City by the issuance of an addendum are not permitted and any Application that takes exception to or does not comply with the mandatory requirements, terms and conditions of this Funding Opportunity will be rejected.

6.0 Incurred Costs

The City will not be liable for, nor reimburse, any Applicant, as the case may be, for costs incurred in the preparation, submission or presentation of any Application, for interviews or any other activity that may be requested as part of the evaluation process or the process for the negotiation or execution of an Agreement with the City, as the case may be.

The rejection or non-acceptance of any or all Applications shall not render the City liable for any costs or damages to any firm that submits an Application.

7.0 Post-Submission Adjustments and Withdrawal of Applications

Once the Application has been submitted in TGRIP, no adjustments can be made. Applications will not be reviewed by the City until after the submission deadline. If an Applicant needs to amend its Application after submission, the Applicant must withdraw the submitted Application and submit a new Application in TGRIP.

An Application may be withdrawn from consideration by the Applicant in TGRIP. Any Applications that are withdrawn will not be examined or evaluated for the purpose of the funding opportunity but may be retained for the City's record retention purposes.

8.0 Gifts or Favours Prohibited

No Applicant and no employee, agent or representative of the Applicant, may offer or give any gifts, favours or inducements of any kind to any City employees or public office holders, or otherwise attempt to influence or interfere with their duties in relation to the selection process or management of any resulting agreement.

If the City determines that this section has been breached by or with respect to an Applicant, the City may exclude its Application from consideration, or if an Agreement has already been entered into, may terminate it without incurring any liability.

9.0 Acceptance of Applications

The City shall not be obliged to accept any Application in response to this Funding Opportunity.

The City may, without notice or incurring any liability, penalty or costs to any Applicant:

- accept or reject any Application(s) at any time;
- waive immaterial defects and minor irregularities in any Applications;
- suspend, modify and/or cancel this Funding Opportunity (with or without the substitution of another Funding Opportunity) in whole or in part;
- award one or more contracts for portions or all of the project(s) that are the subject of the Funding Opportunity to as many Applicants as the City deems appropriate;
- if the Funding Opportunity is cancelled, the City may reissue a solicitation to one, some or all of the Applicants and/or any other person;
- exercise any other right or option provided for in, or in connection with this Funding Opportunity, including the rights and options set out in the applicable by-laws, policies and procedures established by the City;
- do nothing in relation to the Applications or the Funding Opportunity; and/or
- develop a roster of agencies that meet the Service Delivery Requirements of the Anchor Agency Services & Supports Funding Opportunity, should additional funding and service sites become available.

10.0 Selection Process

The Selection Committee will be comprised of individuals who bring a range of experience and expertise. All Applications will be evaluated through a comprehensive review by a Selection Committee including, but not limited to, the Housing Secretariat staff and external partners. The Selection Committee may, at its sole discretion, retain additional committee members or advisors.

Committee members use standardized tools to support the review process and will follow a structured methodology for arriving at a funding decision. The structure of the review process will ensure that projects that are selected have outputs and resources that are aligned to the program model and the Service Delivery Requirements. Reviewers will also consider an organization's ability to be responsive to emerging needs, urgent priorities and/or flexibility to expand catchment area, when required.

By applying to this funding category, Applicants will be deemed to have agreed that the decision of the Selection Committee will be final. There shall be no appeal of the City's decisions. Project Applications and evaluations are the property of the City and will not be released publicly.

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 Application's response.

11.0 Evaluation Criteria and Process

Submissions will be evaluated using the following weighted scores:

Table 1: Evaluation Criteria - Weighted Score Breakdown.

Assessment Category	Description	Weighted Score
Organization Stability	Applications will be evaluated based on changes in senior management, staff turnover and board member resignations (and explanations of these changes where applicable).	20%
Project Activities	Applications will be evaluated based on project hours, project location, program model overview and project description and how well proposals meet Service Delivery Requirements.	40%
Budget	Applications will be evaluated based on caseload, caseload intensity, project staffing, volunteer & in-kind contributions and project revenue and expenses and how well proposals meet Service Delivery Requirements.	30%
Outputs & Targets	Applications will be evaluated based on the selected outputs and target inputs indicated in the Work Plan & Client Tracking table.	10%
TOTAL		**100%**

NOTE: The Selection Committee may request further information from some Applicants and not from others.

12.0 Negotiation and Agreement

The City shall have the right to negotiate on such matter(s) as it chooses with the recommended organization without obligation to communicate, negotiate, or review similar modifications with other Applications.

The successful organization(s) may be requested to refine their Application, with instructions provided by City staff. The City will set performance measures and incorporate these into a Legal Agreement containing the terms and conditions for the project.

Upon signing the agreement, funding will be subject to terms set out in the Agreement. The City reserves the right to change the contract length of this Funding Opportunity, either by shortening or extending it, at any time for any reason.

The Housing Secretariat reserves the right to enter into none, one or more Legal Agreements based on the outcomes of the Funding Opportunity. The award of any agreement will be at the absolute discretion of the City.

13.0 Verification

The City reserves the right to verify with any Applicant or with any other person any information provided in its Application but shall be under no obligation to receive further information. The City may rely on the representations, experience and expertise of the Applicants as set out in their Applications.

14.0 Ownership, Confidentiality and Accuracy of City-Provided Data

The Funding Opportunity and all correspondence, documentation and information provided by City staff to any Applicant in connection with, or arising out of this Funding Opportunity, or the acceptance of any Application (the "City Materials") and all intellectual property rights therein:

- are and shall remain the sole property of the City;
- must be treated by Applicants as confidential;
- must not be used for any purpose other than for replying to this Funding Opportunity, and for fulfillment of any related subsequent Agreement; and
- immediately upon the request of the City, must be returned by the Applicant to the City and all electronic copies must be destroyed.

Unless and to the extent provided otherwise in any resulting agreement(s), the City and its advisers make no representation or warranty as to the accuracy or completeness of the City Materials, and disclaim all express and implied representations, warranties and conditions in connection with the City Materials. Any quantities shown or data contained in the City Materials are estimates only. Use of or reliance by Applicants on the City Materials shall be at the Applicant's sole risk and without recourse against the

City.

15.0 Ownership and Disclosure of Application Documentation

The documentation comprising any Application submitted in response to this Funding Opportunity, along with all correspondence, documentation and information provided to the City by any Applicant in connection with, or arising out of this Funding Opportunity ("Application Materials"), once received by the City:

- shall become the property of the City and may be appended to the Agreement with the successful Applicant; and
- shall become subject to the Municipal Freedom of Information and Protection of Privacy Act ("MFIPPA"), and may be released, pursuant to that Act.

NOTE: Because of MFIPPA, prospective Applicants are advised to identify in their Application material any scientific, technical, commercial, proprietary or similar confidential information, the disclosure of which could cause them injury.

Each Applicant's name and Application may be made public. Application Materials will, as necessary, be made available:

- on a confidential basis, to advisers retained by the City to advise or assist with the Funding Opportunity process;
- to members of Council in accordance with the City's procedures; and
- to members of the public pursuant to MFIPPA.

The City will not return the Application or any other Application Materials.

16.0 Intellectual Property Rights

Each Applicant warrants that the information contained in its Application does not infringe any intellectual property right of any third party and agrees to indemnify, defend and save harmless the City and its agencies, boards, commissions, elected officials, officers, employees, servants, agents, volunteers, advisers and contracted personnel, if any, against all claims, actions, suits and proceedings brought against or losses, costs, expenses, or damages suffered, sustained or incurred by them which may be directly or indirectly attributable to, or arising or alleged to arise out of the infringement or alleged infringement of any patent, copyright, trademark, or other intellectual property right in connection with their Application.

17.0 Failure or Default of Applicant

Without prejudice to any other right or remedy available to the City under the Funding Opportunity or at law, if the Applicant, for any reason, fails or defaults in respect of any matter or thing which is an obligation of the Applicant under the terms of the Funding Opportunity, the City may disqualify the Applicant from the Funding Opportunity and/or from competing for future solicitations issued by the City.

In addition, the City may withdraw any offer of assistance awarded to the Applicant as a result of its Application and a contravention of these terms and conditions may also be grounds for the termination of any agreement awarded to the Applicant as part of the Funding Opportunity.

The Applicant and its affiliates, associates, third-party service providers, and subcontractors shall not release for publication any information in connection with this Funding Opportunity or any Agreement without prior written permission of the City.

18.0 Governing Law

This Funding Opportunity and any Application submitted in response to it and the process contemplated by this Funding Opportunity including any ensuing Agreement shall be governed by and construed in accordance with the applicable City by-laws and policies, the laws of the Province of Ontario, and the federal laws of Canada. Any dispute arising out of this Funding Opportunity or this Funding Opportunity process will be determined by a court of competent jurisdiction in the Province of Ontario.

If any provision of the Funding Opportunity or its Application to any party or circumstance is unenforceable, the provision shall be ineffective only to the extent of the unenforceability without: (i) invalidating the remaining provisions of the Funding Opportunity; (ii) changing the fundamental nature of the obligations assumed by the parties; and (iii) affecting its Application to other parties or circumstances.

19.0 Limitation of Liability

Notwithstanding anything in the Funding Opportunity and any express or implied duties or obligations of the City to the contrary, the City and each of its agencies, boards, commissions, elected officials, officers, employees, servants, agents, volunteers, suppliers, advisers and contracted personnel will have no liability to any person, including any Applicant and prospective Applicant for any damages, costs, liabilities, losses or expenses including direct, indirect, special or punitive damages, or for loss of profits, loss of opportunity or loss of reputation arising out of or otherwise relating to:

- the Funding Opportunity;
- participation of any such person in the Funding Opportunity process; or

- the City’s acts or omissions in connection with the conduct of the Funding Opportunity process, including the acceptance, non-acceptance or delay in acceptance by the City of any Application. This limitation applies to all possible claims, whether arising in contract, tort, equity, or otherwise, including any claim for a breach by the City of a duty of fairness, if any.

By submitting an Application to the City, each Applicant irrevocably and unconditionally waives any claims for damages, costs, liabilities, losses and expenses, and shall not seek any order for injunctive relief or specific performance, against the City, its agencies, boards, commissions, elected officials, officers, employees, servants, agents, volunteers, advisers and contracted personnel.

Each Applicant agrees that, despite this section or any limitations of liability or releases in favour of City, if the City is found to be liable, in any way whatsoever, for any act or omission in respect of the Funding Opportunity, the total liability of the City to any Applicant or any other person participating in the Funding Opportunity process, and the aggregate amount of damages recoverable against City for any matter relating to or arising from any act or omission by the City, whether based upon an action or claim in contract, warranty, equity, negligence, intended conduct or otherwise, including any action or claim arising from the acts or omissions, negligent or otherwise, of the City shall be no greater than the Applicant's cost of preparing its Application.