**APPENDIX D – RESPONSE TEMPLATE**

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| RESPONDENT NAME: | **Enter Name Here.** |

***IMPORTANT!*** *Respondents are required to complete each section in* ***Appendix D - Response Template****. Newly established non-profit societies must address RFPQ requirements and respond to rated criteria by including a comprehensive action plan covering areas where they may lack experience. Submissions addressing all RFPQ requirements and providing related information in the Response Template will receive higher scores.*

*Appendix D – Response Template shall be submitted in either Word or PDF format,* ***NOT*** *both.*

* + 1. **Respondent’s experience with operator and support services (10%)**

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| Respondents should demonstrate their experience providing support services and property management services as per the following: | |
| 1. **Overall operation of your non-profit entity: length of operation (in years), demographics served, and housing programs under which the Operator Services have been provided by your organization.**   *(Provide information in the white space below.)* | |
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| 1. **Clearly explain your organization’s philosophy and how this philosophy is embedded within resident support and programs offered.**   *(Provide information in the white space below.)* | |
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| 1. **Provide details on your experience working with supportive housing and delivering support programs.**   *(Provide information in the white space below.)* | |
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| 1. **Provide details on specific Indigenous culturally appropriate services in working with Indigenous residents and how these services have benefited them.**   *(Provide information in the white space below.)* | |
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| 1. **Provide details on your experience of accommodating individuals who are experiencing substance use and/or mental health challenges, require harm reduction supplies on site, require access to primary healthcare.**   *(Provide information in the white space below.)* | |
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* + 1. **Respondent’s experience with property and resident management (5%)**

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| 1. **Describe your experience in property management which include basic upkeep and repairs, policy on health and safety of tenants and staff, security, and building systems maintenance.**   *(Provide information in the white space below.)* | |
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| 1. **Using the following format, include in your proposal a complete listing of properties currently being operated by your organization that are exact, or similar to the requirements identified within this RFPQ (use a table format as suggested below).** | | | | | | | | |
| **Name of Property** | **Location** | **# of Bldgs** | **Years Owned or Leased** | **# of Units** | | **Program Participant Served** | **Support Services Offered** | **Annual Operating Budget** |
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* + 1. **Service Delivery Plan (20%)**

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| Respondents should clearly outline and provide a detailed description of how their organization intends to manage, operate and provide support services as identified in the RFPQ and further explained in the Supportive Housing Fund Operator Sample Agreement (Appendix A) | |
| 1. **Provide resident intake policies and procedures outlining your organization’s approach, methods, and actions to ensure client eligibility and equal opportunity to access services.**   *(Provide information in the white space below.)* | |
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| 1. **Provide numerical data indicating the current vacancy rate and unit turnover timelines at existing supportive housing buildings you currently operate.**   *(Provide information in the white space below.)* | |
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| 1. **Identify and clearly explain each support program your organization currently offers that will benefit the Program Participants and explain how these programs will assist the Program Participant’s to re-connect with the various community supports, be a good neighbour, get engaged in educational and recreational activities and to seek and obtain employment. Provide statistical evidence demonstrating current and/or past successes.**   *(Provide information in the white space below.)* | |
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| 1. **Provide details about how your organization embodies and imbeds trauma-informed practice and Reconciliation in providing supports.**   *(Provide information in the white space below.)* | |
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* + 1. **Community Partnership & Relationships (20%)**

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| Describe the relationships your organization has developed with community-based organizations and agencies, including multiple levels of government and regional health authorities. | | | | |
| 1. **Using the following format, provide a list of current relationships working with multiple levels of government, including Indigenous governments.** | | | | |
| **Name of Government Agency** | **Type of Relationship** | **Contact(s) in place? (Y/N)** | **Length of Relationship** |
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| 1. **Using the following format, identify and provide a list of any current partnerships your organization has with other complementary organizations in the Region(s)/Community(ies) your organization has identified in Appendix C of this RFPQ.** | | | | |
| **Name of the Organization** | **Length of Partnership** | **Role/actions of the Partnership** | **Benefit of Partnership** |
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| 1. **Brief explain your process of addressing community and neighbour concerns and complaints and developing and maintaining trust within the local community.**   *(Provide information in the white space below.)* | |
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* + 1. **Operational Capacity (25%)**

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| 1. **Using the following format provide a list of existing and future projects your organization are operating or has scheduled or planned to undertake within the next 3 years in the region(s)/community(ies) your organization has identified in Appendix C of this RFPQ.**   **List of existing and future projects** | | | | | |
| **Name of Project** | **Type of Housing** | **# of Bldgs & Units** | **Date Started / Plan to Start** | **Provided Services** | **# of FTEs Required** |
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| 1. **Using the following format, identify your resource allocation plan and/or employment strategies e.g., pool of part-time staff, that would enable your society to staff up and operate a supportive housing site. Please emphasize an ability to rapidly mobilize these services. Identify any potential risks your organization may face and how these would be successfully mitigated.**   **Resource allocation plan and/or employment strategies** | | | |
| **Identify Strategy** | **Short Description** | **Risk to Strategy** | **Mitigation** |
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* + 1. **Equity, Diversity, Inclusion and Belonging (EDIB) (10%)**

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| Describe your organization’s demonstrated commitment to equity, diversity, and inclusion and belonging (EDIB) in such areas as: | |
| 1. **Governance Models** | |
| 1. **Inclusive governance models, board composition and/or established community-based, advisory committees made up of members with lived-experience.**   *(Provide information in the white space below.)* | |
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| 1. **Policies and Practices** | |
| 1. **Describe the processes, policies, or procedures your organization has in place to reduce barriers to engagement for Equity Seeking Groups.**   *(Provide information in the white space below.)* | |
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| 1. **Describe any current programs, initiatives or targets your organization has in place that promote employment or training opportunities (such as apprenticeships) for Equity Seeking Groups.**   *(Provide information in the white space below.)* | |
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| 1. **Targeted programs or partnerships with service providers. Provide examples of prior projects, actions or initiatives that entailed specific targets benefits to Equity Seeking Groups. Please describe the resulting benefits.**   *(Provide information in the white space below.)* | |
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| 1. **EDIB Principles** | |
| 1. **Demonstrate your organization’s ability to execute the required scope of work in a manner which embeds trauma informed service delivery and cultural competency.**   *(Provide information in the white space below.)* | |
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| 1. **Describe how the project concept incorporates principles of EDIB. How does the design concept support Equity Seeking Groups.**   *(Provide information in the white space below.)* | |
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* + 1. **Reconciliation (10%)**

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| Provide the following information with your response: | |
| 1. **Indigenous Values and Culture:** | |
| 1. **Demonstrate your organization’s ability to execute the required scope of work in a manner which embeds Indigenous cultural safety and competency, include examples of practices, protocols or policies that reduce barriers to services that support Indigenous women, children, and 2SLGBTQAI+ (Two-Spirit, Lesbian, Gay, Bisexual, Transgender, Queer, Questioning, Intersex, Androgynous and Asexual) who are at risk of experiencing violence or are leaving violence.**   **Describe practices, protocols or policies that reduce barriers to services that support Indigenous women, girls, and 2SLGBTQAI+ who are fleeing violence** in reference to [*MMIWG Calls for Justice*](https://www.mmiwg-ffada.ca/wp-content/uploads/2019/06/Calls_for_Justice.pdf) Paragraph 4.7  *We call upon all governments to support the establishment and long-term sustainable funding of Indigenous-led low-barrier shelters, safe spaces, transition homes, second-stage housing, and services for Indigenous women, girls, and 2SLGBTQAI+ people who are homeless, near homeless, dealing with food insecurity, or in poverty, and who are fleeing violence or have been subjected to sexualized violence and exploitation. All governments must ensure that shelters, transitional housing, second-stage housing, and services are appropriate to cultural needs, and available wherever Indigenous women, girls, and 2SLGBTQAI+ people reside.*  *(Provide information in the white space below.)* | |
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| 1. **Provide examples of prior projects or activities your organization has executed where Indigenous culture and values were factored into the executed workflow. Describe how the engagement with Indigenous rightsholders occurred and how Indigenous values and culture impacted the executed work. Provide examples of engagement or how your organization implemented any cultural needs where Indigenous peoples reside.**   *(Provide information in the white space below.)* | |
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| 1. **Describe the processes, policies, or procedures your organization has in place to reduce barriers to engagement for Indigenous organizations/peoples (may include but not limited to; Indigenous employment, mission statements, engagement mandates, language fluencies).**   *(Provide information in the white space below.)* | |
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| 1. **Indigenous Engagement:** | |
| 1. **Provide examples of vendors or partners previously engaged by your organization who maintain active Indigenous ownership, control, participation, connections (joint-ventures or partnerships) or leadership.**   *(Provide information in the white space below.)* | |
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| 1. **Describe any policies, procedures or processes your organization has in place that promote engagement and connection with Indigenous communities. Please describe how these policies, procedures or process are conducive to strengthening relationships and achieving the long-term goals of Indigenous communities.**   *(Provide information in the white space below.)* | |
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| 1. **Indigenous Community Benefits:** | |
| 1. **Describe any current programs, initiatives or targets your organization has in place that promote employment or training opportunities (such as apprenticeships) for Indigenous peoples.**   *(Provide information in the white space below.)* | |
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| 1. **Provide examples of prior projects, actions or initiatives that entailed specific targets to benefit Indigenous communities. Please describe the resulting benefits.**   *(Provide information in the white space below.)* | |
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