



## REQUEST FOR CONSULTANT

COSTI Immigrant Services, a not-for-profit multi-service immigrant serving organization is seeking an external evaluator for a new project titled Gender-Based Violence (GBV): Promising Practices to Support Survivors and their Families. The project, over a period of 4.5 years, aims to evaluate and refine two program models, currently serving a combined total of over 2500 GBV survivors across Southwestern Ontario and the GTA. Our aim is to develop detailed implementation blueprints featuring the components of the models that are shown to be effective. Both program models are delivered through community hubs providing multiple, coordinated services in a single location.

### **Background And Context**

COSTI's Family and Mental Health Services provides individual, crisis and group counselling in Arabic, Italian and Spanish for woman experiencing abuse. COSTI's Counselling Services helps immigrant, refugee and ethno cultural women to identify and resolve gender-based violence they may be facing. It also meets settlement, legal, housing needs of the women. COSTI has successfully implemented a number of woman abuse prevention initiatives in immigrant and refugee communities.

Immigrant, Refugee, Non-status Women (IRNS) and women from ethno-cultural communities have unique characteristics that make them vulnerable to gender-based violence due to dependence, language barriers, and lack of knowledge of community resources. Research also suggests that traditional patriarchal beliefs, immigration stress, and frustrations stemming from adjustment difficulties (racism, unemployment, lack of social status, different gender roles) may contribute to men's violence in some immigrant communities. The women also face significant systemic barriers (racism, social isolation, lack of access to dignified jobs, uncertain legal status, and experiences with authorities in their origin countries) and sociocultural barriers. One unique form of abuse they face is threat of deportation, even if they have the right to remain in Canada, because their partner may keep them uninformed. IRNS women who seek help may fall through the cracks due to a lack of awareness and training of front-line workers regarding their particular vulnerabilities. Latta & Goodman (2005) suggested increasing cultural competency of mainstream services, and creating alternative community-based services.

The objective of the Gender-Based Violence (GBV) project is to evaluate two types of "wraparound services" for IRNS and ethnocultural women facing GBV in order to (1) examine and consolidate information about the Models' strengths and gaps, and (2) to produce an efficient and sustainable best practices model that may be replicable.

The outcome of the project will be a blueprint for replicating an efficient and sustainable wraparound services model for IRSN and ethno-cultural women facing gender-based violence.

### **Aim & Scope of the Consultancy**

Working closely with the Project Coordinator and partner organizations, the Consultant will under the following:

#### *Phase 1: (March - September 2019)*

- Identify potential indicators for GB Project outcome
- Carry out an initial screening of indicators and measures with COSTI and partners to ensure feasibility within constraints of the project, including costs, level of effort to implement, and compliance with GBA+ analysis
- Create working prototype of client progress and outcome tracking tool based on a secure open source EHR software program
- Customize an evaluation platform for the project that will enable the Project Coordinator and partners to manage data collection tools, administer surveys, and perform interactive analyses of the results (using SIS, the Service Information System - OCASI).
- Consult with COSTI, project partners and GBV survivors to revise indicators and co-design data collection tools to meet their needs and priorities.

#### *Phase 2: (October 2019 - September 2020)*

- Pilot test the evaluation tools with a sample of clients and partners.
- Install and test the data collection systems in each participating hub.
- Revise instruments based on feedback from GBV survivors and hub service providers.
- Evaluate readiness, usability, cultural safety and sustainability of data systems for collecting, protecting and reporting client output and outcome data.
- Evaluate readiness, usability, cultural appropriateness and sustainability of program fidelity measures.
- Provide online training tools for hubs and service providers regarding administration of the data collection tools.
- Produce initial baseline reports and quarterly reports assessing project implementation.

#### *Phase 3 (October 2020 - September 2021)*

- Implement data systems for measuring and reporting client outputs and outcomes.
- Implement data systems for measuring and reporting program fidelity.
- Provide ongoing training and technical support for the data collection tools.
- Revise evaluation and data collection tools based on feedback from partners and GBV survivors.
- Deliver quarterly reports assessing project implementation using GBA+ analysis.

#### *Phase 4 (October 2021 - February 2024)*

- Provide ongoing training and technical support for the data collection tools.
- Deliver quarterly and annual reports assessing project implementation using GBA+ analysis.
- Carry out statistical analyses of project outcomes using a quasi-experimental design incorporating GBA+ analysis.
- Draft conclusions and initial recommendations based on analysis.
- Engage with partners and GBV survivors in exploring results and co-developing recommendations.
- Produce final evaluation report.

#### **Evaluation of Consultancy Proposal**

The submission for the consultancy must include and will be evaluated on the following:

- Examples of previous experience (via attached resources such as reports, or website portfolios or testimonials)
- Professional experience and profile of consultant/s (see below).
- At least five-years consulting experience with involvement in assignments of similar scope.
- Knowledge and experience in program evaluation methodology.
- Relevant experience and understanding of gender-based violence, preferably issues faced by immigrant, refugee, non-status, and ethnocultural women
- Demonstrated ability to formulate an evaluation work plan
- Strong problem solving, communication, and writing skills
- Please provide per diem rate

**Payment Terms:** Consultant to invoice quarterly based on deliverables over the duration of the 54 month project ending September 21, 2023.

**Total Fee:** \$140,000 (incl HST)

**The submission deadline** is May 6, 2019 by 4:00 pm, by mail or email to:

**Josie Di Zio, Senior Director, Planning and Program Development**  
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