
MEMORANDUM

COM-C 7-2020

Subject: 2019-RFP-300 – Assertive Street Outreach Request for Proposal Award Results

Date: March 10, 2020

To: Public Health and Social Services Committee

From: Adrienne Jugley, Commissioner, Community Services

The review of 2019-RFP-300 – Assertive Street Outreach was conducted as outlined in COM 29-2019 for the funding period April 1, 2020 to March 31, 2023. The selection process was undertaken by an Evaluation Review Committee, which included an external community member, and staff members from Niagara Region Public Health, Finance and Community Services. Niagara Regional staff have now completed negotiations of 2019-RFP-300 – Assertive Street Outreach, and the results of the evaluation of proposals are as follows:

Successful agencies:

1. Gateway Residential & Community Support Services of Niagara Inc.
2. Niagara Resource Service for Youth (The RAFT)
3. Port Colborne Community Association for Resource Extensions (Port Cares)

These successful agencies will work with Niagara Region to actively engage individuals experiencing unsheltered homelessness to promote, connect, and coordinate access to the range of supports available across Niagara’s Homeless-Serving System, including emergency shelter, housing and support services. Assertive Street Outreach proactively engages and responds to requests in the community for individuals in public spaces, who, for example, may be ‘sleeping rough’ or living outdoors (e.g. sleeping in a car, living in an encampment etc.). Outreach workers are focused on ending the experience of homelessness, particularly for those who would otherwise be underserved in traditional settings. Additionally, the selected agencies will provide a centralized service for after-hours access to Niagara’s Homeless-Servicing system.

Street-based outreach ensures that trained workers respond directly and immediately to a person’s needs by bringing coordinated services from across the Homeless-Serving System to the individual, rather than waiting for them to seek services on their own.

These services aim to:

- Proactively engage with people sleeping rough to facilitate pathways into housing
- Minimize the harmful effects of rough sleeping while working towards long-term housing solutions
- Provide standardized intake, triage, and assessment to assess a person's vulnerability and assist in the identification of appropriate housing resources
- Deliver case coordination in collaboration with government and non-profit organizations to support those who may be reluctant to access traditional services
- Provide an intensive and coordinated team approach to identify and work towards personal goals.

Committee is receiving this memo for information as the awarded value of this RFP falls within staff's delegated authority as per the Procurement By-Law. Niagara Region negotiated with three agencies to ensure standardized levels of service, training opportunities for staff and to be able to award agencies within the 2020 approved budget.

Respectfully submitted and signed by:

Adrienne Jugley, MSW, RSW, CHE
Commissioner