Investing in Families Pilot Project
Referral Partners Memorandum of Understanding

Preamble and Purpose

This Memorandum of Understanding (MOU) establishes the intent between Snohomish County Human Services Department (SCHSD), Workforce Development Council Snohomish County (WDCSC), Catholic Community Services Western Washington (CCSWW), and the Investing in Families (IIF) Pilot Project Referral Partners. This MOU reflects the collaborative partnership between SCHSD, WDCSC, CCSWW, and the IIF Pilot Project Referral Partners to effectively implement the IIF Pilot Project which is a product of a collaborative effort, existing since 2009, on behalf of SCHSD and the IIF Strategic Advisory Coordinating Committee (SACC) to develop a high-performing system to end family homelessness in Snohomish County. The SACC provides advice and recommendations to SCHSD for implementing the IIF Pilot Project and WDCSC serves as the project manager.

IIF Pilot Project Referral System

The Investing in Families Pilot Project will recruit at least 75 families with a focus on families from the City of Everett and Sky Valley between July 18, 2011 and October 7, 2011 to participate in the project. Referrals will be made to the Coordinated Entry Specialist by telephone or email. The individuals referred may participate in Coordinated Entry by telephone or in person.

The purpose of Coordinated Entry is to triage the family’s need into one of three tiers. This triage will facilitate the referral of the family to the appropriate next steps as rapidly as possible. Tier I families are families that are currently without housing and those who will be without housing within one month without intervention. Tier II families are families with complex needs that will be without housing in one to six months without intervention. Tier III families are all other families that are at risk of homelessness.

The Coordinated Entry Specialist will administer a brief 20 question survey to determine whether a family that is referred is Tier I, II, or III. At least 25 Tier I, 25 Tier II, and 25 Tier III families will be served during the two year pilot project. Should a given tier “fill up,” referral from that tier will be suspended until the remaining tiers are filled.

Families that do not follow through with Coordinated Entry will be identified immediately by the Coordinated Entry Specialist who will notify the Referral Partner agency to follow-up with the family to determine if they remain interested in participating. If the family is no longer interested, the Referral Partner agency may initiate a different family referral during its referral period.

**Tier I** families will be scheduled to meet very soon thereafter (1 day when possible) with the Housing Resource Specialist to address the housing need portion of the comprehensive family assessment form and then immediately with the Navigator to complete the balance of the comprehensive family assessment to identify their other urgent needs.

**Tier II** families will be scheduled to meet very soon thereafter (1 day when possible) with the Navigator to complete a comprehensive family assessment and family self-sufficiency plan and referred to the Housing Resource Specialist and other system staff as indicated.

**Tier III** families will be assisted with accessing washingtonconnection.org benefits and referred immediately by the Coordinated Entry Specialist to other providers as needed.

For Tiers I and II, the Housing Resource Specialist and Navigator will complete a comprehensive assessment documenting family needs in 11 self-sufficiency areas and use this information to make referrals to needed services. The Housing Resource Specialist and Navigator will follow up with outside agencies to determine and document family access to services and progress as measured by...
providers on pre/post self-sufficiency measures. There will be routinely scheduled follow-up with families to document their experiences and need for additional referrals.

The Referral Schedule for Investing in Families Pilot Project Referral Partners is provided on Page 4 of this MOU. Each partner will make the identified number of referrals during the window provided to its agency and will make every effort to provide referrals distributed across the weeks during its window and all tiers it serves.

Some families that are referred and participate in Coordinated Entry may not enter the pilot project and these referrals may be “backfilled” from the Coordinated Intake Registration Lists as requested. If the capacity is for greater than 75 families, more referrals will be solicited.

General Responsibilities of IIF Pilot Project Referral Partners

All partners to this MOU commit to:
1. Supporting the IIF Pilot Project and ongoing efforts to create a high-performing system for ending family homelessness in Snohomish County.
2. Participating in the IIF Pilot Project and its systems as indicated.
3. Supporting cross-agency training, strategic planning, implementation, project monitoring and evaluation, and continuous improvement efforts.
4. Cooperating with the IIF Pilot Project evaluation.
5. Embracing the concept that every family in the IIF Pilot Project is a “shared” family.
6. Sharing information and data in a manner consistent with IIF Pilot Project policies and procedures.
7. Ensuring all family data is treated as confidential consistent with IIF Pilot Project policies and procedures and family consent parameters [attached].
8. Fulfilling its role(s) in the IIF Pilot Project in a manner consistent with the IIF Strategic and Operations Plans.

Specific Responsibilities of IIF Pilot Project Partners

SCHSD commits to:
1. Implementing subcontracts to support the IIF Pilot Project Coordinated Entry Specialist and Housing Resources Specialist.
2. Identifying a SCHSD staff member to serve as the IIF Pilot Project Navigator.
3. Maintaining family files and entering data into the IIF HMIS.
4. Developing the IIF Homeless Management Information System (HMIS) to collect and compile project eligibility data, disseminate and share project data as appropriate, and make changes as indicated and in response to recommendations by the SACC and IIF subcommittees.
5. Providing direction and support as need to the WDCSC, CCSWW, and the IIF Pilot Project Referral Partners.
6. Participating in the IIF pilot project for the duration of the project in conformance with any IIF-related grants, contracts, or subcontracts.

WDCSC commits to:
1. Providing lead administrative services for the management of the IIF Pilot Project including but not limited to project implementation, financial management of the IIF Pilot Project flexible fund, and coordination of project components.
2. Developing forms and supporting the development of the IIF HMIS.
3. Developing and providing oversight of the IIF Pilot Project evaluation process.
4. Providing project oversight to ensure quality project implementation in conformance with the IIF Landscape Assessment, Strategic Plan, and Implementation Plan.
5. Implementing a subcontract to support the IIF Pilot Project economic opportunity-housing component.
6. Coordinating and facilitating IIF SACC, subcommittee, workgroup, and provider meetings.
7. Serving as project liaison with funders.
8. Providing and/or coordinating training to provider staff as indicated.
9. Participating in the IIF pilot project for the duration of the project in conformance with any IIF-related grants, contracts, or subcontracts.

**CCSWW** commits to:

1. Hiring and supervising the Coordinated Entry Specialist and the Housing Resource Specialist.
2. Providing project services as outlined in its subcontract from SCHSD.
3. Coordinating and managing the referral process described in the IIF Implementation Plan and in this MOU.
4. Taking families from the Coordinated Intake registration list on a first come, first served basis for IIF triage and referral.
5. Exiting families that enter IIF from the Coordinated Intake registration list.
6. Participating on the SACC, associated subcommittees and work groups, and in provider meetings as needed.
7. Providing feedback to the Referrals Partners regarding referrals made to the IIF Pilot Project.
8. Providing triage and services to the families referred.
9. Entering data on the services provided into the IIF HMIS.
10. Participating in the IIF pilot project for the duration of the project in conformance with any IIF-related grants, contracts, or subcontracts.

Each **Referral Partner** commits to:

1. Making referrals to the IIF Pilot Project utilizing the referral process described in this MOU and the schedule outlined on Page 4.
2. Communicating with the Coordinated Entry Specialist, Housing Resource Specialist, and/or Navigator on families referred who stop participating at any point during the referral and enrollment process.

**Duration and Modification**

The partners to this MOU agree that the terms of this MOU will take effect as of July 1, 2011 and will continue in effect until June 30, 2013 at which time it may be extended or renewed. Termination of the MOU prior to June 30, 2013 will be effective in either of two situations:

1. All partners agree in writing to its termination or
2. A motion to approve its termination is passed by the SACC and ratified by SCHSD.

Any partner to this MOU may request modification of its terms. Ratification of the request by all other partners will constitute the modification. A referral partner to this MOU may withdraw, giving written notice of its intent to withdraw, as a partner. In such case, all pertinent terms of the MOU will continue in effect for the remaining partners. New partners will be added to this MOU as appropriate through addendum and addition of an authorized signature for the partner being added to the terms of this document.

**Signature**

As a representative of my organization’s participating in the IIF Pilot Project as a referral partner, I endorse this MOU and will support the ongoing development and integrity of the IIF Pilot Project in Snohomish County.

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*Rev. 6-18-11*
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