



Calgary Homeless  
FOUNDATION

REQUEST FOR PROPOSALS (RFP)  
Mental Health Support for Frontline  
Staff in Calgary's Homeless-Serving  
System of Care  
Ref: 19027

**Closing Date:** June 29, 2018 Time: 4:00PM MST

**Response Submission Contact:**

Aaron Li, Contract & Procurement Advisor  
Calgary Homeless Foundation  
Suite 1500, 615 Macleod Tr. SE  
Calgary, AB T2G 4T8  
Email: [funding@calgaryhomeless.com](mailto:funding@calgaryhomeless.com)

# Mental Health Support for Frontline Staff

## INTRODUCTION

The Calgary Homeless Foundation (“CHF”) is a not-for-profit that was founded in 1998 to unify efforts to end homelessness in Calgary through strategic and focused management of local resources. One body to lead and coordinate the efforts of organizations, agencies and government to boost the efficiency and effectiveness on the ground, here in our city. Our mission is to provide leadership in Calgary’s homeless-serving system of care to ensure it meets the needs of those who are homeless. We provide necessary backbone supports and act as a catalyst and enabler for service providers and systems to work collaboratively towards optimizing client success. Together, we will end homelessness in Calgary.

## OPPORTUNITY INFORMATION

The Calgary Homeless Foundation (“CHF”) is currently conducting a selection process to retain an organization/individual consulting firm or joint venture to provide professional services to provide consultation and support in enhancing how agencies provide mental health support to frontline staff working in the homeless serving system of care as set out below. This RFP issued by CHF is an invitation to submit a non-binding proposal for the provision of services. For greater clarity, any submitted proposal does not constitute a tender and does not represent an offer to create binding contractual relations upon the submission of any such proposal. Any proposal that is submitted through this opportunity is not irrevocable.

## BACKGROUND

CHF supports over 25 agencies and 55 programs working to end homelessness in Calgary through funding partnerships in the community. These programs range from prevention, outreach, scattered site supportive housing to place based permanent supportive housing, all of which work under a housing first philosophy. Behind each of these programs are a complement of case managers, social workers, and other support staff that provide crucial support for individuals facing homelessness to have stable housing outcomes.

Frontline workers within Calgary’s homeless-serving system of care face difficult and challenging situations on a regular basis. These situations often have an additional layer of complexity due to the client-worker relationships that are formed, as many frontline workers are very involved with intimate details of a client’s life – struggles with mental health, addiction/recovery, etc. This added layer of complexity deepens the effect and impact of instances where their clients exhibit challenging, violent, or self-harming behavior. Often frontline workers are exposed to these situations without the adequate resources to support their own reconciliation of the events, which contributes to higher rates of burn out, vicarious trauma, PTSD, and other issues that can stem from a lack of opportunity to obtain adequate support during these times.

Agencies are often challenged to meet the needs of their staff due to resource and funding restrictions. While EAP (employment assistance programs) are valuable, they are not enough on their own to support workers in properly debriefing and coping with challenging situations.



## SCOPE OF WORK

The CHF is seeking a consultant or organization to achieve the following key deliverables:

- Conduct an environmental scan of CHF-funded agencies' processes for dealing with critical incident debriefing
- Identify best practices that agencies can incorporate into their programs/organizations to enhance supports for frontline staff
- Provide/create a staff survey to assess needs and gaps that exist within each agency
- Create an action plan to help agency leadership in ensuring they can differentiate between different types of stressors – PTSD, burn-out, trauma, vicarious trauma, etc., and ensure they are equipped with proper protocol and policies to ensure the mental well-being of staff
- Conduct a scan of available resources that currently exist in the city which can support agencies and organizations in their pursuit of aligning with the best practices and recommendations outlined through this work
- Connect the agencies who are accessing this program with community resources to promote a continuation of their plan to ensure adequate supports are in place for their staff
- Provide outcome reports to demonstrate impact based on key deliverables

## OPPORTUNITY REQUIREMENTS

The minimum requirements of this service the consultant, or organization, working on this project include, and should have experience in the following areas:

- a) A background in leadership and facilitation
- b) An understanding of the philosophies of harm reduction and housing first
- c) An understanding of the complexities front-line service providers in the Calgary homeless-serving system of care face
- d) A comprehensive understanding of the differences between PTSD, burnout, vicarious trauma, and trauma
- e) Research in best practice within the homeless-serving sector
- f) The ability to synthesize the information taken from the environmental scan into an outcomes report identifying impacts based on key deliverables for individual agencies involved in this program

*\*Please note – applicants who do not meet these requirements will not be considered.*

## WRITTEN PROPOSALS

Proposals can be in a format of your choice addressing the Scope of Work and Opportunity Requirements and must include 1) RFP Reference Number and Title; 2) Contact Information including legal entity/name, mailing and email address; 3) outline how you will meet the key deliverables/scope of work, including timelines; 4) detailed cost/fees; 5) resume, including reference to experience related to performing the required tasks to complete this contract; and 6) conflict of interest declaration signed by an authorized signatory (see RFP Appendix A).

# Mental Health Support for Frontline Staff

If you are interested in submitting a proposal, the completed proposal and signed declaration shall be delivered to the Contact listed above by electronic delivery via email in PDF format.

To be accepted, proposals must be received by no later than the Closing Date and Time. Proposals received after the Closing Date and Time will not be accepted.

CHF has the right to reject any and all proposals at its sole discretion. Should you have any questions about this opportunity, its requirements, deliveries or regarding the proposal requirements, please contact the Contact noted above for clarification prior to submitting proposal. You are reminded that your proposal should be inclusive of all taxes, fees and permits, where applicable.

Proposal responses should be concise but thorough and ensure that each section is answered in its entirety.

Proposals will be reviewed to determine which is most advantageous to the CHF, guided by the [Scope of Work and Requirement / Proposal Criteria] outlined above. Selected proposals moving forward in this RFP process may be invited to present in-person to the CHF, see Oral Presentations below.

## ORAL PRESENTATIONS / INTERVIEW

Along with providing a written proposal, respondents may be requested to provide an oral presentation. The duration of each presentation will be no longer than 20 minutes, including follow-up questions and answers. Should you be selected, please limit the number of your organization's participants in the oral presentation to no more than three.

## CONFIDENTIALITY

By accepting to take part in this proposal process you agree to keep in confidence all information imparted to you in relation with the proposal process, not to disclose it to third parties and not to use it for any other purpose than for the proposal.

CHF will hold all information provided during the proposal process confidential, with the exception of queries made by proposing firms. CHF reserves the right to reasonably share queries and its responses with other participating organizations, if applicable.

## ADDITIONAL INFORMATION

Guiding documents and additional information is included with this RFP to assist your organization in developing a proposal.

CHF Eligible Cost Guideline

<http://calgaryhomeless.com/content/uploads/F18ECG.pdf>

CHF System Planning Frameworks:

CHF Singles System Planning Framework

[http://calgaryhomeless.com/content/uploads/SSPF\\_V116\\_2017-03-15.pdf](http://calgaryhomeless.com/content/uploads/SSPF_V116_2017-03-15.pdf)

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CHF Family System Planning Framework

[http://calgaryhomeless.com/content/uploads/FSPF\\_V116\\_2017-03-15.pdf](http://calgaryhomeless.com/content/uploads/FSPF_V116_2017-03-15.pdf)

Calgary Plans:

Calgary's Updated Plan to End Homelessness: People First in Housing First

[http://www.ihearthomeyc.com/content/uploads/Update\\_to\\_Calgary\\_Plan\\_March\\_4.pdf](http://www.ihearthomeyc.com/content/uploads/Update_to_Calgary_Plan_March_4.pdf)

Calgary Plan to Prevent and End Youth Homelessness – 2017 Refresh

[http://www.ihearthomeyc.com/content/uploads/Youth\\_Plan\\_Refresh\\_2017.pdf](http://www.ihearthomeyc.com/content/uploads/Youth_Plan_Refresh_2017.pdf)

Plan to End Aboriginal Homelessness in Calgary

<http://www.ihearthomeyc.com/content/uploads/Aboriginal-Plan-2012.pdf>

## PERIOD OF CONTRACT

Should the CHF select a proponent through this RFP process to perform the work, a contract will be executed between CHF and the selected Agency.

The intended period of contract: [August 01, 2018 – March 31, 2019]

Thank you for your consideration of this Request for Proposal. Please notify via email to [funding@calgaryhomeless.com](mailto:funding@calgaryhomeless.com) of your intention to participate in this proposal process no later than June 15, 2018.

Sincerely,

Shane Rempel  
System Planner  
Calgary Homeless Foundation

## APPENDIX A: SELF DECLARATION

A Bidder shall disclose any potential, actual or perceived conflicts of interest and existing business relationships it may have with the CHF, its elected or appointed officials, representatives, employees, funded agencies or funders.

A Bidder shall disclose any relationship between any Representative of the Bidder(s) and any Representative of CHF including where:

- (i) the Representative of the Bidder presently or previously serve(d) as a Representative of CHF;
- (ii) a Representative of the Bidder and a Representative of CHF are Family; or
- (iii) it is known that a Representative of the Bidder will become a Representative of CHF in the future; or
- (iv) It is known that a Representative of CHF will become a Representative of the Bidder in the future.

For the purposes of this Conflict of Interest declaration,

- (i) a "Representative" means an employee, director, officer, volunteer or contractor;
- (ii) "Family" means a spouse, common-law partner, domestic partner, child, grandchild, great grandchild, parent, parent-in-law, brother, sister, brother-in-law, sister-in-law, son-in-law, daughter-in-law, aunt, uncle, great aunt, great uncle, cousin or second cousin and includes foster and step relationships for any of the above.

CHF may rely on such disclosure

- I/We declare no conflicts.
- I/We declare the following conflicts.

Where a conflict exists, at minimum two (2) members of CHF executive or board representatives will review declaration to determine if proposal shall be accepted or rejected.

**Name & Title (printed):** \_\_\_\_\_

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_