



Ministry of the Solicitor General

2024-25 – 2026-27

**Mobile Crisis Response
Team Enhancement Grant**

Application Instructions and Guidelines

INTRODUCTION

The Ministry of the Solicitor General (ministry) is pleased to present the 2024-25 – 2026-27 cycle of the Mobile Crisis Response Team (MCRT) Enhancement Grant. This document includes important information on the eligibility criteria, assessment criteria, as well as the grant process.

MCRTs involve police officers and mental health and addictions service providers (crisis workers) responding together to mental health, addictions and neurodevelopmental calls for service, as well as other crises where police are called and obligated to attend.

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 these teams will help those in crisis get the local support they need in their community, while diverting away from unnecessary emergency department visits 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 and obligated to respond. Please refer to the [Developing Mobile Crisis Response Teams: A Framework and Toolkit for Ontario](#), for examples of models implemented in the province.

ELIGIBILITY CRITERIA

Who is Eligible?

- Municipalities that are policed by the Ontario Provincial Police (OPP) as well as municipal and First Nation police services 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, municipalities policed by the OPP can submit a maximum of one application per OPP detachment.
 - Police services and municipalities have the flexibility to submit a joint application and must identify a lead police service/municipality who will be responsible for submitting the application on TPON.
- Maximum funding for MCRT projects is \$120,000 per fiscal year for a total of \$360,000 over three years.
 - Consideration for additional funding may be given depending on geography and local service system features that impact service delivery costs.

Application Preferences

- **To provide the highest possible impact and to respond to current trends, preference will be given to projects that service areas that have experienced a demonstrable increase in mental health related occurrences (i.e., large percentage of calls attended by MCRT leading to *Mental Health Act* apprehensions, high total volume of mental health related calls).**
- Additional preference may also be given to projects that demonstrate strong police-hospital partnerships (i.e., successfully implemented police-hospital transition protocols).

What is Eligible?

- Funding can be used for costs associated with the FTE counts of a crisis worker(s).
 - Crisis worker(s) can include but is not limited to, social workers, registered nurses, child and youth workers, addictions workers, and Indigenous Elders.
- Funding can be used for an existing or additional FTE worker on MCRTs; however, must be used towards an enhancement or new component, which could include an additional worker, expanding the hours of an existing worker or team, new target group for the team, etc.
- Existing police-led crisis response teams and/or police models involving civilian-led crisis response teams are eligible for funding.

*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 crisis 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)

Ineligible Budget Items:

- Expenses for police FTEs of MCRT
- Vehicle retro fitting
- HealthIM software
- Communities with civilian-led response teams funded by the Ministry of Health’s Addictions Recovery Fund
- Community non-police MCRT models

Project Timeline:

- Funding provided is time limited. If successful for funding, recipients will have until March 31, 2027 to complete their project. It is anticipated that the ministry will notify applicants of its funding decision and issue payments in Fall 2024. 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 in addition to determining baselines for all metrics (please see page 7 for more information on establishing baselines).

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: Project/Program Coverage - # of services/activities delivered**
 - a. % of live mental health calls attended by MCRT
 - b. # of FTEs dedicated to MCRT

- 2. Outcome: Project/Program Administration Costs**
 - a. Total amount spent on administration (\$)
 - b. Total initiative allocation (\$)

- 3. Outcome: Project/Program Impact – Increase in support provided during calls involving individuals in crisis.**

- a. % of MCRT encounters resolved on scene (no additional actions required, including follow up)

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

Associated Indicators:

- a. # of mental health related occurrences
- b. % of live mental health related calls attended by MCRT (Note: this indicator is a duplicate of “Project/Program Coverage”)
- c. # of mobile crisis response teams
- d. # of FTE dedicated to MCRT (Note: this indicator is a duplicate of “Project/Program Coverage”)
- e. % of MCRT FTEs who are crisis workers (i.e., not police officers)
- f. Average # of hours that the MCRT operate **per week**

5. Outcome: Improved response to mental health and addictions crises.

Associated Indicators:

- a. Total # of mental health related calls attended by MCRT
- b. % of mental health related calls attended by MCRT that resulted in transfers being made on behalf of the person in crisis
- c. # of unique follow-up visits/wellness checks conducted by MCRT
- d. # of proactive activities (i.e., education, committees, situation table meetings) conducted by MCRT
- e. Of the total MCRT engagements, provide breakdown: % attending live calls, % follow-up visits/wellness checks and % proactive activities

6. Outcome: Increased diversion from hospitals.

Associated Indicators:

- a. % of mental health related occurrences attended by MCRT that led to apprehensions under the *Mental Health Act*
- b. % of mental health related calls attended by MCRT that resulted in hospital admissions
- c. % of mental health apprehensions where MCRT accompanied individual to Emergency Department (individual was taken to the hospital but was not admitted)
- d. Average amount of time spent by MCRT in the Emergency Department
- e. % of mental health related calls attended by MCRT that resulted in connections/referrals to community services
- f. % of referrals to a pre-charge diversion program (formal or informal) (Note: Individual is referred to a restorative justice program via MCRT where there were grounds for criminal charges)
- g. % of MCRT encounters resolved on scene (no additional actions required, including follow up)

- h. For civilian-led police models: % of instances where police and/or Emergency Medical Services were needed to assist on crisis calls

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 a minimum of two local 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

Note: Applicants applying for funding towards police models involving a civilian-led crisis response team will be required to provide additional information around risk mitigation and processes in place to support this type of model within the Project Workplan/Activities section of the application.

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 and leave no sections blank, as well as ensure all components are answered in the correct/associated areas.

1. Demonstrated Need (9 Points)

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

- ✓ Describe the type of MCRT model in your community. Include data on your existing MCRT, current funding structure, related staffing complement, 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 safety and well-being plans, community consultations, conducting a gap analysis, or equivalent).
- ✓ Identify factors limiting your police service's ability to implement the enhancement including information on current gaps in service. 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 proposed enhancements.

- ✓ Indicate the key milestones for your enhancement(s).
- ✓ Describe in detail all the activities that are associated with achieving the key milestones.
- ✓ Clearly indicate the approximate timelines for your activities within each fiscal year and who will be responsible for completing these activities.
- ✓ For civilian-led police models, outline the activities/process for determining the type of model that is deployed to the call (i.e., triaging within the call centre), policing components involved with this model (i.e., agreements with police services, oaths to secrecy), and risk mitigation protocols, procedures, and processes.

3. Partnerships (4 points)

Provide an overview of the partnerships that will be utilized for the proposed enhancements 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 MCRT enhancements.
- ✓ **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 the MCRT enhancements. 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)

Provide total costs associated with the proposed enhancements under each heading including funding from other funding sources. Itemize all expenditures associated with the project within the “Description” column for the fiscal year of this grant cycle.

- ✓ Provide total 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 the specific enhancements.
 - Identify whether training, equipment, supplies, etc. are one-time expenses or if they will be ongoing.
- ✓ Provide information on other funding sources in the appropriate category.

5. Performance Measures (6 points)

Indicate the expected outcomes and associated performance metrics for your enhancement(s).

Reminder: Successful recipients will be required to report on *all* performance indicators associated with provincial outcomes. Recipients will also be required to report on local outcomes and performance indicators that reflect your specific initiative.

- ✓ Complete the chart outlined in the application form for both the provincially identified and locally identified outcomes.
- ✓ For provincially identified outcomes, please indicate:
 - **Baselines:** Baseline data and date from which you will be able to assess change (*Note: Data from the year prior (i.e., 2023 calendar year or 2023-24 fiscal year) can be used as baseline data*).
 - **Targets:** Targets you will use to assess the achievement of the indicator.
 - **Responsibility:** Identify which partner will collect data for each indicator.
 - **Frequency:** Provide information on timelines associated with how often data will be collected.

- ✓ For locally identified outcomes, please indicate:
- **Outcomes:** The local outcome(s) your team will be striving to achieve.
 - **Indicators:** Performance indicators that you will be measuring to achieve your outcome(s).
 - **Baselines:** Baseline data and date from which you will be able to assess change (*Note: Data from the year prior (i.e., 2023 calendar year or 2023-24 fiscal year) can be used as baseline data*).
 - **Targets:** Targets you will use to assess achievement of the indicator.
 - **Responsibility:** Identify which partner will collect data for each indicator.
 - **Frequency:** Provide information on timelines associated with how often data will be collected.

Note: Please refer to the Outcomes and Performance Indicators section on pages 3-5 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. Funds will only be released to the organization after the contractual agreement is signed by all parties. The grant must be used in Ontario for the purposes described in the approved application and according to the terms of the contractual agreement.

As part of the contractual agreement, recipients will be required to complete and submit yearly Interim and Final reports to the ministry. The release of funding instalments for each year of the grant cycle are dependent on submission/approval of these yearly Interim and Final reports.

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)**. Ministry staff will not accept applications submitted by email.

Applications submitted jointly between municipalities and/or police services should identify a lead municipality/police service to submit through TPON of whom the ministry will enter into a Transfer Payment Agreement with.

Note: OPP-policed municipalities submitting applications per OPP detachment must do so through the municipality's account on TPON.

For all OPP-policed municipalities, applications must be reviewed by the OPP's Grant Support Team at OPP.Grant.Support.Team@OPP.ca prior to submission in TPON.

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 by **June 19, 2024**.

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 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 and Steffie Anastasopoulos at 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.
- **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