

Ministry of Citizenship
and Immigration

Newcomer Settlement Program

Application Guidelines

Call for Proposals (CFP)

For Delivery of Newcomer
Settlement Services in
Hamilton

SUBMISSION DEADLINE:

12 noon, Monday May 2, 2011

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1. INTRODUCTION

1.1 Purpose of Call for Proposals (CFP)

This CFP is being issued by the Settlement and Diversity Unit (SDU) of the Ministry of Citizenship and Immigration (“the Ministry” or “MCI”) to select one or more service providers to deliver the Newcomer Settlement Program (NSP) in 2011-12 in Hamilton to address service gaps.

Interested eligible parties are asked to read this CFP carefully and are invited to submit a proposal in accordance with the instructions contained in this document.

1.2 Distribution of the CFP

This CFP is being released by:

- Publication on:
 - the ministry’s website - http://www.citizenship.gov.on.ca/english/grantsandfunding/calls_nsp.shtml
 - Settlement.Org <http://www.settlement.org>
- Notice to potential applicants.
- Upon request, by email to NSP@ontario.ca or by telephone 416-314-7295.

1.3 Eligibility to Apply for CFP

Organizations must:

- Be incorporated as a not-for-profit organization in Ontario or Canada and have been in operation for more than two years.
- Have an elected Board of Directors and by-laws that outline procedures for reporting and accounting to the membership for the organization’s operation and performance.
- Satisfy the Ministry that they can receive, handle and account for public funds in a responsible manner.
- Have commercial general liability insurance of not less than two million dollars (\$2,000,000) for property damage, bodily and personal injury.

1.4 Communications about CFP

To ensure fairness and transparency in the CFP process, all questions regarding the CFP must be submitted to NSP@ontario.ca.

Questions will be compiled and answers will be posted on the MCI website, http://www.citizenship.gov.on.ca/english/grantsandfunding/calls_nsp.shtml

Responses to questions received by:

- Friday March 25, 2011 will be posted on Friday April 1, 2011.
- Friday April 8, 2011 will be posted on Friday April 15, 2011.
- Friday April 15, 2011 will be posted on Friday April 22, 2011.

Ministry staff will conduct information sessions for organizations interested in applying for funding. Staff will answer questions during these sessions.

Information Sessions

Date and Time	Location	Address
Tuesday, March 29, 2011; 10:30 am to 12:00 pm (in English)	Hamilton Convention Centre Room 207	1 Summers Lane Hamilton, Ontario, L8P 4Y2
Tuesday, March 29, 2011; 1:30 pm to 3:00 pm (in French)	Hamilton Convention Centre Room 207	1 Summers Lane Hamilton, Ontario, L8P 4Y2

To register for an information session please send an email to NSP@ontario.ca indicating which session you will be attending.

2. NEWCOMER SETTLEMENT PROGRAM

2.1 Background Information

The primary goal of the Newcomer Settlement Program (NSP) is to support the successful settlement and integration of newcomers to Ontario, recognizing that successful integration is a two way process that requires adjustments for both newcomers and receiving communities.

The program is delivered by a province-wide network of community-based not-for-profit organizations that provide newcomers with information, guidance and support to help them during the settlement process, assistance with personal and family adjustment issues, and that connect newcomers to services and resources in the broader community.

The NSP has broad client eligibility criteria and complements federally-funded settlement services which are not available to newcomers who are Canadian citizens or refugee claimants.

Through this CFP, the Ministry will select one or more service providers to deliver NSP services in 2011-12 in Hamilton. The total amount of funding available for distribution through this CFP is \$175,000.

Priority will be given to proposals that demonstrate:

- Experience in designing and delivering quality and cost-effective settlement programs and services resulting in measurable benefits for diverse newcomer groups.
- Responsiveness to settlement service gaps and identified community needs and priorities in Hamilton.
- Coordination with federally-funded settlement services and other complementary services (both within and outside the organization), particularly employment

support programs, to facilitate delivery of seamless, no wrong-door access to services.

2.2 Service Deliverables

Settlement and integration services delivered under NSP must include all of the following components:

- ***Client needs assessment and service planning***
Assess clients' needs and barriers, identify appropriate services, and develop appropriate goals and plans.
- ***Information about community and government services***
Provide comprehensive information about the types of services available to meet clients' needs. For example, this might include information about different types of language training programs or employment support services and skills development opportunities, or access to legal, health care, and education services.
- ***Orientation to Canadian life and culture***
Provide an overview of Canadian systems, services, life and culture.
- ***Assistance with settlement-related issues***
Provide assistance and support to help clients deal with settlement adjustment and transition issues and to navigate immigration processes.
- ***Referral and Service Linking***
Help clients access relevant services and resources by making appointments, filling-out forms, facilitating access to interpretation or translation, and following up with clients.
- ***Service Coordination***
Develop partnerships and coordinate service delivery with other service providers to respond effectively to client and community needs.

Services should be tailored to meet the individual needs of clients and can be provided **one-on-one** and/or in **group format** such as through orientation or information sessions, workshops, and other group activities.

Additional activities may be proposed to complement core services and maximize impact.

Organizations delivering the Newcomer Settlement Program are required to have a process in place to measure performance and to track outputs of service activities such as the number of clients served through one-on-one and group services.

2.3 Service Delivery Requirements

The successful applicant(s) shall ensure that services provided are guided by the following key principles:

- Accessibility – culturally appropriate, timely and barrier-free service including accommodation for special needs.

- Client-focus – services tailored to clients' needs.
- Effectiveness – focus on delivery of quality services and achievement of measurable client benefits.
- Accountability – measurement of performance against program and customer service outcomes.
- Coordination – pro-active collaboration with other service providers and participation in local planning initiatives to address service gaps and develop coordinated responses to community needs.

The successful applicant(s) is expected to demonstrate that appropriate policies, procedures and systems are in place to support quality service including:

- Service excellence practices such as accessible hours of service, a client complaint and resolution protocol, a mechanism for gathering client feedback.
- Pro-active outreach strategies to reach identified priority client groups.
- Service delivery protocols/procedures including a client intake process supported with adequate tools to conduct an assessment of the clients' needs, a process for referrals to other services, and policies and protocols to ensure privacy and confidentiality.
- Information management systems for collecting and reporting on client and service delivery data.
- Appropriate oversight structure and mechanisms to monitor and evaluate services.
- Coordination and/or formal referral arrangements with other service providers.

2.4 Eligible Clients

NSP funded services have flexible eligibility criteria and are open to: permanent residents, Canadian citizens, Convention refugees and refugee claimants, newcomers admitted under *Opportunities Ontario: Provincial Nominee Program*, foreign domestic workers admitted under the Live-In Caregiver Program, and Minister's permit holders who have special permission to remain in Canada.

2.5 Funding

The maximum amount of funding available for allocation under this CFP is \$175,000 in 2011-12. The Ministry may allocate this across one or more service providers.

Funding beyond 2011-12 will be allocated through a call for proposals for a multi-year funding cycle commencing on April 1, 2012.

Eligible Expenses:

Costs associated with delivering the Newcomer Settlement Program:

- Staff salaries and benefits.
- Program operating costs such as outreach, workshops, computer equipment, materials and resources.
- Administrative expenses such as supervision, rent, insurance and book-keeping up to a maximum of 15% of total program delivery costs.

Ineligible Expenses:

- Expenses not directly related to delivery of NSP services.
- Costs associated with the preparation of a proposal in response to this CFP.
- Budget deficits, debt reduction or organizational reserves.
- Capital costs.
- Activities for which funding has been secured from another funder.
- Activities that have taken place before a funding agreement is in place.
- Religious and/or political activities, as defined by Canada Revenue Agency.
- Activities that could be deemed discriminatory, as defined by the *Ontario Human Rights Code*.
- Profit-making activities.

2.6 Applications from Partnerships

The Ministry welcomes applications from partnerships. Partnership applications must clearly demonstrate the benefits of the partnership and show that it will result in a more effective, coordinated and integrated approach to service delivery.

Partnership applications must be submitted by a single lead applicant that will be legally responsible for receiving and managing funds and will be fully accountable to the Ministry for the administration of funding and delivery of services funded under the program.

Applications from partnerships must include a Memorandum of Understanding signed by all partners that clearly outlines the role of the lead applicant and all partner organizations.

The Lead Applicant:

- Must meet all NSP eligibility and funding criteria.
- Completes all sections of the Application Form and provides all required attachments.
- Signs the application and is accountable if the application is approved.
- Enters into a legally binding agreement with the Ministry if the application is approved and is responsible for all financial and program reporting.
- Will be the final decision-making authority within the Partnership on any matters related to the contract.

Partnering Organizations:

- Must complete Section A – Cover Page of the Application Form.
- Must sign the Memorandum of Understanding outlining their role and contribution to proposed service delivery plan.

The Ministry reserves the right to request more information about a partnering organization as part of the application review and/or any time during the delivery of the program.

3. ASSESSMENT CRITERIA

In addition to meeting the eligibility criteria, applications will be assessed against the following criteria.

3.1 Organizational Criteria

- Strong organizational governance including appropriate processes and structures to direct and manage the organization's operations and activities with accountability and transparency; and leadership that is representative of the communities served.
- Financial strength and viability including comprehensive financial policies and procedures to ensure accountability and effective administration of public funds, and adequate cash flow management.
- Effective human resource management systems including existence of appropriate and comprehensive organizational policies and procedures.
- Strong service delivery capacity with proven track record and demonstrated experience in providing effective and client-focused settlement services and achieving measurable benefits for diverse newcomer communities.
- Effective planning, monitoring and evaluation systems including client feedback mechanisms to identify and respond to community needs and ensure continuous improvement and delivery of relevant and effective programs and services.

3.2 Application Criteria

- Capacity to deliver the program effectively and achieve positive and measurable benefits for newcomers.
- Degree to which request demonstrates a sound program implementation plan with clear objectives, effective service delivery plan and realistic and achievable measurable results.
- Budget is well substantiated and aligned with scope of service delivery plan and results.
- Sound program monitoring and evaluation approach to assess both service delivery and impact.
- Degree to which proposal addresses service gaps and responds to community needs and priorities in under-served neighbourhoods.
- Evidence of coordination and alignment with other services, internal and/or external to the organization, to provide seamless, no wrong-door access to complementary programs and services that support client needs.
- For applicants that currently receive NSP funding, performance and delivery on current NSP contractual commitments will be assessed.

4. SUBMISSION REQUIREMENTS

Interested applicants must submit a completed NSP Application Form along with required documents in accordance with the instructions set out below. Incomplete applications may not be reviewed.

Application materials are available in alternate formats upon request by emailing NSP@ontario.ca or by calling 416-314-7295.

Application Deadline

Completed applications must be received at the Ministry's office by 12 noon, Monday May 2, 2011.

Applications submitted after the deadline may not be considered.

Submitting Applications

Two (2) original signed copies of the completed application and required attachments must be sent to:

**Ministry of Citizenship and Immigration
Settlement and Diversity Unit
400 University Avenue, 3rd Floor
Toronto, ON M7A 2R9**

An electronic copy of the completed Application Form, without attachments, must be emailed by the deadline date (12 noon, May 2, 2011) to: NSP@ontario.ca

5. ADDITIONAL REQUIREMENTS

5.1 Funding Agreements

Upon receiving approval, successful applicants will be required to enter into a legally binding funding agreement with the Ministry for the provision of the approved services/activities. The funding agreement includes the terms and conditions of the funding. A copy of the funding agreement is posted on the MCI website at http://www.citizenship.gov.on.ca/english/grantsandfunding/calls_nsp.shtml

The Ministry will not cover costs of program/services delivered before a funding agreement is signed. The first payment will be issued after both parties have signed the funding agreement and the applicant has complied with any insurance or other applicable requirements.

5.2 Reporting Requirements

Organizations receiving funding are required to submit interim and final reports that provide an update on the activities undertaken and the results achieved with NSP funding as well as financial information including actual and projected expenses.

Payments are contingent on satisfactory performance and reporting requirements. Failure to submit reports or to meet funding conditions will affect the release of payments, and unsatisfactory performance may affect the continuation of funding.

5.3 Recognition Requirements

Details regarding recognition and use of the Ontario logo will be included in the funding agreement. Organizations that receive NSP funding are expected to:

- Follow the government's recognition and visual identity guidelines.
- Avoid making public funding announcements prior to the Government of Ontario's announcement about NSP funding.
- Acknowledge the support of the Government of Ontario in all reports, materials, advertising and publicity related to the activities funded by the NSP.
- Display a sign provided by the Ministry that acknowledges receipt of funding from the Government of Ontario.

5.4 Disclosure of Information

The Ministry of Citizenship and Immigration is subject to the *Freedom of Information and Protection of Privacy Act, 1990*. The Act provides every person with a right of access to information in the custody or under the control of the Ministry, subject to a limited set of exemptions.

Information provided as part of the NSP application process is subject to disclosure under the Act.

5.5 Consultation with Funders

The Ministry reserves the right to consult with other funders during the proposal review process and at any time after entering into a funding agreement with an organization.

5.6 Media Communications

Organizations may not at any time directly or indirectly communicate with the media in relation to this CFP or the awarding of the same or any resulting agreement(s) without prior written consent of the Ministry and then only in coordination with the Ministry.

5.7 Compliance with *Ontario Human Rights Code*

The *Ontario Human Rights Code* (the "Code") provides for equal treatment in the areas of services, goods, facilities, accommodation, contracts, and employment without

discrimination on the grounds of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, disability, age, family status, marital status, the receipt of public assistance (in accommodation only), and record of offences (in employment only).

Failure to comply with the letter and spirit of the Code will render the applicant ineligible for a grant, and in the event a grant is made, liable to repay the grant in its entirety at the request of the Ministry.

6. DISCRETIONARY NATURE OF PROGRAM

The application process will not necessarily result in a funding commitment to an applicant. The Ministry shall not be liable for any expenses incurred by an applicant, including expenses associated with the cost of preparing a proposal in connection with this CFP.

Commitments made by the applicant prior to, or in anticipation of, official written notification that a grant has been approved, or at any time prior to the parties entering into the funding agreement are the applicant's responsibility.

7. SERVICE STANDARDS FOR CALL FOR PROPOSAL

The Ministry has established the following customer service standards for this CFP process:

- A dedicated CFP email account is available to interested applicants to ask questions on the CFP application process (NSP@ontario.ca). Responses to questions submitted by:
 - Friday March 25, 2011 will be posted on the website on Friday April 1, 2011.
 - Friday April 8, 2011 will be posted on the website on Friday April 15, 2011.
 - Friday April 15, 2011 will be posted on the website on Friday April 22, 2011.
- Information sessions will be organized to provide opportunities for engagement between interested applicants and Ministry staff. Participants will have an opportunity to complete an evaluation of the information sessions.
- Funding submissions will be acknowledged by email within 15 business days of receipt.
- Applicants will be notified of results or provided with a status update within 14 weeks of the application deadline.
- All applicants making a submission will be invited to complete a client satisfaction survey on the application process.