

CFP 2011 FAQ

June 15, 2010

1. Q. My question is, is this a yearly call for proposals or a one time opportunity. If yes, we would likely submit for next year as immigrants may experience significant mental health issues or concerns and we would welcome the opportunity to receive funding to provide support in this area.

Is there a specific website that I could review that offers additional information on what types of programs this initiative would fund and what specifics are you looking for in a proposal?

A. Thanks for your question. CIC Settlement Ontario Region has tried to make the CFP accessible to a broad range of Service Providers, not just our traditional partners. While future CFP's are certainly possible, at the moment, this is the only vehicle we have for all organizations to secure funding for the next two fiscal years (April 2011 – March 2012, and April 2012 – March 2013). CIC encourages you to try to get a proposal in to us by the June 21st deadline.

It might help you to know that this CFP is part of a significant change in how we intend to deliver Settlement Services in the future, under our new Modernized Approach to Settlement Services. Because this approach is new not only to our traditional sector, but to ourselves internally, we have tried to develop a CFP process that is as inclusive as possible, and one that reaches out to non-traditional partners. While we value the work that has been done in the Settlement Sector and fully intend to continue with the good work being done, one of the core pieces of this new CFP and the Modernized Approach is to seek out new and innovative service delivery models, from a wide variety of Service Providers and sectors working with newcomers to Ontario.

With this CFP, we are trying to adopt a principle of inclusion, whereby every proposal possible gets assessed on the merits of the project being proposed, as opposed to evaluating your proposal-writing skills. In other words, CIC Settlement Ontario Region is not looking for the first excuse to screen an applicant out. If you can get the basic required documentation of the CFP in by the deadline (see checklist) and provide information on the project you propose CIC will make the effort to contact you for additional details as required before making any decision on whether to proceed with funding or not.

Everything you need to know about the CFP, including all the required documents to download, can be found at the following address:

http://atwork.settlement.org/sys/atwork_library_detail.asp?passed_lang=EN&doc_id=1005008

April 29, 2010

The following questions relate to terminology used in the Call for Proposals Guideline, p. 18, under the Evaluation section, second bullet point: *"List performance indicators that are linked to the expected outcomes and to the purpose of the initiative and that will be used to evaluate success in the short, medium and long term"*:

1. Q. What is the relationship between *short, medium and long term* used in this point under Evaluation and the *intermediate and strategic outcomes* used in the Logic Model?

A. Short term can be considered as outputs by activities - Examples could include 10 students in a class advancing one level by semester/year. This is along the lines of # of clients served, number of referrals made, etc.

Medium term would be the stage between the initial output and the overall outcome. Again here we are focusing on activities but now at a more intermediate stage - what new knowledge has been gained and/or what new skills. Examples here might include: A student has completed a Language Instructions for Newcomers to Canada (LINC) level and is now able to speak, learn read at a determined level and/or 10 students have achieved XYZ goal, or XX clients sought to improve employment opportunities and this is what happened to help them over YY period of time. These activities will be evaluated against the 5 outcomes of the Modernized Approach (as per the Call for Proposal Logic Model).

Longer term is considered to be about the change that occurs as a result of the project. Specifically, that the work accomplished in the short and medium term has resulted in the following changes to a client's life, to the sector in general, to program design, etc. Example: As a result of this project, XYZ client has achieved integration goals as related to desired employment level, etc.

2. Q. Do the *short, medium and long term* performance indicators relate directly to the activities of a single project? (i.e. can the scope of the performance indicators be broader?)

A. The applicant must clearly provide the short term outputs of all proposed activities within an application (i.e. that form the overall project) and the rationale for how these outputs in union produce medium to long term outcomes that align with those identified in the Call for Proposal. Each individual project, based on its design, will warrant a unique set of performance indicators. It is at the applicants discretion what they submit, and how the rational and value of a proposed project is articulated to Citizenship & Immigration Canada (CIC).

3. Q. What time frames should *short, medium and long term* performance indicators cover (e.g. *short* = by the end of Year 1 of the project)?

A. CIC does not have specific timeframes, as much will depend on the work needed to accomplish each step along the road to the longer term goal – the outcome – the change sought. The means to the end could vary widely from proposal to proposal depending on nature of the project seeking development. Once again, the project design and the identification of short to medium to long term results are at the applicant's discretion.

4. Q. Is it reasonable to assume that, whereas intermediate outcomes could be directly attributable to a single project's activities, strategic outcomes would require coordinated outputs from several of the settlement program result strands?

A. The easy answer is yes, intermediate outcomes could be directly attributable to a single project's activities. And possibly yes to the need for coordinated outputs from several of the settlement program

result strands to reach a strategic outcome. However, it must be noted that much depends on the individual proposal and the goals of those applying to provide services to newcomers in Ontario. For example, a smaller focused project may propose to use very specific outputs to achieve an outcome. Please remember, among the goals of this Call for Proposals is to not set too many limits on new ideas and to capture the innovative ideas of the applicants.

5. Q: Our Citizenship & Immigration Canada Service Provider currently operates both the Language Instruction for Newcomers to Canada Program (LINC) as well as the Immigration Settlement & Adaptation program (ISAP). We are wondering which program we belong to more accurately -- Is it (a) the "The Settlement Program - An outcome-based program" or (b) the "Settlement Program Delivery Streams"?

A: Effectively, with the new Modernized Approach to Settlement Services, there is no more Immigration Settlement & Adaptation Program (ISAP) or Language Instruction for Newcomers to Canada Program (LINC) except perhaps as a sort of brand name to describe what work is being undertaken. The new approach is a single program approach: "The Settlement Program" encompasses all of the activities of the former ISAP, HOST and LINC programs, plus others.

The Settlement Program is an outcome-based program. That is, there are five outcomes that Citizenship & Immigration Canada has identified as the "final expected results" of any project receiving funding under The Settlement Program. These are identified in the Call for Proposals, but I'll repeat them here for clarity's sake:

- A - Orientation
- B - Language/Skills
- C - Labour Market Access
- D - Welcoming Communities
- E - Program and Policy Development

Citizenship & Immigration Canada has also defined and grouped the types of activities that a Service Provider might undertake to achieve the outcomes listed above into six categories, program delivery streams, or themes. These are:

- 1) Needs Assessment & Referrals
- 2) Support Services
- 3) Information & Awareness Services
- 4) Language Learning & Skills Development
- 5) Employment-related Services
- 6) Community Connections

So, any proposal under the Call for Proposals should target one of the five PRIMARY outcomes (or final expected results) plus any secondary outcomes as necessary. The proposal would include a work plan which would detail the types of activities (from the six program delivery streams) that Service Providers

intend to employ in order to achieve the primary and secondary outcomes that they have targeted in their projects.

In effect, the answer to your question, then, is: "both". Your proposal should choose one outcome (plus any secondary outcomes that fit) and a combination of program delivery stream activities that will help you achieve your outcomes.

April 23, 2010

1. Q: Would the Language Instruction for Newcomers to Canada (LINC) classes within the new themes be tied to the Canadian Language Benchmarks (CLB)? With the flexible model of gearing the language instructions towards settlement, there has to be a pre-during-post assessment, which should be settlement-based with clear language benchmarks. With the dual focus, should we expect some flexibility in adhering to the Canadian Language Benchmarks (CLB)?

A: Language Instruction for Newcomers to Canada (LINC) classes will continue to be tied to the Canadian Language Benchmarks (CLB) under the new Modernized Approach to Settlement Programming. Citizenship & Immigration Canada expects Service Providers to continue to adhere to the current curriculum guidelines for the LINC program.

2. Q: It has been announced in previous conferences by Citizen & Immigration Canada (CIC) staff that "One-time events" is exempted from collecting the data used in the tracking systems, thus, the services would be offered without verifying status. We expect that the same guidance would be applicable within the outcome-based approach, and would appreciate your clarification.

A: Yes and no. "One-time events" will be taken on a case by case basis and should be discussed well in advance of the event with your Settlement Officer or Regional Program Advisor. Client eligibility is a matter of legislation and not simply of policy. Citizenship & Immigration Canada (CIC) retains the right to conduct financial and activity monitors to ensure full compliance of Contribution Agreements - including adherence to client eligibility guidelines - in any program funded by CIC.

3. Q: Within a case-coordination model that involves other social services sectors, there would be work provided in areas other than the narrow definition of settlement, such as housing, health, employment, education, etc...In outcome-based programs such outcomes are reported as part of the settlement process and are part of the indicators despite the fact that the outcome reached through case-coordination, i.e., involvement of staff from other social services sectors. We expect that in reporting this practice would be acceptable and would appreciate your clarification.

A: Part of the intention of the new Modernized Approach to Settlement Programming is to allow Service Providers to expand the definition of Settlement into areas such as those you mentioned, in order to create dynamic and innovative programming. Case coordination, with an accompanying plan for evaluating identified outcomes, may certainly be a part of your program design and the proposal for same.

4. Q: With the accountability for results, and the complex skill sets of the staff involved, we would require training for staff, which would increase our budget in comparison to previous years, and we might need to hire new staff in new capacities which are directly related to programs/service delivery or in support areas. We would appreciate a clarification in terms of the allowance to create new job classifications rather than the traditional ones, which might include for example, volunteer coordinator, staff development coordinator, etc...

A: The new Modernized Approach to Settlement Programming offers you the opportunity to design your "ideal" program, including new staff. In essence, you tell us what you'd like to do and what you think it will cost, and we'll consider it for funding.

5. Q: We provide services that are short term, mainly related to "facilitation of access to services", and sometimes it involves one visit and the outcome would be strictly immediate. Is there an expected ratio between those who would require rather a service intensive support and the one-time clients?

A: No, there is no expected ratio between types of clients. Citizenship & Immigration Canada (CIC) will evaluate your proposal on its own merits and make a decision on whether to move forward with funding the program in a manner acceptable to both CIC and your organization.

6. Q: Can you please clarify the issue around submitting one proposal and what needs to be written on the envelope as the primary outcome? If we choose to submit one proposal with multiple activities and multiple outcomes...then how do we also write *only one primary outcome* on the front of the envelope? If we have more than one primary outcome then it seems as if we really should submit multiple proposals rather than only one? Am I reading this correctly?

A: In effect, you're correct. If you plan to do just the one proposal, then one primary outcome should be identified within the proposal and labeled on the envelope. In that one proposal, if you find that the multiple activities you plan to undertake will also support other outcomes, which will be secondary to the main effort, then these secondary outcomes should be identified within the proposal, also.

However, if you find that your plans encompass outcomes that you feel are of equal weight, then multiple proposals, each with one primary outcome (and any secondary outcomes you wish to identify) should be submitted.

7. Q: It looks as if we will be submitting more than one proposal, so I should assume each individual proposal must be a "complete" package unto itself?

A: That's correct, I know that it means some duplication, but given that we'll have a team of people reviewing the proposals, it's best to have complete documentation for each one, since they'll likely be reviewed by different people.

8. Q: Under the "Action Plan" in the Call for Proposal Guidelines, should a Service Provider create one action plan *per* delivery stream/activity? (so if we have 3 activity streams for one primary outcome, I will describe each of the three in detail and create 3 different action plans).

A: it's more a matter of organizing your action plan in a way that you think makes it logical and easy to read. So, whether it's a very detailed single plan, or several separate plans all linked to the same outcome, I don't think we would have a preference per se.

9. Q: In the Call for Proposal Guidelines it states that each project proposal must be 20 pages max. Other than the supporting documents listed, I am also assuming the 20 pages DO NOT include: job descriptions, staff lists, lists of workshops, etc. etc.

A: You're correct. The page limit does NOT include job descriptions, etc.

10. Q: A question regarding the "one proposal per primary outcome," there is a concern that it will look like our Service Provider is a one-dimensional agency because the project will only highlight activities/etc. pertaining to that primary outcome. It was suggested that it wouldn't be viewed this way and we can add a page showing the multitude of services we will offer. What is your response to this concern?

A: In terms of your concern about how the agency will be viewed: each proposal will be evaluated on the merits of the proposal itself. My response is that a "one-dimensional" agency is not a negative thing. The Modernized Approach that we've adopted allows for diversification of service offerings (many different activities in one proposal), but does not in any way mandate it. So, if an individual proposal targets one particular outcome, that "specialization" will not be viewed in a negative light.

If the concern remains, I would say that your suggestion is a good one: it wouldn't hurt to include a piece about the organization and the types of programming it has successfully carried out in the past, and with reference to planned future activities, too.

11. Q: On page 18 under Action Plan Activities in the Call for Proposals Guidelines it asks for us to provide the outputs (e.g. number of clients served). Do we need to list number of clients served and number of workshops, etc. for EACH activity or do we give an overall number for this "project".

For example...

Do we need to list: 12 workshops...10 clients per workshop...output = 120 clients served

OR

Can we just write: 120 clients served in this project?

A: It would be helpful for those reviewing your application to know details of participation numbers in each workshop. At a minimum, should details of participant numbers by activity not be available, provide an overall number per project in your proposal.

12. Q: Our organization has been working with newcomers for years, but we don't provide "settlement services" as they have traditionally been defined. We feel strongly that we can bring a unique specialization that is a valuable complement to the existing settlement services available in our community and that the services we propose to offer fit within the priorities identified. BUT, there are many agencies in our community that have been providing settlement services for a long time. They are well-established, do a great job and already have an established relationship with Citizenship & Immigration Canada (CIC). As such, they have a better understanding of what CIC may be looking for in a proposal and are better able to communicate their message in a way that is meaningful and clear to CIC. I understand that those organizations that have demonstrated leadership and success deserve to get increased funding so that they can leverage their experience and success, but how can a smaller organization that has not received CIC funding in the past break in and get an opportunity to prove that it can contribute as well?

A: It is through this Call for Proposals that all organizations, regardless of size or past funding experience, get an opportunity to seek funding to work with newcomers here in Ontario. We will look at each application in a fair and equitable manner. If your organization feels now is the time to look at providing settlement services in the community you serve, please submit an application for Citizenship & Immigration Canada to review.

13. Q: The Call for Proposal guideline doesn't provide a minimum or maximum of support letters from partners. Can you tell us what Citizenship & Immigration Canada's prefer numbers of partner support letters?

A: The Call for Proposal guideline does not state a minimum or maximum in this area. It would be perfectly acceptable for your application to include two or three as you see fit.

14. Q: On page 17, of the Call for Proposal Guideline it states "Disclose all previous funding received from the Government of Canada for any type of project or services and other sources of funding for proposed activities". While the Funding Sources document mentions "programs you operate". Are we to provide only current sources of program funding or go back through previous years of programs? If previous years, is there a limit of how far back we should go?

A: For the purposes of this Call for Proposal the reviewers of the received applications will need to see all funding sources (government or otherwise) related to the proposed activities. We also need to be made aware of all previous Government of Canada funding for projects or services done by the interested applicant(s). This information should cover the past three fiscal years at a minimum.

April 20, 2010

1. Q: Under the new Modernized Approach to Settlement, should the current Ontario Language Instruction for Newcomers to Canada (LINC) Assessment Centres apply for funding to be a new Coordinated Language Assessment Referral Service (CLARS)?

A: For the present, you should apply as a LINC Assessment Centre. As we move the CLARS concept closer to roll-out, we'll look at other mechanisms to make the switch to the new Coordinated Language Assessment and Referral Service model.

2. Q: Do submissions to the Call for Proposals require audited financial statements? If a submission is below a certain value, will you consider the proposal with unaudited financial statements produced by an accountant?

A: The present Call for Proposal (CFP) does not require audited financial statements. However, if your proposal is accepted, your officer may request such documents during the negotiation period, or at any time after a Contribution Agreement is signed. If you receive such a request, you could talk to the requesting officer about which documents would be appropriate.

3. Q: Are there guidelines that applicants to the Call for Proposals should refer to for allowable transportation costs for eligible clients? Are there any restrictions on these allowable transportation costs?

A: Traditionally, “transportation costs” has meant public transit tokens/tickets for eligible clients to facilitate their attendance at the program. There have been exceptions from time to time, if accompanied by exceptionally strong rationales. Please note: an application will not be removed from consideration should a line item request exceed standard Citizenship & Immigration Canada funding guidelines. The line item cost, upon acceptance of the proposal, would be worked out in the negotiation process.

4. Q: On page 18 of the Guide for Applicants, to The Call for Proposals, asks for a schedule of activities. Could you please provide an example (i.e., a template) of this schedule of activities as a reference?

A: Citizenship & Immigration Canada does not have a particular template to send. Your proposal should reflect the activities you intend to undertake (assessments, referrals, childminding, etc.) and you should submit them in the format and form that works best for you. This work can then be used to populate the work plan chart on page 22. The chart is a tool that will help visualize your program proposal in terms of the Modernized Approach Logic Model.

April 12, 2010

1. Q: I have the following questions related to the CFP's budget section:

- I. Can line items be added to the budget template and/or can the staffing and expense line descriptions already on the template be modified to conform to the applicant’s particular circumstances?**
- II. Page 20 of the CFP states that like items should be grouped together under Communications Costs, Accommodation Costs and Purchase of Office Equipment/Furniture; however the spreadsheet is not consistent with these categories. Can we modify and add line items and categories as required?**
- III. Assuming we can add new line items, should costs associated with Outreach/Marketing (staff or consultants including recruiters, marketers) be placed in the Program Delivery section since they are part of the settlement service activity output?**
- IV. Is it permissible to group certain overhead items such as insurance, postage, maintenance, computer services, utilities, banking services, caretaking, etc. under one general overhead category and budget the total of such costs as a percentage of the sum of all other budgeted costs?**

A:

- I. Yes, line items can be added and/or modified.
- II. Yes.
- III. Yes – outreach is generally accepted as a Program Delivery cost item – remember to give details of the line item in your application

IV. Yes – but if you are combining line items like this, we will require an “additional details” document that provides the breakdown of costs:

Example:

Overhead: \$8,000

Additional Details:

Insurance - \$2,000 (Contents Insurance \$166.67/month x 12 months)

Postage - \$500 (\$41.67/month x 12 months)

Maintenance - \$4,000 (\$11/hour x 7.5hours/week x 4 weeks/month x 12 months)

Computer Services - \$500 (\$41.66/month x 12 months)

Utilities - \$1,000 (etc. etc.)

2. Q: Since we are currently delivering Citizenship and Immigration Canada (CIC) funded services in different regions, we have separate Collective Agreements with the three of them. However, if we do have new initiatives that we'd like to provide in all our locations, do we have to submit application to each individual region?

Q part II. An umbrella organization is considering the submission of a regional proposal on behalf of several local service providers in more than one Ontario municipality to deliver services at the local level across Ontario. In this case:

(a) Would CIC consider any of the following approaches to the Call for Proposals:

- a consolidated contract with the regional umbrella organization only
- individual contribution contracts at the local deliverer level
- a consolidated contract with the regional umbrella organization with localized contribution agreements with each deliverer?

(b) If the local level deliverers want to submit a separate proposal to CIC to provide other local level services (that are quite separate from the regional proposal), does CIC have a preferred contribution agreement model to work with the local level deliverer who is participating in both a regional level and local level activities?

A: All applications, be they for local or regional implementation, are to be submitted to the regional office for initial assessment. Applicants have the option to submit several local applications or a single regional application that would cover multiple locales. This is a decision for the applicant to make. CIC allows both local level and regional applications in response to this Call for Proposals and will closely examine the rationale for the proposed project design including the composition of the applying party or parties when making funding decisions. For applicants choosing the single application option while proposing services in multiple communities, CIC will require a complete package of information, including the executive summary, project description/rationale, the details of the proposed activities and budgets for each individual local community. CIC will review the application and determine how best to manage the agreement, whether at the individual local offices or centrally at the regional office,

should it be accepted. Accepted proposals covering more than one geographic area may possibly be divided by community.

Please note regional in scope as noted on page 11 of the Call for Proposals guidelines refers to two different types of projects, those that that will cover all of Ontario and those that will target more than one community. It will be taken into consideration that these projects may well be quite different in nature and will be reviewed by CIC accordingly.

April 7, 2010

1. Q: In the 2009 conference as indicated on page 4 of the conference document report, agencies will develop from a suite of programs to a single program with a suite of activities to achieve results. With these guidelines can one implement better programs under one contract combining all the components of existing programs for better integrated programs to meet the needs of the clients?

A: To address the central question; the modernized approach allows for the integration of several activities into a single project and proposal. This would entail the identification of a primary and subsequent outcomes as dictated by the project. The specific design of your proposal - including whether you integrate several activities or not - is at your discretion and according to what best suits your organization. Citizenship & Immigration Canada (CIC) does not mandate if a proposal should be limited to one activity or several to achieve the expected results. Put simply, you may choose to submit a single proposal containing several activities producing one or several outcomes, or multiple proposals each limited to a more narrow application. Both are acceptable to CIC.

2. Q: Our Agency is looking at moving to a new space and our lease will end in March 2013. A year notice is needed by March 2012. I understand that our agency will be negotiating our 3 year contract with our Regional Program Advisor/Settlement Officer at some point before the contract expires, our agency already has a contract extension for this year and are going to be submitting a proposal for 2011-2012 fiscal year, are we going to apply for 3 years contracts from then on or now it will be back to yearly contracts? This is very important for our planning process without the certainty we are unable to plan.

A: Applications to this Call for Proposals, Citizenship & Immigration will consider proposals spanning two fiscal years starting from April 1, 2011.

3. Q: This is a question regarding the "Class Level" column in the Language Class Information Chart. If the language class is not Language Instruction for Newcomers to Canada Program (LINC), can this column be used as a descriptor column to indicate to Citizenship and Immigration Canada (CIC) the subject/specialization of the language class? If CIC prefers to keep the "class level" column only for LINC classes, can another column be created to indicate the subject/specialization of the language class?

A: You may use the “Class Level” column in the Language Information Chart as a descriptor column for those courses you are proposing that are not LINC classes.

Please note, however, that the chart should only include a basic/simple indicator and the full details of the courses should be outlined in the proposal.

4. Q: We are interested in Language Learning and Skills Development stream by using audio visual technology. It is in the first priority To Support Underserviced Areas (Develop alternative or distance type learning services).

Could you give us more information and documents related to develop course contents?

On the Call for Proposals (CFP) it says we should follow the Language Instruction for Newcomers to Canada (LINC) levels and Canadian Learning Benchmarks (CLB). What are the LINC levels and CLB? Who are qualified to be an assessor? We need full set of official documents of LINC program to understand them and integrate them into distance courses.

A: Concerning Language Instruction for Newcomers to Canada (LINC):

For general information on the LINC program, please visit:

<http://www.cic.gc.ca/ENGLISH/RESOURCES/PUBLICATIONS/WELCOME/WEL-22E.ASP>

For Information on Canadian Language Benchmarks (CLB) and LINC please visit:

http://atwork.settlement.org/sys/atwork_library_detail.asp?doc_id=1003369#clb

http://www.language.ca/display_page.asp?page_id=207

For Guidelines for LINC Assessment Centres in Ontario, please visit:

http://atwork.settlement.org/downloads/linc/Guidelines_for_LINC_Assessment_Centres_ENG_BM.pdf

Finally, please also reference the website for Teachers of English as a Second Language of Ontario:

<http://www.teslontario.org/>

5. Q: In an online system, how can we recognize if a client comes from Ontario online? Will you provide us some reference number (such as Social Insurance number) of the client, so our system can verify his identification?

A: Should your proposal be accepted, Citizenship and Immigration Canada would at that time determine the exact design and implementation considerations of the online client serving tool.

6. Q: This is a distance language training project, the individuals who have been selected overseas will also benefit from this project. Therefore, we suggest using the individuals' passport number or landing paper number as log in ID. If Citizenship and Immigration Canada has another solution, please let us know because it will affect our technology route, resource arrangement and budget.

A: For the purposes of responding to this Call for Proposal, applicants are requested to propose how they intend to develop and implement their project to meet the intended goal. As part of your proposal, you should outline to whom you intend your project to serve, how you will serve them and

why. In response to the specific question you have posed, your proposal should suggest the technological components and requirements necessary for the development and implementation of your project. Citizenship and Immigration Canada will assess the application and should it decide to proceed with the proposal may choose to negotiate at that time the specific elements of the project. Essentially, you are required at this stage to propose simply who you want to serve and how you will serve them, and build your proposal accordingly.

7. Q: It seems that our local project officer will not advise us on the modernized approach, but if the project officer will negotiate with us on the contracts, why is it that the project officer cannot advise us and instead has to direct questions here. I like to know what is the role of project officers in applications, negotiations etc.

A: All Citizenship & Immigration Canada (CIC) project officers at the local offices have been directed to forward all inquiries related specifically to this Call for Proposals (CFP) to this question and answer process. This CFP is a competitive process that requires a fair and balanced approach to all potential applicants. This entails centralizing the question and answer process as well as ensuring the publication of all additional information provided by CIC.

Negotiations of those proposals accepted by CIC will involve the project officers at the local offices as determined by the specific proposal.

April 1, 2010

1. Q: As a SPO, in addition to offering ISAP services we are also a LINC assessment centre. We are also adding the welcoming communities component. I understand that in this modernized approach we submit one proposal for all, what should we mark as outcome on our submission and the Envelop? Orientation; language/skills; welcoming communities which one? Should I identify primary, secondary and tertiary outcomes?

A: You will need to determine what the primary outcome is of your proposal. This is what should be indicated on the envelope of your submission. The primary outcome is the main result of the project – what your project fundamentally achieves or seeks to address.

Please note: You have the option of submitting more than one proposal.

2. Q: The proposal should include a maximum of two years span, except for the budget that needs to be for each individual year, can the proposal reflect both years' activities and outcome jointly.

A: You should indicate the overall outcome(s) and result(s) for the entire project, regardless of length.

March 31, 2010

1. Q: An organization is considering the delivery of different types/levels of language training (e.g. LINC and non-LINC training). If CIC approves the different types of language training for the institution, will that institution need to only submit one monthly claim for all its language training delivery?

A: Each individual agreement will require a monthly claim. That is, you do not submit multiple claims for a single agreement (even if it includes multiple activities).

2. Q: We are currently funded under the YOUTH ISAP since 2008 and this year 2010 to 2011, we have transition our program delivery to the Modernized Approach already. Do we need to submit a new proposal under this new CFP?

A: This CFP is for all agreements with CIC starting April 1, 2011. That is, CIC will base its funding for the 2011-2012 fiscal year on proposals received in response to this CFP. No existing agreements will be renewed after March 31, 2011 in the absence of a formal application.

3. Q: According to the settlement program overview, it states that for the new proposal, it will combine the previous settlement funding program streams LINC, ISAP and HOST into one program.

I would like to clarify if ISAP refers to traditional ISAP, SEPT, LSP, JSW and ELT?

A: The answer is yes, ISAP refers to what we knew as traditional ISAP (and all the associated sub programs). Proposals can address these areas of service but in the new terminology of outcomes and streams.

4. Q: It seems this is an overhaul of the current settlement services, and for many services providers, this will need a huge commitment in resources, but the result will be for only 2011-2012, i.e. only one year. Why not 3 years as the previous CA [Contribution Agreement]?

A: The new modernized approach to settlement programs will be ongoing beyond 2011-2012. This call for proposals is the first to apply the modernized approach in Ontario Region, but this reflects CIC's [Citizenship and Immigration Canada's] commitment to outcomes-based programming and will be the new template for calls for proposals going forward.

March 29, 2010

1. Q: Our organization currently receives ISAP B funding from the Ontario Region for a project program across Ontario. How do we apply to renew this and to whom?

A: You would apply through this call for proposals in order to continue the project in 2011-2012. If a project is regional in scope, it will be assessed by the Settlement Programs Unit at the Regional Office in Toronto.

2. Q: We have a question about the staff information chart. Do you want information on existing staff only? Or do we include information on additional staff we will need for the project we are submitting in response to the CFP?

A: The staff information chart should be completed with information regarding existing staff as well as any additional staff who will be hired for the new project.

3. Q: Are individual organizations allowed to submit more than one proposal? This may be necessary if there are multiple primary focuses.

A: Yes, organizations are allowed to submit more than one proposal.

4. Q: With reference to Eligible Activities, p. 11 “The applicant must identify which is the primary and secondary outcomes of the proposed activity.”: Is this sentence stating that we need to identify the primary and secondary outcomes related to each project activity which would be in addition to identifying outcome alignment at the higher project level?

A: For an activity that addresses only one outcome, you need to indicate which outcome it is. For an activity that addresses more than one outcome, you need to identify which is the primary, and which are secondary outcomes.

5. Q: Does CIC require the position titles, job descriptions, duties, salaries, qualifications, languages spoken, etc. just for staff who have managerial responsibilities or, is this information required for all resources who will be working on the project?

A: The details are required for all staff who will be working on the project.

6. Q: Work plan/Logic Model: In the example chart entitled “Key Outcome Labour Market Access” on p. 22, the column two heading asks that we refer to “Section 7 of the guide for a complete list of Activity Streams”. However, the guide only has six (VI) sections. Could you please provide the list of streams that includes the “Labour Market Participation” stream as indicated on the example chart on p. 22? (We noted that the list on pp. 7-8 does not include a “Labour Market Participation” stream).

A: The column heading should have said to refer to “pages 7-8 of the guide” as opposed to “Section 7 of the guide”. On page 8, you will see a stream entitled “3. Employment related services” which is a different name for the “labour market participation” stream.

7. Q: Can a riding be considered under the local stream or does it have to be an entire municipality? We are a non-profit in a neighbourhood that is in a position to be a model "welcoming community" and would very much like to apply under this stream if you feel it is a fit.

A: Yes, one riding or neighbourhood can be considered under the local stream. Once an application of this sort passes the initial screening, it would be transferred to the local settlement management office to be assessed.

8. Q: We applied under a similar CFP in January of 2009 and have not been notified of a decision. Are these two CFP's related?

A: The two CFPs are not related. You can apply under this CFP even if you are awaiting a response from another CFP.

9. Q: How is this CFP related to the LIP project?

A: The research being done by the LIPs will be one of the resources that local settlement management offices can use to develop their local plans for settlement.

March 24, 2010

1. Q: Are there resources available to learn more about CIC settlement programs and more specifically the modernized approach?

A: Yes, please visit the following links.

For recent presentations by CIC click:

http://atwork.settlement.org/sys/atwork_whatshappen_detail.asp?anno_id=2009063

For information related to integration click:

<http://integration-net.ca/english/index.cfm>

<http://www.metropolis.net/>