

## SCHEDULE "A"

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

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### **PORTABLE HOUSING BENEFIT (PHB)**

#### **1.0 SERVICE DEFINITION**

The Portable Housing Benefit (PHB) provides a rent supplement, accompanied by housing support services, to individuals with a mental health disability ("Recipients"), enabling them to secure and maintain safe and affordable housing within the private rental market.

Recipients will be required to accept housing supports from the Service Provider in order to maximize the success of their tenancy. Funds will be provided to the Service Provider to hire staff to provide housing supports. All funds referenced in Section 7.0 hereof will be administered by Manitoba Housing.

In order to target the benefit to those most in need, the funds identified in this Schedule have been restricted to Employment and Income Assistance (EIA) recipients who have been enrolled on the basis of a mental health disability. Recipients must have an unstable housing situation that is interfering with their progress in recovery and/or positive participation in community life. The PHB is portable and is attached to the recipient, not the housing unit.

#### **2.0 SERVICE GOALS**

To support individuals with mental illness by enabling them to find, get and keep affordable, suitable and safe private market rental housing, thereby improving their mental health recovery and increasing stability and opportunities for successful tenancy through the following objectives:

- (a) *Intake* - Identifying and enrolling appropriate individuals for the program and ensure the necessary supports, income and paperwork are in place for accessing housing.
- (b) *Housing Access* - Helping individuals explore a variety of housing options and to obtain appropriate housing as per individual needs.
- (c) *Stability* - Providing, or ensuring the provision of, housing services and referral supports to housed individuals that will promote successful tenancies and individual health and well-being.

#### **3.0 SERVICE ACTIVITIES**

The goals are realized through the following activities:

##### ***Intake***

- (d) Identify individuals who would be suitable for the program, receive referrals from community partners and support approval process.
- (e) Assess individual client service and housing needs and wishes.
- (f) Help approved participants apply for and renew their PHB and their mental health disability status and communicate with EIA as required.
- (g) Assist participants in developing housing and personal goals.
- (h) Ensure individuals are obtaining required income, ID, references, damage deposits.
- (i) Develop and maintain relationships with partners providing housing as well as social, health, and addictions services and employment opportunities.
- (j) Connect participants with partners and encourage continued involvement.

##### ***Housing Access***

- (k) Support individuals to search for suitable housing and visit units.
- (l) Assist participants in communicating with landlord, performing/requesting unit inspections and signing lease.
- (m) Ensure individuals obtain household items and furniture and assistance with move.

##### ***Stability - Provide or ensure the following is received by clients:***

- (n) Assistance in developing tenancy skills if required such as: payment of rent/bills, management of premises, daily living skills, relationships with neighbours.
- (o) Information about community programs, events and resources and encourage participant involvement.
- (p) Encouragement towards independence and the reduction of housing supports as suitable for each participant.

- (q) Crisis intervention, mediation and advocacy services to maintain stability and prevent eviction.
- (r) Support to transition out of the PHB program when subsidy and services are no longer required.

#### 4.0 SERVICE OUTCOMES

The expected outcomes are as follows:

- (a) Increased stability and successful tenancies for participants.
- (b) Improved mental health recovery for individuals with mental illness.

#### 5.0 SERVICE ADMINISTRATION

The Service Provider agrees to be and remain responsible for the following administration of the Services under this Agreement:

- (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, in accordance with the policies and procedures of the PHB program;
- (c) The management of the Services outlined in this Schedule of this Agreement in accordance with Manitoba's written policy concerning Criminal Record Checks;
- (d) The management of the Services outlined in this Schedule of this Agreement in accordance with sound corporate business and financial practices;
- (e) The preparation and provision of reports and financial statements in accordance with Manitoba Family Services' *Financial Reporting Requirements*, as referred to in the Agreement;
- (f) Produce and maintain documentation required to administer the PHB, including the completion and submission of PHB applications, and the maintenance of applicable client records;
- (g) The incorporation of continuous quality improvement strategies into the operations, ensuring ongoing compliance with provincial legislation and standards, where applicable; and
- (h) The provision competent and trained personnel;

#### 6.0 REPORTING REQUIREMENTS

##### 6.01 Financial Reporting

The Service Provider shall provide written reports, satisfactory in form and content to the *Financial Reporting Requirements* associated 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 Housing from time to time:

- (a) By **April 30** of each Fiscal Year, the Service Provider shall submit:
  - i. An Annual Agency Profile; (current year)
  - ii. An Operating Budget; (current year)
  - iii. A 4<sup>th</sup> Quarter Interim Statement of Revenue and Expenses; (previous year) and
  - iv. Certificate of Insurance. (current year)
- (b) By **September 30** of each fiscal year, the Service Provider shall submit:
  - i. A Final Staffing Report; (previous year)
  - 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)*; (previous year)
  - iii. A Deficit / Surplus Report; (previous year)
  - iv. A copy of the Auditor's Management Letter; (previous year) and
  - v. A copy of the Annual Report or Annual General Meeting Minutes. (previous year)
- (c) By **October 31** of each fiscal year, the Service Provider shall submit:
  - i. A 2<sup>nd</sup> Quarter Interim Statement of Revenue and Expenses. (current year)

**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 shall report to Manitoba Housing as follows:

- (a) Provide information on Recipients and the administration of the program on a **monthly** basis, and as required, for monitoring, policy development and evaluation purposes; and
- (b) Complete the Annual Program Monitoring Report, which explains the successes and challenges related achieving the following short-term outcomes:

Intake:

- # of individuals that access program
- # total individuals in program
- # of individuals on waitlist/re-directed
- # of participants connected to new services

Housing Access:

- # of participants who have moved into new housing/kept current housing
- # of participants who were re-housed

Stability:

- # of participants whose evictions have been prevented
- # of participants that have graduated out of PHB program
- # of participants that have transferred out/left the PHB program
- # of participants that have been housed +/- 2 years
- # of direct of services provided by PHB Coordinator

**7.0 SERVICE FUNDING**

Name of Agency has been allocated **20** Portable Housing Benefits and therefore the following will apply:

- (a) **Upon confirmation of available funding by the Manitoba Legislature, through the Provincial Budgeting process**, Manitoba Housing agrees to provide funding to the Service Provider at its sole discretion, **\$XX** for the **201819** fiscal year, for the following purposes:
  - (i) staffing to provide the Services outlined in this Schedule, up to a maximum of **\$XX**; and
  - (ii) a 10 percent administration fee, up to a maximum of **\$XX**.
- (b) This funding will be provided in monthly payments of **\$XX**, which will be paid at the beginning of each month during the term of this Agreement.
- (c) Manitoba Housing reserves the right to suspend funding when the housing support staff 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) The funding does not cover professional and clinical support services. If these services are required for the Recipients, the Service Provider is responsible for referring these Recipients to the appropriate resource(s).

**8.0 EVALUATION**

The Service Provider agrees to participate in an evaluation of the Portable Housing Benefit 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: \_\_\_\_\_