



Request for Proposals Program Review and Plan

Description:

Unison Health and Community Services is seeking a qualified consultant to work with management to develop a plan to identify potential new directions and areas for further development of the Urban Health Programs team.

Background:

Unison Health and Community Services is a non-profit, community-based organization that serves neighbourhoods in North West Toronto. Operating out of six locations, Unison offers core services that include primary health care, counselling, health promotion, early years programs, legal services, harm reduction programs, housing assistance, adult protective services, Pathways to Education, diabetes prevention and Diabetes Education Program (DEP).

Unison's mission is working together to deliver accessible and high quality health and community services that are integrated, respond to needs, build on strengths and inspire change. Unison is committed to working from an inclusive, pro-choice, sex positive, harm reduction, anti-racist, anti-oppression and participatory framework.

The focus of this RFP is the Urban Health Program. With 13 staff, the Urban Health team oversees initiatives aimed at diverse vulnerable populations of adults, parents of young children, and seniors. Health education and supports for well-being, including chronic disease education and self-management, are key areas of focus. During the COVID pandemic, the team has supported vulnerable clients to obtain COVID tests/vaccines, access to digital technology, skills training and resources, information counselling, food and income supports, while offering virtual group programs for fitness, seniors and parents.

Timeline:

RFP posting: Aug. 3, 2021

Proposal deadline: Aug. 19, 2021 at 5 p.m.

Proposal evaluations: Aug. 2021

Consultant interviews: Sept. 8, 2021

Consultant selection: Sept. 10, 2021

Scope:

1. Assess the impacts of the team's contributions to COVID-19 initiatives and help identify opportunities to sustain/build on what has been accomplished;
2. Employ a process for facilitating reflections and discussions with team members to identify strengths, potential and possibilities for the Urban Health team;
3. Analyze findings and formulate a plan to address both team development and new initiatives.

Activities:

1. Meet with relevant managers to develop an agenda/process, and facilitate a portion of a one-day, in-person planning session on Sept. 17, 2021 focusing on reflection and discussion;
2. Conduct key informant interviews with a limited number of stakeholders, including individual staff and partner agencies (i.e. hospital partners, community agencies and TCH managers) to gain additional insights to help formulate a plan for team development and identifying new initiatives and opportunities;
3. Work with manager to collect and analyze findings from the planning day, individual interviews, and results of individual strengths assessments to develop recommendations and a plan for implementation.

Consultant qualifications:

1. Strong inter-personal, communication, facilitation and collaboration skills;
2. Demonstrated knowledge of, and sensitivity to, the impact of social, economic, environmental and cultural issues on diverse communities;
3. Knowledge of issues affecting communities facing barriers to access in an urban environment;
4. Knowledge of Ontario community health centre sector and population health/health promotion an asset.

Timelines:

All deliverables to be completed by October 8, 2021.

Proposal submission:

Please include the following in your proposal:

1. A description of your qualifications, previous experience and achievements, to help us determine why you are the right consultant for this project;
2. Examples of plan documents from previous projects similar to what is outlined in this RFP;
3. Your hourly rate of compensation and number of hours per week that you will be available to work on this contract;
4. Two references of individuals who can speak to their experience with your work in conducting projects of similar scope. Information regarding each reference should include the individual's name, address, telephone number, and email address.

Please submit your proposal by August 19, 2021 at 5p.m. to Amy Cheng, Urban Health Teams Manager, quoting 'RFP Management Consultant' in the subject line of your email. We cannot accept emails over 5 MB.