



Request for Expressions of Interest and Pre-Qualification:

**To be Considered for Future Funding Applications and
Calls for Proposals to Provide Services under the
Immigrant Settlement and Adaptation Program (ISAP)**

Issued by:

**Citizenship and Immigration Canada, Ontario Region,
Settlement and Intergovernmental Affairs Directorate**

15 February 2007

To create a list of pre-qualified potential service providers who will have been deemed to be qualified and suitable to deliver the Immigrant Settlement and Adaptation Program (ISAP) in Ontario, Canada. Responses to this Request for Expressions of Interest and Pre-Qualification (RFEIP) will be evaluated against established criteria. Applicants must clearly demonstrate that they meet each element of the essential criteria, by providing examples and references in their submissions.

The list will be valid for a minimum of three years from the date of creation. Other potential service providers may be added to the list during the valid period of the list by proving that they possess the same essential criteria.

Qualified and suitable providers will then be contacted when applications and / or calls for proposals are issued for their geographical service area or field of client service expertise.

Eligibility to be Funded for the Provision of ISAP Services

To be eligible to receive funding through contribution agreements for the purpose of providing ISAP services, the recipient must be a business, a non-profit corporation, a non-governmental organization, a community group, an educational institution (including school boards, districts and divisions), an individual, a provincial/territorial government or a municipal government. Umbrella organizations are eligible to receive contributions for the purpose of sub-contracting with other organizations to provide ISAP services on a province-wide basis.

Background of the Immigrant Settlement and Adaptation Program (ISAP)

Citizenship and Immigration Canada's ISAP program funds service providing organizations to deliver direct, essential services to eligible newcomers¹ to meet their initial settlement needs. These services include port of entry reception, needs assessment, orientation, translation and interpretation, referral to community resources, solution-focused counseling, general information and employment-related services. A detailed explanation of these services can be seen in Appendix A.

In Ontario ISAP services are delivered in a number of ways in various locations. Services may be offered in a provider's office environment on a one to one basis or in group session formats, or in other locations such as schools and libraries, or through information kiosks. Newcomers may access settlement information on-line through the www.Settlement.Org web site and the French language site, Etablissement.org.

Citizenship and Immigration Canada will seriously consider any innovative delivery modes which may be proposed during future application or CFP processes. In its commitment to support the vitality of Francophones in a minority situation, the Department encourages expressions of interest from Francophone organizations that meet the eligibility criteria identified below.

EXAMPLES OF CURRENTLY ADAPTED ISAP PROGRAM DELIVERY

Settlement Workers in Schools (SWIS)

Settlement Workers in Schools, funded through ISAP, helps newcomer students and their families access the settlement services they need as quickly as possible upon arriving in Canada. Settlement workers, who are employed by community-based agencies, work out of selected elementary and secondary schools with high numbers of newcomer students. In elementary schools, settlement workers inform the parents of newcomer students about the education system and about community resources that may help them in the settlement process. In secondary schools, settlement workers assist both newcomer students and their parents.

Job Search Workshops (JSW)

The Job Search Workshops (JSW) Program offers short-term pre-employment workshops designed especially for recent immigrants. The workshops are offered during the day, evenings, and weekends. Participants commit to a relatively short participation period of between 16 and 24 hours. JSW's workshop content covers:

- resume & cover letter writing
- completing job applications

¹ See appendix A

- researching local employers and
- labour market information
- job search tips
- job interviews

JSW also provides clients with the resources and tools necessary to conduct an effective job search, such as telephones, computers and printers, fax machines, photocopiers, as well as access to labour market materials, newspapers, and the internet.

Newcomer Information Centres (NICs)

NICs provide a "one-stop solution" for newcomers with easy access to relevant and up-to-date settlement and information services. NICs offer referral to community and government programs and services, group information sessions, computers and internet access, fax and photocopier access,

Further information about ISAP can be found at:

<http://www.directioncanada.gc.ca/>

<http://integration-net.cic.gc.ca/>

<http://www.cic.gc.ca>

<http://atwork.settlement.org/atwork/home.asp>

Criteria for Pre-Qualification to apply to deliver ISAP

GOVERNANCE & FINANCIAL STABILITY

Respondents should have:

- A line of credit or contingency funds that cover 1 to 3 months of operating expenses; **(5 points)**
- Procedures that follow generally accepted accounting principles (GAAP); and **(5 points)**
- Policies and procedures for the management of human and financial resources **(5 points)**
- Policies for paid employees and volunteers on Anti-Racism, Access and Equity **(5 points)**
- Effective governance practices and policies for board training and development **(5 points)**
- Proof of establishment for a period of at least 3 years **(5 points)**

Maximum Section Total - 30 Points

Response Guideline:

- i) The responding organization's legal name, commonly used name, street address, mailing address, phone and fax number and e-mail address (this information will not be evaluated, but will be used for contact purposes in future correspondence);
- ii) Respondent's mission or mandate statement;
- iii) A 1 to 3 year business/operating plan;
- iv) Audited or un-audited financial statements for the most recent 2 fiscal years;
- v) most recent funders' financial monitoring if applicable - other independent outside source
- vi) Letter of credit or other sources of funds available to the respondent;
- vii) Banking reference letter;
- viii) Listing of all current funding sources
- ix) Table of Contents for the responding organization's policy and procedures manuals;
- x) Respondent's organizational chart and reporting structure - including areas outside of Immigrant settlement;
- xi) Board training manual or minutes of the last board development activity
- xii) Plan for Board Development
- xiii) A list of the current board members
- xiv) Registration number and date of registration with CRA or proof of incorporation

ORGANIZATION EXPERIENCE

Respondents should have:

One or more years of experience in delivering settlement or services of a similar nature² **10 points per 2 year to a maximum of 30 points**

Maximum Section Total - 30 Points

Response Guideline:

- i) Examples of the responding organization's current and/or previously delivered programs that illustrate:
 - Experience in providing immigrant settlement services or
 - Experience in providing other human services or
 - Experience in providing services of a similar nature.
- ii) Two references, not affiliated with the responding organization, who can verify the information provided in response to this section. For each reference, provide sufficient information for CIC to be able to contact them.

CONNECTION TO THE COMMUNITY

Respondents should demonstrate an established connection with the service's target group and demonstrate how they have built trust, worked with the formal and informal leadership, and sought commitment from community organizations and leaders to create processes for serving community needs. **(15 points)**

Responding organizations should have experience working collaboratively with other organizations. To be considered qualified, organizations will be expected to participate in inter-agency networks and service coordination, as well as maintain ongoing relations with a range of community partners within the applicable service area. **(15 points)**

Or

Where the respondent currently has no connections to the local community(ies), the respondent should identify key connections to be built and discuss how the Respondent proposes to build those connections. **(10 points)**

Maximum Section Total - 30 Points

Response Guideline:

- i) Describe how organizations / community leaders / individuals etc. with attachment to groups representing most recent immigrant groups are involved in the design of services
- ii) List organizations, which are current community partners, and describe the nature of their relationship and the benefits realized from the partnership.
- iii) List organizations with which your organization partners in the delivery of services and provide a sample of your partnership agreement
- iv) A description of current and proposed networking activities
- v) An example of a successful collaboration that the respondent was/is involved in and positive outcomes achieved as a result; and
- vi) Two references who can verify the information provided in response to this section. For each reference, provide sufficient information to contact them.
- vii) Describe how the organization's management and staff reflect the community to be served

DATA MANAGEMENT AND REPORTING ABILITY

Respondents should demonstrate that they have the technological capacity to operate in a computerized environment. **(20 points)**

² For examples of "services of a similar nature" see appendix A:

Organizations not having the capabilities to function in a computerized environment may submit a plan of action to obtain the hardware, software employee training and other necessary tools. **(5 points)**

Respondents should outline their methods of keeping client records and safeguards in place to protect individual's privacy. **(10 points)**

Maximum Section Total - 30 Points

Response Guideline:

- i) Description of staff's software capabilities
- ii) Description of computer equipment currently used
- iii) Method used to maintain and assess service statistical information
- iv) Method to keep and maintain client records; and
- v) Safeguards for personal information about clients.

SERVICE PLANNING AND SERVICE EVALUATION

Respondents must demonstrate their experience in planning focused on service needs and in the evaluation of services that have been delivered. **(10 points)**

Respondents must demonstrate an understanding of the needs and barriers to integration of recent immigrants within Ontario, and in particular to the community to which the proponent intends to deliver services; **(20 points)**

Or

Respondents should include a workplan (with timeframes) for accomplishing the above for ISAP eligible services, or services of a similar nature. **(10 points)**

Maximum Section Total - 30 Points

Response Guideline:

- i) A description of the responding organization's understanding of immigrant needs and barriers in Ontario and specifically in the community in which the respondent intends to deliver services
- ii) The evaluation process used to determine the service needs of the target groups(s)
- iii) The service planning process for the community(ies) by providing:
 - A list of individuals and other organizations or community partners proposed to be involved;
 - A list of factors considered or to be considered;
 - A list of data sources;
 - A description of the evaluation methodology; and
 - Any efficiency gained through partnerships or collaborations.

Maximum Document Total - 150 Points

Minimum Number of Points to be Deemed Qualified and Suitable -115

GENERAL INFORMATION

The following information will not be evaluated. However it will be used to direct most appropriate applications or calls for proposals to successful respondents:

Geographical area where services are currently being delivered by the respondent city, section of city, neighborhood, region.

Geographical area where the respondent could be considered able to deliver services....

Particular area of client service expertise

Preferred service delivery mode a) in office b) itinerant c) kiosk d) other please, specify

**** Note: general responses in the above 5 fields, such as "all of Ontario," "any Newcomer" and "all delivery modes" will not be helpful to CIC or beneficial to the respondent's future application processes.

Review Process

Your Expression of Interest will be acknowledged with a letter. Following the review process a second letter outlining the results of the assessment of your submission will be sent. We regret that we are unable to respond to individual inquiries regarding the status of a proposal during the review process.

Completed Proposals to: The ISAP Renewal Project

Citizenship and Immigration Canada, Settlement and Intergovernmental Affairs
Directorate, Ontario Region
130 Adelaide Street West, Suite 1500
Toronto, Ontario, Canada. M5H3P5

Submission Deadline: Must be received at the Citizenship and Immigration Canada, Settlement and Intergovernmental Affairs Directorate office before **4 p.m., 22 March 2007**

Applicants with questions about the Call for Proposals or the application process may contact:

Mike Battrick, Regional Program Advisor
E-mail: mike.battrick@cic.gc.ca

OR

Lisa Anderson, Operations Manager
Tel. (416) 954-3602 or Fax : (416) 973-9027
E-mail: lisa.anderson@cic.gc.ca

All questions submitted and CIC's responses to them will be posted on Settlement.org to enable all respondents to have access to equal information.

Questions submitted after **8 March 2007** will not be responded to, since many respondents will have already made their submissions by that date.

Appendix A

Additional Information on the ISAP Program and this Request

Definition of Terms

ISAP Services (Activities)

RECEPTION - Meeting newcomers upon arrival in Canada and providing them with information in both official languages (and other languages, as required) on services and resources to help meet their immediate needs.

INITIAL NEEDS ASSESSMENT- A tool to better align the services offered by the Service Provider to the needs of the newcomers. The output of the Initial Needs Assessment may be that only basic services are needed or a case management approach with a defined action plan for services.

REFERRAL TO COMMUNITY SERVICES - Providing links between eligible clients with specific settlement needs to available resources in the community. A referral may require an escort or the use of advocacy. This includes referrals to resources relating to the economic, social, cultural, educational and recreational facilities in Canada that could contribute to the initial settlement of the client.

INFORMATION / ORIENTATION - Practical guidance to assist the client in coping with the problem of everyday living, e.g. housing, transportation and access to social and health services. This includes an introduction to the local community, which would provide newcomers with a sense of belonging to the new community and information about their rights and obligations.

INTERPRETATION / TRANSLATION - Interpretation to facilitate interaction between the newcomer and the community and assist in the newcomer's day to day survival prior to obtaining a basic knowledge of one of the official languages. Translation services to assist the newcomer's access to other services, and limited to documents relating to employment, educational and legal matters that are necessary for immediate settlement.

SOLUTION-FOCUSED COUNSELLING - Providing advice and support to clients encountering difficulties in adjusting to life in Canada and assisting them in the resolution of these difficulties. This service will generally be short term in nature and will include the identification of client needs and determining the appropriate type of service and resource for referral. This does not include in-depth social or psychological counselling of a kind normally provided by professional counsellors.

EMPLOYMENT RELATED SERVICES- Preparing the clients to actively seek employment by assisting them in obtaining required certification of educational and/or trade documents that would facilitate job placement.

SERVICE BRIDGING- Assisting non-settlement services and the broader community to understand and serve newcomers through one-to-one or in groups activities. This will not include legislative advocacy (lobbying) or any form of political activity. Agencies shall also strive to develop cooperative working relationships with local service providers to build an integrated service delivery system that ensures broad access to community services, maximizes the utilization of existing resources, avoids duplication of effort and gaps in services, and facilitates the ability of people who need services to easily find the most appropriate provider.

Immigrant Eligibility to Receive ISAP Services

To be eligible to receive services under ISAP, individuals must be:

- Permanent Residents of Canada.
- Protected Persons as defined in Section 95 of the Immigration and Refugee Protection Act.

¹ 95. (1) Refugee protection is conferred on a person when

(a) the person has been determined to be a Convention refugee or a person in similar circumstances under a visa application and becomes a permanent resident under the visa or a temporary resident under a temporary resident permit for protection reasons;

(b) the Board determines the person to be a Convention refugee or a person in need of protection; or

(c) except in the case of a person described in subsection 112(3), the Minister allows an application for protection.

Protected person

(2) A protected person is a person on whom refugee protection is conferred under subsection (1), and whose claim or application has not subsequently been deemed to be rejected under subsection 108(3), 109(3) or 114(4).

- Persons in Canada applying to become a Permanent Resident who have been informed, by a letter from Citizenship and Immigration Canada, of the initial approval of the application subject to an admissibility assessment.
- Temporary Residents who enter Canada with a work permit as Live-in Caregivers.

Services of a similar nature

Examples of Services <u>Not</u> of a Similar Nature	Examples of services of a Similar Nature
Providing healthcare to residents of Ontario.	<ul style="list-style-type: none"> ■ Referral of newcomers to culturally and linguistically appropriate Healthcare and other services required. ■ Explaining the health care system in Ontario to newcomers ■ Making health care providers aware of the unique concerns and needs of newcomer groups
Operating Recreation Facilities that some immigrants may frequent	<ul style="list-style-type: none"> ■ Actively involving newcomer groups and individuals in recreation programs with the goal of meeting their settlement needs or encouraging them to interact with Canadians and more settled and integrated immigrants. ■ Making facilities available to newcomers and assisting them in developing their own programs that are both recreation and integration related
Providing goods and services to immigrants - for example running businesses that market to immigrants	<ul style="list-style-type: none"> ■ Providing services that directly or indirectly contribute to an immigrant's settlement and integration ■ Provides ISAP like services (see appendix A) to individual whether the individual or group of newcomers are currently eligible for ISAP or not.