

## **SCHEDULE "A"**

This is Schedule "A" to the Service Purchase Agreement between the Manitoba Housing and Renewal Corporation ("MHRC") and the **Name of Shelter** (the "Service Provider") dated

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### **EMERGENCY SHELTER**

#### **PREAMBLE**

#### **1.0 SERVICE DEFINITION**

#### **2.0 SERVICE GOALS**

The service goals of the Service Provider are:

- (a) To ensure that all community members have access to emergency shelter when required
- (b) To reduce the dangers of homelessness to vulnerable community members
- (c) To help vulnerable community members access appropriate housing and support services
- (d) To ensure overnight shelter needs are met as required by each individual

#### **3.0 SERVICE ACTIVITIES**

The goals are realized through the following activities:

- (a) Providing clean and safe sleeping accommodation for shelter clients;
- (b) Providing on-site access to basic first aid, washroom facilities and supplies;
- (c) Maintaining the physical structure of the facility;
- (d) Working in partnership with Housing First Initiatives and rapid rehousing programs to assist individuals access services and housing.
- (e) Collecting data on client shelter usage and client demographics utilizing the Homeless Individuals and Families Information System (HIFIS) or manually as required.

#### **4.0 SERVICE OUTCOMES**

Short Term Outcomes

- (a) Number of people who access shelter
- (b) Percentage of nightly shelter space utilized
- (c) Number of people who are turned away from shelter

- (d) Number of individuals experiencing Chronic/episodic homelessness
- (e) Number of people in shelter for 0-2 and 2+ years
- (f) Number of people referred to rapid rehousing and/or Housing First Programs
- (g) Number of shelter spaces available

#### Longer term Outcomes

- (a) Reduction in shelter usage by long term shelter users
- (b) Reduction in average length of homelessness for all shelter users
- (c) Shelter information collected is used to inform community homelessness mitigation and prevention strategies

### **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 MHRC;
- (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 MHRC's written policy concerning Criminal Record Checks;
- (e) Work with MHRC to adhere to the guidelines and standards outlined in the *Emergency Homeless Shelter Standards*;
- (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 MHRC's 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 MHRC 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 Emergency Shelter 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;
  - iv. An Annual Project Monitoring Report including an explanation of priorities for the new year;
  
- (b) By **July 31** of each fiscal year, the Service Provider shall submit:
  - i. Verification of Fire Safety Regulation Approvals
  - ii. Verification of Health Regulations Approvals
  
- (c) By **September 30** of each fiscal year, the Service Provider shall submit:
  - i. 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)*;
  - ii. A copy of the Auditor's Management Letter;
  - iii. A Compensation Disclosure Report in accordance with the *Public Sector Compensation Disclosure Act*;
  - iv. A copy of the Annual Report or Annual General Meeting Minutes & updated Board Membership
  
- (d) By **October 31** of each fiscal year, the Service Provider shall submit:
  - i. A Mid-Term Statement of Revenue and Expenses.

### 6.02 Statistical Reporting

The Service Provider, in accordance with the Service Purchase Agreement agrees to provide MHRC with the following aggregate, de-identified data on a monthly basis through the Homeless Individuals and Families Information System (HIFIS) **by the 15<sup>th</sup> of each following month:**

#### Occupancy

- Nightly occupancy rates
- Lengths and frequency of stays &
- Turnaways (due to lack of space, barrings, behavior, ineligibility)
- Chronic and episodic homelessness
- Referrals to Housing First programs and/or Rapid Rehousing initiatives

Demographics

- Gender
- Age
- Ancestry

The Service Provider agrees to develop protocols to alleviate risks associated with the electronic transfer of data to MHRC. Any aggregate, de-identified data of emergency shelter users provided to MHRC 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 MHRC staff separately from any electronic transfer of aggregate, de-identified data.

**6.03 Meetings and Site Visits**

The Service Provider agrees to a minimum of two meetings per Fiscal Year with MHRC. The first meeting is to occur before **June 30** 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 and will include a **Site Visit** at which time MHRC may inspect the Service Provider’s adherence to the *Emergency Homeless Shelter Standards*. The Service Provider and MHRC 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** MHRC agrees to fund the Service Provider for the provision of **Emergency Shelter** as outlined in this Schedule, up to a maximum of **\$XX** for the **2018/2019** fiscal year, for **XX** emergency mats.
- (b) Manitoba Housing agrees to make payment on a monthly basis, provided all reporting requirements have been submitted.

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: \_\_\_\_\_