

Distress Centre Calgary

**Program Evaluation – Distress
Centre Programs at SORCe**

Request for Proposal

RFP Process	
Subject	Program Evaluation – Distress Centre Programs at SORCe
RFP Issued by	Distress Centre Calgary (DCC)
RFP Issue date	May 6, 2022
Estimated schedule and Important Dates	<p>The following timeline outlines the anticipated schedule for the RFP process. The timing and the sequence of events resulting from this RFP may vary and will ultimately be determined by DCC.</p> <p>Issue date of RFP: May 6, 2022 Deadline for submission of RFP: May 20, 2022 Date for Presentation & Interview: May 31, 2022 between 1-4pm MST <i>Presentation would be up to 15 minutes with 10 minutes for follow-up questions</i> Candidate notification: June 3, 2022</p> <p>Anticipated Project start date: June 6, 2022 Draft Report: July 4, 2022 Final Report : August 15, 2022</p>
Closing date and time	May 20, 2022 at 5pm MST
Contact Information and Questions	<p>All enquiries related to this RFP, including any requests for information, questions, and clarification are to be directed to the following email address: candiceg@distresscentre.com Responses to enquiries will be provided within 2 business days of receipt.</p>
Submission	Proposals should be submitted to Candice Giammarino (Director of Programs, candiceg@distresscentre.com) with copy to Natasha Cole (Program Manager, natashac@distresscentre.com)

Organizational Background and Need

Distress Centre Calgary (DCC) is a non-profit agency that provides 24 hour crisis support, professional counselling and 211 referrals to hundreds of government, health, social and community resources in Calgary and the surrounding area - all at no cost. Since 2013, Distress Centre has offered in-person programming directed to the homelessness support sector that operate out of the location of the SORCe. SORCe is a multi-agency collaborative that connects people experiencing or at risk-of homelessness. We don't judge, we are here to listen and support those in crisis. A call to DCC is often a first step towards achieving stability in a stressful or anxious time of life.

In January 2021, the Distress Centre programs at SORCe launched a first phase of COVID response programming by quickly implementing a series of programs

designed to support people experiencing homelessness in response to the devastating effects of COVID on our community.

Since launching additional programming there have been multiple pivots resulting variations of staffing roles, a clearer understanding of service gaps and the resources required to continue core services as part of this Distress Centre programming.

This evaluation would dig into outcomes provided through these additional services to support program participants in wellness domains. Additionally, the evaluation would examine the work flow and staff structure changes created by a secure entry to SORCe, the need for staffing structure changes, and most importantly the integration and impact this programming created within the Distress Centre programming offered from SORCe to address system service gaps.

Project Description

Distress Centre programs at SORCe have experienced an increase in demand and in the complexity of the presenting concerns of those who access our services. Through COVID-19 project grant funding we saw a marked increase in unique people served and services provided. We endeavor to have the right people in the right roles that are prepared and supported in the work they are doing in the face of this increase in demand and complexity.

This project is designed to help identify, document and understand the correlation of these enhanced services to core programming, staffing impacts, and identify impacts and strategies in our way forward in order to provide continued service excellence. The goal of this project is to understand community impact and individual outcomes of pre-pandemic core programming, enhanced pandemic programming, and future impact to the core service delivery of the CAA program delivered at SORCe.

The core Distress Centre programming located at SORCe has not undergone an evaluation since the launch in 2013. Programming has been responsive to evolving community needs and alignment to CHF's strategy of the CAA system. This has meant several shifts in service delivery needs to meet needs and reduce barriers to program participants have occurred over the years. The pandemic response created an opportunity to further enhance programming to complement the Distress Centre core CAA programming. This evaluation will help us to understand the impacts of the addition to core services historically offered by the CAA Team, the impact to community, and future opportunities post project granting to best serve the community of people accessing our services.

Project Objectives and Deliverables

1. The program evaluation consultant will deliver a written report which summarizes sector trends, informs the Distress Centre CAA Team theory of change, provides insight to potential staff restructuring, and supports efforts to seek additional funding and/or strategic partnerships for continuation of enhanced core services. More specifically the report will answer the below questions:

1. Sector Trends and Core Program Service Delivery & Outcomes

- How does Distress Centre CAA Team programming at SORCe effectively provide in-person support to those accessing the location of SORCe to increase wellness goals including housing? The team has employed a hybrid working model to accommodate outreach support for housing plans and assessments, how effective has this been and how can we incorporate an outreach model to include both virtual and in-person as system partners open up their doors again?
- How does the Distress Centre CAA Team programming at SORCe effectively support and align with CHF's Coordinated Access & Assessment (CAA) strategy and support people seeking supportive housing?
- How did COVID response programming enhance, integrate or otherwise affect core service offerings? How did COVID response programming impact staffing structure and impact the breadth of skills/experience of this team?
- What are the relevant trends in the sector? How are other organizations responding?

2. Theory of Change

- A Theory of Change is in current development for Distress Centre CAA programming at SORCe. What learnings and considerations through the program evaluation should be considered in the ToC?
- What are the key impacts of Distress Centre programs at SORCe in wellness domains of home, health, finance and community connection? Where and how does DCC programming at SORCe support peoples' journeys through these domains?
- What ongoing considerations should Distress Centre take into account when evaluating outcomes to the ToC?

3. Staffing and Service Delivery

- With COVID-19 project funding ending, what can DCC consider to support core service delivery staff to meet both contractual obligations and the ongoing increase in demand for services?
- Which organizations have closest overlap in participant base and services offered as DCC (within both Calgary and Alberta more broadly) to consider enhanced or new strategic partnerships?

- How does the breadth of services offered by DCC compare and contrast with organizations offering similar services?
- What impacts may arise to the current KPI structure and data capture processes of the DCC CAA Team program operating out of SORCe?

Other Logistics

The successful strategic consultant will be focused on program evaluation of the Distress Centre programming offered at SORCe. The SORCe collaborative exists within a larger collaborative known as the Crossroads Centre, which hosts numerous agencies out of a shared location on the City Hall C-Train Station. The unique nature of SORCe being a multi-agency collaborative where services provided overlap and create a 'one stop shop' for program participants will need to be considered within the evaluation process.

Budget

The budget for this project is estimated at \$20,000, though it is negotiable based on the needs of the project and ability to meet deliverables in the proposed timeline.

Proposal Requirements

Interested parties should submit a proposal containing the following:

Item	Requirement
1	Overview of company profile and description of team members involved in the work
2	Description of proposed approach including the data and time resources that will be required from DCC leadership; and proposed check-in cadence on progress or roadblocks
3	Estimate cost for work and anticipated expenses
4	Summary of recent and relevant projects
5	References with contact information
6	Sanitized sample of past work

Response Format

The following format should be followed in order to provide consistency in the submissions. All pages should be consecutively numbered and presented in the following order:

1. Title Page
2. Table of Contents, including page numbers
3. Company profile
4. Description of proposed approach
5. Budget and expenses
6. Summary of recent and relevant projects
7. Two references with contact information
8. Sanitized sample of past work

We appreciate your time and consideration, and look forward to seeing your proposal.

Sincerely,

Candice Giammarino

Director of Programs - SORCe, Distress Centre Calgary