



REQUEST FOR EXPRESSION OF INTEREST (EOI) 2023 PEER ASSISTED CARE TEAM (PACT) SUBMISSION GUIDELINES

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For support, questions, or more information please contact: PACT@cmha.bc.ca.

A: OVERVIEW OF EOI PROCESS

PURPOSE

This Request for Expression of Interest (EOI) is to select community-based organizations (eligible charitable and/or not-for-profit organizations) to deliver a one year (with the possibility of extension) mobile community-led crisis response service/program known as Peer Assisted Care Teams (PACTs). The teams will operate in Comox Valley, Kamloops, and Prince George.

OVERVIEW

On Friday July 7, 2023, the Province of BC announced the addition of three new community-led crisis response teams known as Peer Assisted Care Teams (PACTs) located in Comox Valley, Kamloops, and Prince George. This announcement follows the commitment of \$10 million from the Province of BC in 2022 for new and existing PACTs. These new teams are in addition to three teams currently operating in North Vancouver, Victoria and New Westminster.

The Canadian Mental Health Association – BC Division (CMHA BC) will be administering the expression of interest (EOI) for community-based organizations to deliver PACTs in these three new communities. Please review the following guidelines as they are a key resource provided to interested parties.

Interested parties or “applicants” must provide all documentation and information as outlined in the EOI guidelines and apply through the online application process by the submission deadline. Email and mail applications will not be accepted.

Applicants must demonstrate their qualifications to implement the community-led crisis response program in accordance with the Peer Assisted Care Team Model in the specified community, as described through this EOI process. This includes, but is not limited to, demonstrating their ability to meet the minimum required services, staffing requirements, budget, minimum and preferred qualifications, and the supplemental questions.

Applications for each community must be submitted separately and may be submitted from a solo organization that is qualified to carry out all the required services or from a collaborative of organizations with an identified lead organization who will be responsible for financial management of the overall project budget.

MANDATORY ELIGIBILITY REQUIREMENTS

To be eligible, the applicant (or in the case of a collaborative proposal the lead organization) must:

- a. Be legally incorporated and have a status as a not-for-profit and/or a registered charitable organization;
- b. Have internal governance structures and accountability measures such as practices and procedures for internal controls and accountability (e.g., audited statements), and;
- c. Satisfy all requirements, produce the required documents outlined in the Request for EOI, and comply with all applicable laws, bylaws, regulations, and policies of the Province of BC and your community.

Other submission guidelines to review:

- Consent must be provided by authorized individuals.
- All information provided in your application must be accurate and truthful, and we will be asking for your consent for CMHA BC to collect, use and disclose your information for the sole purpose of this EOI.
- The EOI is requesting to select service providers for 3 communities. One award will be provided to each community to a solo organization or a collaborative.
- Organizations interested in applying for more than one community must submit separate applications.
- Incomplete applications, and documents submitted after the submission deadline will not be accepted and your organization will be deemed ineligible for this EOI.

SUBMISSION METHOD AND DEADLINE

EOI submissions will be accepted through [Survey Monkey Apply only](#). The tool will include 7 sections whereby applicants must respond to questions or upload required documentation. Organizations are encouraged to attend virtual CMHA BC EOI information sessions, which will be posted on our website.

Details on how to use the [Survey Monkey Apply tool can be found in this guidebook](#).

Applications Deadline: September 29th, 2023, at 11:59PM PST

COLLABORATIVE PROPOSALS

CMHA BC values collaboration. Applications from a single organization are strongly encouraged to demonstrate their collaborative relationships with other community service organizations that can be leveraged for referrals and linkages to services. Applications can be submitted as a collaboration with two or more organizations. Collaborative proposals must clearly identify a lead organization. Lead organizations will be responsible for stewarding financial resources, managing risk, and outcome reporting on the project.

TIMELINE

Date	Activity
June 2023	Province of BC announces three new communities
Summer 2023	Community activation
August 28, 2023	Request for Expression of Interest (EOI) opens
September 29, 2023	Deadline for submission of EOI application
October 2023	Panelist score, review, and interview applicants
November 1, 2023	All applicants will be contacted to inform status of application

EVALUATION AND SELECTION PROCESS

CMHA BC will adhere to the following evaluation and selection process. Please review the submission guidelines for full details:

1. Review Panel

The EOI for each community will be reviewed by a panel of key internal and external

representatives comprised of subject matter experts, people with lived and living expertise and Indigenous representation. The panel will apply the evaluation criteria within the EOI to assess each proposal.

2. Interview Process

Once the panel reviews applications, the qualified applicants will be invited to an interview. The interview will provide an opportunity for the panel and applicants to discuss applications and intended approaches in more detail.

3. Evaluation Results & Agreement

Upon conclusion of the evaluation process, a final recommendation of the eligible community-based organization will be made by the Review Panel, at which point all applicants will be notified of the outcome of the process. The applicant chosen to provide the program outlined will have the opportunity to review the terms and conditions of the contracted service and sign a formal agreement with CMHA BC. By responding to this EOI, organizations agree that the decisions of the Review Panel are final and binding. At the end of the process, CMHA BC will provide feedback to applicants who request it.

B: BACKGROUND

ABOUT PACT MODEL

Over 200 programs worldwide provide civilian/community-led mental health mobile crisis responses services. These programs respond to individuals experiencing a crisis related to mental health and/or substance use without the police. In the Province of BC, there are currently three operational teams that deliver these services called Peer Assisted Care Teams (PACTs). PACT pairs a mental health professional with a trained peer crisis responder to provide in-person, trauma-informed, culturally safe support to community residents, specifically those who are at a higher risk of experiencing distress that may lead to police contact and criminalization. In order to meet the acuity of calls for support that would otherwise default to police or emergency services (i.e., ambulance, fire), Peer Assisted Care Teams will be well equipped, trained, and prepared to attend to the majority of calls on-the-ground, with full dispatch of an immediate, in-person crisis intervention.

The objectives of this community-led crisis response administered by Peer Assisted Care Teams are:

- To ensure that people in distress have prompt access to respectful, safe care which is responsive to their needs both during and after a period of crisis;
- To acknowledge, address and reduce the adverse experiences of IBPOC in need of care;
- To divert 911 calls related to mental health to specialized, non-police support;
- To reduce ER visits and hospitalizations of people experiencing mental health distress;
- To secure adequate and stable funding and institutional support;
- To reduce engagement of people experiencing mental health distress with the justice system;
- To reduce stigma about mental illness and reverse the perception of people in distress as dangerous;
- To use public funds more appropriately and efficiently; and
- To provide the evidence-base to support ongoing improvement and innovations in crisis care.

C: EOI APPLICATION

EOI submissions will be accepted through Survey Monkey Apply only. The online application has 7 sections that are required to be completed. The following provides a summary of each section for your reference.

SECTION 1: CONSENT

CMHA BC has chosen to use the Survey Monkey Apply platform to support the collecting of information and administering the process of the EOI for the PACT program. Organizations must consent and indicate an understanding of the application process and information requested for the purpose of evaluating applications. This must be completed first before any other sections (digital signature required).

SECTION 2: APPLICANT INFORMATION

Applicants should have the resources and/or capacity to ensure their ability to deliver and support the proposed program in their community.

We request that applicants include general organizational information including status, website and contact information. If applicable, this information should be provided for each member of a collaborative proposal (lead organizations and collaborating organizations).

SECTION 3: ORGANIZATIONAL PROFILE

1. Summary of Applicant (or lead organization and collaborating organizations as appropriate)

The applicant summary demonstrates the service provider's (or service providers') ability to deliver and support the proposed program. It is essential that the work be undertaken by a team who can demonstrate specific knowledge of and experience in performing similar work for programs of comparable nature, size, and scope.

2. Equity and Inclusion

The applicant must describe how leadership and staff represent communities intended to be served by the PACT model and describe any diversity and equity measures in place.

3. Collaborative Proposal (optional)

If the Applicant is a member of a collaborative proposal, describe the relationship(s) between the members of the collaborative proposal (e.g., lead organization and collaborating organization(s)). The description should include:

- a. The rationale for why combining the teams would be beneficial;
- b. How a collaborative application was created;
- c. How partner organizations will address potential mission drift within service delivery; and
- d. Division of labour between lead and collaborating organization(s).

SECTION 4: ORGANIZATIONAL CAPACITY & FINANCIALS

The applicant will be required to:

- a. Identify the lead organization and lead individual for the program;
- b. Identify current staffing resources and lead contact information;
- c. Provide the most recent audited budget statements for lead organization and collaborating organization(s) (uploaded document);

- d. Provide proof of incorporation and status as a not-for-profit or charitable organization (uploaded document).

SECTION 5: PROPOSED PROGRAM DELIVERY

Service providers must follow the PACT model guidelines set forward by CMHA BC and will be part of a Provincial Network of PACT service providers. Funds for this service are provided by the Province of BC, and as a requirement of funding each service provider will complete a service agreement with CMHA BC, including responsibility to deliver the following program delivery areas:

1. Project Management, Administration, and Oversight

Service providers(s) are required to provide project management, effective program administration, and oversight. Applicants must demonstrate that they can deliver a service that is run effectively on time and on budget and with all program objectives and requirements met.

2. 24/7 Mobile Mental Health Crisis Response

PACT service provider(s) will lead the provision of 24/7, client-centered mental health crisis response to Persons in Crisis (PIC). Applicants must demonstrate that they can support dispatch, and a client-centered, trauma-informed, culturally safe, mobile crisis response that can provide a broad range of crisis support services to clients.

3. Post-Crisis (48 hour) Follow-Up Support

Service provider(s) will complete all service referrals, service navigation and continuity of care if a PIC requests additional support services. Applicants must demonstrate they can complete timely service referral, service connection-related tasks if a PIC requests additional support services.

4. Community Outreach and Engagement

The PACT model is a community-led mobile crisis response. Community-led crisis responses are structural interventions driven by community. Applicants must demonstrate their commitment to community-led interventions, engagement, listening and adapting to community needs.

SECTION 6: UPLOAD BUDGET

Budget Summary

The annual budget to provide a Peer Assisted Care Team service in each community is approximately \$1.5 million CDN. This is a budget target; submissions falling above or below this amount will still be considered. This EOI process requests applicants to identify a proposed budget for the fiscal year (FY) 2023-24 (November-March) to FY 2024-2025 (April-January) using the template provided. Successful applicants will be required to develop the final budget in consultation with CMHA BC prior to completing a service agreement.

Instructions for Budget Template

- [Use the PACT EOI Budget template provided](#)
- All blanks must be filled in and all entries for lump sums and totals should be filled in, as appropriate.
- Applicants are asked to identify their budget for FY 2023-24 (November-March) to FY 2024-2025 (April-January).
- Items that are intended to be zero cost/no charge to CMHA BC are to be submitted in the space provided in the Budget Form as "\$0.00".
- Applicants are encouraged to carefully consider any time required to set up the program

when building their budgets (e.g., time to hire, procure materials, training) to ensure realistic planned spending.

- The Applicant budget should include the below deliverables at a minimum:
 - Staffing to cover program administration and coordination, data collection and reporting, training, and the operation of a mobile crisis team 24 hours a day, seven days a week;
 - Clinical supervision and consultation for staff;
 - Administrative costs (cannot exceed 10%);
 - IT equipment (e.g., phones, tablets for field-based resources and documentation);
 - Transportation to provide safe transport, harm reduction, and street outreach supplies;
 - Materials and supplies for mobile team use (e.g., food, clothing, first aid, harm reduction supplies, etc.);
 - In-kind or value-added contributions to the project.
- The final budget, funding details and distribution schedule will be determined after the evaluation, during the agreement stage.

Ineligible Activities

The following activities are not eligible for funding under this program:

- Ongoing or core operational costs of an organization not related to the proposed project;
- Initiatives that would unnecessarily duplicate existing services;
- Sub-granting activities or provision of funding or financial assistance to other organizations;
- Activities that take place outside of Canada;
- Fundraising events or any initiatives where a profit is made by the organization;
- Initiatives that require adherence to a specific faith for participation or religious causes that do not serve the public on a non-denominational basis;
- Activities that do not fall within the current objectives or mandates of the applicant organization;
- Initiatives that support direct or indirect partisan political activities;
- Financing of deficits, debt reduction campaigns, contributions to endowment funds, or building larger reserves;
- Activities that are illegal;
- Activities that involve purchase of alcohol or cannabis; and
- Activities with administrative expenses are greater than 10%.

SECTION 7: SIGNED SUBMISSION

Upon completing all sections applicants will be asked to verify information with a signature. Applicants must click the “Review & Submit” button to complete and send the application.

E: SUBMISSION INSTRUCTIONS

Submissions must be submitted through the online portal “[Survey Monkey Apply](#)” and received by **Friday, September 29th at 11:59 PM PST**. Anything submitted after the official deadline cannot be considered.

- Survey Monkey Apply provides you the option to collaborate with other users and save, edit, and review your application prior to submitting.
- Questions have indicated word limits that must be adhered to.

- Documents must be uploaded with acceptable formats in designated areas of the application.
- Please ensure your application is complete. Once all 7 sections of the online application are completed, you must click the “Review & Submit” button to complete and send the application.
- Unfortunately, incomplete applications will not be considered. Please note, you will not be able to edit your application once submitted.
- Submitted applications will be treated as confidential, but they will be reviewed internally by CMHA BC and shared with external parties on the Review Panel. These parties must adhere to confidentiality requirements when reviewing applications. The information in your application will be treated as proprietary and confidential within the context of this EOI.
- At any time during the review process, CMHA BC reserves the right to decline or remove from further consideration any application, for any reason that it deems appropriate.

F: EVALUATION FRAMEWORK

Each section of the application has multiple assessments with a specified score, and each section is totaled to provide a final score. The following sections set out the categories, weightings, and descriptions of the rated criteria for the EOI. Applicants will be scored out of 100.

STAGE 1 – CONFIRM SUBMISSION OF MANDATORY REQUIREMENTS

Mandatory Submission Requirements
Section 1: Consent Form (signature)
Section 2: Applicant Information
Section 3: Organizational Profile
Section 4: Organizational Capacity and Financials (document upload)
Section 5: Proposed Program Delivery
Section 6: Proposed Budget (document upload)
Section 7: Signed Submission Form(signature)

STAGE 2 – EVALUATION OF EXPRESSION OF INTEREST APPLICATION

Rated Criteria	Score Weighting
ORGANIZATIONAL PROFILE	
Aligned key service offerings of the organization(s). [2 points]	[23 points]
Experience or understanding working in or with the geographic area. [1 point]	
Experience in delivering crisis, mental health, and/or substance-use-specific support services and programs that serve individuals who are experiencing mental health and substance use challenges. [5 points]	
Demonstrated experience with other similar projects or programs [2 points]	
Service provider(s) demonstrated the necessary skills and expertise to operationalize the program. [2 points]	
Experience serving Indigenous, Black, Racialized, 2SLGBTQ+, Neurodiverse communities, Persons with Disabilities, people with lived/living experience of mental health challenge or crisis and/or substance use challenges. [5 points]	

Demonstrated ability to manage the project (administrative oversight, processes, and procedures); and the ability to meet CMHA BC program requirements. [3 points]	
Service providers understanding of the goals and objectives of the service. [3 points]	
EQUITY AND INCLUSION	
Lead organization is Indigenous-led or Black-led, as defined as having more than fifty-one percent of the Board or executive leadership positions held by those who self-identify as Indigenous or Black and/or demonstrated equity and inclusion practices. [5 points]	[5 points]
COLLABORATIVE PROPOSAL (NOT SCORED)	
Provide insight as the collaborative approach for service delivery.	
PROGRAM DELIVERY	
Project Management, Administration, and Oversight	
Applicants demonstrated that they could deliver a service that is run effectively on time and on budget and all project objectives and requirements are met. [4 points]	[9 points]
Proposed Staffing Model demonstrates ability to meet staffing requirements. [2 points]	
Proposed approach to handling client data and proponent's capacity to collect and manage confidential data. [1 point]	
Proposed approach to mitigating risks/problems/issues associated with the work. [1 point]	
Any value-added measures, in kind or cost saving measures identified by the proponent. [1points]	
24/7 Mobile Mental Health Crisis Response	
Applicant demonstrated that they could conduct dispatch, and deliver a client-centered, trauma- informed, culturally safe, 24/7 mobile crisis response that can provide a broad range of crisis support services to clients. [5 points]	[5 points]
Post-Crisis (48 hour) Follow-Up Support	
Applicants demonstrated that they could complete timely service referral, service connection-related tasks, and continuity of care if PIC requests additional support services. [5 points]	[7 points]
Proposed community partnerships and/or network of mental health and substance use service providers and programs that could provide follow-up/referral following a PACT intervention within your community. [2 points]	
Community Outreach and Engagement	
Applicant demonstrated their commitment to community-led interventions. [4 points]	[16 points]
Proposed approach to engaging community, stakeholders, and clients in the implementation and delivery of a Peer Assisted Care Team (PACT) model. [4 points]	
Experience and/or approach to building relationships and maintaining trust with service users and their families and/or support networks. [4 points]	
Proposed approach to ensure cultural safety for staff, clients, and their families/networks. [4 points]	
Total [65 points]	

STAGE 3 – EVALUATION OF INTERVIEW

Rated Criteria Category	Score Weighting
Interview	[25 points]

STAGE 4 – EVALUATION OF PROPOSED BUDGET

Rated Criteria Category	Score Weighting
Budget	[10 points]

SCORING CRITERIA

Proposals will be evaluated and scored using the scoring criteria outlined in the table below. Contents of the submitted proposals will be reviewed, evaluated and assigned a numerical score ranging from a minimum of zero (0) to a maximum of three (3).

Score	Rating	Description
3	Excellent	Response fully meets CMHA BC's requirements, and in some areas exceeds expectations and relevant best practices/standards.
2	Satisfactory	Response partially meets CMHA BC requirements and addresses most but not all components of the requirement. Medium level risks identified based on relevant best practices/standards.
1	Poor	Response is not aligned with relevant best practices/standards or is incomplete (e.g., statement of compliance with no substantiation).
0	Did not demonstrate	Non-responsive (e.g., a statement and/or substantiation that does not address or is not relevant to the requirement). Does not offer an explanation or ability to answer the question and/or meet the requirements and/or relevant best practices/standards.

H: RESOURCES

The following links are additional resources and information to support applicants.

- [Survey Monkey Apply Guidebook – PACT](#)
- [Budget Template – EOI PACT 2023](#)
- <https://cmha.bc.ca/peer-assisted-care-teams/>
- <https://news.gov.bc.ca/ministries/mental-health-and-addictions>
- <https://vimeo.com/818894675>
- <https://justmentalhealth.ca/programs/>
- <https://thetyee.ca/News/2022/11/24/New-Model-Responding-Mental-Health-Crises/>
- <https://www.vancouverisawesome.com/local-news/mental-health-crisis-a-look-at-bcs-peer-assisted-care-teams-and-whether-theyre-working-7177843>

