

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 BREAKAWAY

1.0 SERVICE DEFINITION

2.0 SERVICE GOALS

To support participants and reduce their reliance on emergency systems, and support individuals dealing with homelessness by utilizing a *Housing First* approach. Participants will receive assistance in accessing and maintaining appropriate housing, as well as support to improve and/or maintain health (physical, mental and social well-being).

Intake - Identify appropriate participants for the program and ensure that the necessary income and supports are in place to access housing.

Housing Access - Help participants explore a range of housing options and to obtain appropriate housing per participant needs.

Stability - Provide housing services and referral supports for participants that will promote successful tenancies, reduce reliance on emergency systems and improve participant's health and well-being.

3.0 SERVICE ACTIVITIES

The goals are realized through the following activities:

INTAKE

- (a) Identify participants who would be suitable for the program. Receive referrals from the community partners and lead the intake process;
- (b) Develop care plan with participants that include the following four areas of care; physical health, mental health, addictions and housing;
- (c) Develop and maintain relationships with partners providing housing as well as social, health & addictions services and employment opportunities.

HOUSING ACCESS

- (a) Support participants to search for suitable housing and visit units;
- (b) Assist participants in communicating with landlord, completing unit condition reports and signing lease;
- (c) Ensure participants obtain household items, furniture and assistance with the move.

STABILITY-provide or insure services are accesses by participants

- (a) Assistance in developing tenancy skills in the following areas; management of premises, management of finances, and management of behaviour;
- (b) Crisis intervention, mediation and advocacy services to maintain stability and prevent eviction;
- (c) Encouragement towards independence and the reduction of housing supports as suitable for each participant.
- (d) Engage with additional support services that will improve the participants health and well -being and reduce reliance on emergency systems

4.0 SERVICE OUTCOMES

The expected outcomes include:

- (a) Reduced utilization of emergency services (police, fire, paramedic, hospital, homeless shelter) by participants;
- (b) Participants are more stable and have enhanced service connection and capacity;
- (c) Participants have increased opportunities and ability to choose, get and keep housing.

5.0 SERVICE ADMINISTRATION

The Service Provider agrees to provide the following administrative services:

- (a) The financial administration for the Services outlined in this Schedule in a reasonable and diligent manner;
- (b) The policy administration for the Services outlined in this Schedule including the preparation of policy manuals, guidelines, and instructions to staff that are consistent with this Schedule;
- (c) The management for the Services outlined in this Schedule in accordance with Manitoba's written policy concerning Criminal Record Checks, a copy of which the Service Provider has received;
- (d) The management of the Services outlined in this Schedule in accordance with sound corporate business and financial practices and in a reasonable and diligent manner;
- (e) The preparation and provision of reports and financial statements in accordance with Manitoba's financial reporting requirements;

- (f) The recruitment and supervision of support workers who will assume case management and support responsibility for a caseload of approximately 20 – 25 participants in a reasonable and diligent manner;
- (g) The incorporation of continuous quality improvement strategies into the operations, ensuring ongoing compliance with provincial legislation and standards, where applicable;
- (h) The provision competent and trained personnel; and
- (i) 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 MHRC 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 Operating Budget; and
 - ii. A 4th Quarter Interim Statement of Revenue and Expenses.

- (b) By **September 30** of each fiscal year, the Service Provider shall submit:
 - i. A Final Staffing Report; and,
 - ii. A Deficit / Surplus Report.

- (c) By **October 31** of each fiscal year, the Service Provider shall submit:
 - i. A 2nd 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 monthly basis through HIFIS and/or the Monthly and Annual Project Breakaway Statistics template **by the 15th of each following month:**

- Number of new participants
- Number of participants moved into housing, housing type, length of tenancy
- Number of participants linked to appropriate services, service type, length of engagement
- Number of participants transitioned to other programs
- Number of participants who have graduated from Project Breakaway
- Number of home visits conducted with participants

The Service provider will also collect information on participant's emergency systems usage which can assist in demonstrating that Project Breakaway supports and housing will reduce reliance on these services.

6.04 Other Reporting

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

- (a) By **April 30** of each Fiscal Year, the Service Provider shall submit:
 - i. Annual Project Monitoring Report.
- (b) The Service Provider will be responsible ensuring the completion and filing of the following:
 - Consent by the participant to partake in Project Breakaway (to be renewed annually)
 - Intake and Assessment Forms
 - Goals setting and casework notes
 - Transition Assessment Forms
 - Client survey at Intake
 - Client survey at Transition

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.

The Service Provider shall also lead, convene and participate in monthly **Project Breakaway Committee** meetings in order to communicate progress, to raise challenges and concerns that the committee should work to resolve and address, and to identify and

approve the intake of new participants and the transition of participants that have become stable in housing.

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 the provision of services to Participants as outlined in this Schedule, up to a maximum of **\$XX**, for three (3) full-time Case Management positions for the **2018/19** fiscal year.
- (b) The Service Provider shall ensure that three (3) Case Management staff are employed and providing services to the community throughout the funding period and to notify Manitoba Housing if the service becomes unavailable due to staff vacancy, extended leave, or any other purpose.
- (c) Manitoba Housing reserves the right to suspend funding when the project coordinator and case management positions are 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.
- (d) In the event that salary and payroll costs related to the Case Management positions are less than **\$XX**, the Service Provider may use remaining funds for costs directly related to support for the activities of case management staff, subject to the specific approval of Manitoba Housing.

8.0 EVALUATION

The Service Provider agrees to participate in an evaluation of the Project Breakaway 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: _____