

# **Hope Terrace: Fetal Alcohol Spectrum Disorder (FASD) Permanent Supportive Housing (PSH) Program Evaluation**

*Request for Letters of Interest*

September 27<sup>th</sup>, 2016

## Scope of Service

Bissell Centre is soliciting proposals for independent program evaluation services for the Hope Terrace FASD PSH project. For over 100 years, through our vision of eliminating poverty in our community and guided by a passionate concern for the dignity and well-being of each individual, our work is based on building relationships, hope and trust. By addressing multiple needs, Bissell Centre provides a holistic approach to helping families and individuals.

Hope Terrace is a 15 unit apartment building contracted to Bissell Centre by Homeward Trust and Edmonton Fetal Alcohol Network Society (EFAN) to support adults living with FASD, who have experienced challenges in maintaining housing, through a Permanent Supportive Housing and Harm Reduction Model. The Hope Terrace staffing team is comprised of Personal Support Workers (PSW's), a Cultural Coordinator, a Mental Health and Addiction Coordinator, and a Team Lead.

- The primary functions of PSW's is to support home stability, life skills and goal achievement through a client centered approach and wrap around services. Each participant will have an active client-driven service plan and will receive daily support from staff through intensive case management services. Examples of programming available to residents includes: community kitchen, budgeting/financial literacy, independent living skill acquisition, cultural connections, outreach support to address court, medical/mental health, grocery shopping, and healthy living.
- Working within a multi-disciplinary team, a Mental Health & Addiction Coordinator assists with assessing a resident's need for supports to maintain ongoing mental health, identify vulnerabilities and resource subsequent safeguards to assist participants with decision making. They would also facilitate development of healthy, interdependent connections in the community. Resources would be provided in a one-to-one or group support setting depending on the need of individuals.
- The Cultural Coordinator is available to participants to provide cultural supports such as smudging and supportive listening. Broadening this position to a full-time role will allow the program to offer more one-on-one time with participants, offer healing circles and connecting individuals with additional resources within the community to provide more culturally appropriate services. The Cultural Coordinator would also collaborate with the multi-disciplinary team to identify individual needs to ensure participants are building and supported within their medicine wheel.

The evaluation activities will focus on:

- Providing relevant information to decision-makers about whether program changes are needed, and if so, how to make necessary changes.
- Determine the impact of services on residents.
- Provide decision-relevant information for purposes of future program replication.

## Current Data Collection Activities

Data	Format
<ul style="list-style-type: none"> <li>• Aboriginal Culture</li> <li>• Abuse and/or Trauma</li> <li>• Assertive Outreach</li> <li>• Critical Incident</li> <li>• Employment</li> <li>• Eviction</li> <li>• Interaction with Emergency Services</li> <li>• Involvement in High Risk and/or Exploitive Situations</li> <li>• Legal</li> <li>• Managing Tenancy</li> <li>• Meaningful Daily Activity</li> <li>• Medication</li> <li>• Mental Health and Wellness</li> <li>• Parenting</li> <li>• Personal Administration and Money Management</li> <li>• Physical Health and Wellness</li> <li>• Risk of Personal Harm/Harm to Others</li> <li>• Securing Housing</li> <li>• Self-Care and Daily Living Skills</li> <li>• Social Relationships and Networks</li> <li>• Substance Use</li> </ul>	Efforts to Outcomes (ETO)
Usage of Harm Reduction Supplies	Self- Report
Snoezelen Room Use and Moods	Pre and Post-Use Survey

## Evaluation Logistics

As a result of the supports provided at Hope Terrace, we are hoping to assess the following:

- Overall impact of Hope Terrace project:
  - Effectiveness of programs/supports provided
  - Effectiveness of providing permanent, supportive housing
  - Effectiveness of current staffing model (24 hours/7 days per week, double staffing)
    - Improvements in decision making (guest management, social relationships)
    - Decrease use of emergency services
    - Decrease in critical incidents related to residents
    - Increase in positive social interactions
- Effectiveness and/or benefits of Snoezelen Room for sensory regulation for adults with FASD.
- Benefits of onsite programming for residents:
  - Reduced loneliness
  - Reduced drug use
  - Reduced self-harm behaviors
- Programs being offered meets the immediate and ongoing needs of residents.
- Effectiveness of Harm Reduction program:
  - Reduces/Prevents overdoses
  - Reduces/Prevents illness

The evaluation will have the following objectives:

- Providing relevant information to decision-makers about whether program changes are needed and if so, how to make necessary changes.
- Determine the impact of services on residents.
- Provide decision-relevant information for purposes of future program replication.

Evaluator(s) will be selected based on the clarity and fidelity of response to the request for Letter of Interest. The Letter must detail the organization's experience in providing evaluation services, and its familiarity with FASD, marginalized populations, addictions, and mental health. Bissell Centre expects an open dialogue with the evaluator(s), including regular calls and written reports on progress. A schedule will be determined collaboratively by Bissell Centre and the evaluator(s).

In addition, at least two in-person meetings with the evaluator(s) – one at the beginning of the project to outline the scope of the evaluation and establish a data collection schedule, and one at the end when the evaluator(s) are expected to present their findings. Lastly, the final deliverable from the evaluators will be a written report, including summative information that includes quantitative presentation of data that covers all aspects of the project. Single organization and collaborative submissions are welcome.

## Letter of Interest should include the following:

1. Cover letter;
2. Description of proposed methodology for implementing the evaluation;
3. Statement of the organization's qualifications, including a sample of relevant work and contact list of recommendations;
4. Staff CV's of key personnel who will be involved;
5. Detailed cost proposal.

Qualified organizations and/or individuals are invited to submit a Letter of Interest by mail, FAX, email, or hand delivery, no later than 4:00pm on October 21<sup>st</sup>, 2016 to:

**Rachelle Sutherland**

Director, Community Programs & Services

Bissell Centre

10527 – 96<sup>th</sup> Street

Edmonton, AB T5H 2H6

Phone: 780.423.2285 ext. 153

FAX: 780.441.3560

Email: [rsutherland@bissellcentre.org](mailto:rsutherland@bissellcentre.org)