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## **Anchor Agency Services & Supports – Call for Applications Addenda and FAQ #2**

### **General Application Questions**

**1. What is the overall funding amount available for the Anchor Agency Services & Supports Funding Opportunity?**

The overall funding amount available for the Anchor Agency Services & Supports Funding Opportunity is approximately \$3M annually.

**2. If an organization would like to apply to multiple building sites, is a separate application needed for each location?**

No. Organizations are instructed to submit one (1) application per organization. You can indicate all building sites you are interested in providing services to in a single application.

For more information on selecting eligible site locations (wards/ward groupings), refer to the [Anchor Agency Services & Supports Application Guide \(2024-2026\)](#), specifically pages 14, 17 and 32-33.

**3. Where is the Anchor Agency Services & Supports Application Guide (2024-2026) located?**

The [Anchor Agency Services & Supports Application Guide \(2024-2026\)](#) can be found on the [Anchor Agency Services & Supports webpage](#) under the “How to Apply” section.

**4. Will the Anchor Agency Services & Supports funding extend beyond March 31, 2026?**

The City will be working with Toronto Community Housing Corporation (TCHC) and the successful organization(s) to conduct an evaluation of the Anchor Agency Services & Supports program model and determine next steps beyond March 31, 2026.

**5. Can organizations that serve a specific population (i.e., Indigenous, Black, youth, 2SLGBTQ+, seniors, etc.) apply to the Anchor Agency Services & Supports Funding Opportunity?**

Any organization that meets the mandatory eligibility requirements can apply to the Anchor Agency Services & Supports Funding Opportunity. The mandatory eligibility

requirements can be found under the “Eligible Applicants” section of the Anchor Agency Services & Supports [webpage](#).

However, it is important to note that the Anchor Agency Services & Supports program model is designed to serve all eligible tenants living in the selected buildings. If awarded, organizations that typically serve a specific/target population group will be required to support all eligible tenants in the building(s) and the broad community.

For more information on the service delivery requirements, see page 16 of the [Anchor Agency Services & Supports Application Guide \(2024-2026\)](#).

**6. If an organization has applied to support multiple site locations, will each building site be scored individually or will the application be evaluated as a whole?**

Organizations can apply to support one (1), two (2) or all three (3) site locations. Any organization applying is expected to identify which building site(s) they would like to support in their application. Each application will be assessed in its entirety (as a whole) and not by each site, using the evaluation criteria in Table 1.

**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%

**Building Profile and Site Specifics Questions**

**1. What are the dimensions of the office space and recreational space at each building site?**

**Table 2: Office Space and Recreational Space Dimensions for Each Site**

Site	Address	Office Space Dimensions (sq. ft)	Recreational Space Dimensions (sq. ft)
1	101-121 Kendleton Drive, Etobicoke, ON, M9V 1V3	~550	~2500
2	2195 Jane Street, Toronto, ON, M3M 1A3	~550	~3000
3	4175 Lawrence Avenue East, Scarborough, ON, M1E 4S6	~358	~2500
	4205 Lawrence Avenue East, Scarborough, ON, M1E 4S6	~358	~2500

**2. For Site Location #3 (4175 and 4205 Lawrence Avenue East, Scarborough, ON M1E 4S6), how many market rent units are in each building?**

The tenants at site location #3 are mostly in receipt of a rent geared-to-income (RGI) housing subsidy.

**Service Delivery Requirements Questions**

**1. What is the difference between the Follow Up Support program model and the Anchor Agency Services & Supports program model?**

The Follow Up Support Program Model and the Anchor Agency Services & Supports Program Model both aim to provide housing stability and supports to clients. However, the Follow Up support program supports individuals and households exiting homelessness and these services are tailored, in-person and time-limited supports to assist each household transition from shelter or outdoors into permanent, safe homes. While the Anchor Agency Services & Supports program model, provides services and supports to tenants living in an identified building, along with providing supports to the broader community.

**2. Will the successful organization(s) be required to support tenants who may require high support needs?**

The successful organization(s) will be providing responsive and person-centred low-to-medium intensity case management services. However, when there are cases where tenants require a higher level of support that can not be immediately provided, the successful organization(s) may be required to provide some interim support while facilitating any necessary referrals for higher support services.

**3. What is an approximate number of tenants that would require case management services for each building site?**

There is no estimate, as needs may vary from household to household. The City is looking for organizations to recommend a staffing model based on the Service Delivery Requirements outlined in the [Anchor Agency Services & Supports Application Guide \(2024-2026\)](#).

**4. Are tenants at the site locations aware that this service will be offered/available to them starting August 1, 2024?**

TCHC will be communicating this new service to households in the selected buildings. The successful organization(s) will also be responsible for conducting outreach to tenants in the building so households understand the services available to them through the Anchor Agency Services & Supports program.

**5. Will the City or TCHC have referrals ready as soon as the project begins for clients to receive services?**

There may be an immediate opportunity where TCHC has identified clients that are eligible and ready to receive services. However, the City and TCHC understand that successful organization(s) may need some “ramp up” time before delivering a fulsome service. A referral process will be developed with the City and TCHC, in consultation with the successful organization(s).

**6. Can organizations partner with other organizations to help support the Service Delivery Requirements?**

Yes. The City encourages organizations to establish partnerships to help support the Service Delivery Requirements and referral pathways to connect tenants and clients to programs and services. It is the responsibility of the organization applying to establish these partnerships and to reflect them in their application.

**7. Site Location #3 (4175 and 4205 Lawrence Avenue East) already has an Ontario Health mandated agency to provide supportive housing services to households. Why is the City not working with the existing agency to deliver the Anchor Agency Services & Supports Model?**

The Anchor Agency Services & Supports Funding Opportunity is a new City-funded program model that aims to augment the existing services provided to the site location. It is part of the City’s grants policy to ensure a transparent and fair process is issued for grant funding opportunities, so eligible organizations that meet the Service Delivery Requirements are welcome to apply.

**8. If a tenant is already connected to another support service (e.g., a Toronto Community Housing Outreach Worker), would the successful organization(s) be required to work with that service provider?**

The Anchor Agency Services & Supports model aims to provide concurrent services to households that are already receiving supports through other providers and/or organizations. The successful organization(s) are expected to work in partnership with

any service providers working with tenants in the Anchor Agency program to ensure effective service coordination and reduce duplication.

**9. What is a recommended staffing model?**

There is no prescribed staffing model for this program. The City is looking for organizations to propose staffing models that meet the Service Delivery Requirements, as outlined in the [Anchor Agency Services & Supports Application Guide \(2024-2026\)](#).

**10. For Site Location #3 (4175 and 4205 Lawrence Avenue East), is a supervisor/manager required at both sites?**

No. One (1) manager supporting both buildings for site location #3 is sufficient.

**11. Are services and supports required to be offered 24/7?**

No. However, it is expected that services will be available beyond regular business hours, (i.e., Monday to Friday, 9 to 5), including evenings and weekends.

**12. What is the level of after hour crisis response required?**

The City is looking for the successful organization(s) to be flexible to respond to situations that may occur that require an immediate response.

**13. How will media issues be addressed if there are any concerns raised?**

Any media concerns will be addressed on a case-by-case basis. The City and TCHC, in partnership with the successful organization(s) will work together to respond to media inquiries.

**14. Which building site(s) will be delivering a Community Safety Program?**

Site #3 – 4175 and 4205 Lawrence Avenue East, Scarborough, ON M1E 4S6 will be implementing and delivering a community safety program.

**15. Is it the responsibility of the successful organization(s) to hire a Community Safety Ambassador for Site #3 (4175 and 4205 Lawrence Avenue East)?**

No. The City will be responsible for securing a Community Safety Ambassador Team. It is expected that the successful organization(s) will work with the City-selected Community Safety Ambassador Team to support the implementation of a community safety program at 4175 and 4205 Lawrence Avenue East, as part of the program model.

**16. Is the successful organization(s) responsible for hiring a third party evaluator to conduct an evaluation of the Anchor Agency Services & Supports program model?**

No. The City will be responsible for conducting the evaluation of the program model. The successful organization(s) will be required to participate in the evaluation process with the City and TCHC.

**17. Will vacant units at the Anchor Agency site locations continue to be filled through Access to Housing, or will successful organization(s) be able to submit their own clients for these vacancies?**

Vacant units identified in the Anchor Agency site locations will continue to be filled through the Centralized Waiting List (CWL) and existing referral pathways. The successful organization(s) of the Anchor Agency Services & Supports Funding Opportunity cannot match clients within their own organization to vacant units within the buildings.

## Toronto Grants, Rebates and Incentives Portal (TGRIP) Questions

**1. Can two (2) organizations submit a joint proposal?**

No. TGRIP will only allow one (1) organization to submit an application.

**2. The Project Hours table in TGRIP will not allow me to enter different shifts happening in the same day unless the shifts do not overlap with one another.**

**Example: An organization has staff working on two (2) different shifts on Mondays. The first shift is from 08:30 - 16:30 and the second shift on from 09:30 - 17:30. How would this be entered?**

In the example above, the project hours for Mondays would be from 8:30 a.m. to 17:30 p.m. because the two shifts overlap with one another, so services are provided during the entire time window.

**3. Under the Work Plan Tab of the application in TGRIP, what category should organizations select that meets the community development component? There are only four (4) options to choose from.**

In response to the question: **Please select the category that best describes your project**, please select **Housing with Supports** from the drop-down menu.

All organizations applying are required to select this option only. This category includes the community development component within the service model for the Anchor Agency Services & Supports Funding Opportunity.

When completing the **Project Work Plan and Client Tracking table**, select the following required outputs:

1. # of clients provided with basic needs services; and
2. # of clients provided with or referred to social and community integration activities.

Note: # of clients provided with or referred to social and community integration reporting outputs includes the community development component.



**4. Under the Project Location tab of the application in TGRIP, how do we indicate that we want to apply to multiple sites?**

Please refer to section **2.3 General Tab** on page 13 of the [Anchor Agency Services & Supports Application Guide \(2024-2026\)](#) for step-by-step instructions on how to select multiple sites. Ensure to read the guide in its entirety for additional information on how to submit an application that reflects multiple site locations.