

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 _____.

X SUPPORTIVE HOUSING

1.0 SERVICE DEFINITION

2.0 SERVICE GOALS

The service goals of the Service Provider are:

- (a) To create an environment that cultivates a sense of real home;
- (b) To help residents avoid returning to homelessness;
- (c) To help residents find long-term permanent housing;
- (d) To employ resident-centred case management to help residents set self-identified goals that will help them improve individual health and wellness; and
- (e) To increase resident, employability, increase employment and volunteer opportunities and help residents move towards increased financial self-sufficiency.

3.0 SERVICE ACTIVITIES

The goals are realized through the following activities:

- (a) Staff to conduct the following client selections and intake activities:
 - i. Develop housing plans with clients and to help them move into the facility when spaces become available;
 - ii. Conduct initial resident assessments; and
 - iii. Partner with clients in developing individually tailored case management plans to address longer-term housing goals and to improve individual health and well-being.
- (b) Staff to conduct the following Housing Support Services:
 - i. Conduct client meetings at a frequency determined between staff and residents but not to be less than on a bi-weekly basis;
 - ii. Provide individually tailored housing supports including evictions prevention supports and supports that positively impact a client's daily functioning;
 - iii. Support clients in accessing full spectrum of relevant community services to maintain housing and improve health and well-being;

- iv. Help clients apply for market, social or interim housing opportunities based upon client personal need and/or preference;
- (c) Staff to conduct the following facility maintenance and facility programming services:
- i. In collaboration with community partners, offer five day a week recreational, social, community-building and educational programming for facility residents to encourage increased self-sufficiency, physical & mental health and overall well-being;
 - ii. Provide daily meals for residents and provide education in healthy and sustainable eating habits;
 - iii. Assist residents in maintaining the facility as a safe, healthy, welcoming space at all times.

4.0 SERVICE OUTCOMES

The expected outcomes include:

- (a) Formerly homeless individuals have accessed client-centred supportive housing;
- (b) Residents have successfully maintained their tenancies
- (c) Residents have moving into private market and/or social housing accommodations when ready
- (d) Residents are being provided with services to support housing, health and wellbeing
- (e) HOMs have referred individuals to appropriate services

5.0 SERVICE ADMINISTRATION

The Service Provider agrees to provide the following administrative services:

- (a) The Service Provider will ensure the ongoing operations of the facility and will maintain an annual budget that ensures ongoing program sustainability;
- (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, 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 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;
- 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 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 **15th of each following month**, the Service Provider shall submit:
 - i. Monthly Data Collection Report providing de-identified client data (age, sex, length of time housed).

- (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 up to **\$XX** to support the annual operations of the X Supportive Housing Facility **in the 2018/19 fiscal year** as outlined in this Schedule.

- (b) In the event that costs related to the operation of the Facility are less than **\$XX**, the Service Provider may use remaining funds for costs directly related to the provision of services to Facility residents, subject to the specific approval of Manitoba Housing.

- (c) Manitoba Housing reserves the right to suspend funding when the Service Provider is 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 this program 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: _____