

## **DATA EQUITY PHASE 2 PILOT Request for Proposals**

### **Invitation**

The following is a Request for Proposals for a lead consultant to assist with capacity building and support to pilot agencies to improve capacity to collect and use demographic/social identity data.

### **Background**

The City of Toronto, United Way Greater Toronto (UWGT), and the Ontario Trillium Foundation (OTF) is funding a cross-sector pilot program to test and collect standardized demographic information with service users. A City of Toronto survey tool that is an adaptation of the TC-LHIN tool will be used for this pilot with data elements such as race, gender identity, sexual orientation and income.

### **Purpose of the pilot project**

Support community social services agencies working within the City of Toronto to participate in the second phase of the Data for Equity Pilot project. The goal of this initiative is to advance the capacity and interest of agencies to collect socio-demographic data and to conduct data analysis for reporting and improvements in the process of data collection. Additionally, the intent is to support the community sector to further their learning on best practices to better support equity-seeking communities.

### **Essential Elements Pilot Phase:**

- What are the most appropriate data collection approaches (point in time, intake, etc.) to collect client level disaggregated data, given program type and administrative burden for agencies?
- What is the most appropriate way for organizations to report on this data in aggregated format for the pilot phase?
- Based on the experience of the pilot agencies, what changes would need to be made to implement social identity data collection more broadly?
- What are the barriers or enablers to doing this work? Are there organizational characteristics or factors that need to be in place? Is a readiness assessment needed?
- What is the level of interest from agencies in collecting and sharing demographic data? What strategies should be put in place to enhance interest?

### **Implementation Process:**

- What kind of capacity building supports will we need for a broad roll-out?
- What is the most appropriate way to report this data moving forward?

### Ongoing:

- How can agencies be assured that this information won't be used to harm the communities/clients they serve? How should this be communicated to agencies?
- What types of privacy considerations need to be taken into account related to the collection and use of socio-demographic data?
- What steps would funders undertake to establish operating processes around appropriate management, control and use of the data?

### Scope of work

- Support the outreach and recruitment of 60-70 community social services agencies operating in the City of Toronto
- Participate in meetings with all pilot agencies, network tables and/or advisory committee
- Liaise with all pilot agencies and the Data for Equity Cross Sector Advisory Group
- Develop an organizational readiness tool to measure benchmark capacity for data collection
- Update materials from the Phase 1 Pilot to adjust to the scaling of the pilot
- Update and make additions to the data training webinar and related materials to train pilot sites
- Develop additional training and support materials for data collection
- Host capacity building sessions and support implementation of data collection tool in a staged cohort model approach
- Provide additional group support as well as one-on-one support to the full cohort of agencies delivering the Data Equity Tool, as needed
- Troubleshoot as needed based on ongoing learning and as identified by the community of practice (CoP)
- Develop a high level tracking and monitoring plan for project
- Contribute to knowledge mobilization, identifying and sharing key findings and broader sector level engagement.

### Key deliverables

- Conduct online (webinar) and on-site or virtual support to various levels of staff for data collection, communication of the project and project deliverables
- Support aggregate data reporting from pilot sites (e.g., via online forms and/or excel) with attention to agency policies and relevant legislation with respect to privacy and confidentiality
- Evaluate and develop a final report on the outcome of the project, including summaries of each pilot, successes, challenges and next steps

### How the recommendations from this project will be used

The recommendations provided will assist with implementation of the data collection tool across all City of Toronto, UWGT, and OTF funded agencies. Recommendations will also be used by non-profit partners to inform programs, services and policies to better support equity-seeking communities.

### **Selection criteria**

The successful applicant will have knowledge of the community social service sectors and demonstrated experience in collecting disaggregated sociodemographic data for purposes of identifying, understanding, and addressing systemic barriers to equity. They must be able to answer questions as to why particular data elements are being collected; barriers to collection and sharing of data, particularly sensitive data; and strategies for animating data collection as a tool for improving social service system responses.

### **Consultant role and qualifications**

- Demonstrated in-depth knowledge of the community and public benefit sector, and the equity issues related to social identity
- Demonstrated experience with implementation of a social identity data collection tool
- Experience working within an anti-oppression framework and ability to address barriers to service for diverse and marginalized communities and people
- Ability to support and train frontline staff at various agencies to ensure successful implementation
- Ability to synthesize, analyze and critically evaluate current data collection policy and practice of programs at pilot sites
- Ability to analyze and synthesize qualitative and quantitative data, as well as produce a high-quality written report
- Ability to provide updates and work collaboratively with Cross Sector Advisory Group, Sector Partners and Networks and pilot agencies
- Ability to manage this project as necessary to meet deadlines and deliver high-quality deliverables

### **Consultant relationship to project partners**

The Consultant will meet with the members of the smaller Cross Sector Advisory Group as required, to provide updates and progress on this project, as needed. The Cross-Sector Advisory will provide support and guidance for the duration of this project.

The project will be implemented from October 2021 to September 2022

### **Selection Timelines**

- Request for Proposal released – September 23, 2021
- Last day for questions from applicants – October 7, 2021
- Proposal submission – October 8, 2021
- Zoom interview of candidates – October 13 – October 22, 2021
- Selection and awarding of contract – October 27, 2021

## **Proposal requirements**

The proposal should not exceed 3,000 words in total, including details on how the budget will be used, but excluding appendices (CV, writing samples, references, etc.).

Type size should be 12 pt.

The following specific content is required to be included in the proposal:

a) Name and contact information

b) Reference Information

- Description of the applicant's work, including experience in projects involving the community and public benefit sector. Attach a separate CV, if needed.
- List of similar projects currently or previously undertaken.
- Names and contact information of at least two references for whom the applicant has completed relevant projects.
- 2-3 examples of executive summaries or a full report written by the applicant (or other examples of social identity data collection efforts including the steps taken, capacity building supports provided and lessons learned.)

c) Proposal

- Overview of the applicant's understanding of the scope and requirements of the project, and the approach that the applicant will take.
- A work plan that considers the deliverables and implementation timelines including stipends/honoraria for expert speakers or service users who will complete the survey.
- A clear breakdown of the tasks, showing the amount of time each member of the consultant team will spend on this project.
- A brief description of how the applicant would work with pilot sites and the Cross-Funder Collaborative.
- A budget for the total cost of the work, including all personnel, materials, and other expenditures.
- Budget maximum of \$50,000 with justification through daily consultancy rates.

## **Deadline**

Please submit one (1) electronic copy of your proposal before 5 p.m. on October 8, 2021 to: Mythri Vijendran Email: [mvijendran@findhelp.ca](mailto:mvijendran@findhelp.ca) Subject/Reference: Agency Support for Phase 2 Data for Equity Pilot

Questions/inquiries please contact Mythri Vijendran at [mvijendran@findhelp.ca](mailto:mvijendran@findhelp.ca) if you have any questions regarding this RFP.