

## **SCHEDULE "B"**

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

### **HOMELESS OUTREACH MENTOR**

#### **1.0 SERVICE DEFINITION**

The Homeless Outreach Mentor will engage with homeless individuals and help them connect with the required income, housing, health and social supports to assist them in moving from the street or emergency homeless shelter to transitional or permanent ("long-term") housing.

The Service Provider's Homeless Outreach Mentor will focus on assisting individuals who experience chronic, episodic, temporary homelessness, or are at risk of homelessness to access appropriate housing and services in support of successful tenancies and individual health and well-being. Short term tangible supports the mentor will provide include liaising and/or referring individuals to social and housing supports where available, providing support to individuals in locating permanent, safe and affordable housing, and direct provision of housing supports to individuals where other community supports are not available.

#### **2.0 SERVICE OBJECTIVES**

The service objectives of the Service Provider's Homeless Outreach Mentor are:

- (a) Outreach: To provide and facilitate access to culturally-appropriate integrated income, housing, health and social services and supports;
- (b) Housing Access: To help individuals explore a variety of housing options and to attain appropriate housing as per individual needs; and
- (c) Stability: To provide supports to housed individuals and/or to individuals at risk of housing loss that will promote successful tenancies and individual health and well-being.

#### **3.0 SERVICE ACTIVITIES**

The objectives are realized through the following activities. Mentors shall:

- (a) Outreach:
  - i. Engage with individuals through agency visits and external contacts;
  - ii. Engage, develop and participate in relationships with external agencies providing social services and housing services to coordinate client access;
  - iii. Assess individual level of service and housing needs;
  - iv. Identify and link individuals to appropriate income, housing, health and social support services;

- v. Accompany individuals to appointments;
  - vi. Maintain relationships with chronically or episodically homeless individuals who are awaiting acceptance into programs capable of providing more intensive supports and continue to link them to other useful resources; and
- (b) Housing Access:
- vii. Support individuals who might experience temporary or imminent homelessness to find appropriate housing;
  - viii. Support chronically or episodically homeless individuals by referring them to more intensive housing support programs where available, or to find housing where other supports are unavailable; and
- (c) Stability:
- ix. Provide housing services to individuals (approximately 3-6 months) and/or link them with other supports;
  - x. If possible, provide longer term housing supports for individuals where alternative supports are not available;
  - xi. Help individuals who have found housing or those at imminent risk of homelessness with evictions preventions planning; and
  - xii. Work with Homeless Outreach Mentors from other agencies to provide consistent service delivery.

#### **4.0 SERVICE OUTCOMES**

The expected outcomes include:

- (a) Low and moderate need individuals have accessed program
- (b) Individuals have been supported to find appropriate housing
- (c) Individuals at imminent risk of homelessness have had housing loss prevented
- (d) Individuals housed through program have successfully maintained housing
- (e) HOMs have provided direct services to individuals to support housing, health and wellbeing
- (f) HOMs have referred individuals to appropriate services
- (g) High needs individuals have been referred to appropriate housing & service resources where available
- (h) HOM services have been provided to individuals for 3-6 months as required

#### **5.0 SERVICE ADMINISTRATION**

The Service Provider agrees to provide the following administrative services:

- (a) The Service Provider will hire a Mentor who will provide mentoring services to homeless individuals and those at risk of homelessness in Thompson;
- (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 determined by the Working Group that are 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 Homeless Outreach Mentor Team 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 MHRC reporting requirements, with respect to the provision of the Homeless Outreach Mentor Services outlined in this Schedule, on the following basis, or in such other form and manner required by MHRC 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;
  - 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*;

- 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 Service Reporting**

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

- (a) By the **15<sup>th</sup> of each following month**, the Service Provider shall submit:
- i. MHRC Report on Homeless Outreach Mentor monthly outcomes completed for the previous month
- (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** MHRC agrees to provide funding at its sole discretion to the Service Provider for **X Homeless Outreach Mentor 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 Mentor position are less than **\$XX**, the Service Provider may use remaining funds for costs directly related to support for the activities of the Mentor, subject to the specific approval of MHRC.
- (c) The Service Provider shall ensure that one (1) full time designated Mentor is employed and providing services to the community throughout the funding period and to notify MHRC if the service becomes unavailable due to staff vacancy, extended leave, or any other purpose.
- (d) MHRC reserves the right to suspend funding when the Mentor position is vacant 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.
- (e) The Homeless Outreach Mentor 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 HOM program to be conducted by an external evaluator retained by MHRC.

For MHRC \_\_\_\_\_

Name:

Office Held:

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

For MHRC \_\_\_\_\_

Name:

Office Held:

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

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

Name:

Office Held:

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

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

Name:

Office Held:

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