

Centre of Hope Non-Profit Society of Fort McMurray

Eviction Prevention Program

2018-19 Community Plan on Homelessness Grant Analysis

CIP Grant Summary:

April 1, 2015 - March 31, 2016	April 1, 2016 - March 31, 2017	April 1, 2017 - March 31, 2018	April 1, 2018 - March 31, 2019 Request	April 1, 2018 - March 31, 2019 Recommended by HISC	Difference of Recommended vs. Requested
-	-	-	218,372	159,512	(58,860)

Program Reporting Required:

- Monthly Efforts to Outcomes (ETO) data reporting
- Monthly Program Reporting
- 6 Month Report - outlining successes and challenges
- Annual Report - outlining successes and challenges

Financial Reporting Required:

- Monthly financial claims with financial receipts and back up documentation for the amount claimed
- Annual Audit Engagement Financial Statements

Notes:

This program, which provides support and rental arrears (one-time) to individuals and families facing eviction, aligns with Goal III (prevention) of the Regional Municipality of Wood Buffalo 10 Year Plan to End Homelessness 2010-2020 (also referred to as the Community Plan on Homelessness or CPH). It also falls within the the homeless prevention project classification in the agreement with the Province of Alberta for funding under the Outreach Support Services Initiative (Ministry of Community and Social Services).

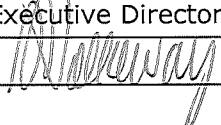
**HISC: Homelessness Initiatives Strategic Committee, which is made up of representatives from the United Way, local community agencies and the federal and provincial governments. Its mandate is to act as a steward of the 10 Year Plan to End Homelessness and make funding recommendations to Council. Its role is a federal funding requirement.*

Budget Line Description	2018-19 Grant Request	2018-19 HISC Recommended
Staff Costs	74,152	74,152
Overhead Costs	2,868	2,859
Start-Up Costs	1,500	-
Client Need Costs	120,000	68,000
Rent Supplement	-	-
Subtotal	198,520	145,011
Administrative Costs	19,852	14,501
Total Costs	\$ 218,372.00	\$ 159,512.10

APPENDIX C – SUBMISSION FORM

Proponent Information:

Company Name: Centre of Hope	
Street Address: 1McLeod Street	
City/Hamlet: Fort McMurray	
Province: Alberta	
Postal Code: T9H 1Z4	Fax: 780 743 3628
Telephone: 780 743 3912	Email: execdiretor@fmcentreofhope.com
Society / Business Registration #: 829290337	GST#: 829290337 RT0001

Proponent's Name: Amanda Holloway
Proponent's Position: Executive Director
Proponent's Signature: 
Date: January 19 2018

Contact for Additional Information:	Name: Amanda Holloway
	Position: Executive Director
	Telephone: 780 743 3912
	E-Mail: execdiretor@fmcentreofhope.com

The personal information collected in this application is collected under the authority of section 33(c) of Alberta's Freedom of Information and Protection of Privacy (FOIP) Act. It will be used to process the application and contact you if needed, during the review of this application. If you have any questions about the collection and use of the personal information you may contact the Manager, Community Facilities & Investment, at 9909 Franklin Avenue, Fort McMurray, AB T9H 2K4 or at (780) 743-7918.

- ☒ I acknowledge that the above company does have a valid RMWB Business License or Alberta Professional License/Permit to Practice.
- ☐ I acknowledge that the above company does **NOT** have a RMWB Business License and understands the procedure in obtaining a valid license that must accompany the signed award letter.

The awarded vendor **MUST** provide a copy of their Regional Municipality of Wood Buffalo Business License with the signed award letter.

All related information on obtaining a Business License can be found here:
<http://www.rmwb.ca/Municipal-Services/E-Permitting/LicensesPermits/Business-Licensing.htm>

2. Acknowledgment of Non-binding Procurement Process










The proponent acknowledges that the RFP process will be governed by the terms and conditions of this RFP, and that, among other things, such terms and conditions confirm that this procurement process does not constitute a formal legally binding bidding process, and that there will be no legal relationship or obligations created until the Municipality and the selected proponent have executed a written contract.

3. Ability to Provide Deliverables

The proponent has carefully examined this RFP documents and has a clear and comprehensive knowledge of the Deliverables required under this RFP. The proponent represents and warrants its ability to provide the Deliverables required under this RFP in accordance with the requirements of this RFP for the rates set out in the Budget Form and has provided a list of any subcontractors to be used to complete the proposed contract.

4. Mandatory Forms

The proponent encloses as part of the proposal the mandatory forms set out below:

FORM	INITIAL TO ACKNOWLEDGE
Submission Form (Appendix C)	
Budget Form (Appendix D)	
Reference Form (Appendix E)	
Application Form (Appendix G)	
Proof of Automobile Insurance	
Proof of Liability Insurance	
Proof of WCB	
Copy of the Memorandum and Articles of Association as registered under the Companies Act of Alberta or Societies Act of Alberta	
Proof of current registration status	

Notice to proponents: There may be forms required in this RFP other than those set out above. See the Mandatory Requirements section of this RFP for a complete listing of mandatory forms.

4. Non-binding Price Estimates

The proponent has submitted its rates in accordance with the instructions in this RFP and in the Budget Form set out in Appendix D. The proponent confirms that the pricing information provided is accurate. The proponent acknowledges that any inaccurate, misleading or incomplete information, including withdrawn or altered pricing, could adversely impact the acceptance of its quotation or its eligibility for future work.

5. Addenda

The proponent is deemed to have read and accepted all addenda issued by the Municipality prior to the Deadline for Issuing Addenda. The onus remains on proponents to make any necessary amendments to their proposal based on the addenda. The proponent confirms that it has received

all addenda by listing the addenda numbers or, if no addenda were issued, by writing the word "None" on the following line: _____. Proponents who fail to complete this section will be deemed to have received all posted addenda.

6. No Prohibited Conduct

The proponent declares that it has not engaged in any conduct prohibited by this RFP.

7. Conflict of Interest

For the purposes of this section, the term "Conflict of Interest" means

(a) in relation to the RFP process, the proponent has an unfair advantage or engages in conduct, directly or indirectly, that may give it an unfair advantage, including but not limited to (i) having, or having access to, confidential information of the Municipality in the preparation of its proposal that is not available to other proponents, (ii) communicating with any person with a view to influencing preferred treatment in the RFP process (including, but not limited to, the lobbying of decision makers involved in the RFP process), or (iii) engaging in conduct that compromises, or could be seen to compromise, the integrity of the RFP process; or

(b) in relation to the performance of its contractual obligations contemplated in the contract that is the subject of this procurement, the proponent's other commitments, relationships or financial interests (i) could, or could be seen to, exercise an improper influence over the objective, unbiased and impartial exercise of its independent judgement, or (ii) could, or could be seen to, compromise, impair or be incompatible with the effective performance of its contractual obligations.

Proponent to read the below statements and check the appropriate box.

- ☒ The proponent declares that (a) there was no Conflict of Interest in preparing its proposal; and (b) there is no foreseeable Conflict of Interest in performing the contractual obligations contemplated in this RFP.
- ☐ The proponent declares that there is an actual or potential Conflict of Interest relating to the preparation of its proposal, and/or the proponent foresees an actual or potential Conflict of Interest in performing the contractual obligations contemplated in this RFP.

If the proponent declares an actual or potential Conflict of Interest by marking the box above, the proponent must set out below details of the actual or potential Conflict of Interest:

The following individuals, as employees, advisers, or in any other capacity (a) participated in the preparation of our proposal; **AND** (b) were employees of the Municipality and have ceased that employment within twelve (12) months prior to the Submission deadline:

Name of Individual:
Job Classification:
Department:
Last Date of Employment with the Municipality:
Name of Last Supervisor:
Brief Description of Individual's Job Functions:
Brief Description of Nature of Individual's Participation in the Preparation of the Proposal:

(Repeat above for each identified individual)

The proponent agrees that, upon request, the proponent must provide the Municipality with additional information about each individual identified above in the form prescribed by the Municipality.

8. Disclosure of Information


The proponent hereby agrees that any information provided in this proposal, even if it is identified as being supplied in confidence, may be disclosed where required by law or if required by order of a court or tribunal. The proponent hereby consents to the disclosure, on a confidential basis, of this proposal by the Municipality to the Municipality's advisers retained for the purpose of evaluating or participating in the evaluation of this proposal.



 Signature of Witness



 Signature of Proponent Representative



 Name of Witness

Amanda Holloway

 Name

Executive Director

 Title

Jan 19, 2018

 Date

I have the authority to bind the proponent.

APPENDIX D – BUDGET FORM

Detailed Operational Budget

Please note:

- If approved, contracts cannot be issued until Council has approved the total allocation
- Consider that this is a **12 month project** when preparing the budgets
- Funding allocation ends March 31, 2019

ITEM	CALCULATION BREAKDOWN	AMOUNT (12 months)
Staff Costs (list position name / title)		
FOIP s.17(1)	\$31/hr x 40hr x 52 weeks	64,480.00
	Total Salary	\$ 64,480.00
	MERCs (15% of Total Salary)	9,672.00
	Total Staff Costs	\$ 74,152.00
Overhead Costs		
Office leasing		
Cell phone	1 x \$75	900.00
Travel / Mileage	1x 300 x 0.505	1,818.00
Vehicle insurance	\$150	150.00
Maintenance		
	Total Overhead Costs	\$ 2,868.00
Start Up-Costs		
Office Equipment:		
Laptop		
Desk		
Supplies		
Training (Staff development)	1x \$1500	1,500.00
	Total Start Up-Costs	\$ 1,500.00
Client Need Costs		
Security deposit		
Food hamper (Food Bank)		

ITEM	CALCULATION BREAKDOWN	AMOUNT (12 months)
Furniture start up		
Rental / utility arrears	60 @ \$2000.00	120,000.00
Tenant insurance		
Client needs		
Programming		
Total Client Need Costs		\$ 120,000.00
Rent Supplement		
Rent supplement		
Total Rent Supplement Costs		\$ 0.00
Total Staff/Overhead/Start-up/Client Needs/Rent Supplement Costs		\$ 198,520.00
<i>Administrative Costs (10% of Total)</i>		19,852.00
TOTAL COSTS		\$ 218,372.00
Total Requested from RMWB:		\$ 218,372.00

APPENDIX E – REFERENCE FORM

Each proponent is requested to provide three (3) references from clients who have obtained similar services to those requested in this RFP from the proponent in the last **Five (5)** years.

Reference #1

Company Name:	FOIP s.17(1)
Company Address:	
Contact Name:	
Contact Telephone Number:	
Date Work Undertaken:	
Nature of Assignment:	Please see attached letter of support

Reference #2

Company Name:	FOIP s.17(1)
Company Address:	
Contact Name:	
Contact Telephone Number:	
Date Work Undertaken:	
Nature of Assignment:	Please see attached letter of support

Reference #3

Company Name:	FOIP s.17(1)
Company Address:	
Contact Name:	
Contact Telephone Number:	
Date Work Undertaken:	
Nature of Assignment:	Please see attached letter of support

APPENDIX G – APPLICATION FORM

2018 - 2019 COMMUNITY PLAN ON HOMELESSNESS FUNDING

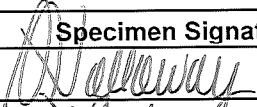
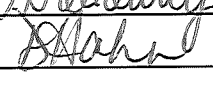
Heading Home: The Right Thing to Do / 10 Year Plan to End Homelessness 2010 - 2020

SECTION 1: Applicant Information

Organization Name: Centre of Hope		
Mailing Address Street Address / PO Box: 1 McLeod Street		
City/Hamlet: Fort McMurray	Province: AB	Postal Code: T9K 1Z4
Location Address: (If different than mailing) 9906 Manning Ave		
Phone Number: 587 275 2250		Email Address: housingfirst@fmcentreofhope.

Main Contact Name: Amanda Holloway	Title: Executive Director
Email Address: execdirector@fmcentreofhope.c Phone Number: 780 743 3912	

Is your organization registered as a not-for-profit society or corporation? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>		Registration #: 829290337
Act Registered Under:	<input checked="" type="checkbox"/> Societies Act (Alberta) <input type="checkbox"/> Companies Act (Alberta) <input type="checkbox"/> Canada Not for Profit Corporations Act	

Legal signing Officers for Contract / Cheque Purposes (According to letters patent or other incorporating documents)		
Name	Title	Specimen Signature
Amanda Holloway	Executive Director	
Debbie Hahn	Board Chair	
Laurie Lee	Vice Chair	
Please provide signature specimens in the space provided.		
How many of the above signatures (according to your letters patent or other incorporating documents), are required to bind your organization into a legal agreement? 2		
Which signatures (according to your letters patent or other incorporating documents), are required to bind your organization into a legal argument? Any (2) of the above listed.		

SECTION 2: Organizational Information

Please answer the following questions in 500 words or less:

- How long has your organization been providing services specific to the homeless population?
- Is serving the homeless population part of your organization's vision and mandate?
- Please provide the organization's vision.
- Please list the programs you currently run specifically for the homeless population.

The Centre of Hopes has been in operation since 2005 with the sole agenda of providing program and services for individuals living in homelessness or at risk of living in homelessness. Our agency has grown from solely meeting the basic daily needs of individuals living in homelessness (drop in centre), to offering various comprehensive series and programs designed to meet the unique needs of individuals living in various stage of homelessness. Each and every program is designed based upon a recognized gap area of service in this community and for the population of people we serve. These programs are also carefully implemented to assist with the Community Plan on Homelessness for our region. Our mission statement is aligned with the provincial 10 year plan as well as the RMWB plan on homelessness. It is our goal to continue to improve on the services being delivered to those most marginalized in our region and to continue to strive for an effective collaborative service system in our community.

Our Mission Statement:

"Ending homelessness through collaboration with the community and its support systems"

Our Vision Statement:

"To have a positively impacted community through the prevention of homelessness"

Below is a list of all programs and services offered through our organization:

- *Drop In/Intake Program (Basis daily needs, access to laundry and shower facilities, clothing and hygienic item distribution, shelter from the elements, mailing address, support and encouragement)
- *Outreach (Identification, Case management, referral and linkage to outside agencies and support, transportation, treatment support, advocacy, financial support, etc.)
- *Street Reach Program (daily outreach to individuals not utilizing drop in or shelter services out in the community)
- *Inner City Health Clinic (partnership with AHS and other services including medical and dental services, STI clinic, mental health and addictions, wellness supports and services, foot care, and physical therapy)
- *Women's Wellness Program (harm reduction support specific for women living on the streets including pre and post natal support, purchase of items specific to womens health needs, etc)
- *Housing First, Rapid Rehousing, and Eviction Prevention
- *Permanent Supportive Housing (Carlas House and Davids House)
- *Captains Place (residence for individuals living with FASD).

SECTION 3: Priorities Being Addressed

Which of the following priorities of the Regional Municipality of Wood Buffalo's 10 Year Plan to End Homelessness will this project address?

(Please check all that apply)

- ☒ Education
- ☒ Change Management
- ☒ Prevention
- ☒ Re-housing
- ☒ Provision of Supports

Give additional information on how this project will address the selected priorities, in 300 words or less:

Education: Budgeting practices, Assistance with school applications, and advocating for funding for required work courses. Referrals to Choices.

Change Management: Change management is fostered through a service plan agreed upon with the individual. It often occurs based on individual choice. The individual decides their level of change and what is acceptable to them. The program provides the tools and support for the individual to utilize. Individuals are supported with several different methods of change management one being Harm Reduction, this model is often individual choice as it empowers them to preserve self identity. Also Eviction Prevention addresses Change Management in the community, through decreasing activity on emergency services, court systems, health care, shelters, family assistance programs, red cross, etc. The Eviction Prevention Program harnesses the financial supports available to individuals and delivers a community approach.

Prevention: Mediation with individual and landlord pending evictions. Addressing barriers causing repeated evictions, Financial support with rent and utility arrears,

Rehousing: Assistance is provided to individual when eviction occurs and or the client is requesting a move and or the client has been accepted in to a subsidized housing program. Assistance with application process and navigating the administrative components. Financial component is to advocate for assistance with numerous damage deposits for rehousing events.

Provision of Supports: The Eviction Prevention Program involves case management and encompasses a wide range of supports and partnerships with various community agencies: Financially the individual is supported with rent and utility arrears. Basic needs are supported by assisting with access to community agencies such as food bank, soup kitchen, thrift store etc. Socially the client is encouraged and supported at their request for recreation and social activities in the community. Mental and Physical Health is supported through appropriate referrals, attendance with individual to appointment and assisting with follow up appointments. Systemic barriers to housing is addressed with the individual and on their request linkages to community supports are provided and attended with the individuals to ensure successful outcomes. The intensity of supports varies on an individual basis.

SECTION 4: Proposed Activity / Project Timeline

Please describe the Project (e.g. Briefly describe what you intend to do in this project):

- *How does your project align with the Regional Municipality of Wood Buffalo's 10 Year Plan to End Homelessness?*

- *Elements of this section may be utilized in Schedule A of your contract. Please be specific.*

In addition, please attach an up-to-date project logic model.

The Eviction Prevention Program is designed to address a gap service for individuals facing eviction due to rental and/or utility arrears. It has been identified through outreach supports a number of individuals experience homelessness for what should be a temporary period, however the psychological, financial and physical impacts of becoming homeless can present insurmountable challenges that can result in an individual living in homelessness for a longer period of time. Living in a state of homelessness can cause an individual to adjust to their environment in order to cope. The Eviction Prevention Program gives us the ability to assist individuals who are facing eviction, and through case management and financial support, we can prevent their eviction and in turn prevent them from becoming homeless. The objective is to identify barriers and establish an action plan to maintain tenancy.

The Centre of Hope was successful in receiving CPH support for the 2017-18 contract year to implement our communities first ever Eviction Prevention Program. The prevention of homelessness is a key goal/component of the RMWB Community Plan on Homelessness (Heading Home; The Right Thing To Do). This program in its short period of time has already demonstrated the incredible need in our community for this program, as well as an incredible level of success in preventing individuals from entering into homelessness. From April 1 2017 to Jan 8 2018, 62 individuals have actively accessed the Eviction Prevention Program; 22 individuals have received financial assistance. COH has experienced 24 successful sustainable tenancies. Currently there are 13 clients being assisted. The Eviction Prevention Specialist carries a case load of not exceeding 30 clients at any given time, due to the short nature of the assistance, fortunately at this stage of the program there has been no capacity reached and no individuals have been wait listed. To date, a total of 357 efforts have been made with direct client contact. The Program has already established a collaborative community financial approach with Alberta Works, Salvation Army, and Red Cross. All of the service plan and case management rest with Centre of Hope while the financial component is shared amongst the above listed supports.

Please see attached Appendix 4EEP to review qualifications/criteria for the Eviction Prevention Program.

SECTION 5: Applicant's Background, Mandate and Expertise

In 500 words or less, how does this project relate to and align with your organizational vision and mandate?

The Centre of Hope is Fort Murray's only day-time drop in program for individuals living in homelessness or at risk of homelessness in the RMWB. We have been in operation since September of 2005 and have 13 years of experience in providing direct and strategic client centered service to those most in need in our region. The Centre of Hope has an extensive knowledge of the barriers faced by individuals living in homelessness in this community. We offer an array of supports and services specifically designed to meet the unique and varying needs of individual's experiencing homelessness. Each of our programs have been designed and implemented based upon gap areas of service noted in our region. Our desire is to be able to ensure that no matter the stage of homelessness one is experiencing, individuals will feel supported and connected to address their barriers and needs. Whether needing access to basic daily needs, linkage and support to community services, prevention of homelessness, or more intensive case management and housing, the Centre of Hope is there to support those most in need. Please refer to section 2 to review list of all services available through our agency. At the Centre of Hope, we believe in the inherent dignity and worth of every single individual who walks through our doors. We believe in providing support, connection, and friendship for all individuals who call this municipality home. We believe that every person has a right to have their basis daily needs met. We believe that housing is not a privilege, rather is a right of every individual in this country, province, and community.

The prevention of homelessness is a primary goal/component of the RMWB Community Plan on Homelessness. It is also a key pillar in our agencies strategic plan. The vision statement of our agency Strategic Plan reads, "To have a positively impacted community through the prevention of homelessness". By providing support that can potentially prevent someone from being evicted, we are reducing the number of individuals who will enter into homelessness. The Eviction Prevention Program allows us the ability to collaboratively work with existing agencies/community supports to best service those individuals who are at risk of losing tenancy. Not only does the wrap around support help support the individuals/families with their immediate concern, it also helps link and connect them with community services so that they are better supported and connected post Eviction Prevention Intervention.

Ryan Hurford

FOIP s.17(1)

SECTION 6: Past Projects with Housing Related Activities and Related Outcomes

Have you previously been **unsuccessful** in implementing a program for the homeless population? If so, please explain:

The Centre of Hope has been in operation since 2005 with the sole purpose of supporting those living in homelessness or at risk of homelessness in our community. We have been an active partner with the Community Plan on Homelessness since its inception. We continue to be a strong voice of advocacy for the rights of those living in homelessness in this region. We strive to offer various programs and services that provide direct impact to those in need. We endeavor to be a collaborative partner in our present service delivery system so that we can provide the best level of care and service to those who need our support in this region.

The Centre of Hope has been an agency that has offered Housing First since the programs beginning in our region. We are proud to be a member agency that offers such vital service to individuals living in chronic homelessness. Since 2011 the Centre of Hope has successfully graduated 82 through our Housing First Program.

The Housing First team continues to strive to meet the client's needs and is demonstrating active success. Since April 2017, 64 Individuals have actively accessed housing; these include clients from last contract as well as new. COH has experienced 10 successful graduates this contract year. Currently there are 38 clients in HMDI, and 4 individual on the Outreach programs. There were 10 client referred to the Graduate Program 17 individuals remain active. All three coordinators carry a case load of 15 clients each, this year a total of 2059 efforts made with direct client contact.

Coordinators provide any assistance needed to all supportive agencies and are often called upon for their expertise and knowledge regarding the homeless population in our community as well as provide job shadowing to other agencies and training.

The Centre of Hope team began the Rapid Re-Housing (RRH) contract in April 2017. To date there have been 16 individuals access RRH. There have been 2 successful graduates. Currently there are 14 clients on case load and a total of 459 total efforts made towards successful tenancy. Clients determined for the RRH program are serviced on the Housing First model with housing the individual first then developing a service plan with the client to achieve sustainability. The RRH program is housed in the same space as the HF program allowing for collective case management approach. Individuals were house between 2 to 14 days once the warm transfer was completed, depending on the level of engagement of the client. The RRH program is designed to address individuals with a lower acuity on the SPDAT tool. In saying that, clients often present with some tools and skills to move forward in an independent lease agreement. With the right supports and connections made in their service plan the individual may obtain independent living as early as 6 months. As a result of this, a number of RRH clients were housed in WBHDC units and are now waiting for social housing numbers to obtain financial stability to graduate.

Due to the length of this section please see Appendix 6EPP

SECTION 7: Community Partnerships

Please list community partners and indicate how they will support **this project**.

Include their letter(s) of support.

The mission statement of the Centre of Hope reads, "Ending homelessness through collaboration with the community and its support systems". Successfully collaborating and working with vital agencies and entities in our community is at the core of our internal philosophy and values. We know that we are just one piece of the puzzle needed to impact change in the lives of those living in homelessness in our region. In order for us to ever achieve our united goal of ending homelessness in this community, it requires the united efforts of all agencies and resources working together for the greater good of the clients we serve.

The Centre of Hope Team has built a large network of community contacts in order to efficiently serve and assist clients through a referral and support process. We have ensured the various agencies are aware of this program and the individuals we serve. The COH team will present the program both formerly and in-formerly to a number of agencies as well as community groups. In a number of agencies, there is an assigned direct individual to assist the team with a smooth introduction to the service to ensure a positive rapport and encourage the client to access the service. As we live in a transient community our team takes the initiative to build new contacts as necessary and engage with the client in any transitions the referred agency may experience. The COH team is grateful to have such positive relationships with the social sector in the Wood Buffalo area and clients have benefited from our efforts. There are several support letters attached from some of the community supports vital to our proposed model.

The following are some of the agencies that are regularly accessed by Eviction Prevention Program as well as the COH team to ensure a successful outcome.

Red Cross, Salvation Army, Alberta Works/ AISH, CHOICE (employment and ID Program), Canadian Mental Health Association (behavior management courses), Wood Buffalo Housing and Development, Addictions & Mental Health, United Furniture, Pastew Place Detox Centre, Northeast Alberta Fetal Alcohol Network (NEAFAN), YMCA, The Co-Operators (insurance), HIV North Society (exchange materials/nalixone kits/training/ outreach support), Fort McMurray Food Bank (food hampers/ basic shelf / slow cooker), WJS-Bridges (FASD support), Soup Kitchen, Nistawoyou Friendship Centre, and Family Crisis Society of Fort McMurray (counseling services).

Please see attached Appendix 7EPP Agency Support Letters.

SECTION 8: Sustainability and Viability

A. Is this project currently operating?

Yes

B. Will this project be ongoing?

Yes

C. Are there other sources of funding supporting this project? If so, list:

No

D. If approved, how will funding be sustained after the contract end date?

Sustainable funding will depend on the acceptance of a new proposal tendered from RMWB.

E. Do you agree to use the Provincial data system provided to track data from your program?

Yes

Appendix 4EEP

Individual requirements for this program would include:

- Participants will sign consent to disclose for the purpose of obtaining and verifying information from community service providers accessed.
- Currently a resident of Fort McMurray.
- Hold a current and active tenancy agreement.
- Are 18 years of age or older
- Have or will have proof of a permanent consistent source of income
- Provide 2 pieces of identification
- Provide a 60 day bank statement
- Have exhausted all forms of government assistance and agree to collective community approach.
- Do not meet criteria for Housing First or Rapid Rehousing Programs
- Is not currently or will not be a recipient of Residential Social Housing.

Recipients of this service will receive up to the amount of \$2000.00 for either rent and or utilities in arrears. The payment will be made to the creditor directly in the form of a check issued by the Centre of Hope one week upon completion of the request approval. This service can only be accessed on a bi-annual basis. This will enable us to track success of the initiative and assess whether clients have been successful in maintaining tenancy.

Appendix 6EEP

Eviction Prevention 2017-2018

The Eviction Prevention Program is designed to assist individuals who are facing eviction in an effort to prevent people from entering homelessness. The objective is to identify barriers and establish an action plan to maintain tenancy. We have been operating this program since April 2017. Through this program we assist individuals with barriers, provide case management support, and provide appropriate service referrals to gain self sufficiency with tenancy. The Eviction Prevention Specialist continues to strive to meet the client's needs and is demonstrating success in its first 9 months of operation. From April 1 2017 to Jan 8 2018, 62 Individuals have actively accessed the Eviction Prevention Program. 22 individuals have received financial assistance. We have seen 24 successful sustainable tenancies. Currently there are 13 clients being assisted. The Eviction Prevention Specialist carries a case load of not exceeding 30 clients at any given time. Due to the short nature of the assistance, fortunately at this stage of the program there has been no capacity reached and no individuals have been waitlisted. To date a total of 357 efforts made with direct client contact.

Captains Place

The Centre of Hope has successfully operated a Supportive Living Model home in this community since 2007 called Captains Place. Captain was the name of a chronically homeless individual and friend of the Centre of Hope that died on the streets of Fort McMurray. This home was designed to provide mentorship and support for 3 chronically homeless men with a diagnosis or suspected diagnosis of FASD. It has been incredibly rewarding watching men who were experiencing overwhelming complexities and barriers, become successful in their housing. The live in mentors provide pivotal mentorship and support, while modeling to the residences what it means to live in a home. For many of these individuals the concept of participating in simple/routine task (personal hygiene, meal preparation, cleaning, sleeping in a bed) is a foreign concept. The House Mentor helps to gradually integrate and support men in the process. They also offer extensive case management and connection to resources and support in the community in an effort to strategically assist the residents in overcoming their complex barriers and needs. Men who had lived chronically on the streets for years, have been able to go through Captain's Place and are now able to live independently in their own homes.

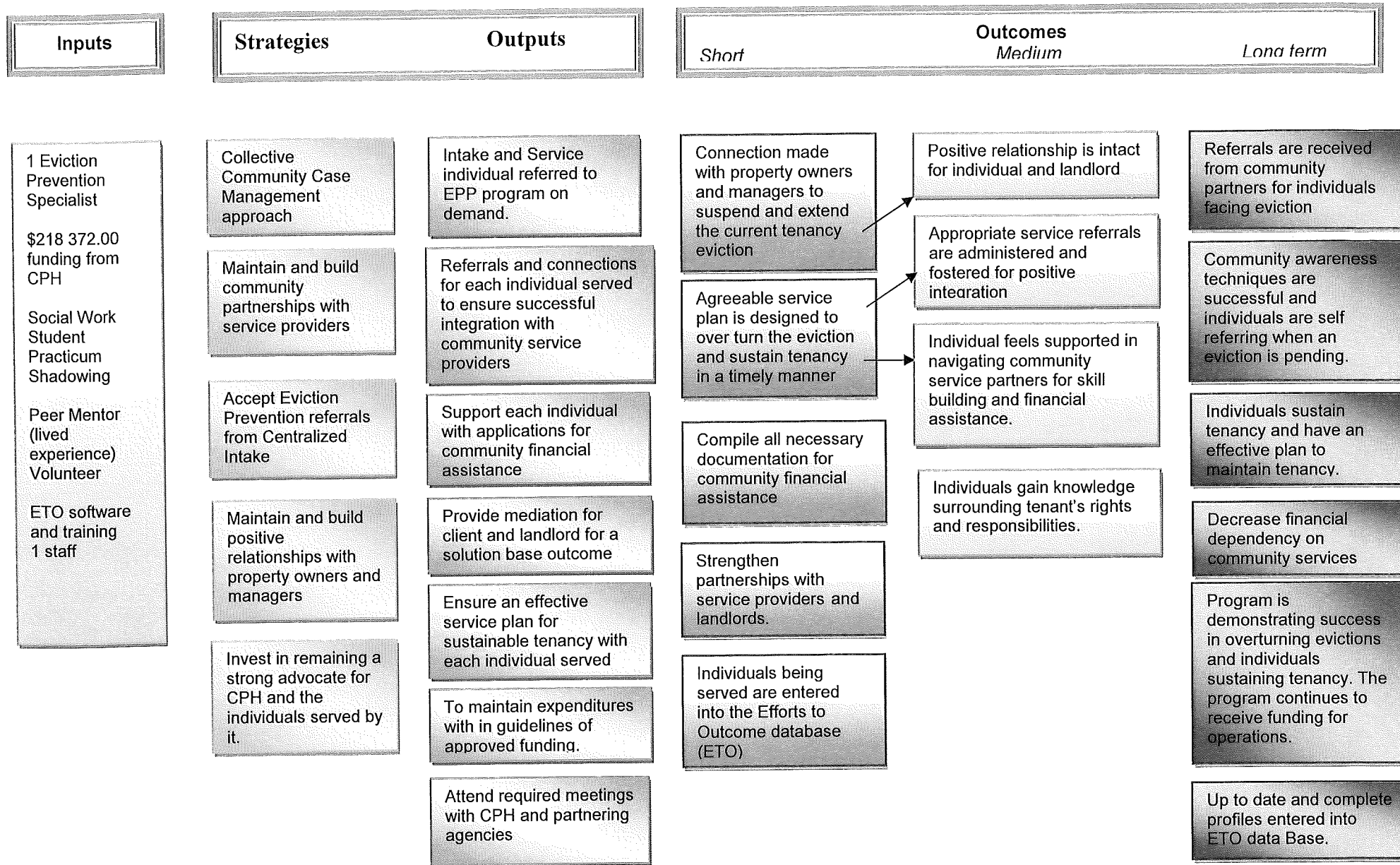
The success of the Captain's model has hinged on strong collaborations and partnerships with various community agencies and programs. At the Centre of Hope we strongly believe that we can not independently effectively assist our patrons in moving forward to betterment in their lives. It requires extensive support from various other professionals and programs in the community. Captain's has been an extensive endeavor of partnership between the Centre of Hope, NEAFAN, Wood Buffalo Housing, Alberta Health Services, Fort McMurray Food Bank, WJS, YMCA, Dave Hill Pharmacy, to name a few. Without all these entities working together, we would not be able to achieve the incredible success that we have seen through Captain's Place.

Davids Place and Carlas Place

The Centre of Hope is currently operating a Permanent Supportive Housing Model that started mid contract (October 2017). Clients did not begin moving into the home until November and we are almost at full capacity, with room for only one more individual within the female home. The homes provide space for 4 men, and 3 women, offering 24 support staff, as well as a Coordinator and Team Lead. Individuals are already experiencing success with physical and mental health barriers as well as making great efforts to manage active addictions.

Program: Eviction Prevention

Strategy: To Prevent Eviction and Sustain Current Tenancy Agreements



Measurements

- 1) The number of clients intake to the number of successful tenancy maintained
- 2) Data collected through ETO, referrals and case management.

Overarching Principal:

- 1) To sustain tenancy for each individual presenting with an eviction
- 2) To prevent cause for Rapid Re-Housing and Homelessness