2024 Community Safety Investment Framework
Call for Proposals Applicant Guide

Contents

Background

The [Community Safety Investment Framework](#) (CSIF) emerged through strategic work on mental health and addiction, ongoing community engagement about public safety, and feedback received through public consultations on systemic racism. The [CSIF Terms of Reference](#) guides investment in outcomes for Calgarians experiencing crisis, with the long-term outcome to improve the wellbeing of Calgarians through an equitable and effective crisis response system.

CSIF is a collaborative effort between The City of Calgary, the Calgary Police Service and community partners to connect and identify ways to improve support for Calgarians in crisis due to mental or emotional distress, addiction, conflict, or a threat to their safety. CSIF supports [Calgary's Mental Health and Addiction Strategy](#) theme of staying safe by addressing gaps in:

- Crisis services for individuals, their families, and support networks.
- Outreach services.
- The crisis response system in Calgary, including any gaps in racially and culturally appropriate services.

Application Period

Applicants can apply through [the Funding Information Management System (FIMS)](#) from **Thursday, June 6, 2024 to Thursday, July 18, 2024 at 11:59 p.m**. Late applications will not be accepted unless an extension is requested and approved, 48-hours in advance of the application deadline.

Learn about how to obtain a myID business account and [register for FIMS here](#). Alternate options to submit an application will be provided to organizations that encounter difficulties in accessing FIMS prior to the application deadline. Successful applicants will need to set up a FIMS account for payment and reporting purposes.

Throughout the application period, questions may be directed to fundingproposals@calgary.ca.

Funding Amount and Term

Through this call for funding proposals, up to **$6 million** in funding will be available annually. Successful applicants will receive **funding for up to two years** (January 1, 2025, to December 31, 2026). There is no maximum or minimum amount that can be requested. However, the requested amount should be proportionate to the type of proposed activities and timelines.

Fund Description

The goal of the Community Safety Investment Framework is to improve the wellbeing of Calgarians experiencing crisis by investing in programs and services that provide a primary or secondary crisis response:

- ***Primary Crisis Response***: providing immediate support to a person in crisis within the first 24 hours of reaching out for help.

- *Secondary Crisis Response*: providing coordinated access to immediate services (housing supports, psycho-social supports, etc.) as well as follow-up, with a focus on case management in the immediate aftermath of when the crisis has occurred.

Funds are available to support **new and existing programs or initiatives** which work to advance four priority outcome areas. These outcome areas were determined based on the evaluation of historical investments made through the Community Safety Investment Framework and to align with recommendations provided through the [Transforming Calgary's Crisis Response System Research Report](#).

Outcome #1 - Improved crisis triage: programs and services that direct a person in crisis to get to the right service at the right time.

Program examples could include, but are not limited to:

- Programming that coordinates intake, triage and dispatch for crisis services.

- Programming that provides services that eliminate barriers to calling for help in a crisis, especially for Black, Indigenous, Racialized, and diverse Racialized groups.

- Programming that increases community understanding of who to call during a crisis.

- Sharing client information to improve coordinated crisis response and respond to client needs in a timely and responsive manner.

Outcome #2 - Increased availability of 24/7 non-emergency support and outreach services: crisis services and programs other than emergency services (Police/EMS/Fire) that are accessible 24 hours a day, 7 days a week.

Program examples could include, but are not limited to:

- Programming that provides 24/7 access to non-emergency support and outreach services for crisis response services.

- Programming that provides trauma-informed care to a person in crisis with a commitment to establishing culturally appropriate services.

- Programming that coordinates with other crisis serving organizations to maximize service availability.

- Programming that offers adequate transportation services to and from services and crisis facilities.

Outcome #3 - Increased access to community and peer support programs: crisis response programs that address gaps in services to Indigenous, Black, and diverse Racialized communities.

Program examples could include, but are not limited to:

- Incorporating lived experience through peer support into the crisis response system.

- Delivering crisis response services in the language of choice for the person in crisis.

- A commitment to providing culturally and/or linguistically appropriate services with an integration of traditional health practices (i.e., an Indigenous Elder partnering with a clinician and a peer support worker; an integration of cultural healing lodges in programming, etc.).

- Programming that demonstrates a commitment to connect with, or programming that is led by Indigenous, Black, and diverse Racialized communities.

- Increasing training capacity (either to deliver or receive training) within grassroots organizations.

Outcome #4 - Integrated case management: crisis response services and programs that are collaborative, coordinated and client-centered, meeting the unique needs of clients/participants.

Program examples could include, but are not limited to:

- Increasing the capacity of information sharing to better serve a person in crisis.

- Programming that directly supports the person in crisis with a plan to provide immediate access to needed support and immediate follow-up care within the first 30 days after the crisis has occurred.

- Programming removes barriers for individuals with families, so a person in crisis has a safe place to send their children while they are receiving care.

Collaboration

Collaborative and coordinated program delivery are two guiding principles of CSIF. By working with others, organizations can leverage a wider range of expertise and resources to inform change.

Organizations do not need to be part of a formal collaborative to be eligible to apply. However, applicants will be asked to demonstrate how their proposed program or service is integrated into the larger crisis response system.

Organizations that propose a collaborative approach are required to have a backbone organization (in this case the primary applicant and fiscal agent responsible for program and financial reporting) and list others operating in partnership. They are also required to identify the working structure of the collaborative and the systems they propose to coordinate, as well as any impact on service delivery.

CSIF Guiding Principles

Crisis response programs and services do not need to follow a specific approach or model to be eligible for CSIF funding. However, to advance an equitable and effective crisis response system, preference will be given to programs and services that are:

- **Anti-Racist**: Recognizing the existence of racism and taking active steps to name, challenge and eliminate it.
- **Collaborative**: Partnerships that improve the effectiveness and streamline the delivery of crisis response programs, including knowledge development and exchange.
- **Coordinated**: There is an integration of services across mental health and social service providers that address the multitude of crisis experiences.

- **Equity-Based**: Programming is culturally and racially responsive by reflecting people's diverse needs, strengths, and social realities.
- **Evidenced Informed**: Preferences and experiences of individual people are considered alongside best practices, as supported by research, to inform program delivery.
- **Person Centered**: Diverse, barrier-free, service options rooted in community needs that are safe and welcoming.
- **Transformative**: Programs and services that bring marked change to crisis response in Calgary.
- **Trauma Informed**: Approaches that seek to better understand individual experiences, and ensure clients have a voice and a sense of belonging when receiving services.

Eligibility

Organizational Eligibility

Funding is available to non-profit organizations with an elected volunteer Board of Directors, operating within Calgary's city limits. Organizations must be registered under one of the following:

- The Alberta Societies Act
- The Alberta Companies Act
- The Canada Not-for-Profit Corporations Act,
- The Canada Business Corporations Act, or
- A Private Act of the Legislature.

Organizations must be in good standing with The City of Calgary. Organizations with a previous, or existing, funding agreement must have fulfilled all reporting and other contractual requirements or have no other conditions that would disqualify them from additional funding.

Organizations must provide the following, in addition to their application:

- Certificate of incorporation
- Organizational bylaws
- List of Board of Directors
- Organization's most recent provincial or federal annual return*.

*The annual return is not your income tax or registered charity annual information return, but a document that is submitted annually to either the provincial or federal government, depending on which Act your organization is registered under:

- Alberta society annual return (form REG3185);
- Alberta not-for-profit company annual return (form REG11322);
- Canada Not-for-profit Annual Return (form 4022);

Only one of these documents needs to be submitted. If you are unsure what to submit, or you do not have an annual return, please contact us.

Program and Expense Eligibility

Funding is available for to support new and existing programs that focus on crisis response and/or outreach. Eligible programs or services must:

- Align with the CSIF Terms of Reference and Guiding Principles.
- Provide a primary or secondary crisis response.
- Advance at least one of the CSIF priority outcome areas.
- Integrate with the existing crisis response system.

An organization may submit more than one application; however, a separate application form must be submitted for each distinct program. Applications that request funding for multiple programs will be deemed ineligible. Program activities must begin as soon as funding agreement is signed.

Eligible expenses include:

- Direct program expenses:
    - Program staff salaries and wages
    - Travel and parking
    - Materials and supplies
    - Other direct program expenses:
        - Technology purchased for the purposes of program delivery.
        - Rent or lease expenses for the space intended for delivery of activities conducted as part of the proposed program.
- Operational or administrative expenses:
    - Indirect or administrative expenses should not exceed 15% of the requested program funding.
- Contractual requirements:
    - General liability insurance
    - Financial audit expenses

NOTE: The costs associated with obtaining insurance and completing audited financial statements should be included in the application budget, as these are eligible expenses.

Ineligible expenses include:

- Operational and administrative costs that exceed 15% of the program request.
- Capital expenditures, such as:
    - Land or buildings
    - Construction or renovation of a building
    - Motor vehicles
- Municipal property taxes and levies.
- Any payments to a member of a board or a committee.
- Fundraising events or campaigns.
- Entertainment and hospitality.
- Fines, penalties, or legal fees.
- Pre-agreement expenses.

For more eligibility information, see CSIF Eligible Expense Guidelines.

Collaboration Eligibility:

- The collaborative has evidence of a working relationship which would benefit from investment in new ways of working together. The collaborative has a backbone organization (in this case the primary applicant and fiscal agent responsible for program and financial reporting), and the roles of partners are clearly identified.

- Funds cannot be used to form the collaborative (for example: identifying partners, initial meetings) but can be used to enhance operating through staffing costs, convening costs and technology.

- Funded programs may run until December 2026, with the understanding that the collaborative may run beyond this period. No funding will be provided for ongoing maintenance, operation or staffing following the funding period.

How to Apply

Applications must be submitted online through FIMS, or approved alternative option, by **Thursday, July 18, 2024, at 11:59 pm**. Late applications will not be accepted unless an extension is requested and approved, 48-hours in advance of the application deadline.

Step one – Before you apply

Prior to applying, organizations are encouraged to review this Applicant Guide and the Community Safety Investment Framework Call for Proposal webpage in their entirety, as well as the following documents:

- [Community Safety Investment Framework Terms of Reference](#)
- [Transforming Calgary's Crisis Response System Recommendations](#)
- [CSIF Eligible Expense Guidelines](#)
- **Optional:** Attend one of the scheduled Community Safety Investment Framework Information Sessions or watch the subsequent recording. You may register for an information session by clicking on the following links:
    - [June 19, 10 – 11:15 a.m. session](#)
    - [July 4, 2 – 3:15 p.m. session](#)

Step two - Application

All eligible organizations must apply through the [Funding Information Management System (FIMS)](#). A non-fillable copy of the [application form](#) is available to review in advance of completing the application in FIMS.

Organizations that don't have a FIMS account must register before accessing an application. Organizations access FIMS with a [myID business account](#), which is a single sign-on approach used by businesses and organizations to access City services online. To register for a myID business account, organizations should obtain a [business id number here](#), and then [register their primary email address here](#). Finally, set up a myID business account by visiting [myid.calgary.ca](#), using the business ID number and registered email address. Learn about how to obtain a myID business account and register for FIMS, and review the [FIMS training modules](#).

Questions about accessing FIMS may be directed to fundingproposals@calgary.ca. Alternate options to submit an application will be provided to organizations that encounter difficulties in accessing FIMS prior to the application deadline. Successful applicants will need to set up a FIMS account for payment and reporting purposes.

Step three – Supporting documents

In addition to submitting your application through FIMS, the following documents should be uploaded in FIMS by the application deadline:

- Certificate of Incorporation
- Organizational Bylaws
- List of Board of Directors
- Organization's most recent provincial or federal annual return.

Step four – After you have applied

The City of Calgary and the Calgary Police Service will review applications and make decisions by the end of September 2024. All applicants will be notified of the outcome of their application shortly thereafter.

Applicants may be asked to submit additional documents or answer questions to support the review and decision process.

Unsuccessful applicants may request feedback on why the application wasn't successful and what could be done differently in the future. Requests for feedback should be sent to fundingproposals@calgary.ca.

Disaggregated Data Collection

The application will include an optional section to gather disaggregated data in support of The City's commitment to diversity, equity, inclusion, and anti-racism. Disaggregated data means data that can be broken apart or "disaggregated" so that relationships and effects on different categories of people and organizations can be seen. All questions in the section are optional and therefore do not need to be completed. Answers will not have an impact on the success of an application.

Assessment

All applications submitted will undergo a fair and consistent review process. Applications will be reviewed by The City of Calgary and the Calgary Police Service. Other subject matter experts may be consulted as needed. Please note that requests for funding will likely exceed funds available, and therefore only the programs or initiatives that demonstrate the strongest alignment and potential for impact will be eligible.

Application Assessment

All applications are screened to determine eligibility and completeness before proceeding to a full review. Applications that do not meet the following criteria will be removed from consideration:

- Application is received by the deadline, unless an extension is requested, and approved, 48-hours in advance of the application deadline.
- Application, including budget, is complete.

- Required supporting documents are provided by the deadline.
- Organization and proposed program meet eligibility requirements.
- Organization is in good standing with The City of Calgary.

Organization Assessment

- The organization demonstrates the ability to meet contractual requirements.
- The organization can implement the program as soon as the funding agreement is signed.
- The organization demonstrates a collaborative approach with other organizations and stakeholders (if applicable).
- If the organization is part of a collaborative, there is evidence of an existing working relationship which would benefit from additional investment (if applicable).
- If partnerships with other organizations are identified, they are named, and their roles are clearly identified (if applicable).

Program or Service Assessment

- The program aligns with the CSIF Terms of Reference and Guiding Principles.
- The need for the program is clearly demonstrated.
- The program is not a duplication of existing programs or initiatives.
- The approach to primary or secondary crisis response is clearly articulated, including impacted populations.
- The program or service will advance at least one of the CSIF priority outcome areas during the funding term, with a clear outline of indicators.
- The program or service is integrated with the existing crisis response system.
- There is a clear fit between the program or service activities and the proposed budget.
- Funds are requested for eligible expenses.

Successful Applicants

Successful organizations must comply with the following contractual requirements:

- Provide audited and/or unaudited financial statements annually (see Reporting section).
- Carry adequate ($2,000,000) commercial general liability insurance, with The City of Calgary as an additional insured.
- Deliver programs with professional oversight and report on program outcomes (see Reporting section).
- Comply with provincial and federal statutes (e.g., labour codes, privacy legislation, human rights legislation, occupational health and safety legislation, etc.).
- Adhere to organization governance, accountability and service delivery requirements, including police clearance requirements for staff working with children and other vulnerable populations.
- Provide notice of significant changes in program design or outcomes.
- Seek approval for any deviations of approved budget items in excess of 10%.

NOTE: The costs associated with obtaining insurance and completing audited financial statements should be included in the application budget, as these are eligible expenses.

Reporting

The successful applicant will be required to report using the following accountability methods. In the case of a proposed collaborative, the backbone organization (primary applicant and fiscal agent) is responsible for meeting all funding requirements, including program and financial reporting.

Program reporting

Program reports collect information on outputs, outcomes, clients/participants, contacts, partnerships, and success stories. Successful applicants will need to complete the following:

- A progress report covering the first six months of the program due **Sept. 1, 2025**.
- An annual report covering the first 12 months of the program due **March 1, 2026**.
- A program-end report covering the full 24-month agreement term due **March 1, 2027**.

Organizations are required to report on the governance of their collaborative and coordination, and on the outcome(s) identified in their application as most aligned or relevant to their program. Each outcome area has pre-determined indicators that organizations may use. However, organizations may propose their own indicators. Proposed indicators may be quantitative or qualitative. Below is a list of indicators under each outcome area that organizations can use to measure the impact or success of their program:

Outcome 1 - Improved Crisis Triage: programs and services that direct a person in crisis to get to the right service at the right time.

Indicators:

- Number of calls or contacts your program was able to handle that did not require emergency services involvement (911, Police, EMS, Fire).
- Measurement of response time (e.g., number of calls responded within x minutes).
- Number of calls diverted from emergency services (CPS/EMS/Fire) to crisis support services.
- Organization has developed its own indicators.

Outcome 2 - Increased Availability of 24/7 Non-Emergency Support & Outreach Services: programs and services other than emergency services (Police/EMS/Fire) that are accessible 24 hours a day, 7 days a week.

Indicators:

- Number of hours of service expanded (breakdown of hours, nighttime, or daytime).
- Number of activities/initiatives that have been implemented with other programs to provide integrated services (data sharing, integrated case planning, etc.).
- Number of clients/participants accessing barrier-free crisis response services.
- Improved wait time by specific shift or timeframe and/or increased capacity for the system at certain timeframe (e.g., 24/7 text or online chat options).
- Organization has developed its own indicators.

Outcome 3 - Increased access to community and peer support programs: crisis response with an emphasis on programs that address gaps in services to Indigenous, Black, and diverse Racialized communities.

Indicators:

- Number of clients/participants served in culturally relevant services or supports.
- Number of clients/participants served through peer/lived experience support.
- Organization has developed its own indicators.

Outcome 4 - Integrated Case Management: crisis response programs and services that are collaborative, coordinated and client-centered, meeting the unique needs of clients/participants.

Indicators:

- Number of clients/participants whose unique needs are met through case management.
- Number of activities/initiatives that have been implemented with other programs to provide integrated services (data sharing, integrated case planning, etc.).
- Median time (hours or days) spent managing a client case with other partners.
- Organization has developed its own indicators.

Financial Reporting

To ensure funds are expended as approved, organizations must report on how funds were utilized in the following ways:

- an annual unaudited program financial statement showing revenues and expenses of program funds in the previous calendar year (Jan. 1 to Dec. 31) signed by two officers of the organization with signing authority; and

- an annual audited financial statement for all operations of the organization.

Programs that receive over $250,000 per program annually will also be required to submit:
- an audited program financial statement showing revenues and expenses of program funds covering the full 24-month agreement term.

Failure to meet reporting requirements may result in termination of the funding agreement and impact future funding eligibility.

Application Checklist - 2024 Community Safety Investment Framework Call for Funding Proposals

Applications are being accepted through the [Funding Information Management System (FIMS)](#) until July 18, 2024, at 11:59 pm. Late applications will not be accepted unless an extension is requested and approved, 48-hours in advance of the application deadline.

Before you apply:
- ☐ Review the Community Safety Investment Framework Call for Proposal webpage and Applicant Guide in their entirety.
- ☐ Review the [Community Safety Investment Framework Terms of Reference](#)
- ☐ Review the [Transforming Calgary's Crisis Response System - Full Report](#)
- ☐ Review the [Transforming Calgary's Crisis Response System Recommendations](#)
- ☐ Review the [CSIF Eligible Expense Guidelines](#)
- ☐ **Optional:** Attend one of the scheduled CSIF Information Sessions or watch the subsequent recording.
- ☐ **Optional:** Download the non-fillable copy of the application form and budget template for review in advance of completing the application in FIMS.

Setting up Funding Information Management System (FIMS):
- ☐ Review the FIMS [frequently asked questions](#).
- ☐ Complete [FIMS online training modules](#).
- ☐ Organizations that do not have a [FIMS](#) account must set up a [myID](#) business account in order to register.
    - ☐ To obtain a business ID number, visit [Calgary.ca/startbusiness](#) or call 403-268-5311.
    - ☐ Register your primary email address online at [Calgary.ca/businessemail](#) or call 403-268- 5311.
    - ☐ Set up your myID business account by visiting [myid.calgary.ca](#) and using your existing business ID number and your registered email address.
- ☐ Create a FIMS account and set up organization profile ahead of creating a funding application. As it can take 3-5 business days to finalize this step, organizations are advised to allow ample time for creating these accounts.

Application Process:
- ☐ Upload organizational documents through FIMS by the application deadline:
    - ☐ Certificate of Incorporation
    - ☐ Organization Bylaws
    - ☐ List of Board of Directors
    - ☐ Organization's most recent [provincial](#) or [federal](#) annual return
- ☐ Access the application in FIMS under the 'Available Funding' section.
- ☐ Complete and submit an application for each program you are seeking funding for.
- ☐ If you have any questions during the application period, please contact us and we will respond within three business days. Email: [fundingproposals@calgary.ca](#).

Glossary

Annual return – Registered nonprofit organizations must file an annual return to the provincial or federal government, depending on how they have been incorporated. This is not the return that is submitted to the Canada Revenue Agency. Returns verify your organization's information and maintain its active status as an incorporated body. We use this information to verify organizational details and status.

Certificate of Incorporation – An organization can be incorporated under federal, provincial, or territorial statutes. Certified means that the documents have an effective date and are stamped or signed by the appropriate incorporating authority.

Collaborative – Organizations working together in a manner that includes some or all of the following components: partners, backbone organization, communication, activities, shared outcomes, and a common agenda. For the purpose of this funding call, a collaborative is defined as a group of organizations working in partnership towards a shared goal of improving the effectiveness and streamlining the delivery of crisis response programs, including knowledge development and exchange.

Coordination – Integrating services, programing or procedures with another or multiple Calgary-based agencies with the goal of maximum effectiveness and efficiency for clients and resources. For the purpose of this funding call, coordination denotes an integration of services across mental health and social service providers that address the multitude of crisis experiences.

Crisis response – refers to the immediate resources required by the individual experiencing a crisis, their families and/or support networks.

Disaggregated data – Disaggregated data means data that can be broken apart or "disaggregated" so that relationships and effects on different categories of people and organizations can be seen.

Equity – Treating everyone with fairness by taking into account individual differences and social conditions. It means conditions are adjusted to meet people's diverse needs, strengths, and social realities.

Evidenced-informed – Preferences and experiences of individual people are considered alongside best practices, as defined by evidence supported by research.

Indicator – A specific, observable, and measurable characteristic or change that shows the progress a program is making toward achieving a specified outcome.

Outcome – The change or benefit that result from the output produced. Outcomes involve tracking changes over time and identifying the specific contribution of the program or project to those changes.

Output – The action or item produced as a result of program or project activities. An example of an output would be the number of clients served by a program.

Outreach – Providing programs and services to those that are most isolated and vulnerable and may not otherwise access services. This may be in the community, the client's home, or other settings. An outreach approach should increase access to crisis, mental health, and addiction services.

Person-centered – Diverse, barrier-free, service options rooted in community needs that is safe and welcoming.

Person in crisis – refers to a person in need of immediate support due to mental or emotional distress, or a threat to themselves or others' safety.

Program – An ongoing activity or service offered by an organization that involves clients that benefit from their participation.

Trauma-informed – Approaches that seek to better understand individual experiences, and ensure clients have a voice and a sense of belonging within the system.

Contact Us

If you have any questions during or after this application period, please contact us. The web page will be updated regularly to address submitted questions but will not include identifying information about the organization or individual.

If you have identified barriers with this call for funding proposals or would like to suggest ideas on how to make this funding more accessible and equitable, please contact. We are committed to integrating the feedback when possible and providing rationale if we are currently unable to make the changes.

All inquiries can be emailed to fundingproposals@calgary.ca.

Resources

Information about CSIF

Community Safety Investment Framework Terms of Reference

Calgary's Mental Health and Addiction Strategy

Transforming Calgary's Crisis Response System - Full Report

Transforming Calgary's Crisis Response System Recommendations

Call for Funding Resources

Sample CSIF Application Form (non-fillable)

Sample CSIF Budget Template (non-fillable)

CSIF Eligible Expense Guidelines