

Expression of Interest – Service User Advisory Group

Question and Answers

Last updated: August 6, 2025

Program Implementation/Operation-Related Questions

Q: Is there an expected number of advisory members to meet expectations?

A: TSSS is expecting a group of approximately 10-15 members. Proponents can include the group size in the application/budget to clarify the expected costs and rationale for the expenditure.

Q: If the proponent decision is made/informed by mid-September, it may be October before a staff member could begin in this role. That would mean the work of recruiting participants and establishing the systems for this group would have a very heavy focus October to the end of December, 2025. With such a short initial window, could you share the expected deliverables during this short initial funding period, that would lead to an extension of this funding for 2026? Will the funding become multi-year or annual after the initial period?

Could you clarify if \$125,000 annualized, means (\$125K / 12) \$10,416/monthly or if more money is available during the start-up period October - December 2025 (3 months x \$10,416 - \$31,248), if needed for the staff time and community supports to successfully launch this initiative.

A: Applicants are encouraged to provide a detailed operational plan on how they intend to deliver on the project's operational requirements, outlined the [EOI Guidelines](#), over a 12-month project period. We recognize that there is a short implementation window in 2025, and that will be taken into account in the evaluation of applications.

Applicants are invited to submit a budget up to the total funding allocation of \$125,000 for a 12-month project period, in line with the funding specifications included in the [EOI Guidelines](#) (p6). The City will be considering extension of the funding, on a discretionary basis, through the 2026 budget process.

Application-Related Questions

Q: Where do we find the budget template?

A: The budget template is embedded in the online [Medallia survey](#). Applicants can also email TSSS at tsssEOI@toronto.ca and request a copy of the budget template by email.