

Suggested Elements of a Supportive Housing Memorandum of Understanding (MOU)

1. Parties and arrangement:

- a. Is this between a Developer and Service Agency or a Developer, Service Agency and Property Manager?
- b. What are the number of units covered and address of the units?
- c. Population Served / Housed: (Who is targeted for these units? Who is eligible if there aren't enough of the targeted population? Who is a service priority? What does the tenant selection process look like?)
- d. What is the overall intent of the Supportive Housing project?

2. Definitions: How are key terms tied to eligibility and services defined?

3. What are the Roles and Responsibilities of the Partners?

- a. What thresholds must be communicated? (Missed rent payments?) (How many days late?) (Complaints by neighbors, others?)
- b. Do partners use a Release of Information? (If not, how is communication relating to the tenant addressed?)
- c. How are "excellent" or "frequent" communication defined/quantified?
- d. What are expectations around crisis intervention? (In the middle of the night or on weekends, who gets called and when?) (What's the expectation of a response by the service agency?)
- e. How will tenant complaints be resolved?

4. Specific scope of services being offered:

- a. What is the initial frequency of service contacts and how may this change over time? What triggers a change?
- b. Who determines what services are offered? An initial assessment? An Individual Service Plan agreed to by tenant? Other?
- c. Are there any goals or parameters about size of the caseloads for the service provider?
- d. Which services will be provided directly by social services agency and which through referral?
- e. Where will services be provided? In the unit or somewhere else in the community?
- f. How long will services be available to the tenant if they remain in the program? Is there an end point other than if they don't need them anymore?
- g. What's the service funding source? How sustainable is it? How will clients transition to another caseload?

5. After care:

- a. What's the definition of when services will end because the tenant no longer needs them? If tenant no longer wants to participate in on-site services but is compliant with all aspects of the lease, can they remain in the unit?
- b. What's the threshold for service intervention after the tenant has stopped participating in the program? How do they re-engage with services if they were doing well but begin to struggle?
- c. What happens if the tenant "fires" the service provider?

6. Management of the MOU:

- a. What is the term of the MOU?
- b. Will it be reviewed by all parties at least biennially?
- c. How will MOU or relationship complaints be resolved?