

# Memorandum of Understanding

Between

**Homeward Trust Foundation**  
(herein referred to as “Homeward Trust”)

And

**“*Organization Name*”**

## 1. Purpose

Homeward Trust and *Organization Name*, (collectively, “the Parties”) consider it essential to assist homeless individuals and families in Edmonton to have access to affordable and safe homes.

The Parties listed above will enter into a Memorandum of Understanding that defines how the two organizations will collaborate to reduce homelessness. Under this agreement, *Organization Name* will be able to access resources (funding and furnishings) from Homeward Trust to house clients who are experiencing homelessness. *Organization Name* will assist clients to access housing, and will ensure follow up through existing programs within their organization (for a period of at least six months). This partnership to provide “Supported Referrals” for housing will help to prevent entrenchment in homelessness for the individuals and/or families to be served and to reinforce the collective community effort to keep the By-Name List current and accurate.

## 2. Agreement

The Parties agree through this MOU to a formal partnership whereby:

### Homeward Trust will:

- a. Provide standardized screening tools to assess barriers to housing and level of need, as well as training on the use of these tools.
- b. Review supported referrals submitted by *Organization Name* and provide a response within two business days.
- c. Reimburse costs incurred by *Organization Name* as defined in this agreement up to \$20,000.
  - i. This amount is inclusive of Administration costs. Homeward Trust will pay Administration costs equal to 10% of the amounts claimed by *Organization Name* under this agreement.
  - ii. Provide access to furniture for supported referral clients through *Find*, a social enterprise furniture bank operated by Homeward Trust in support of housing efforts in community.

- d. Provide referral pathways for clients identified and screened by *Organization Name* whose needs exceed the supports that can be brokered by *Organization Name*. These individuals (or families) may be appropriate for Housing First, supportive housing, or other programs funded under Edmonton’s Plan to End Homelessness. Homeward Trust can facilitate referrals to these programs through its Coordinated Access team.
- e. Facilitate a Community of Practice for partners delivering supported referrals.
- f. Provide opportunities for staff training relevant to the work, including practices in Triage and Prioritization, and Diversion.
- g. Make available a common database (Efforts to Outcomes, or ETO) for entering required information, as well as training in the use of ETO.

**Organization Name will:**

- a. Identify clients who are experiencing homelessness as potential supported referrals. Staff will administer a brief screening tool (The Vulnerability Index-Service Prioritization Decision Assistance Tool, or VI-SPDAT) with clients who are potential supported referrals.
  - i. Clients will be asked to complete standardized forms for collection and sharing of information compliant with the *Freedom of Information and Protection of Privacy Act* (FOIP).
  - ii. Ensure existing resource options are not duplicated, meaning all possible emergency based resources have been pursued prior to moving to a supported referral.
- b. Submit supported referrals to Homeward Trust for approval (a supported referral can be an individual, or a family). *Organization Name* is not required to submit supported referrals every month. If in excess of 3 supported referrals are submitted in a month, they will be considered in the context of the total number of submitted supported referrals received from all agencies. A supported referral submission includes:
  - i. a completed VI-SPDAT screening, with an acuity score between 4-9
  - ii. the FOIP forms identified above, and
  - iii. identifying the supports that will be provided or brokered to help the client(s) to maintain their housing.
  - iv. a *FIND* request, if required for the individual (or family), wherein the agency agrees to the coordination of the *FIND* request on behalf of the individual (or family)
- c. Assist clients who are approved as supported referrals to access and set up housing units.
  - i. Costs for short-term housing in hotels, transitional or interim housing units, or other temporary placements are not eligible under this agreement. Stable, long-term housing is intended, which in most cases will mean clients are accessing market rental, affordable housing, or social housing units.
- d. Submit invoices within 15 days of the end of each month to recover costs incurred to access and set up housing. Costs can be incurred before housing and during the first 90 days of tenancy. Homeward Trust classifies these as “Client Start-up Costs”, and they may include:
  - i. Pro-rated rent, and/or first month’s rent and damage deposit
  - ii. Utility deposit, Utility arrears (prior to housing), and/or Utility hook-ups (including gas, electricity, water, cable and telephone landline)
  - iii. Household items (which are not available from *FIND*) and minor personal items e.g., reading glasses, personal hygiene items

- iv. Start-up groceries
- v. ETS Bus tickets for transportation during the housing process
- vi. Acquiring personal identification
- vii. Housing unit insurance (which is required as a condition of a lease)
- e. Report monthly on the status of housing for each supported referral for the first 6 months after housing.

### 3. Target Population

Individuals and families eligible for funding as a supported referral must be experiencing homelessness, which means: they are without a permanent place of residence; living on the street, in shelters or in places that are not intended or suitable for permanent residence; are “couch-surfing”, or temporarily living with others for short periods of time. Youth under age 18 are not eligible to receive this funding, except where the youth is supported by an organization that has received specific approval for supporting youth.

### 4. General Terms

- a. This MOU will come into effect once it is signed by each Party and will terminate on March 31, 2018.
- b. The MOU may be terminated by either party, in writing, providing 30 days’ notice. If clients are currently being served, ensure no interruption of service.
- c. All collection, use, disclosure, retention and destruction of personal information under this Memorandum of Understanding must conform to the requirements of *Freedom of Information and Protection of Privacy Act* in Alberta.
- d. The Parties agree not to disclose, authorize or permit disclosure to any person or organization now, or at any time in the future, any information or documents of any kind or other matter or thing which comes into its knowledge or possession by reason of this MOU, and shall retain all such knowledge as confidential, unless it is expressly authorized by all Parties in writing. This clause does not apply to information that is publicly available or becomes publicly available without breach of this term.
- e. *Organization Name* shall ensure that in any and all communication activities, publications, advertising and press releases referring to Supported Referrals, include an appropriate acknowledgement, in terms satisfactory to Homeward Trust and the Government of Canada. *Organization Name* shall notify Homeward Trust **a minimum of 20 working days (4 weeks)** in advance of any and all such communication activities, publications, advertising and press releases.
- f. This MOU and the Supported Referral funding does not apply to financial responsibilities of landlords or tenants for evictions, damages, or remediation of units after a client is housed.
- g. If additional funds become available during the MOU period, Homeward Trust may re-negotiate this MOU with *Organization Name* to increase the amount of funding available.

### 5. Claims Process

- a. Claims are due on the 15<sup>th</sup> of the month for expenses being claimed for the previous month.
- b. Claims should be submitted on a Claim Form provided by Homeward Trust.
- c. All Receipts must be attached to the Claim Form, except for Administration fees, which will be allocated at 10% and which is to be added to the Claim.

SAMPLE

**6. Contact information for this MOU**

Homeward Trust and *Organization Name*

**7. Signatures**

Signed by the following official representatives of the Parties to this Memorandum of Understanding:

SIGNED ON BEHALF OF HOMEWARD TRUST FOUNDATION

\_\_\_\_\_  
Susan McGee, CEO

\_\_\_\_\_  
Date

SIGNED ON BEHALF OF *Organization Name*

\_\_\_\_\_

\_\_\_\_\_  
Date

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