



## STAFF REPORT

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**DATE:** February 3, 2022

**FILE:**

**TO:** Chair and Directors,  
Regional Board

**FROM:** David Leitch  
Chief Administrative Officer

**RE:** SERVICE AGREEMENT – JUSTICE SUPPORT WORKER CONTRACT AWARD

### **PURPOSE/PROBLEM**

To consider a proposed agreement with the Sasamans Society for the Justice Support Worker program as outlined and approved in the Union of BC Municipalities Strengthening Communities' Services Grant award and application.

### **EXECUTIVE SUMMARY**

The COVID-19 pandemic led to an increase in the visibility and number of unsheltered homelessness as well as a rise in related community health and safety challenges. The 2021 Strengthening Communities' Services program was developed to improve the health and safety of unsheltered people experiencing homelessness, reduce related community impacts, improve service coordination and increase local capacity for service delivery.

The Strathcona Regional District participated in a temporary collaborative working group to discuss, plan, inform and develop a Strengthening Communities' Services grant application. Facilitated by the Campbell River Coalition to End Homelessness, the working group was comprised of non-profit service providers, Vancouver Island Health Authority representatives, the Strathcona Community Health Network, as well as staff and elected officials from both the Strathcona Regional District and the City of Campbell River. A regional application was submitted which provided access to significantly greater funds than if grant applications were submitted by individual municipalities.

Notice of the successful grant application was shared with the Strathcona Regional District Board on August 11, 2021. Since that time, contracts and agreements have been made with several service providers as per the funding terms and the program activities outlined in the grant application.

One outstanding program, the Justice Support Worker, required a host agency to provide the oversight and support needed to operate the program and administer the funding associated with salary and benefits, vehicle allowance, supplies, program evaluation, and miscellaneous expenses. An RFP (attached) was issued to seek proposals from service providers interested in developing and hosting the Justice Support Worker program for a one-year term.

The purpose of the position is to provide support to people navigating the justice system who are experiencing homelessness or at risk of homelessness and provide those people with access and connection to services they want and need. This position is focused on improving the health and wellness outcomes for clients by improving coordination among justice, health care, and social service professionals by having a dedicated person help improve communication and access to services. A main priority for this position will be to help consenting clients access treatment and

recovery services, housing services, and health care services in a timely manner and be able to communicate those options to the clients and justice sector professionals.

The budget for the Justice Support Worker program exceeds \$100,000 and as per By-Law 3069, Delegation of Purchasing Authority, Board approval is required prior to awarding and finalizing a contract. Sufficient funds are available for the program through the approved Strengthening Communities Grant.

**RECOMMENDATIONS**

1. THAT the report from the Chief Administrative Officer be received.
2. THAT the draft service agreement for the Justice Support Worker be finalized and awarded to the Sasamans Society based upon its response to RFP-17-21.

THAT the Chair and Corporate Officer be authorized to execute the contract on behalf of the Strathcona Regional District.

Respectfully:



David Leitch  
Chief Administrative Officer

**BACKGROUND**

On October 12, 2021, a Request for Proposals (RFP) was issued requesting a host agency for the Justice Support Worker program however, no responses were received by the closing date. The same RFP was reissued on December 10, 2021, with a closing date of January 17, 2022.

Two submissions from local qualified social agencies were received. The proposals were evaluated by a 5 person evaluation panel as per the evaluation criteria in the RFP. The Sasamans Society scored the highest with a score of 382 out of a possible 500 points.

Staff began discussions with the Sasamans Society to discuss project timing and to fine-tune program outcomes.

**FINANCIAL IMPLICATIONS**

The award from UBCM Strengthening Communities' Services Grant totaled \$1,020,279. All program activities were fully funded and there is no financial implication to the Strathcona Regional District.

As per the Strathcona Regional District's agreement with UBCM, the Strengthening Communities' Service Grant funds were to be spent by July 31, 2022. A request to extend the grant to January 2023 was made and approved by UBCM. This provided the ability to re-issue the RFP and seek an agency to deliver the service.

**Prepared by:**

*Renée LaBoucane, Manager, Strategic Initiatives*

Attachments: RFP-17-21 Justice Support Worker  
Draft Agreement with Sasamans Society



## **REQUEST FOR PROPOSALS**

### **JUSTICE SUPPORT WORKER – HOST AGENCY RFP-17-21**

#### **ISSUE DATE**

December 10, 2021

#### **CLOSING DATE AND TIME**

January 17, 2022 at 4:00 pm

#### **CLOSING LOCATION**

Strathcona Regional District  
301-990 Cedar Street  
Campbell River, BC V9W 7Z8

#### **CONTACT PERSON**

Renée LaBoucane  
Manager, Strategic Initiatives  
Tel: (250) 830-6700  
Fax: (250) 830-6710  
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## **A. PROJECT SUMMARY**

The Strathcona Regional District (SRD) was successful in obtaining a Strengthening Communities' Services grant to support agencies delivering services to individuals and families experiencing homelessness. The federally and provincially funded program was developed to improve the health and safety of unsheltered people experiencing homelessness, reduce related community impacts, improve service coordination and increase local capacity for service delivery. One component of the granted activity was to try to improve services for those who interacting with the Justice System who may be experiencing homelessness or at risk of homelessness

The SRD is seeking proposals from qualified organizations for the provision of a Justice Support Worker.

The SRD is seeking a local agency to host a one-year term position: Justice Support Worker. The host agency will provide the oversight and support needed to facilitate the position and administer the funding associated with salary and benefits, vehicle allowance, supplies and miscellaneous expenses.

The purpose of the position is to provide support to people navigating the justice system who are experiencing homelessness or at risk of homelessness and provide those people with access and connection to services they want and need. This position is focused on improving the health and wellness outcomes for clients by improving coordination among justice, health care, and social service professionals by having a dedicated person help improve communication and access to services. A main priority for this position will be to help consenting clients access treatment and recovery services, housing services, and health care services in a timely manner and be able to communicate those options to the clients and justice sector professionals.

Proponents shall base their Proposal on furnishing everything including all permits, labour, materials, equipment and all necessary supplies as well as incidentals required to hire, supervise, monitor and evaluate the Justice Support Worker and the services provided to the homeless population in full compliance with the provisions and requirements of this RFP document. Any deviation from the requirements set out in this document must be fully disclosed in the proposal.

Refer to Appendix A for additional details regarding the scope and specifications for this project.

## **B. ADMINISTRATIVE REQUIREMENTS**

### **1.0 DEFINITIONS**

Throughout this RFP, the following definitions apply:

“Closing” means the closing date and time specified on the first page of this Request for Proposals.

“Contract” means the written agreement resulting from this Request for Proposals executed by the Strathcona Regional District and the contractor.

“Contractor” means the successful proponent to this Request for Proposals who enters into a written contract with the Regional District.

“Must”, “shall” or “mandatory” means a requirement that must be met in order for the proposal to receive consideration.

“Project” means that work to be completed in accordance with this Request for Proposals.

“Proponent” means an individual, company or partnership that submits, or intends to submit, a proposal in response to this Request for Proposals.

“Proposal” means a submission in response to this Request for Proposals.

“RFP” means this Request for Proposals.

“Should” or “desirable” means a requirement having a significant degree of importance to the objective of the Request for Proposals.

## **2.0 TERMS AND CONDITIONS**

The terms and conditions applicable to this RFP are contained within this document. Submission of a proposal in response to this RFP indicates acceptance of all terms and conditions contained herein or in any addenda issued by the Regional District.

## **3.0 EVALUATION**

Proposals will be evaluated by the Regional District based on the criteria identified herein. The intent of the Regional District is to enter into a contract with the proponent whose proposal represents the best value to the Regional District based on the Regional District's evaluation of the proposals received.

## **4.0 ALTERNATIVE SOLUTIONS**

If alternative solutions are offered, the information should be submitted in the same format as a standard proposed response but must be clearly marked as an “Alternative Proposal”. If a proponent submits more than one proposal each must be separately and uniquely identified.

## **5.0 CHANGES TO PROPOSALS**

By written notice a proponent may, prior to closing, amend or withdraw its proposal. Upon closing all proposals become irrevocable and may not be amended or withdrawn prior to the deadline for acceptance except where the proponent and the Regional District have mutually agreed to a change for the purpose of entering into a contract.

## **6.0 PROPONENTS' EXPENSES**

Proponents are solely responsible for their own expenses in preparing and submitting their proposals. The Regional District will not be liable for any claims for costs or damages incurred by a proponent in preparing a proposal, loss of anticipated profit in connection with a final contract or any other matter whatsoever.

## **7.0 CURRENCY AND TAXES**

Prices must be quoted in Canadian dollars and exclusive of taxes which shall be shown separately on the Proposal Form. No adjustment of fees or pricing will be made due to international currency fluctuations and/or any import duties and any additional taxes as a result of the contractor sourcing any materials, components and/or labour from international sources.

## **8.0 SUBCONTRACTORS AND PARTNERSHIPS**

If subcontractors are to be used they must be clearly identified in the proposal. Joint submissions in the form of a partnership or consortium are acceptable including a joint submission by proponents having no formal corporate links. However, each proposal must identify the legal entity which is to be responsible for the overall performance of the work which constitutes the project.

## **9.0 CONFLICT OF INTEREST**

Contracting or subcontracting with any firm or individual whose corporate or other interests could, in the Regional District's opinion, give rise to a conflict of interest in connection with the services will not be permitted. This includes, but is not limited to, any firm or individual involved in the preparation of this RFP.

## **10.0 ACCEPTANCE OF PROPOSALS**

This RFP must not be construed as an agreement to purchase goods or services nor as an invitation to perform any service for the Regional District, except as specifically outlined herein. Proposals shall remain open for acceptance by the Regional District at least February 28, 2022. Proposals must state the latest date for acceptance at the time of submission.

The Regional District is not bound to accept the lowest price or any proposal. Proposals will be evaluated on the basis of stated criteria and the Regional District is under no obligation to request clarification or further information, whether written or oral, from any proponent prior to completion of the evaluation process.

The Regional District reserves the right to reject any and all proposals for any reason or to accept any proposal in whole or in part which the Regional District, in its sole unrestricted discretion, deems to represent the best value for the Regional District. Proponents acknowledge the Regional District's rights under this clause and absolutely waive any right of action against the Regional District for failure to accept their proposals whether such right of action arises as a result of negligence, bad faith or for any other reason.

The Regional District reserves the right to enter into negotiations with one or more proponents with respect to the services to be provided, and expressly reserves the right through such negotiations to request changes, alterations, additions or deletions from the terms of any proposals received.

Formal acceptance of any proposal and the subsequent confirmation of project award must not be construed as authority for the proponent to proceed with the project as this will be dependent on the execution of a contract and the fulfillment of any conditions precedent imposed by any authority having jurisdiction over the work or service to be performed.

## **11.0 CANCELLATION OR DELAY OF RFP**

The Regional District reserves the right to delay and/or cancel this RFP at any time and for any reason, and will not be responsible for any direct or indirect loss, damage, cost or expense incurred or suffered by any proponent as a result of such cancellation.

The acceptance of any Proposal and the subsequent execution of a contract may be subject to funding and approval by the Board of Directors of the Strathcona Regional District or any of its delegated authorities.

## **12.0 EXECUTION OF CONTRACT**

After acceptance by the Regional District, the successful Proponent will be provided with written confirmation. A contract will be executed when all preconditions have been met. No proponent will acquire any legal or equitable rights or privileges with respect to this project until a contract has been entered into with the Regional District.

## **13.0 LIABILITY FOR ERRORS**

The information contained within this RFP is not guaranteed or warranted to be accurate by the Regional District, nor is it necessarily comprehensive or exhaustive. Nothing in this RFP is intended to relieve proponents from conducting their own research and forming their own opinions and conclusions with respect to the matters addressed in this RFP.

#### **14.0 MODIFICATION OF TERMS**

The Regional District reserves the right, at its sole discretion, to modify the terms of this RFP at any time prior to the closing time. Such modifications will be communicated to all proponents through a formal addenda process.

#### **15.0 FREEDOM OF INFORMATION**

Proposals are subject to the provisions of the *Freedom of Information and Protection of Privacy Act* which provides that all information contained therein, with some exceptions, is subject to access by the public. Information that is considered to be confidential or proprietary in nature should be clearly noted as such by the proponent. The Regional District cannot guarantee that any information contained within a proposal will remain confidential if a request for access is made.

#### **16.0 USE OF DOCUMENT**

This document, nor any portion thereof, may not be used for any purpose other than the submission of proposals.

#### **17.0 CONFIDENTIALITY OF INFORMATION**

Information pertaining to the Regional District obtained by the Proponent as a result of participation in this RFP process, other than information that is generally available as part of the public record, is to be treated as confidential and must not be disclosed without prior written authorization from the Regional District.

### **C. SUBMISSION REQUIREMENTS**

#### **18.0 PROPOSAL SUBMISSION**

Proposals shall be submitted in one of the following formats:

**Electronically** in PDF format, along with the signed and dated Proposal Form provided herein, to the secure RFP submission portal on the SRD's website. The deadline for receipt of proposals is 4:00 p.m. Pacific time on January 17, 2022 at the following address:

<https://srd.ca/uploadsubmissions/>

Once submitted, proposals may not be viewed or changed. To make a correction, a clearly labelled corrected version shall be submitted to the portal and an email sent to [procurement@srd.ca](mailto:procurement@srd.ca) indicating which version is intended for consideration.

**In person delivery or by mail/courier** in duplicate complete with one digital copy in portable document format (.pdf file) on a CD, DVD or USB device along with the signed and dated Proposal Form provided. The deadline for receipt of proposals is 4:00 p.m. Pacific time on January 17, 2022 at the following location:

Strathcona Regional District  
990 Cedar Street  
Campbell River, BC V9W 7Z8

Proposals must be submitted in a sealed package with the name and address of the proponent and the RFP title clearly marked on the outside.

## SAMPLE LABEL

Name of Proponent Address of Proponent
<b>CONFIDENTIAL – DO NOT OPEN</b>
<b>RFP – JUSTICE SUPPORT WORKER – HOST AGENCY RFP-17-21</b>
STRATHCONA REGIONAL DISTRICT 990 Cedar Street Campbell River, BC V9W 7Z8

Late proposals will be disqualified.

Proposals that are unsealed, conditional, illegible, obscure, contain arithmetical errors, erasures, alterations or irregularities of any kind may, at the discretion of the Regional District, be disqualified.

The person(s) authorized to sign on behalf of the proponent and to bind the proponent to statements made in response to this RFP **must execute** the Proposal Form. Unsigned proposals will be disqualified.

Proponents shall be solely responsible for the delivery of their proposals in the manner and time prescribed. All submissions must be delivered according to the instructions provided herein and the Regional District will accept no responsibility for documents delivered to any other location.

### 19.0 PROJECT MANAGER

Proponents are required to designate an individual who shall be the Designated Project Manager (“Project Manager”) for the project. The Project Manager shall be the contractor’s project manager responsible for the delivery of all contracted services to the Regional District. The Project Manager, and not subordinate staff, shall at all times be directly responsible for the management of the project. The Project Manager shall attend all meetings of the project team during the term of the project. The Project Manager shall not be replaced without the prior written consent of the Regional District.

### 20.0 ENQUIRIES

All enquiries related to this RFP are to be directed, in writing or by email, to:

Renée LaBoucane, Manager, Strategic Services  
Strathcona Regional District  
301-990 Cedar Street, Campbell River, BC V9W 7Z8  
Phone: 250-830-6700  
Fax: 250-830-6710  
Email: [procurement@srd.ca](mailto:procurement@srd.ca)

Information obtained from any other source is not official and should not be relied upon.

### 21.0 RFP ADDENDA

Addenda to this RFP may be issued prior to closing in response to queries received or at the initiative of the Regional District. Addenda will be in written form and will be made available on the BC Bid (<http://www.bcbid.gov.bc.ca>) and Strathcona Regional District ([www.srd.ca](http://www.srd.ca))

websites. Information contained within RFP addenda(s) is considered an integral part of the RFP and should be considered by proponents when responding to this RFP.

Verbal communications will not be binding unless confirmed by written addenda.

## 22.0 DISCLAIMER

Each proponent is responsible to review and understand the terms and conditions of this RFP and the scope of the work described. The Regional District makes no representation or warranty as to the accuracy or completeness of the information contained in this RFP and proponents are solely responsible to ensure that they have obtained and considered all information necessary to understand the requirements of the RFP and to prepare and submit their proposals. The Regional District will not be held responsible for any loss, damage or expense incurred by a proponent as a result of any inaccuracy or lack of completeness associated with this RFP, or as a result of any misunderstanding or misinterpretation of the requirements of this RFP on the part of any proponent.

## 23.0 EVALUATION CRITERIA

Respondent's Submission should be limited to 3 pages, excluding attachments and should address the following Evaluation Criteria:

1. Overall Project Approach: the methodology, approach, and overall vision for the proposed position. How would your organization implement this position?
2. Project Feasibility, Budget and Timing: Proposed timeline and budget, does your organization have the capacity to administer the position, recruit a successful candidate and implement the process quickly?
3. Value-Added Benefits: additional marks will be awarded for a local agency that can implement the position quickly and where the position is synergistic with existing programs and services offered.
4. Demonstrated experience: the Respondent's record of success in the provision of services, number of employees, similar services offered, and reputation in the community.
5. Evaluation Process: outline measurable performance indicators for the positions and how the impact of the position and proof of concept will be evaluated.

Proposals will be evaluated against the following criteria:

Criteria	Points
Proposed Budget (must be within the project budget)	10
Ability to comply with project schedule	10
Demonstrated, relevant project experience	25
Overall Project Approach – Vision and implementation methodology	10
Project feasibility	10
Value added benefits	15
Proposal quality and clarity	10
Evaluation and Performance Indicators	10
Total	100

If required, a short list of proponents may be established to be contacted by the Regional District. The purpose for contacting a proponent at this stage would be to gain a greater understanding of the proponent's proposal as submitted. Depending on the nature of the questions to be answered an interview may also be arranged to facilitate a more in-depth understanding of the proposal.

#### **D. SPECIFICATIONS AND SCOPE OF WORK**

##### **24.0 SERVICES**

The proponent will provide all labour, tools, equipment, supervision, vehicles, fuels, materials, supplies, permits, and services necessary to provide the role of Justice Support Worker (the "Work").

##### **25.0 PERMITS AND CERTIFICATES**

The successful proponent must obtain, and pay for, all necessary permits to carry out the work of this project. The contractor will be required to provide certificates of conformity to requirements of authorities having jurisdiction.

##### **26.0 PROJECT SCHEDULE**

The Regional District has a "window of installation" for this project. Proponents shall state in their Proposal submission whether they can comply with this timeline. In accordance with the evaluation criteria set out in this document, points will be awarded to proponents confirming their ability to conform with the project schedule specified as:

Notice of award – February 2022

Contract signing – February 2022

Project start – March 2022

Project completion – December 2022

##### **27.0 PROJECT SPECIFICATIONS**

The SRD is seeking a local agency to host a one-year term Justice Support Worker position. The host agency will provide the oversight and support needed to facilitate the position and administer the funding associated with salary and benefits, vehicle allowance, supplies, office space and miscellaneous expenses. Please see Appendix A for further details on the position and purpose of services provided.

##### **28.0 CHANGE IN SCOPE**

The Regional District reserves the right to amend the scope for work during the term of the proposed contract. In such cases, the Regional District would request a quotation from the contractor for the change in scope.

#### **E. CONTRACT CONDITIONS**

By submission of a proposal, the Proponent agrees that should its proposal be successful, the Proponent will enter into a contract with the Regional District that subject to negotiation, may include the following contract clauses:

##### **29.0 COMPLIANCE WITH LAWS**

The contractor will give all notices and provide all permits, licenses and other approvals required to perform the work. The contractor will comply with all laws applicable to the work or performance of the contract.

### **30.0 LAWS OF BRITISH COLUMBIA**

Any contract resulting from this RFP will be governed by and will be construed and interpreted in accordance with all laws in affect in the province of British Columbia.

### **31.0 INDEMNITY**

Notwithstanding the provision of insurance coverage by the contractor, the contractor hereby agrees to indemnify and save harmless the Regional District, its officers, agents and employees from and against all claims, demands, losses, costs, damages, actions, suits or proceedings by whomever made, brought or prosecuted and in any manner based upon, arising out, related to, occasioned by or attributable to the activities of the contractor, its servants, agents, subcontractors and sub-operators, in providing the services and performing the work of the contract, excepting always liability arising solely out of the negligent act or omission of the Regional District.

### **32.0 INSURANCE**

Any contract resulting from this RFP will require that the contractor, without limiting its obligations or liabilities and at its own expense, provide and maintain throughout the contract term:

- a. Comprehensive commercial general liability insurance in an amount not less than \$2,000,000 inclusive per occurrence, insuring against bodily injury and property damage and including liability assumed under the contract;
- b. Professional liability in an amount not less than \$2,000,000 insuring the contractors' liability resulting from errors and omissions in the performance of professional services under the contract.
- c. Automobile liability on all vehicles owned, operated or licensed in the name of the contractor in an amount not less than \$2,000,000.

The Regional District is to be added as an additional insured and the policy shall contain a cross liability clause. All required insurance will be endorsed to provide the Regional District with 30 days advance written notice of cancellation or material change.

The contractor will provide the Regional District with evidence of the required insurance in the form of a certificate(s) of insurance, immediately upon execution and delivery of the contract.

### **33.0 REGISTRATION WITH WORKSAFEBC**

The contractor and any approved subcontractors must be registered with WorkSafe BC and WCB coverage must be maintained for the duration of the contract. Prior to receiving any payment, the contractor may be required to submit a WCB Clearance Letter confirming all assessments have been paid and the contractor is in good standing. The contractor and any approved subcontractors shall abide by all provisions of the Workers Compensation Act of British Columbia.

**F. PROPOSAL FORM**

**REQUEST FOR PROPOSALS  
JUSTICE SUPPORT WORKER  
RFP-17-21**

**CLOSING DATE AND TIME  
4:00 PM PACIFIC TIME ON JANUARY 17, 2022**

**This form must be completed, signed and included with the submission.**

The undersigned confirms that its submission is in response to the above noted RFP.

The proponent acknowledges receipt of Addenda # \_\_\_\_\_ through Addenda # \_\_\_\_\_.

**Proponent:**

**Address:**

**Contact  
Name:**

**Phone:**

**Fax:**

**Email:**

<b>Completed Price</b>	<b>\$</b>
<b>Taxes</b>	<b>\$</b>
<b>Total Project Price</b>	<b>\$</b>

Proponents should ensure that all requirements of the RFP are dealt with in their proposal submission and that all materials and products proposed comply with the specifications therein.

\_\_\_\_\_  
**Authorized Signature**

\_\_\_\_\_  
**Name and Title**

\_\_\_\_\_  
**Date**

## **Appendix A**

### **Justice Support Worker Position Overview**

The intention of this newly created position is to help bridge the ever-widening gap between the justice system, the healthcare system and social services by having a trained professional regularly attend court in-person and be available as a resource to assist judges, Crown Counsel, defence lawyers and Probation Officers to make more informed decisions when it comes to the availability of recovery services, detox treatment, counselling opportunities and housing programs. The Justice Support Worker would be independent of government and be available to respond to enquiries from the judge or other court users in near real time (within minutes of receiving requests).

This person would have a foot in two completely different worlds. They would be familiar with a) policing, court processes and Community Corrections as well as b) mental health / addictions programs, housing solutions and various community social services. They would also be comfortable working collaboratively with members of the Campbell River RCMP, Campbell River Community Corrections, Island Health's Assertive Community Treatment (ACT), Integrated Case Management Team (ICMT) and Substance Use Integration Team (SUIT) and other local service providers including the Native Courtworker and Counselling Association of BC.

The support worker will also assist accused individuals or convicted offenders who are experiencing homeless or at risk of homelessness access various services that aim to address the causes of criminality and homelessness. In particular, the Justice Support Worker will identify opportunities and provide advice when it comes to addictions and mental health treatment options. Information and advice provided by the Justice Support Worker may be able to assist court users to determine the contents of joint submissions, to divert minor offences to alternative measures which include drug/alcohol/mental health treatment or assist in the drafting bail conditions which are designed to prevent a return to homelessness and criminality.

In addition, the successful candidate will be able to provide practical assistance by facilitating transportation directly from court to services in Campbell River and region as well as provide ongoing support in terms of identifying opportunities for housing and counselling programs upon the completion of treatment programs, so that accused / convicted offenders are better positioned for better health outcomes.

#### **Nature and Scope of Work for the Justice Support Worker Position**

- Establishes and maintains effective working relationships with an extensive network of service providers who may be of assistance in addressing immediate causes of criminality and homelessness. This includes (but is not limited to) the Campbell River RCMP, Campbell River Bylaws, Campbell River Community Corrections, Campbell River Coalition to End Homelessness, the Campbell River Community Action Team (CAT), KDC Health and Island Health as well as treatment facilities
- Regularly attends court in-person and provides a wide variety of information and advice to the judge, Defence, Crown Counsel and other court users regarding availability and suitability of drug / alcohol detox, treatment and counselling services
- Identifies opportunities for people experiencing (or people at risk of) homelessness to access recovery services, detox, treatment and counselling in Campbell River, elsewhere on Vancouver Island as well as further afield if needed
- Provides transportation to various services on Vancouver Island and/or further afield

- Identifies opportunities for people to access housing upon the completion of various programs
- Willingness to occasionally work outside regular business hours as required

**Knowledge, Skills and Abilities required for the Justice Support Worker Position**

- Familiarity with the criminal justice system, policing and court processes
- General knowledge of substance use, detox, treatment and counselling options
- Excellent problem solving skills related to homelessness and substance use
- Ability to work collaboratively with a wide variety of court-related and community services stakeholders
- Ability to manage time, priorities tasks and work with minimal supervision
- Ability to maintain confidentiality and individual privacy
- Ability to deliver a high level of customer service and deal calmly, courteously and tactfully with all accused / convicted offenders who have expressed an interest in attending detox or treatment
- Ability to identify existing gaps and to work proactively to address the needs of accused / convicted offenders who are experiencing (or at risk of) homelessness
- Ability to develop processes for receiving referrals, identifying key performance indicators and tracking outcomes

**Qualifications required for the Justice Support Worker Position**

The successful candidate could have a variety of qualifications and experience. This could include certifications associated with criminology, counselling, community development and health care. The successful host agency would recommend and refine what qualifications should be requested for a successful applicant.

**Term and Duration**

The grant funding is approved for a one-year term. The respondent is encouraged to recommend the number of hours per week and duration of the position based on available funding and existing services that are offered in the community.

A formal introduction to local professionals in the justice, health care and social service sector will be facilitated by RCMP and City of Campbell River staff for the successful proponent upon hiring.

**Budget**

The Budget for this project is \$120,000 which includes salary (inclusive of benefits), vehicle allowance and supplies. A portion of the budget can be allocated to administration, equipment and physical space to work if needed.

**Draft Key Performance Indicators**

The successful host agency will be asked to expand and add to this list and including performance indicators in the RFP. Some performance measures could include:

1. Number of clients served.
2. Number of service connections made to each of the following:
  - a. recovery and treatment services
  - b. housing services
  - c. healthcare services
  - d. counselling services
  - e. employment services

3. Reduced justice system interactions involving clients.
4. Formal evaluation and feedback from clients
5. Formal evaluation and feedback from stakeholders – including Justice System, RCMP, Health and Social Services professionals

As this position is funded as a pilot program, evaluation and proof of concept will be an important component to determine if there is an ongoing need for this type of position and if additional funding will be sought.



## **SERVICE AGREEMENT**

### **Strathcona COVID-19 Unsheltered Homelessness Response**

**THIS AGREEMENT** dated for reference the 9<sup>th</sup> day of February 2022.

BETWEEN:

**STRATHCONA REGIONAL DISTRICT**

990 Cedar Street  
Campbell River, BC, V9W 7Z8

(the "Regional District")

AND:

**SASAMANS "OUR CHILDREN" SOCIETY**

680 Head Start Crescent  
Campbell River, BC  
V9H 1P9

(the "Agency")

WHEREAS:

- A. The Strathcona Regional District wishes to enter into an agreement for services to be provided by the Agency attached hereto as Appendix 'A'.
- B. Both parties have agreed to the terms and conditions applicable to the performance of the services by the Agency.

NOW THEREFORE, the Regional District and the Agency hereby agree as follows:

**1. SERVICES**

The Agency agrees to provide the Services as described in Appendix 'A' on the terms and for the consideration specified herein.

**2. TERM**

The Agency will provide the Services during the term of this Agreement commencing on February 9, 2022 and ending not later than January 31, 2023 (the "Term").

**3. PAYMENT FOR PERFORMANCE**

- 3.1 The Regional District will pay the Agency a fee not to exceed \$120,000 for providing the Services. A final payment of 20% of the total contract will be withheld

until a final project report is received by the Regional District from the Agency no later than January 31, 2023.

- 3.2 Payment shall be made upon receipt of an invoice, payable within thirty (30) days after approval by the Regional District.
- 3.3 Disbursements and taxes shall be shown separately on all invoices.
- 3.4 Upon the termination of this Agreement all financial records that indicate actual expenditures from the Strengthening Communities' Services program funding must be kept for 6 years. The delivery of the Services may be subject to a compliance audit at any time.

#### **4. CONFIDENTIALITY**

- 4.1 The Agency agrees that all information and records received from the Strathcona Regional District or another party with respect to this Agreement shall be treated as confidential and shall not be released to the public or to any other party except insofar as may be necessary to provide the Services.
- 4.2 The Agency acknowledges that this Agreement and any records produced as a result thereof may be subject to disclosure under the *Freedom of Information and Protection of Privacy Act*.

#### **5. INDEPENDENT CONTRACTOR**

- 5.1 The Agency is an independent contractor and is not a servant, employee or agent of the Regional District. The Agency hereby confirms that it has full legal authority to provide the Services and shall be fully responsible for the planning, organization, delivery, and reporting requirements of all aspects of the Services.
- 5.2 The Regional District may give instructions to the Agency in connection with the provisions of the Services but only in regard to the standards, policies and guidelines of the Regional District and the anticipated outcomes.
- 5.3 The Agency is responsible for remitting all applicable statutory payments in relation to fees paid by the Regional District under this Agreement including Income Tax, Canada Pension Plan, Employment Insurance and WorkSafe BC premiums.
- 5.4 The Agency will provide all equipment, materials, supplies and human resources required for the provision of the Services except as may be otherwise set out in this Agreement

#### **6. INDEMNITY**

The Agency will indemnify and save harmless the Regional District against any claims related to personal injury or property damage, whether sustained by the Agency or another

party arising from or connected with the provision of the Services, save and except to the extent that such injuries or damages result from the negligence of the Regional District.

## **7. INSURANCE**

7.1 The Agency shall:

- a) at its own expense provide and maintain throughout the Term of this Agreement, comprehensive commercial general liability insurance policy or policies in an amount not less than \$2,000,000 inclusive per occurrence, insuring against bodily injury and property damage during the term of the contract.
- b) furnish the Regional District, upon request, with a certificate or certificates of insurance as evidence that such insurance is in force including evidence of any insurance renewal of policy or policies. Every certificate, or certificates of insurance shall include certification by the insurer that the certificate of insurance specifically conforms to all of the provisions required herein; and
- c) maintain such insurance and the performance by the Contractor of its obligation under this clause shall not relieve the Contractor of liability under the indemnity provisions contained in this Agreement.

## **8. CLIENT REPRESENTATIONS**

The Agency will ensure that communications with the media regarding the project be approved or made in collaboration with the Regional District.

## **9. HEALTH AND SAFETY**

9.1 The Agency will comply with all applicable health and safety regulations and, if eligible, will maintain during the term of this Agreement the necessary coverage with Worksafe BC for its workforce. If the Agency is ineligible for registration with Worksafe BC, the Regional District will obtain coverage on behalf of the Agency and deduct the cost of such coverage from the amount payable to the Agency.

9.2 Any in-person activities, meetings, or events must meet physical distancing and other public health guidance in relation to COVID-19.

## **10. TERMINATION**

10.1 The Regional District or Agency may terminate this agreement in whole or in part for any reason by giving the other party thirty (30) days notice.

10.2 In the event this Agreement is terminated prior to January 31, 2023, the Agency may be required to refund the Regional District such monies as may have been advanced by the Regional District under Section 3. Any refund would be calculated as a percentage of the services delivered.

**11. GENERAL**

Neither party may assign its rights and/or obligations under this Agreement without the other party's prior written consent.

No amendments or modifications to this Agreement shall become effective unless agreed upon by both parties in writing.

The witness whereof the parties have executed this Agreement as of the dates indicated below.

**STRATHCONA REGIONAL DISTRICT**

\_\_\_\_\_  
Corporate Officer

\_\_\_\_\_  
Board Chair

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date

**Sasamans "Our Children" Society**

\_\_\_\_\_  
Name

\_\_\_\_\_  
Date

## APPENDIX 'A'

### **Project: Justice Support Worker**

As per the Strengthening Communities application submitted by the Strathcona Regional District (SRD) to UBCM and accepted for funding, the Sasamans Society will be the host agency for the Justice Support Worker program.

#### **1. Context:**

The purpose of this project is to improve outcomes for people experiencing unsheltered homelessness who are interacting with the justice system. The purpose is to support improved communication between all parties and support service connections to community housing, health, wellness and recovery programs. The Justice Service Worker will improve collaboration between all sectors involved by fostering community connections and improving access to available services.

The Strengthening Communities Services Program is funded by the Government of Canada and the Province of British Columbia under the COVID Restart Funding for Local Governments. The Strathcona Regional District (SRD) in partnership with the City of Campbell River applied to the program on behalf of a community-led working group.

The working group developed a robust program of activities to address and support the immediate health and safety needs of those experiencing unsheltered homelessness, build capacity within the region, and foster community connection.

The SRD is responsible to the grant funders to administer, monitor and report on the grant program as outlined in the Strengthening Communities' Services application and the agreement terms of conditions. The funding is to be used solely for the purpose of the Justice Support Worker Program.

#### **2. Goals:**

The host agency will implement a pilot program by establishing the Justice Support Worker position with associated administration, work planning and oversight. The host agency will provide the oversight and support needed to facilitate the position and administer the funding associated with salary and benefits, vehicle allowance, supplies and miscellaneous expenses. The purpose of the position is to provide support to people navigating the justice system who are experiencing homelessness or at risk of homelessness and provide those people with access and connection to services they want and need. This position will serve all types of people regardless of ethnicity, gender, race or sexual orientation. The position is focused on improving the health and wellness outcomes for clients by improving coordination among justice, health care, and social service professionals by having a dedicated person help improve communication and access to services. A main priority for this position will be to help consenting clients access treatment and recovery services, housing services, and health care services in a timely manner and be able to communicate those options to the clients and justice sector professionals.

### **3. Justice Support Worker Position:**

The intention of this newly created position is to help bridge some of the ever-widening gap between the justice system, the healthcare system and social services by having a trained professional regularly attend court in-person and be available as a resource to assist judges, Crown Counsel, Defence lawyers, Probation Officers and Restorative Justice to make more informed decisions when it comes to the availability of recovery services, detox treatment, counselling opportunities and housing programs. The Justice Support Worker would be independent of government and be available to respond to enquiries from the judge or other court users in near real time (within minutes of receiving requests).

This position would be familiar with and work collaboratively with:

- a) Policing and court processes,
- b) Local mental health, addictions, housing, harm reduction and various community social services and programs,
- c) Campbell River RCMP,
- d) Campbell River Community Corrections,
- e) Island Health's Assertive Community Treatment (ACT),
- f) Integrated Case Management Team (ICMT),
- g) Substance Use Integration Team (SUIT),
- h) Native Courtworker and Counselling Association of BC.

The Justice Support Worker will also assist accused individuals or convicted offenders who are experiencing homeless or at risk of homelessness access various services that aim to address the causes of criminality and homelessness. In particular, the Justice Support Worker will identify opportunities and provide advice when it comes to addictions and mental health treatment options. Information and advice provided by the Justice Support Worker may be able to assist court users to determine the contents of joint submissions, to divert minor offences to alternative measures which include drug/alcohol/mental health treatment or assist in the drafting bail conditions which are designed to prevent a return to homelessness and criminality.

In addition, the successful candidate will be able to provide practical assistance by facilitating transportation directly from court to services in Campbell River and region as well as provide ongoing support in terms of identifying opportunities for housing and counselling programs upon the completion of treatment programs, so accused / convicted offenders are better positioned for better health outcomes.

See Appendix B Justice Support Worker Job Description for further details regarding the role and required qualifications.

A formal introduction to local professionals in the justice, health care and social service sector will be facilitated by RCMP and City of Campbell River staff for the successful proponent upon hiring.

#### 4. Justice Support Worker Program Host Agency Scope of Work:

The agency scope of work for the Justice Support Worker Program includes:

- Hire, train, provide oversight and support for the Justice Support Worker position.
- The agency and Justice Support Worker establish and maintain effective working relationships with an extensive network of service providers who may be of assistance in addressing immediate causes of criminality and homelessness. This includes (but is not limited to) the Campbell River RCMP, Campbell River Bylaw Department, Campbell River Community Corrections, Restorative Justice, Campbell River Coalition to End Homelessness, the Campbell River Community Action Team (CAT), KDC Health, First Nations Health Authority, Island Health as well as treatment facilities.
- Collaborate with partners and community agencies to assist in delivering wrap around services and overcoming barriers to service.
- Identify opportunities for people experiencing (or people at risk of) homelessness to access recovery services, detox, treatment and counselling in Campbell River, elsewhere on Vancouver Island as well as further afield if necessary
- Provide transportation to various services on Vancouver Island and/or further afield
- Identify opportunities for people to access housing upon the completion of various programs
- Maintain detailed records of interactions with clients, justice sector employees and community partners
- Attend meetings as required.
- Report on program outcomes.

#### Term and Duration

The grant funding is approved for an 11 month term, from February 2022 to January 31, 2023.

The **Outcomes** of implementing the Justice Support Worker position include:

1. Hire and train a qualified candidate in a timely manner.
2. Development of a work plan with deliverable and key measures of success for the 11 month term position.
3. Provide regular assessment and evaluation to improve service delivery and project outcomes and make adjustments as needed.
4. Provide all necessary administrative support, access to technology and communications tools, a vehicle allowance and associated oversight and support in order to fulfill the program objectives.
5. Improved coordination for people experiencing homelessness, or at risk of homelessness, interacting with the justice system.
6. Improved access to those experiencing homelessness, or at risk of homelessness, interacting with the justice system to available health, wellness, housing, substance use and recovery services.
7. Improved health and well-being of homeless people or those at risk of homelessness who interact with the justice system.

8. Improved collaboration and coordination across sectors to better support clients experiencing homelessness.
9. Reduced number of judicial interventions for people experiencing homelessness or at risk of homelessness.
10. Submission of a mid (July 31, 2022) and final report (January 31, 2023) to share:
  - The work plan with associated timelines;
  - A monitoring and evaluation framework to be assessed regularly and reported on for the mid-term review, and final report;
  - The number of clients served including appropriate data such as demographic information;
  - Number of service connections made;
  - Engagement with community partners in the justice, health and social service sector;
  - A financial report which includes all eligible expenses to set up and operate the program; and
  - Recommendations for the position and future service delivery considerations/changes.

**Budget:**

Salary – Justice Support Worker	\$ 57,100
Employee Benefits and Employer CPP, EI & WCB expenses	8,665
Agency Administration Fee	12,000
Office space rental	6,000
Training	3,000
Meeting Expenses and Program Activity Expenses	7,535
Travel	8,000
Program Supplies	8,500
Telecommunication Expenses	1,200
Program Evaluation/Contractor	8,000
Total	\$ 120,000

**Invoicing Schedule:**

Invoice 1, February 2022 (50%)	60,000
Invoice 2, July 2022 (30%)	36,000
Invoice 3, January 31, 2023 (20%)	24,000

**Timeline:**

This timeline has been developed based on an expectation that the grant funding is to be spent by January 31, 2023.

<b>Timeline</b>	<b>Key Steps/Activities</b>	<b>Who is Responsible</b>
February 2022	Sign agreement Submit Invoice 1	Sasamans and SRD
July 2022	Check in with Project Working group and SRD to provide a mid-term report Submit Invoice 2	Sasamans
Monthly	Implement project activities	Sasamans
January 31, 2023	Submit final report Submit final invoice	Sasamans

## **Reporting Requirements:**

As a requirement of the grant, final reports are required and due to the SRD by January 31, 2023. The final report should include:

### **Activity Report**

*Choose all that apply for this specific project*

A summary of the activities that were undertaken and the outcomes/impact of each activity.

- Describe the extent to which the completed activities improved the health and safety of unsheltered homeless people. Where possible, please provide metrics such as number of people that received support, the quantity of services provided (e.g. number of referrals, and service connections)
- Describe the extent to which the completed activities reduced community concerns about the public health and safety in areas where unsheltered homeless people were seeking or continue to seek temporary shelter and services.
- Describe the extent to which the completed activities improved coordination with health/social service providers, Indigenous organizations and others working on housing, homelessness and service provision. Where possible, please provide metrics such as the number of organizations that participated or number of meetings that were held.
- Describe the extent to which the completed activities increased capacity to work with homeless persons and Indigenous organizations towards culturally safe and trauma-informed responses. Where possible, please provide metrics such as number of people that received training.
- Describe the extent to which the completed activities resulted in any other community impacts or benefits.
- Describe how the completed activities applied an anti-stigma lens and increased public awareness and understanding of causes and responses to homelessness.
- Describe how the perspectives of people with lived experience of unsheltered homelessness were included in the completed project and the impact that this has had.
- Please describe how the funded activities were concluded and/or if activities will continue with alternative sources of funding.
- Please indicate if there was job creation as a result of the grant activities (number of FTE)
- Include any materials that were produced with grant funding (videos, reports, public information)

### **Financial Report:**

Acceptable accounting records must be kept that clearly disclose the nature and amounts of eligible expenditures (cash and in-kind) incurred as part of the approved project. Financial summaries are required to be submitted as part of the final report and must be signed by a financial representative of the Agency.

In all cases, the project expenditures must be net of any rebates (such as GST/PST) that the approved Agency is eligible to receive.

As outlined in the Budget, eligible expenses are direct costs that are properly and reasonably incurred by the Agency.

Where possible, please report any in-kind expenditures which were used for the implementation of this project. For example, the use of meeting rooms or equipment owned by the Agency.

Any significant variation from the approved project must be approved in advance and in writing by the SRD and funder. This could include: start or end dates, changes to expenditures, project purpose, goals or outcomes and project partners.

### **Eligible and Ineligible Costs and Activities**

As per the Strengthening Communities' Services 2021 Program and Application Guide, eligible costs are direct costs that are approved for funding, properly and reasonably incurred, and paid by the applicant to carry out eligible activities. Eligible costs can be incurred after January 31, 2022 to January 31, 2023 . Eligible activities must be cost-effective.

Ineligible costs include:

- Development costs associated with the original funding application package.
- Development of architectural, engineering, or other design drawings for the construction or renovation of facilities
- Routine or ongoing operating and/or planning costs or activities that are not incremental to the project
- Purchase of software, software licences, service subscriptions, or membership fees
- Legal, audit, or interest fees or fees to incorporate a society
- Fundraising, lobbying, or sponsorship campaigns
- Project-related fees payable to the eligible applicant(s) (e.g. permit fees, DCCs, etc.)
- Purchase of promotional items, door/raffle prizes, give-away items, and/or gifts for community members
- Major capital improvements to existing facilities and/or construction of new, permanent facilities
- Long-term, permanent capital investments including the purchase of land and/or buildings

## **Appendix B**

### **Justice Support Worker Job Description**

The intention of this newly created position is to help bridge some of the ever-widening gap between the justice system, the healthcare system and social services by having a trained professional regularly attend court in-person and be available as a resource to assist judges, Crown Counsel, Defence lawyers, Probation Officers and Restorative Justice to make more informed decisions when it comes to the availability of recovery services, detox treatment, counselling opportunities and housing programs. The Justice Support Worker would be independent of government and be available to respond to enquiries from the judge or other court users in near real time (within minutes of receiving requests).

This position would be familiar with and work collaboratively with:

- i) Policing and court processes,
- j) Local mental health, addictions, housing, harm reduction and various community social services and programs,
- k) Campbell River RCMP,
- l) Campbell River Community Corrections,
- m) Island Health's Assertive Community Treatment (ACT),
- n) Integrated Case Management Team (ICMT),
- o) Substance Use Integration Team (SUIT),
- p) Native Courtworker and Counselling Association of BC.

The Justice Support Worker will also assist accused individuals or convicted offenders who are experiencing homeless or at risk of homelessness access various services that aim to address the causes of criminality and homelessness. In particular, the Justice Support Worker will identify opportunities and provide advice when it comes to addictions and mental health treatment options. Information and advice provided by the Justice Support Worker may be able to assist court users to determine the contents of joint submissions, to divert minor offences to alternative measures which include drug/alcohol/mental health treatment or assist in the drafting bail conditions which are designed to prevent a return to homelessness and criminality.

In addition, the successful candidate will be able to provide practical assistance by facilitating transportation directly from court to services in Campbell River and region as well as provide ongoing support in terms of identifying opportunities for housing and counselling programs upon the completion of treatment programs, so accused / convicted offenders are better positioned for better health outcomes.

### **Qualifications**

The successful candidate could have a variety of qualifications and experience. This could include certifications associated with criminology, counselling, community development and health care. The host agency would recommend and refine what qualifications should be requested for a successful applicant.

## **5. Nature and Scope of Work:**

The scope of the Justice Support Worker Program includes:

- establishes and maintains effective working relationships with an extensive network of service providers who may be of assistance in addressing immediate causes of criminality and homelessness. This includes (but is not limited to) the Campbell River RCMP, Campbell River Bylaw Department, Campbell River Community Corrections, Restorative Justice, Campbell River Coalition to End Homelessness, the Campbell River Community Action Team (CAT), KDC Health, First Nations Health Authority, Island Health as well as treatment facilities.
- Regularly attends court in-person and provides a wide variety of information and advice to the judge, Defence, Crown Counsel and other court users regarding availability and suitability of drug / alcohol detox, treatment and counselling services as well as housing programs
- Identifies opportunities for people experiencing (or people at risk of) homelessness to access recovery services, detox, treatment and counselling in Campbell River, elsewhere on Vancouver Island as well as further afield if necessary
- Provides transportation to various services on Vancouver Island and/or further afield
- Identified opportunities for people to access housing upon the completion of various programs
- Keep detailed records of interactions with clients, justice sector employees and community partners
- Attend meetings as required
- Willingness to occasionally work outside regular business hours as required

### **Knowledge, Skills and Abilities**

- Familiarity with the criminal justice system, policing and court processes
- General knowledge of substance use, detox, treatment and counselling options
- Excellent problem solving skills related to homelessness and substance use
- Ability to work collaboratively with a wide variety of court-related and community services stakeholders
- Ability to manage time, priorities tasks and work with minimal supervision
- Ability to maintain confidentiality and individual privacy
- Ability to deliver a high level of customer service and deal calmly, courteously and tactfully with all accused / convicted offenders who have expressed an interest in attending detox or treatment
- Ability to identify existing gaps and to work proactively to address the needs of accused / convicted offenders who are experiencing (or at risk of) homelessness
- Ability to develop processes for receiving referrals, identifying key performance indicators and tracking outcomes
- Have a general understanding of trauma informed practice and cultural sensitivity and humility training