

**End Homelessness Winnipeg  
Reaching Home: Canada's Homelessness Strategy**

**CALL FOR PROPOSALS  
CLIENT SUPPORT SERVICES  
April 2025 - March 2028**

This call is a result of an impending increase in funding for Winnipeg. Allocation of this funding is conditional upon an amended agreement between Winnipeg's Community Entity and Housing Infrastructure and Communities Canada.

**APPLICATION GUIDE**

PLEASE READ THE GUIDE CAREFULLY BEFORE COMPLETING YOUR APPLICATION

**Applications for funding must be received on or before the closing date:  
Monday, March 3rd, 2025 at 12:00 pm (noon)**

**Total Funding Available: \$1,000,000\***  
Maximum funding per project per year: \$200,000

All funding through this Call for Proposals - Client Support Services is conditional upon an amended Agreement being in place between End Homelessness Winnipeg and Housing, Infrastructure and Communities Canada (HICC).

All inquiries related to submissions of proposals for funding can be directed to:  
[rhadmin@endhomelessnesswinnipeg.ca](mailto:rhadmin@endhomelessnesswinnipeg.ca)

Please email completed applications to [rhadmin@endhomelessnesswinnipeg.ca](mailto:rhadmin@endhomelessnesswinnipeg.ca)

**Subject Line:** Client Support Services 2025/2028 CFP - <Your Organization's Name>

## INTRODUCTION

As Winnipeg's Community Entity for Reaching Home, End Homelessness Winnipeg, along with the Community Advisory Board (CAB) and Housing, Infrastructure and Communities Canada (HICC) is now accepting applications for funding for projects that:

- help improve the integration and connection of individuals and families to support services that assist with their access and retention to housing. (Client Support Services)

Funds can be used for new projects or to expand current projects funded by Reaching Home.

This call is a result of an impending increase in funding for Winnipeg. Allocation of this funding is conditional upon an amended agreement between Winnipeg's Community Entity and Housing Infrastructure and Communities Canada.

Recognizing Indigenous People are disproportionately represented in the homeless population, projects led by Indigenous organizations as well as projects focused on youth aging out of care will be prioritized.

## SERVICE DELIVERY LOCATION

Funding is available for projects operating in Winnipeg, Manitoba.

## ELIGIBLE RECIPIENTS

Eligible recipients for funding include:

- Registered not-for-profit organizations
- Registered charities in Canada

Funds can be used for new projects or to expand current projects funded by Reaching Home.

## FUNDING PRIORITIES

In the Winnipeg context the following are funding priorities:

- Expanding drop-in services hours including evenings, nights and weekends.
- Temporary storage for personal belongings and furniture.
- Access to oral care, eyeglasses, mobility and assistive devices and disability assessments.
- Creation of volunteer programs for people experiencing homelessness to support social integration.
- Service navigators to connect people with resources.

## REACHING HOME CLIENT SUPPORT DIRECTIVE

**Client support services** help improve the integration and connectedness to support services, such as the provision of basic needs and treatment services. This may also include services related to the economic, social and cultural integration of individuals and families, which support them to access and retain housing.

### (a) Basic Needs Services

Funding for basic needs services support outcomes that contribute to a reduction in homelessness. For example, short-term food and emergency shelter assistance are eligible activities as a means to assist people experiencing homelessness to obtain more stable housing. Longer-term food programs can also be funded if they are part of another intervention that is considered an eligible activity. For Indigenous people, funding could

support culturally appropriate services and connection with community (e.g., local and/or home community, including First Nation communities, Métis settlement).

### **(b) Clinical and Treatment Services**

Clinical and treatment services are activities that seek to improve the physical, emotional and psychological health and well-being of individuals and families who are experiencing or at imminent risk of homelessness, to support them to access and retain housing.

### **(c) Economic Integration Services**

Economic integration services are activities that seek to bridge individuals experiencing or at imminent risk of homelessness to existing employment programs, remove barriers to employment or support skill enrichment to facilitate labour market readiness, to support them to access and retain housing.

### **(d) Social and Community Integration Services**

Social and community integration services are supports to improve social and community integration of individuals and families experiencing or at imminent risk of homelessness, to support them to access and retain housing. This includes a broad range of services essential to improving well-being and long-term self-sufficiency.

## **ELIGIBLE ACTIVITIES**

### **(a) Basic Needs Services**

- Essential services related to the provision of emergency shelter beds, food and shelter, including shower and laundry facilities, food banks, soup kitchens, community kitchens and drop-in centres.
- Supplies to support individuals experiencing unsheltered homelessness, such as tarps, tents, sleeping bags and other basic goods as part of broader outreach efforts to connect people with housing.
- Longer-term food programs that are part of another eligible activity (e.g., activities that assist with community reintegration). Groceries, personal hygiene and supplies.
- Clothing, footwear and blankets.
- Storage for belongings (up to three months).
- Access to traditional foods and medicines.
- Culturally relevant supports for Indigenous peoples (e.g., cultural ceremonies, traditional supports and activities with the goal of increasing cultural connections and an individual's sense of belonging in a community).
- Repair or replacement of eyeglasses (if not otherwise covered through medical services).
- Access to disability and/or functional assessments, if not covered by a provincial/territorial government. For example, a report from a qualified professional in the field, accredited by the appropriate regulated professional association that will assist the individual in accessing broader supports, such as employment, income, and housing.
- Disability supports (e.g., mobility and other assistive devices if not otherwise covered through medical services).
- Personal identification.
- Access to technology (e.g., phones, community voice mail, safe apps, and computers) in a community setting (e.g., in a resource or drop-in centre).
- Transportation to home community (mileage eligibility to be determined by community).
- Transportation (e.g., bus tickets or taxi chits) to shelter and other emergency housing services.

### **(b) Clinical and Treatment Services**

- Brokering and navigating access to clinical, health and treatment services (includes mental health and addictions support) through case management, including through an Intensive Case Management team.
- Partnership development, liaison and integration to bring together services to support the needs of individuals or families; or to establish case management teams where none exists.
- Delivery of harm reduction activities that seek to reduce risk and connect individuals and families with key health and social services. These activities may include, for instance:
  - The storage, distribution and provision of materials and/or supplies (e.g., needles), prevention interventions (e.g., targeted programming to prevent substance abuse for youth experiencing or at imminent risk of homelessness, managed alcohol programs, connecting individuals to harm reduction services).
- Services and supports to help address the housing-related impacts of a mental health issue (e.g., cleaning services for hoarding situations).
- Professional fees and gifts for services provided in support of Indigenous peoples (e.g., services provided by Indigenous Elders or traditional healers). The value of professional fees, gifts or honoraria must be proportional to the service rendered and should not exceed the reasonable and customary amount for each service.
- Supports to access traditional or culturally sensitive healing services (e.g., healing circles, sweat lodge ceremonies, access to traditional medicines such as tobacco and sage) that are not offered through provincial/territorial programming. Eligibility is not based on service location (e.g., may be local or require travel to a non-local Indigenous community).

### **(c) Economic Integration**

- Income assistance: Services to connect individuals and families to existing income benefits and financial assistance (e.g., provincial/territorial social assistance, child benefits, disability benefits, Veterans allowance, old age security, or employment insurance).
- Employment assistance: Pre- and post-employment services (e.g., job search assistance, interview preparation) that bridge individuals to the labour market and assist them to maintain employment and build self-sufficiency.
- Connecting individuals and families to education and training programs, and services to support the successful participation in these programs (e.g., bus passes, clothing or equipment, food and non-alcoholic beverages, childcare costs, and internet access for the duration of the program).
- Job training services such as essential skills development (e.g., reading, document use, numeracy, writing, oral communication, working with others, critical thinking, computer use and continuous learning); and/or life skills (e.g., job interview training, anger management, sessions on healthy relationships, parenting skills development, effective communication, budgeting, cooking, or healthy eating).

### **(d) Social and Community Integration Services**

- Supports to improve social integration, for example, costs of participation or provision of recreational/sports activities, cultural programs, support groups, and access to peer supports and mentorship for youth.
- Enhancing family and natural supports for youth.
- Indigenous Elder consultation, gathering and preparing of traditional foods.
- Establishing and maintaining culturally relevant responses and supports to help Indigenous individuals and families (e.g., navigation of urban services, including to help establish and maintain culturally relevant support networks within an urban environment; Indigenous language and culture classes).

## INELIGIBLE ACTIVITIES

### (a) Basic Needs

- Purchase of alcoholic beverages, tobacco for personal use (e.g., cigarettes), cannabis, and illicit substances.

### (b) Clinical and Treatment Services

- Professional or other fees for clinical, health and treatment services and supports (e.g., nursing support services, medical assessments, and mental health and addictions supports.)

### (c) Economic Integration Services

- Employment activities normally delivered by other federal, provincial or territorial labour market programs.
- Job wages for individuals participating in an education, training, or pre-employment program.
- Direct provision of wages to program participants for casual work (e.g., paying a participant or person staying in a shelter to do odd jobs).
- Salary for a full-time teacher to provide an alternative to provincial or territorial education.

## PROJECT EXPECTATIONS

Projects are expected to:

- Participate in the data collection through Homeless Individuals and Families Information System (HIFIS) and the Results Reporting Online (RROL) Report.

## HOMELESS INDIVIDUALS and FAMILIES INFORMATION SYSTEM (HIFIS)

The Homeless Individuals and Families Information System (HIFIS) is a national system for the purpose of managing programs serving the homeless population. This data collection and case management system allows multiple service providers in the same community to access real-time data and to increase coordination of services. HIFIS data generates the By-Name List, which Naatamooskakowin uses to prioritize individuals and connect them with community agencies that provide housing services.

## NAATAMOOSKAKOWIN (Winnipeg's Coordinated Access System)

"Naatamooskakowin" is the name of Winnipeg's Coordinated Access System. It is a community-wide system that streamlines access to community resources using a person-centred and data-driven approach. The goal is for people and families experiencing homelessness to be efficiently matched with appropriate housing and support services. Please visit End Homelessness Winnipeg's website to learn more about [Naatamooskakowin](#).

## HOW TO APPLY

Please sign, scan and e-mail the completed application to:

[rhadmin@endhomelessnesswinnipeg.ca](mailto:rhadmin@endhomelessnesswinnipeg.ca)

**Subject Line:** *Client Support Services 2025-2028 CFP—<Your Organization's Name>*

A completed application must include the following documents:

- ✓ Funding Application
- ✓ Proposed Budget Form
- ✓ Wage Summary Form

## EVALUATION CRITERIA

Applications will be assessed based on the following criteria:

### Alignment with Community Needs and Priorities

- How well does the proposal address improving the integration and connectedness of individuals and families to support services to help them retain housing?
- Does the project demonstrate linkages to other agencies for the provision of services, or brokering and collaborating with other organizations across the system to provide seamless service delivery?

### Measurable and Achievable Outputs - Level of Impact

- Does the proposed project or activity have measurable and achievable benefits or outputs to connecting people to support services to help them retain housing?
- How many people will benefit from this project?
- What will be the impact of the project in the short term and in the longer term?

### Capacity of the Applicant

- What is the capacity of the applicant, and the people involved in carrying out the project activities in terms of experience, resources, and abilities? Includes past and current accomplishments.

### Cultural Appropriateness

- Is the project led by an Indigenous organization?
- Are services for Indigenous people delivered in a culturally appropriate way?
- Does the project respond to the unique needs of Indigenous people experiencing homelessness or other unique populations?

### Value for Money

- Administration budget no higher than 15% of the total project costs.
- Are costs reasonable compared to the anticipated outcomes of the project?
- Are costs comparable and reasonable with market rates in the community?
- Are costs eligible and necessary to carry out the activities successfully?

Evaluation Criteria	Points	Weight	Score
Alignment with community needs and priorities	10	3.0	30
Measurable and Achievable Outputs / Level of Impact	10	1.5	15
Capacity of the	10	1.5	15
Cultural Appropriateness	10	3.0	30
Value for money	10	1.0	10
	<b>TOTAL POINTS</b>		<b>100</b>
<b>THRESHOLD MINIMUM</b>	<b>75</b>		

### SCORING SYSTEM:

Points will be assigned for each criterion based on the information provided in the application. Scoring shall be awarded on a scale of 0 to 10.

**NOTE:** For reconsideration purposes, EHW reserves the right to request additional information from applicants who failed to meet the threshold score.