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?