

Edmonton Seniors Coordinating Council (ESCC)



**Design and Year 1 Execution – Training Framework
Seniors Coordinated Outreach Program
Request for Proposal**

This RFP is for design and development services for the design and implementation of a Training Framework including follow-up changes as required.

RFP Sent: January 15, 2024

Responses Due: January 31, 2024

Send any questions on the RFP to:

Asheika Sood, Program Manager – Seniors Coordinated Outreach

asheika@seniorscouncil.net

780-809-0890

Send proposals to:

Asheika Sood, Program Manager – Seniors Coordinated Outreach

asheika@seniorscouncil.net

Budget: \$37,500

What is Seniors Coordinated Outreach?

Seniors Coordinated Outreach is a partnership of 12 organizations across Edmonton that provide Seniors aged 55+ with support from Outreach workers (registered Social Workers) and Support workers (short-term connectors) with connection to the programs and services in the community that help seniors to live a good quality of life.

For more details on Seniors Coordinated Outreach and the process that brought it to fruition please see: <https://seniorscouncil.net/our-work-2/coordinated-seniors-outreach/>

How do Seniors Access Support?

Seniors can access support by calling 211 and being connected to one of the service provider organizations, or they can contact/directly visit one of the 10 organizations providing service listed below.

Within a few months, our program will have a calendaring system in place. This means that when a senior calls for support from 211, the person on the phone would have access to our worker's availability and skillsets based on language, geography, and cultural needs. The 211 workers can match the senior to the appropriate Outreach or Support worker in our system and book time directly into their calendars, ensuring the senior has a time booked in where they know they will receive support.

Service Provider Partners



Why a Training Framework?

Our Service Provider Partners host the workers that will be participating in the training delivered through the training framework. In total there are currently around 21 workers in the Seniors Coordinated Outreach Program. As these workers come from a variety of organizations and backgrounds, we would like to provide them with robust training, so they can feel well equipped to support the full diversity of seniors in our community in thoughtful and intentional ways.

We would like to develop a pedagogy of learning and an intentional approach to Outreach Work that honours the skills of our workers and provides them with learning opportunities that improve service and allow them to expand their skills. This process should be adaptive, to meet the changing needs of our workforce, while setting up the baseline for strong practice in this work.

An important component of this project to our organizational partners is that the training framework makes efforts to use existing training and approaches (already developed) from the organizational partners and across the sector/community. Wherever possible, we would like to be supporting and continuing to value existing learning and development programming, rather than recreating training.

Furthermore, our organizational partners, frontline workers, and input of seniors will be essential to the selected party in ensuring that the Training Framework is considerate to the needs of seniors and the important skills required to do this work in our community.

The selected party will be given a budget separate from the development costs (to be determined once framework is complete), for the delivery of any elements of the training that would not be delivered by organizational partner staff, which would cover June – December of 2024 and January – December of 2025.

Objectives

Our number one objective is to ensure workers across Seniors Coordinated Outreach are equipped with the skills to provide effective service that is responsive to the needs of the full diversity of seniors in our community. Our population is rapidly aging, and with that increasingly diverse and so outreach and support workers interacting with seniors are requiring skills to manage the increasing complexity of needs of seniors in our community.

Alongside the primary aim of ensuring strong service for seniors, there is also a need to create a community and sense of ownership of learning amongst the workers in our program. As our workers belong to a variety of organizations, we see training as an important opportunity to build shared values and trust amongst our team to be able to work through challenges together and rely on the collective to ensure the strongest support for seniors.

Deliverables

- Environmental Scan and Audit of Worker Competencies/Skillsets
- Development of Competency Framework - skills required to effectively serve diverse seniors.
- Determination of Core Training Programs for Delivery - associated timelines and evaluations.
- Finalized Training Framework – including any additional training materials, timelines, and evaluation processes.
- Edits to training framework as test phase is occurring over 2024.

** Contractor will work with staff to determine what information/feedback staff will need to obtain.*

Budget Details

As listed in the summary, our budget for this project is \$37,500. While we prefer the most cost-effective solution, all proposals that fall reasonably within this range will be considered and weighed based on their merits.

Proposal Requirements

Please include the following in your proposal response:

- Overview of your company
- Overview of how you will meet our objectives

- Outline of your approach to training framework development
- Proposed timeline from kickoff to launch
- Details about your team
- Recent design & development examples
- References
- Any key differentiators about you? What makes you unique?
- Pricing with optional elements line-itemed
- Terms & conditions

Applications will be reviewed based on:

1. Level of Consideration of the Topic Material
2. Cost
3. Timeline

RFP & Project Timeline Details

RFP Sent: Monday, January 15, 2024

Responses Due: Wednesday, January 31, 2024

Finalists Selected & Contacted: Wednesday February 7, 2024

Winner Selected & Contacted: Monday February 12, 2024

Project Kick-off: Monday February 19, 2024

Launch Target Date: May - June

Execution of Year 1 Training: June 2024 – December 2024 – Edits to the framework will be requested as required, based on first-year learning.

If you have any questions, please contact Asheika at asheika@seniorscouncil.net or 780-809-0890.