

Appendix D

MEMORANDUM OF UNDERSTANDING

Between

Lawrence County Social Services, Inc.

AND

Service Provider: _____
Agency

County: _____

This Memorandum of Understanding (MOU) is entered into on {date} by the Lawrence County Social Services, Inc. (LCSS) and {Service Provider}.

{Service Provider} Agrees to work in partnership with LCSS, which serves as the Western PA 601 Continuum of Care (CoC) Lead Agency for the Coordinated Entry System.

BACKGROUND

Provisions in the U.S. Department of Housing and Urban Development (HUD) Continuum of Care (CoC) Program and Emergency Solutions Grant (ESG) Program interim rules require that all CoCs establish a coordinated entry system by January 23, 2018. As a result, the PA Western Region Continuum of Care Board (CoC) have also adopted the Coordinated Entry System (CES) requirement for their grantees.

The CoC CES is designed to assess and assist in meeting the housing needs of people at –risk of homelessness and people experiencing homelessness no matter where or how people present. CES is a collaborative effort between homeless assistance organizations, domestic violence service providers and other mainstream services whose main function is to help people in need by referring clients to the most appropriate service strategy or housing intervention.

Lawrence County Social Services, Inc. is designated as the Lead Agency for the Coordinated Entry System by the PA Western Region CoC Board and is charged with managing the daily activities associated with CES planning, implementation, operations, and evaluation. LCSS will ensure that the PA Western Region CoC be established and operating to meet the following requirements of CES:

- Covers the entire geographic area claimed by the CoC;
- Easily accessed by individuals and families seeking housing our services;
- Well – advertised;
- Includes a comprehensive assessment of individuals and families for housing and services;
- Includes a specific policy to guide the operation of the coordinated entry assessment system to address the needs of individuals and families who are fleeing, or attempting to flee, domestic violence, dating violence, sexual assault, or stalking, but who are seeking shelter or services from non-victim specific providers.

(Service Provider) of CES will agree to work collaboratively with LCSS to assist in accomplishing the aforementioned requirements of CES.

GOALS AND GUIDING PRINCIPLES

The goal of the coordinated entry process is to provide each consumer with adequate services and supports to meet their housing needs, with a focus on returning them to housing as quickly as possible. The guiding principles will help the Western Pennsylvania CoC and subsidies meet these goals. (Service Provider), LCSS, in the Western Pennsylvania CoC also agrees to adopt these guiding principles:

- 🏠 **Consumer Choice:** Consumers will be given information about the programs available to them and have some degree of choice about which programs they want to participate in. They will also be engaged as key and valued partners in the implementation and evaluation of coordinated entry through forums, surveys, and other methods designed to obtain their thoughts on the effectiveness of the coordinated entry process.
- 🏠 **Collaboration:** Because coordinated entry is being implemented system wide, it requires a great deal of collaboration between the CoC, providers, mainstream assistance agencies (e.g., Department of Human Services, hospitals, and jails), funders, and other key partners. This spirit of collaboration will be fostered through open communication, transparent work by a strong governing council (the Coordinated Entry Committee), consistently scheduled meetings between partners, and consistent reporting on the performance of the coordinated entry process and request for assistance through the local community Housing Coalitions and Local Housing Options Teams (LHOTS)
- 🏠 **Accurate Data:** Data collection on people experiencing homelessness is a key component of the coordinated entry process. Data from the assessment process that reveals what resources consumers need the most will be used to assist with reallocation of funds and other funding decisions. To capture this data accurately, all assessment staff and providers must enter data into the Coordinated Entry System (with the exception of some special populations and other cases, outlined later in this document) in a timely fashion. Consumers' rights around data will always be made explicit to them, and no consumer will be denied services for refusing to share their data.
- 🏠 **Performance-Driven Decision Making:** Decisions about and modifications to the coordinated entry process will be driven primarily by the need to improve the performance of the homelessness assistance system on key outcomes. These outcomes include reducing new entries into homelessness, reducing lengths of episodes of homelessness, and reducing repeat entries into homelessness. Changes may also be driven by a desire to improve process-oriented outcomes, including reducing the amount of waiting time for an assessment and availability to particular housing options.
- 🏠 **Housing First:** Coordinated entry will support a housing first approach, and will thus work to connect households with the appropriate permanent housing opportunity, as well as any necessary supportive services, as quickly and effectively as possible.
- 🏠 **Prioritizing the Hardest to House:** Coordinated entry referrals will prioritize those households that appear to be the hardest to house or serve for program beds and services. This approach will ensure an appropriate match between the most intensive services and the people least likely to succeed with a less intensive intervention, while giving people with fewer housing barriers more time to work out a housing solution on their own. It is hoped that this approach is most likely to reduce the average length of episodes of homelessness and result in better housing outcomes for all.

PURPOSE

The PA Western Region Continuum of Care has established a service strategy for CES that reflects local community resources, client needs, provider capacity and unique CoC geography characteristics to better serve consumers through Coordinated Entry.

In order to ensure the consistent implementation of the *COC* CES Guiding Principles and Strategic Plan, the *COC* CES has developed several documents, including this Agreement, to establish standard local agreements for the implementation of this *COC* CES. Additionally, this Agreement ensures that all providers in this CoC are using the coordinated entry system in an open, transparent, and consistent way.

NOW, THEREFORE, the parties to this MOU set forth the following as the terms and conditions of their understanding:

LCSS Lead Agency will:

Planning

- 1) Represent the CoC at CES sub-committee meetings, and provide regular updates on the COC CES efforts to the local service providers;
- 2) Execute a partnership agreement with any service providers with which CES participating agencies.
- 3) Coordinate with local ESG recipients in the PA Western Region on coordinated entry, performance measurement, written standards, and other related topics;
- 4) Coordinate, integrate, and leverage resources to maximize impact of services for individuals who are experiencing homelessness;
- 5) Identify CES lead entity (or persons) charged with managing daily activities associated with CES planning, implementation, operations, and evaluation.
- 6) Develop and implement written policies and procedures on how CES will be operated;
- 7) Provide at least annual training to all staff dedicated to the local CES;
- 8) Provide guidance and feedback to CES staff in their CoC;
- 9) Oversee the client grievance and any local case conferencing process as necessary;

Access

- 10) Identify local access points for its CES that cover the CoCs geography and can be accessed by all households in need of assistance;
 - 11) Develop an affirmative marketing plan that communicates how local stakeholders can access their local CES;
 - 12) Provide marketing materials to local providers and assessment centers to ensure consistent communication about CES;

Assessment

- 13) Incorporate the CoC agreed tool (i.e. Coordinated Entry Assessment tool in HMIS) as a component of the Comprehensive Assessment phase of their local CES;
- 14) Ensure that the locally defined assessment process includes an assessment tool that is publicly available, well-crafted, comprehensive, and results in an explicit score or referral result for all households that complete it;

Referral

- 15) Assist the CES Committee by publishing local standards for prioritization and referral, and ensure that all participating providers are following these expectations;
- 16) Ensure that local CoC agencies are providing consumers with the opportunity to enroll in CoC component types that are less intensive, but not more intensive, than the CES referral choice offered;

Data and Evaluation

- 17) Work with the Homeless Management Information System (HMIS) staff to maintain the CoCs implementation of HMIS, including the CES Workflow;
- 18) Provide open HMIS access to CES staff in their CoC;
- 19) Provide regular performance reports to agencies participating in CES.
- 20) Evaluate at least annually the CoCs CES performance and progress of the CES. Implement quality improvement adjustments to the CES as necessary.

Service Provider will:

Planning

- 1) Provide a point of contact to participate in the CoC’s Coordinated Entry planning and management activities as established by CoC leadership;

Point of Contact: _____
First Name Last Name

Address: _____
Street Line 1

Street Line 2
_____, PA _____
City Postal Code

Phone Number: _____

Email: _____

- 2) Provide written standards for client eligibility and enrollment determination to the Coordinated Entry Lead agency for publishing;

Please provide Eligibility and Enrollment determination Standards for publication/advertising purposes

- 3) Notify the Coordinated Entry Lead Agency of any changes to staffing that impact CES;
- 4) Ensure that all staff participating in CES receive at least annual training from the CoC on the system;
- 5) Provide regular supervision of staff participating in CES;

Please provide Staffing Information

First Name	Last Name	Email	Phone	CES Role
First Name	Last Name	Email	Phone	CES Role
First Name	Last Name	Email	Phone	CES Role
First Name	Last Name	Email	Phone	CES Role
First Name	Last Name	Email	Phone	CES Role
First Name	Last Name	Email	Phone	CES Role

Access

- 6) Ensure that all persons experiencing a housing crisis must access CoC services and housing using CoC defined access points through street outreach and Coordinated Entry marketing campaigns;

Please list all agencies in your county available to provide emergency shelter

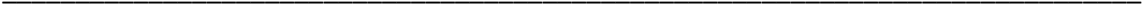
Name of Agency	Sub-population
Name of Agency	Sub-population
Name of Agency	Sub-population
Name of Agency	Sub-population
Name of Agency	Sub-population

- 7) Communicate project vacancies (bed and/or unit) to the Coordinated Entry Lead Agency for proper record keeping of HMIS;
- 8) Limit project eligibility requirements to those that are required by funders;
- 9) Provide Lead Agency with the following policies including Emergency Services, Non- discrimination and grievance, fair and equal access, street outreach and plans for assessing consumers.

Emergency Services Plan Policy

Non-discrimination and Grievance Policy

Fair and Equal Access Policy



Street Outreach Policy



-
- 10) Distribute all marketing materials provided by LCSS Lead Agency to local stakeholders to ensure consistent and comprehensive communication about CES;

Assessment

- 11) Utilize the designated assessment tools for coordinated entry;
- 12) Only use the designated assessment tools for coordinated entry when assessing for client eligibility and referrals;

Referral

- 13) Only enroll those clients referred according to the CoC's designated referral strategy;

Data and Evaluation

- 14) Enter all data on clients in HMIS, as required by HMIS data timeliness, completeness, and quality standards;
- 15) Review any reports from the CoC on the performance of the agency in CES; and
- 16) Ensure that the agency is meeting local performance standards for CES

CONFIDENTIALITY

All parties agree that they shall be bound by and shall abide by all applicable Federal or State statutes or regulations pertaining to the confidentiality of client records or information, including volunteers. The parties shall not use or disclose any information about a recipient of the services provided under this agreement for any purpose connected with the parties' contract responsibilities, except with the written consent of such recipient, recipient's attorney, or recipient's parent or guardian.

EQUAL OPPORTUNITY

LCSS and (Service Provider) mutually agree to be bound by and abide by all applicable anti-discrimination statues, regulations, policies, and procedures as may be applicable under any Federal or State contracts, statutes, or regulations, or otherwise as presently or hereinafter adopted by the agency.

TERMS OF AGREEMENT

This MOU shall be effective upon adoption by each signatory agency and entity. The agreement shall remain in effect until termination by either parties or upon expiration of the period of performance. Annually, this MOU will be reviewed and updated to incorporate changes and clarification of roles and responsibilities.

Termination. Any party may terminate this MOU for any reason or no reason by giving the other parties ninety (90) days prior written notice. The party wishing to terminate this agreement for cause must provide a written intent to terminate notice to the party in breach or default. The notice will provide thirty (30) days for the party in breach or default to respond to said notice with an acceptable plan to cure cause for termination

Severability. If any provision of this Agreement is judged invalid by any court, the remaining provisions shall remain in full force and effect and be interpreted, performed and enforced as if the invalid provisions were not part of this Agreement.”

Local Service Provider:

Lawrence County Social Services, Inc.

Signed: _____

Signed: _____

Print Name: _____

Print Name: _____

Title: _____

Title: _____

Date: _____

Date: _____