



United Way



United Way helping seniors
remain independent.

Better at Home is funded by the Government of British Columbia.

Request for Proposals

Implementation of an evaluation of United Way's Better at Home Rural & Remote Pilot Project

Applications must be submitted via email to
Kahir Lalji
Provincial Manager, BH,
United Way of the Lower Mainland
kahirl@betterathome.ca
by 4PM. November 4th, 2016

Introduction

Seniors are an important and growing part of our communities and their active involvement enriches everyone's life. To ensure that seniors continue to play an active role in our communities, they often need support to live independently in their own homes, surrounded by family, friends, and neighbours.

Better at Home (BH) is a non-medical home support program managed by the United Way of the Lower Mainland (UWLM) and funded through the Government of British Columbia (BC). Non-medical home support services are designed to assist seniors with simple day-to-day tasks and are delivered primarily by non-profit agencies. Services provided across the 67 program locations include light yard work, minor home repairs, transportation to appointments, snow shoveling, light housekeeping, grocery shopping, and friendly visiting. The goals of the program are to help seniors continue to live independently in their own homes and remain connected to their communities.

UWLM is committed to monitoring, evaluation, and learning (MEL) as it is vital to the success of *BH*. MEL are connected and help BH leadership:

- with planning, program development, and ongoing quality improvements
- tracking and describing progress, results, and impacts
- ensuring and demonstrating accountability

Previous and ongoing evaluations

In November 2012, the Community Action for Seniors Independence (CASI) [program evaluation report](#) was released. CASI was the precursor pilot program for *BH*. In September 2014, the first [BH Program Evaluation](#) was released. The evaluation examined the first 16 *BH* programs to be funded.

A Michael Smith Foundation for Health Research (MSFHR)-funded research team from UBC and SFU are undertaking a research program for the evaluation of *BH*. The research began in January 2015 and is anticipated to conclude in mid-2017. The research team is investigating *BH* recipients' use of healthcare services, clients' quality of life and well-being, cost-effectiveness, and impact on informal caregivers.

UWLM collects a standard set of data from all funded *BH* programs, including quantitative data on client enrollment and demographic data, how clients heard about *BH*, the volume and types of services seniors are using, service provision by service provider, waitlists, and service subsidies.

To date, over 15,000 seniors have enrolled in *BH* programs and have accessed close to 250,000 services.

Request for Proposal

Roughly 100,000 seniors live in rural or small communities with less than 5,000 people where access to services can be challenging. Several challenges identified in recent research papers include:

- The workforce is aging fast. (towns with population over 65 are already past 30% (i.e. Creston))
- The local economy is rapidly declining.
- There is an exodus of health care providers due to lack of work
- Voluntary sector is challenged to deal with growing demand for care.
- Some towns actively attract retirees
- Many seniors do not have a social network; children leave and new residents arrive without social support
- Many services and supports are lacking

The BH model – where a local non-profit organization manages and delivers non-medical support services– might not be the most effective approach to help rural seniors remain independent and connected to their community. The BH model has some inherent flexibility by design and some natural variations have already emerged. Our stakeholders and our experience gained through supporting the implementation of our BH programs tell us that attention should be paid to adjusting or customizing our approach to BH in rural communities.

UWLM is requesting proposals to evaluate the impact of 6 BH programs across rural British Columbia. The 6 remote locations include: Arrow Lakes, Columbia Valley, Granisle, North Central BC, Robson Valley and Southern Gulf Islands. These programs commenced April 1st 2015 and are the most recent additions to the provincial program.

Project and Evaluation Objectives

- The evaluation framework will focus on the 6 rural sites and where necessary, the associated sub-sites, and be designed to examine and report on the context, implementation, service delivery model and overall impact(s) of BH on the seniors, families/caregivers, organizations and communities they serve, knowing that the original objectives identified for this pilot project include:
- To examine promising practices being used to serve rural seniors in BH-funded and other programs
- Test new approaches for delivering BH services in hard-to-serve rural and remote communities
- Learn how BH can serve seniors that live in rural or remote BC communities
- Develop BH approaches for non-medical support services for seniors in rural and remote communities
- Integrate this model into the BH program (if appropriate)

UWLM anticipates that at the end of the rural and remote pilot phase, it will know which approaches are effective for providing BH services to seniors in rural and remote communities to enable them to remain independent and connected to their community.

The evaluation design should ensure that recommendations can be made for local and provincial improvements to BH.

Roles

- Design and implement the BH Rural and Remote site evaluation
- Provide regular updates to UWLM’s Provincial Office and evaluation input group on progress and issues
- Produce draft and final reports with recommendations

Deliverables

- Evaluation work plan
- Interim progress reports
- Final aggregate evaluation report
- Any other materials or presentations required to successfully implement the evaluation work plan

Timeline

The anticipated start date is **November 22nd, 2016**. The evaluation report should be finalized by **March 15th, 2017** at the latest. This must include a draft report for feedback by the evaluation input group, including UWLM’s BH Provincial Office.

Action	Deadline
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Release of RFP	October 14 th , 2016
RFP closing date	November 4 th , 2016
Applicants notified of funding decision	November 17 th , 2016
Interim progress reports	January 10 th , 2017
Draft evaluation report submitted	February 28 th , 2017
Final submissions	March 15 th , 2017

Budget and Payment

The contract will not exceed \$50,000 including taxes and travel expenses. Compensation will be made monthly, paid within fourteen (14) days after submission of an invoice and description of the work completed to date.

Proposal Format

The proposal should be no longer than 10 pages in length and include the applicant's CV as an appendix. Required proposal components are as follows:

- Name, or organization name, and contact information
- Explanation of your interest in the BH evaluation, demonstrating your understanding of the requirements
- Experience relevant to undertaking this assignment, including highlights of relevant projects/experience
- Work plan (linking deliverables with anticipated hours required, consultant fee, and deadlines)
- Resumes for all proposed members of the evaluation team (in an appendix)
- Client list
- Three references
- Detailed, all-inclusive budget (including meeting costs, travel expenses, etc.)
- Conflict of interest: Please disclose any potential conflict of interest including direct or perceived personal benefit, or benefit to an organization with which you are affiliated.
- 1 example of previous work completed

Selection Process

Review of all proposals will commence on November 7th, 2016. Proposals will be reviewed and evaluated according to the degree to which requirements and priorities are met. Once the successful applicant has been notified and contracted, her/his contact information will be published on the [BH website](#) and shared with project stakeholders to facilitate widespread community involvement in the evaluation process.

Proposal Deadline

Please email your proposal no later than **4PM. on November 4th, 2016** to:

Kahir Lalji,
Provincial Manager, BH, United Way of the Lower Mainland
kahirl@betterathome.ca

Thank you for your interest.