2023 Community Safety Investment Framework
Call for Proposals Applicant Guide

Contents

Background

The Community Safety Investment Framework emerged through work with a focus on mental health and addiction, ongoing community engagement about public safety and feedback received through public consultations on systemic racism. The Framework guides investment in outcomes for Calgarians experiencing crisis, with the long-term outcome to improve the wellbeing of Calgarians through an equitable and effective crisis response system.

To learn more about the Community Safety Investment Framework, we recommend that you read the Terms of Reference - https://pub-calgary.escribemeetings.com/filestream.ashx?DocumentId=168303

## 2023 Community Safety Investment Framework Call for Proposals

The 2023 Community Safety Investment Framework Call for Proposals is a collaborative investment effort between The City of Calgary and the Calgary Police Service to improve support for Calgarians in crisis due to mental health concerns, addictions, or other challenges. The goal is to ensure Calgarians receive the services and support they need during a time of crisis.

Crisis Response Scope:

Primary Crisis Response: providing immediate support to a Person in Crisis within the first 24 hours of reaching out for help.

Secondary Crisis Response: providing coordinated access to immediate services (housing supports, psycho-social supports, etc.) as well as follow-up, with a focus on case management in the immediate aftermath of when the crisis has occurred.

Tertiary Crisis Response*: facilitating long-term attachment to a primary care network for wraparound, whole-person care, including access to a walk-in clinic, medical care, social and wellness-focused support, and overall follow-up care so the person in crisis does not fall back into crisis.

Primary Crisis Response → Secondary Crisis Response → Tertiary Crisis Response*

Community Safety Investment Framework
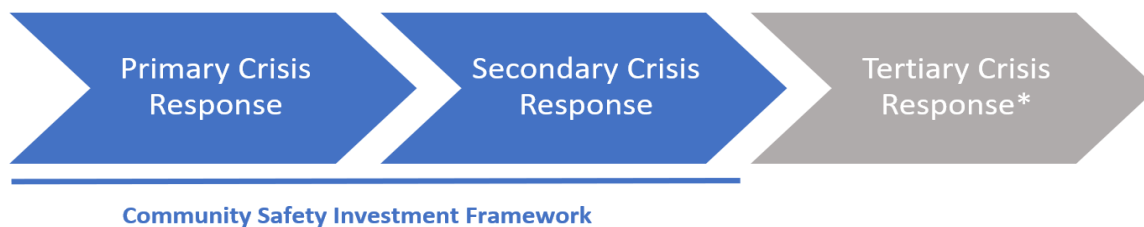
*Tertiary Crisis Response falls beyond the scope of this Call for Proposals.

Priority areas and objectives

Non-profit organizations are invited to apply for a portion of the up to **$5 million** in available funds for new, enhanced, and existing initiatives which advance four priority outcome areas:

1. **Improved crisis triage:** programs and services that direct a person in crisis to get to the right service at the right time.

   Activities might include:

   - Programming that supports overall triage and coordination for crisis intake services.
   - Programming that provides services that eliminate barriers to calling for help in a crisis, especially for Black, Indigenous, and diverse Racialized groups.

   Indicators might include:

   - # of calls or contacts your program was able to handle that did not require emergency services involvement (911, Police, EMS, Fire).
   - Measurement of response time (e.g., # or % of calls responded within x minutes).
   - # and % of calls diverted from emergency services (CPS/EMS/Fire) to crisis support services.

2. **Increased availability of 24/7 non-emergency support and outreach services:** programs and services other than emergency services (Police/EMS/Fire) that are accessible 24 hours a day, 7 days a week.

   Activities might include:

   - Programming that provides 24/7 access to non-emergency support and outreach services for crisis response services.
   - Programming that provides trauma-informed care to a person in crisis with a commitment to establishing culturally appropriate services.
   - Programming demonstrates a willingness to collaborate with other crisis serving organizations.
   - Programming that offers adequate transportation services to and from services and crisis facilities.

   Indicators might include:

   - # of hours of service expanded (breakdown of hours, nighttime, or daytime).
   - # and % of clients/participants accessing barrier-free crisis response services.
   - Improved wait time by specific shift or timeframe and/or increased capacity for the system at certain timeframe (e.g., 24/7 text or online chat options).

3. **Increased access to community and peer support programs:** crisis response programs that address gaps in services to Indigenous, Black, and diverse Racialized communities.

    Activities might include:

    - Incorporating lived experience through peer support into the crisis response system.
    - Delivering crisis response services in the language of choice for the person in crisis.
    - A commitment to providing culturally and/or linguistically appropriate services with an integration of traditional health practices (e.g., an Indigenous Elder partnering with a clinician and a peer support worker; an integration of cultural healing lodges in programming, etc.).
    - Programming that demonstrates a commitment to connect with, or programming that is led by, Black, Indigenous, and diverse Racialized communities and to tailor crisis response services specific to these communities.
    - Increasing training capacity (either to deliver or receive training) within grassroots organizations.

    Indicators might include:

    - # and % of clients/participants served in culturally relevant services or supports.
    - # and % of clients/participants served through peer/lived experience support.

4. **Integrated case management:** crisis response programs and services that are collaborative, coordinated and client-centered, meeting the unique needs of clients/participants.

    Activities might include:

    - Increasing the capacity of information sharing to better serve a person in crisis.
    - Programming that directly supports the person in crisis with a plan to provide immediate access to needed support and immediate follow-up care within the first 30 days after the crisis has occurred.
    - Programming removes barriers for individuals with families, so a person in crisis has a safe place to send their children while they are receiving care.

    Indicators might include:

    - # or % of clients/participants whose unique needs are met through case management.
    - # and % of activities/initiatives that have been implemented with other programs to provide integrated services (data sharing, integrated case planning, etc.).
    - Median time (hours or days) spent managing a client case with other partners.

Program or initiative design assessment

Programs and initiatives will be evaluated by reviewers assigned by the City of Calgary and the Calgary Police Service. Applications will be reviewed for the following:

- ☐ Program or initiative is aligned with priority outcome areas.
- ☐ Approach to crisis response is clearly articulated, including impacted population(s).
- ☐ Demonstration of need and evidence to support request.
- ☐ Clear outline of intended outcomes and indicators.
- ☐ Partners and their roles are clearly identified (if applicable).
- ☐ Requested amount is proportionate to the proposed activities.
- ☐ Demonstration that program activities can begin as soon as funding agreement is signed.
- ☐ Consideration of eligible expenses.
- ☐ Attachment of program logic model and other supporting materials (if relevant).
- ☐ Ability to meet previous contractual requirements outlined in existing agreements.
- ☐ Programs not aligned with primary and secondary crisis response.

Application Checklist - 2023 Community Safety Investment Framework Call for Funding Proposals

Applications are being accepted through the Funding Information Management System (FIMS) until March 1, 2023, at 11:59pm. Due to the expected volume of applications and the time needed to review them, late applications will not be accepted.

Before you apply:

- ☐ Review the Community Safety Investment Framework Call for Proposal webpage and applicant guide in their entirety.
- ☐ Review the Transforming Calgary's Crisis Response System Recommendation Summary
- ☐ **Optional:** Attend one of the CSIF Information Sessions or watch a recording.
- ☐ **Optional:** Download the non-fillable copy of the application form for review in advance of completing the application in FIMS.

Setting up Funding Information Management System (FIMS):

- Review the FIMS frequently asked questions.
- Complete FIMS online training modules.
- Organizations that do not have a FIMS account must set up a myID business account in order to register.
    a. To obtain a business ID number, visit Calgary.ca/startbusiness or call 403-268-5311.
    b. Register your primary email address online at Calgary.ca/businessemail or call 403-268-5311.
    o. Set up your myID business account by visiting myid.calgary.ca and using your existing business ID number and your registered email address.
- Create a FIMS account and set up organization profile ahead of creating a funding application. As it can take three to five business days to finalize this step and organizations are advised to allow ample time for creating these accounts.

Application Process:

- Upload organizational documents through FIMS by the application deadline:
    - ☐ Certificate of incorporation
    - ☐ Organization bylaws
    - ☐ List of Board of Directors
    - ☐ Strategic plan, including vision and mission
    - ☐ Organization's most recent audited financial statement
    - ☐ Organizational Chart
- Access the application in FIMS under the 'Available Funding' section.
- Complete and apply for each program you are seeking funding for.

Definitions

Crisis response - refers to the immediate resources required by the individual experiencing a crisis, their families and/or support networks.

Person in crisis – refers to a person in need of immediate support due to mental or emotional distress, or a threat to themselves or others' safety.

Contact

If you have identified barriers with this call for funding proposals or would like to suggest ideas on how to make this funding process more accessible and equitable, please contact us. We commit to integrating the feedback when possible and providing rationale if we are currently unable to make the changes. Email: fundingproposals@calgary.ca

Application period

Applicants can apply through the Funding Information Management System (FIMS) from Wednesday, February 1 to Wednesday, March 1 at 11:59 p.m.

Detailed application information, including eligibility, application assessment, decision making, reporting, and glossary can be found by searching "call for funding proposals" on Calgary.ca.