

Suggested Elements of a Supportive Housing MOU
(Last updated October 2018)

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. Tenant Eligibility:
 - a. What are the key tenant selection criteria, including income qualifications?
 - b. What factors would result in the denial of an application?
 - c. What are the roles of the parties as it relates to tenant referrals and determining tenant eligibility?
 - d. How will homeless or at-risk of homelessness status be determined and documented?
4. What are the Roles and Responsibilities of the Partners?
 - a. What are the roles and responsibilities of the service provider, sponsor/owner and management agent?
 - b. What thresholds must be communicated? (Missed rent payments?) (How many days late?) (Complaints by neighbors, others?)
 - c. Do partners use a Release of Information? (If not, how is communication relating to the tenant addressed?)
 - d. How are "excellent" or "frequent" communication defined/quantified?
 - e. 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?)
 - f. How will tenant complaints be resolved?
 - g. How will the affirmative fair housing marketing plan address the targeted population?
5. 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. What staffing level and coverage will be provided?
 - d. Are there any goals or parameters about size of the caseloads for the service provider?
 - e. Which services will be provided directly by social services agency and which through referral?
 - f. Where will services be provided? In the unit or somewhere else in the community?
 - g. 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?
 - h. How will clients transition to another caseload, if necessary, due to funding reductions?
6. 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?

7. Funding:

- a. What is the funding source for services?
- b. How sustainable is the funding source?
- c. What are expectations around obtaining new, continued or additional funding?

8. Management of the MOU

- a. What is the start date and duration of the MOU?
- b. What is the process for review, renewal and amendment of the agreement terms?
- c. Will it be reviewed by all parties at least biennially?
- d. How will MOU or relationship complaints be resolved?