

## **SCHEDULE "A"**

This is Schedule "A" to the Service Purchase Agreement between the Manitoba Housing and Renewal Corporation ("Manitoba Housing") and **Name of Agency** (the "Service Provider") dated \_\_\_\_\_.

### **PROJECT NORTHERN DOORWAY**

#### **1.0 SERVICE DEFINITION**

#### **2.0 SERVICE GOALS**

The service goals of the Service Provider are:

- (a) To work with the PND Service Committee to develop and maintain a Project Northern Doorway client list based upon prospective clients` frequent usage of community emergency services;
- (b) To support PND clients in accessing interim supported housing and/or permanent independent or supported housing depending on personal need and/or preference;
- (c) To work with PND Service Committee members and community stakeholders to help clients develop individually-tailored housing goals and strategies to increase personal health and wellness; and
- (d) To provide housing services and agency referrals to individuals, based on individual goals and established Housing First best practices.

#### **3.0 SERVICE ACTIVITIES**

The goals are realized through the following activities. The Housing Coordinator shall:

- (a) Client Selections and Intake:
  - i. Work with the PND Service Committee, develop & maintain a PND client list;
  - ii. Conduct initial client assessments; and
  - iii. Partner with clients in developing individually tailored case management plans to address housing goals and to improve individual health and well-being.
- (b) Housing Support Services:
  - i. Conduct client meetings at a frequency determined between the Coordinator and the client but not to be less than on a bi-weekly basis;
  - ii. Help clients apply for market, social or interim housing opportunities based upon client personal need and/or preference;

- iii. Provide individually tailored housing supports including evictions prevention supports and supports that positively impact a client`s daily functioning; and
- iv. Support clients in accessing full spectrum of relevant community services to maintain housing and improve health and well-being.

(c) Service Coordination:

- i. Liaise with PND Service Committee members when appropriate to help clients develop case management goals;
- ii. Convene and/or participate in monthly PND Service Committee meetings to provide updates on clients` housing circumstances and on attainment of case plan goals; and
- iii. Engage, develop and participate in relationships with external agencies providing social services and housing services to coordinate client access.

#### **4.0 SERVICE OUTCOMES**

The expected outcomes include:

- (a) Individuals who frequently use community emergency services, including emergency shelter, have accessed program
- (b) Program participants have been supported to find appropriate housing
- (c) Program participants at imminent risk of homelessness have had housing loss prevented
- (d) Program participants housed through program have successfully maintained housing
- (e) Program participants have been provided direct services to support housing, health and wellbeing
- (f) Program participants have been referred to appropriate services
- (g) Program services are being provided to program participants for as long as required to help individuals maintain housing and individual health and wellness.

#### **5.0 SERVICE ADMINISTRATION**

The Service Provider agrees to provide the following administrative services:

- (a) The Service Provider will hire a Housing Coordinator who will provide case management services to homeless individuals who make frequent use of community emergency services;
- (b) The financial administration of the Services outlined in this Schedule;

- (c) The policy administration of the Services outlined in this Schedule, including the preparation of policy manuals, guidelines, and instructions to staff as consistent with the Agreement, including this Schedule;
- (d) The preparation of policy manuals, guidelines and instructions to staff that are consistent with the confidentiality of information and protection of personal information requirements as outlined in Appendix "2";
- (e) The management of the Services outlined in this Schedule in accordance with Manitoba's written policy concerning Criminal Record Checks;
- (f) The management of the Services outlined in this Schedule in accordance with sound corporate business and financial practices;
- (g) The preparation and provision of reports and financial statements in accordance with attached financial reporting templates, as referred to in the Agreement; and
- (h) The Service Provider agrees to participate in a Steering Group comprised of representatives from government and all participating agencies to oversee the work of the Housing Coordinator and to identify issues which require further action.

## **6.0 REPORTING REQUIREMENTS**

### **6.01 Financial Reporting**

The Service Provider shall provide written reports, satisfactory in form and content to Manitoba Housing reporting requirements as shown on the attached templates, with respect to the provision of the services outlined in this Schedule, on the following basis, or in such other form and manner required by Manitoba from time to time:

- (a) By **April 30** of each Fiscal Year, the Service Provider shall submit:
  - i. An Annual Agency Profile;
  - ii. An Operating Budget and Staffing Report; and
  - iii. A Statement of Revenue and Expenses for previous year.
- (b) By **September 30** of each fiscal year, the Service Provider shall submit:
  - i. A Final Staffing Report;
  - ii. Audited Financial Statements *in respect of the preceding Fiscal Year duly signed by the Board of Directors and certified by duly designated auditors (CA, CMA or CGA)*;
  - iii. A copy of the Auditor's Management Letter;
  - iv. A Compensation Disclosure Report in accordance with the *Public Sector Compensation Disclosure Act*, and
  - v. A copy of the Annual Report or Annual General Meeting Minutes & updated Board Membership.

- (c) By **October 31** of each fiscal year, the Service Provider shall submit:
  - i. A mid-term Statement of Revenue and Expenses.

**6.02** For the purpose of this section, funds received shall include all monies received by the Service Provider under the provisions of this Agreement, as well as any other monies received by the Service Provider from any other sources.

### **6.03 Service Reporting**

The Service Provider, in accordance with the Service Purchase Agreement, agrees to complete and submit the following reports to Manitoba Housing:

- (a) By the **15<sup>th</sup> of each following month**, the Service Provider shall submit:
  - i. Monthly Data Collection Report providing program data (number of individuals served, number of individuals who have found housing, number of individuals who have lost housing, number of individuals currently housed) and de-identified client data (number of home visits, number of clients with active case plans, client goals).
  
- (b) By **April 30** of each Fiscal Year, the Service Provider shall submit:
  - i. Annual Project Monitoring Report.

## **7.0 SERVICE FUNDING**

- (a) **Upon confirmation of available funding by the Manitoba Legislature, through the Provincial Budgeting process**, Manitoba Housing agrees to fund the Service Provider for **X full-time Housing Coordinator** position to provide services as outlined in this Schedule, up to a maximum of **\$XX**, for the **2018/19** fiscal year.
  
- (b) In the event that salary and payroll costs related to the Housing Coordinator position is less than **\$XX**, the Service Provider may use remaining funds for costs directly related to support for the activities of transition service workers, subject to the specific approval of Manitoba Housing.
  
- (c) Manitoba Housing reserves the right to suspend funding when the Housing Coordinator position cant for an extended period of time with no plans to fill or the Service Provider is otherwise unable to provide the services described in this schedule.
  
- (d) Funding does not cover professional and clinical support services. If professional and clinical support services are required for individuals, the Service Provider is responsible for referring individuals to the appropriate resource(s).

## **8.0 EVALUATION**

The Service Provider agrees to participate in an evaluation of the Project Northern Doorway to be conducted by an external evaluator retained by Manitoba Housing.

For Manitoba Housing \_\_\_\_\_

Name:

Office Held:

Date: \_\_\_\_\_

For Manitoba Housing \_\_\_\_\_

Name:

Office Held:

Date: \_\_\_\_\_

For the Service Provider \_\_\_\_\_

Name:

Office Held:

Date: \_\_\_\_\_

For the Service Provider \_\_\_\_\_

Name:

Office Held:

Date: \_\_\_\_\_