

## **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 \_\_\_\_\_.

### **NAME OF AGENCY'S EMERGENCY SHELTER AND TRANSITION (REST) PROGRAM**

#### **PREAMBLE**

#### **1.0 SERVICE DEFINITION**

#### **2.0 SERVICE GOALS**

The service goals of the Service Provider are:

- (a) To meet individual needs as required by each participant;
- (b) To connect participants with wrap-around services at Name of Agency and in the community;
- (c) To support participants in maintaining REST suites and transitioning to permanent housing; and
- (d) To assist participants in acquiring skills and resources to live independently.

#### **3.0 SERVICE ACTIVITIES**

The goals are realized by performing the following activities:

- (a) Providing outreach and education about Name of Agency's services and the REST program through Name of Agency's drop-in, mobile street outreach and community liaising;
- (b) Encouraging positive youth development through case management supports with intake, youth involvement in case planning, follow-up meetings and planning for program exit;
- (c) Promoting systems advocacy on behalf of individuals and the program;
- (d) Providing integrated support services such as home visits, move-in help, furniture bank, home care maintenance, transportation, bed bug assistance, and housing applications;
- (e) Strengthening family and community supports through assessment of familiar support network, one-on-one supports and group mediation for family reconnection, if requested;

- (f) Assisting in life skills development through one-on-one mentoring and life skills workshops;
- (g) Exploring and supporting educational opportunities;
- (h) Assisting in developing employability skills and income support through applications to EIA, resume writing, job application, training, referrals and placements;
- (i) Providing housing accommodations for eligible participants in the unit(s) identified in the Lease Agreement(s) between Manitoba Housing and Name of Agency Services Inc.;
- (j) Providing appropriate and regular in-suite supports (home visits) to participants which enable participants to stabilize their lives;
- (k) Monitoring of activity in and state of units, and working with participants and Manitoba Housing to resolve any issues as needed. This may involve mentoring participants to perform minor repairs to units as required, such as patching holes and painting;
- (l) Linking participants with information and resources as well as appropriate supports and services to acquire and maintain longer term housing;
- (m) Working in partnership with the Name of Agency Homeless Outreach Mentor to assist individuals in accessing permanent housing;
- (n) Facilitating transfers out of units including move to permanent housing or relocations to other programs if necessary;
- (o) Providing short-term supports to individuals who have moved into permanent accommodations as needed; and
- (p) Documenting work with participants (e.g. intake, goal setting, accomplishments, unit inspections, exit interviews) by using tools developed by Name of Agency, such as the REST Workbook, as well as documenting engagement in services, length of tenancy and type of permanent housing acquired.

#### **4.0 SERVICE OUTCOMES**

The expected outcomes for the REST program are:

- (a) Participants maintain stable and secure housing; and
- (b) Participants maintain overall stability and well-being.

#### **5.0 SERVICE ADMINISTRATION**

The Service Provider agrees to provide the following administrative services:

- (a) The financial administration of the Services outlined in this Schedule of this Agreement;

- (b) The policy administration of the Services outlined in this Schedule of this Agreement, including the preparation of policy manuals, guidelines, and instructions to staff that are consistent with the service principles and practices outlined by Manitoba Housing;
- (c) 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";
- (d) The management of the Services outlined in this Schedule of this Agreement in accordance with Manitoba's written policy concerning Criminal Record Checks;
- (e) A commitment to adhere to all Covenants and Terms as outlined in the current lease agreement(s) between the Manitoba Housing and Renewal Corporation and Name of Agency Inc.;
- (f) The management of the Services outlined in this Schedule of this Agreement in accordance with sound corporate business and financial practices;
- (g) The preparation and provision of reports and financial statements in accordance with the Department of Families Financial Reporting Requirements;
- (h) The incorporation of continuous quality improvement strategies into the operations, ensuring ongoing compliance with provincial legislation and standards, where applicable;
- (i) The provision competent and trained personnel; and
- (j) Collaboration with Manitoba Housing to jointly develop and implement procedures and administrative measures to improve communication and information sharing.

## **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, with respect to the provision of the REST program outlined in this Schedule, on the following basis, or in such other form and manner required by Manitoba Housing from time to time:

- (a) By **April 30** of each Fiscal Year, the Service Provider shall submit:
  - i. An Annual Business Profile;
  - ii. An Operating Budget;
  - iii. A 4<sup>th</sup> Quarter Interim Statement of Revenue and Expenses; and
  - iv. Certificate of Insurance.
- (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 Deficit / Surplus Report;
- iv. A copy of the Auditor's Management Letter;
- v. A Compensation Disclosure Report in accordance with the *Public Sector Compensation Disclosure Act*; and
- vi. A copy of the Annual Report or Annual General Meeting Minutes.

(c) By **October 31** of each fiscal year, the Service Provider shall submit:

- i. A 2<sup>nd</sup> Quarter Interim 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 provide Manitoba Housing with the following aggregate, de-identified data on a quarterly basis through the REST program reporting template **by the 15<sup>th</sup> of the following months: July 2017, October 2017, January 2018, and April 2018:**

#### Occupancy

- Occupancy rates
- Program graduations
- Length of stay at graduation

#### Post-Transition Follow Up

- Housing stability at 3 months and 6 months upon graduation

#### Demographics

- Gender
- Age
- Ancestry

The Service Provider agrees to develop protocols to alleviate risks associated with the electronic transfer of data to Manitoba Housing. Any aggregate, de-identified data of participants provided to Manitoba Housing will be properly encrypted using password protections. The Service Provider also agrees to develop protocols to ensure that passwords for encrypted data are provided to designated Manitoba Housing staff separately from any electronic transfer of aggregate, de-identified data.

### **6.04 Other Reporting**

The Service Provider agrees to complete and submit the following reports to Manitoba Housing:

(a) By **April 30** of each Fiscal Year, the Service Provider shall submit:

- i. An Annual Program Monitoring Report.

**6.03 Meetings and Site Visits**

The Service Provider agrees to a minimum of two meetings per Fiscal Year with Manitoba Housing. The first meeting is to occur before **May 31** in order to review the achievements of the past year and plans for the following year. The second meeting is to occur before **November 30** in order to discuss the current year's progress. The Service Provider and Manitoba Housing may meet in addition to this and shall communicate by other means as necessary.

**7.0 SERVICE FUNDING**

- (a) **Upon confirmation of available funding by the Manitoba Legislature through the Provincial Budgeting process**, Manitoba Housing agrees to provide funding at its sole discretion to the Service Provider for the provision of **the REST program** as outlined in this Schedule, up to a maximum of **\$90,000** for the **2018/19** fiscal year.
- (b) Manitoba Housing agrees to provide Name of Agency with up to **fifteen (15)** housing units for the provision of the REST program. Units will be provided in-kind, with the **2018/19** fiscal year value of approximately \$133, 200 (subject to market demands).
- (c) Manitoba Housing agrees to make payment on a monthly basis, provided all reporting requirements have been submitted.

**8.0 EVALUATION**

The Service Provider agrees to collaborate with Manitoba Housing in an evaluation of the program to be conducted by an evaluator as mutually agreed upon by Manitoba Housing and the Service Provider.

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: \_\_\_\_\_