



Ministry of the Solicitor General

**2023-24**

**Mobile Crisis Response  
Team Enhancement Grant**

**Application Instructions and Guidelines**

## INTRODUCTION

The Ministry of the Solicitor General (ministry) is pleased to present the 2023-24 Mobile Crisis Response Team (MCRT) Enhancement Grant. This document includes important information on the eligibility criteria, assessment criteria, as well as the grant process.

Policing services continue to experience increased calls for service to respond to complex situations involving individuals experiencing a mental health and/or addiction related crisis. Through MCRTs, police services and crisis workers partner to support the de-escalation and stabilization of these situations.

Expanding mobile crisis response teams will help those in crisis get the local support they need in their community, while diverting these individuals away from emergency departments and the criminal justice system, whenever appropriate.

Through the MCRT Enhancement Grant, funding will be provided to police services to support or increase the Full Time Equivalent (FTE) count of crisis workers on their existing MCRTs. This will support the ongoing need for more mental health assistance on police calls for service, and better leverage local mental health expertise.

For reference, in January 2023, the Provincial Human Services and Justice Coordinating Committee's (P-HSJCC), released the [\*Developing Mobile Crisis Response Teams: A Framework and Toolkit for Ontario\*](#), which was developed to serve as guidance to police services and health partners wishing to further advance MCRTs in Ontario. The framework and toolkit present current best practices and offer recommendations on planning and implementing police mobile crisis services. The framework is a guidance document (i.e., not legally binding), and remains flexible to the needs of local communities, various types of mobile crisis response models, and service providers. The accompanying toolkit provides templates and resources which communities can use to enhance their own MCRTs. We encourage you to review and share these documents with your local community partners.

*Note: While there may be a variance in naming conventions across the province, typically, MCRT involves police officers and crisis workers responding together to a mental health, addiction, neurodevelopmental, and/or other crisis situation where police have been called to, and obligated to respond.*

## ELIGIBILITY CRITERIA

### Who is Eligible?

- Municipal and First Nation police services, as well as Ontario Provincial Police (OPP) detachments with an existing MCRT.

### **Number of Application Submissions and Funding Amounts:**

- Municipal and First Nations police services can submit a maximum of one application per police service. Similarly, OPP detachments can submit a maximum of one application per detachment.
- Maximum funding for MCRT projects is \$120,000 for the 2023-24 fiscal year.
  - Consideration for additional funding may be given depending on geography and local service system features that impact service delivery costs.

### **What is Eligible?**

- Funding can be used for costs associated with the FTE counts of a mental health and/or addiction worker(s).
  - Mental health and/or addiction worker(s) can include but is not limited to, social workers, registered nurses, child and youth workers, addictions workers, and Indigenous Elders.

*Note: Police call centres supporting crisis call diversion programs and costs associated with police FTEs are **not** eligible for this grant. There may be additional funding opportunities to support these initiatives in the future.*

### **Eligible Budget Items:**

- Salaries and Benefits
  - *Note: Funding can only be used for costs associated with the FTE counts of mental health and/or addiction workers. It will not cover expenses for police FTEs of the MCRT.*
- Orientation and Training
- Equipment (e.g., cell phone, laptop, printer, software)
- Other (e.g., recruitment, office supplies, cell phone usage, travel expenses)

### **Project Timeline:**

- Funding is provided on a one-time basis only. If successful for funding, recipients will have until March 31, 2024 to complete their project. It is anticipated that the ministry will notify applicants of its funding decision and issue payments in Fall 2023. Please take this into consideration when undertaking the implementation planning for your project.

## **OUTCOMES & PERFORMANCE INDICATORS**

All successful applicants will be required to report to the ministry on both provincial and local outcomes.

### **Provincial Outcomes:**

To consistently demonstrate provincial outcomes, the ministry will require funding recipients to report back on provincially identified outcomes and performance indicators twice a year. Specifically, the ministry has identified the following provincial outcomes, as well as a list of associated performance indicators for each outcome for this grant program. It is mandatory for recipients to report on all below-noted outcomes.

**1. Outcome: Increased capacity to respond to mental health and addictions crisis calls.**

**Associated Indicators:**

- a. # of mental health and addictions crisis calls received
- b. % of live calls attended by MCRT
- c. # of mobile crisis response teams
- d. # of FTE dedicated to MCRT
- e. % of MCRT FTEs who are crisis workers (i.e. not police officers)
- f. Average # of hours that the MCRT operate **per week**
- g. # of face to face encounters

**2. Outcome: Improved response to mental health and addictions crises.**

**Associated Indicators:**

- a. Total # of mental health and addictions crisis calls attended by MCRT
- b. % of mental health and addictions crisis calls attended by MCRT that resulted in connections/referrals being made to community services
- c. % of mental health and addictions crisis calls attended by MCRT that resulted in transfers being made on behalf of the person in crisis
- d. # of follow-up visits/wellness checks conducted by MCRT
- e. # of proactive activities/reach outs conducted by MCRT
- f. Of the total MCRT responses, provide breakdown: % attending live calls, % follow-up visits/wellness checks and % proactive activities/reach outs

**3. Outcome: Increased diversion from hospitals.**

**Associated Indicators:**

- a. % mental health and addictions crisis calls attended by MCRT that led to apprehensions under the *Mental Health Act*
- b. % of mental health and addictions calls attended by MCRT that resulted in hospital admissions
- c. % of mental health apprehensions where MCRT accompanied individual to Emergency Department.
- d. Average amount of time spent by MCRT in the Emergency Department.
- e. % of mental health and addictions crisis calls attended by MCRT that resulted in connections/referrals to community services
- f. % of mental health and addictions crisis calls that resulted in pre-charge diversion (formal or informal) from hospital emergency departments
- g. % of MCRT encounters resolved on scene (no additional actions required, including follow up)

Please note that **local data** should be used to demonstrate performance on provincially identified outcomes.

### **Local Outcomes:**

In addition to the provincially identified outcomes, applicants will be required to identify local outcomes and performance indicators that reflect your specific project.



**TIP:** Expected **Outcomes** are the positive impacts or changes your activities are expected to make in your community.

#### *Additional Information:*

- A performance **indicator** is an observable, measurable piece of information (i.e., numeric result) about a particular outcome, which shows to what extent the outcome has been achieved.
- **Quantitative** indicators are numeric or statistical measures that are often expressed in terms of unit of analysis (e.g., frequency of, percentage of, ratio of, variance with).
- **Qualitative** information is non-measurable information that describes attributes, characteristics, properties, etc. It can include descriptive judgments or perceptions (e.g., program participants' verbal or written feedback) measured through an open-ended questionnaire or an interview.
- **Baseline** data is information captured initially to establish the starting point against which to measure the achievement of outcomes.
- **Target** is the planned result to be achieved within a particular time frame. Along with the baseline, this provides an anchor against which current performance results can be compared. Reasonable targets are challenging but achievable.

## **APPLICATION REVIEW**

The MCRT Enhancement Grant Review Committee, comprised of representatives from within and outside the ministry, will review all eligible proposals and make funding recommendations to the Solicitor General for approval. Should the application meet the eligibility criteria, your proposal will be assessed based on the following criteria:

1. Demonstrated Need
2. Project Workplan/Activities
3. Partnerships
4. Performance Measures
5. Budget

## ASSESSMENT CRITERIA

Please review the following Assessment Criteria carefully. It outlines important information that must be addressed for each question and must be followed when completing your application. Please ensure you answer each component of every question.

### 1. Demonstrated Need (6 Points)

How did you determine that there is a need for the proposed project in your community?

- ✓ Include data on your existing MCRT and highlight the positive outcomes/results of the team.
- ✓ Provide current and reliable statistics and evidence to demonstrate the need to enhance your current MCRT and how the proposal is responsive to any unique community needs. Statistics/evidence may originate from Juristat Canada, local police, schools, etc. or through local findings (e.g., community consultations, conducting a gap analysis, community safety and well-being plans, or equivalent).
- ✓ Identify factors limiting your police service's ability to implement the enhancement. Explain why additional funding is beyond your current local capability.

### 2. Project Workplan/Activities (6 points)

Provide a comprehensive outline of the activities that will be implemented as part of the project.

- ✓ Indicate the key milestones for your project.
- ✓ Describe in detail all the activities that are associated with achieving the key milestones.
- ✓ Clearly indicate the approximate timelines for your activities within the 2023-24 fiscal year.

### 3. Partnerships (4 points)

Provide an overview of the partnerships that will be utilized for your project by completing the chart outlined in the application.

- ✓ **Name:** Indicate the name of the agency/organization(s) that will be involved in the delivery of the project.
- ✓ **Contact Information:** The name, position, phone number, and email of the primary contact(s) within the agency/organization(s).
- ✓ **Role:** Describe each partner's role and how they will contribute to the success of your project. Please also comment on how this service will integrate/interact with other crisis services in the area, (i.e., with other health service providers or hospitals)
- ✓ **Description:** Provide a brief description of the agency/organization(s), including the sector that it belongs to.

*Note: Preference may be given to applications that include strong multi-sectoral partnerships.*

#### **4. Budget (2 points)**

Using the budget sheets provided, clearly itemize all expenditures associated with the project for the fiscal year of this grant cycle.

- ✓ Clearly itemize all expenditures under the appropriate category.
- ✓ Include a description for each budget item in the corresponding column, ensuring they align with the design and delivery of this specific project.

#### **5. Performance Measures (4 points)**

Indicate the expected outcomes and associated performance metrics for your project.

- ✓ Identify the provincial outcomes. All outcomes are mandatory.
- ✓ Select all associated performance indicators for each selected provincial outcome.
- ✓ Outline the locally identified outcomes for your project.
- ✓ Outline your locally identified performance indicators that will demonstrate that local outcomes have been achieved.
- ✓ Indicate the baseline data from which you will be able to assess change.
  - *Note: Data from the year prior (i.e., 2022 calendar year or 2022-23 fiscal year) can be used as baseline data*
- ✓ Indicate the targets you will use to assess achievement of provincially identified and locally identified outcomes.
- ✓ Identify which partner will collect data for each indicator and how often.

*Note: Please refer to the Outcomes and Performance Indicators section on pages 2-4 of this document for a list of provincially identified outcomes and associated performance indicators and for helpful tips on developing appropriate performance measures.*

### **CONTRACTUAL AGREEMENT**

As part of the terms of funding, the ministry will enter into a contractual agreement with successful applicants, including police services boards and municipalities representing OPP detachments. Funds will only be released to the organization after the contractual agreement is signed between the organization and the ministry. The grant must be used in Ontario for the purposes described in the approved application and according to the terms of the contractual agreement.

Standard government procedures regarding grants will be followed. The contractual agreement will outline:

- purposes for which the grant funding will be used;
- commitments to be undertaken or specific activities to support the application;
- interim and final reporting dates, including performance measures; and

- funding disbursement schedule.

## LENGTH OF APPLICATION FORM

Application forms have character limits in each section. Please adhere to these limits.

Please do not include any attachments or website addresses as part of your response. They will **not** be reviewed.

## APPLICATION SUBMISSION

All applications must be submitted through Transfer Payment Ontario (TPON). An electronic version of your completed and signed application form must also be submitted to the ministry in the **original format (NOT a scanned version) by email** to [Shamitha.Devakandan@ontario.ca](mailto:Shamitha.Devakandan@ontario.ca) and [Steffie.Anastasopoulos@ontario.ca](mailto:Steffie.Anastasopoulos@ontario.ca).

*Note: OPP Detachments are to submit applications through their municipality's account on TPON (e.g., the municipality in which the detachment is located). Please contact your municipality directly to coordinate application submission.*

**More details on the application process, including accessing the application and applying through TPON, are outlined in Appendix A.**

## APPLICATION DEADLINE

Your completed application must be submitted through TPON and to ministry staff by **Tuesday, July 4, 2023.**

**Ministry staff will acknowledge the receipt of your submission, either through an email response or an automatic reply message within five business days. Please follow up if you do not receive the confirmation.**

Out of fairness to all applicants, submissions that are late or incomplete will not be considered for funding. No exceptions will be permitted.

If possible, applicants are recommended not to wait until the last day to submit their application and/or request support from ministry staff. As the volume of emails and phone calls tend to be very high on the application due date, there may be a delay in receiving a response.

## ASSISTANCE

For questions related to the MCRT Enhancement Grant, please contact Shamitha Devakandan at [Shamitha.Devakandan@ontario.ca](mailto:Shamitha.Devakandan@ontario.ca) and Steffie Anastasopoulos at



[Steffie.Anastasopoulos@ontario.ca](mailto:Steffie.Anastasopoulos@ontario.ca). Please note that ministry staff will not be reviewing applications prior to their formal submission.

## APPENDIX A: REGISTERING YOUR ORGANIZATION IN TRANSFER PAYMENT ONTARIO

Transfer Payment Ontario (TPON) is the Government of Ontario's online transfer payment management system. It provides one window access to information about available funding, how to submit for Transfer Payment (TP) funding and how to track the TP status of your submission.

### Getting Started

- **NOTE:**
  - Effective April 17, 2023: TPON changed the way you access Transfer Payment Ontario. You will need to Create a My Ontario Account for the first time if you have not done so already.
  - For more information: See the Creating a My Ontario Account [guide](#) and [video](#).
- All organizations must be registered with Transfer Payment Ontario to submit the intake form to request funding for this TP program.
  - The form must be submitted online through Transfer Payment Ontario and a copy must be submitted via email to the ministry contacts.
- **For both existing and new users to TPON:** please use the link below to gain access to the Government of Ontario's online transfer payment management system.
  - [Transfer Payment Ontario](#)

**NOTE:** Google Chrome web browser and Adobe Acrobat Reader DC are required to access funding opportunities and download required forms from TP Ontario. For more information and resources visit the [Get Help](#) section of our website.

### Technical Support

Transfer Payment Ontario Client Care support for external users is available from Monday to Friday 8:30 a.m. to 5:00 p.m., except for government and statutory holidays, at:

- Toll-free: 1-855-216-3090
- TTY: 416-325-3408
- Toll-free TTY: 1-800-268-7095
- Email: [TPONCC@ontario.ca](mailto:TPONCC@ontario.ca)