Preamble and Purpose

This Memorandum of Understanding (MOU) establishes the intent between Snohomish County Human Services Department (SCHSD), Workforce Development Council Snohomish County (WDCSC), and the Investing in Families (IIF) Pilot Project service delivery partners. This MOU reflects the collaborative partnership between SCHSD, WDCSC, and the IIF Pilot Project service delivery 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 Service Delivery System

The IIF Pilot Project service delivery system is described in the Implementation Plan posted on the IIF website at http://www.wdcsc.org/initiatives/investinginfamilies/results.html. The plan identifies how strategic priorities around the five pillars of homelessness identified in The Bill & Melinda Gates Foundation research will be implemented through a set of carefully constructed and timed implementation strategies. These strategies fully integrate the five pillars of effective practice into a seamless service delivery system that meets the needs of the families and ends family homelessness in a manner consistent with the County’s Ten Year Plan to End Homelessness and other key planning documents and processes. The five pillars, identified in The Bill & Melinda Gates Foundation research, and included in many plan strategies, are presented below:

1. **Prevention** aimed at keeping families on the edge of homelessness housed and linked with appropriate services.
2. **Coordinated Entry** aimed at providing consistent, effective, and swift access to needed services for families.
3. **Rapid Housing** aimed at helping families stabilize in housing.
4. **Tailored Services** that provide the right services at the right level and the right time to meet families’ needs.
5. **Economic Opportunities** including workforce development services that help families advance toward self-sufficiency.

The Investing is 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 with each family receiving a customized array of services based on assessed need. 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.

**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](http://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. These referrals may be made to IIF service delivery partner agencies and outside agencies. The Housing Resource Specialist and Navigator will follow up with these 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.

**General Responsibilities of IIF Pilot Project Service Delivery 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.
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. Implementing subcontracts to support the delivery of services in the legal and mental health life domains to IIF Pilot Project families.
3. Identifying a SCHSD staff member to serve as the IIF Pilot Project Navigator.
4. Maintaining family files and entering data into the IIF HMIS.
5. 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.
6. Providing direction and support as need to the WDCSC, and the IIF Pilot Project Service Delivery Partners.
7. 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 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.

**Catholic Community Services Western Washington (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.

**Edmonds Community College** commits to:
1. Reserving 10 percent of all slots in Project CATCH for families experiencing and at risk of homelessness.
2. Subcontracting Washington Families Fund dollars from Building Changes to Housing Hope to support participating families.

**Everett Gospel Mission** commits to:
1. Providing temporary shelter on a space-available basis to IIF Pilot Project families referred by the Housing Resource Specialist.

**Housing Hope** commits to:
1. Providing support to Project CATCH families co-enrolled in the IIF Pilot Project.

**Snohomish County Legal Services (SCLC)** commits to:
1. Providing legal services in the legal life domain to IIF Pilot Project families as indicated.

**Volunteers of America of Western Washington (VOAWW) Dispute Resolution Center (DRC)** commits to:
1. Providing dispute resolution services in the legal life domain to IIF Pilot Project families as indicated.
YWCA of Seattle-King-Snohomish Counties (YWCA) commits to:
1. Providing family counseling and mental health services in the mental health life domain to IIF Pilot Project families as indicated.
2. Establishing a WorkSource connection site for serving IIF Pilot Project families.
3. Providing economic opportunity-housing services to IIF Pilot Project families as indicated.
4. Coordinating housing available through Mercy Housing to IIF Pilot Project families as indicated.

ResCare Workforce Solutions commits to:
1. Fulfilling the responsibilities of WorkSource site operator for the YWCA connection site to be developed by the YWCA including but not limited to provision of staff training and technical assistance, determination of families’ eligibility for services under Title I-B of the Workforce Investment Act of 1998, and training in the use of the SKIES MIS.

Each Service Delivery Partner commits to:
1. Assessing referrals from the IIF Coordinated Entry Specialist, Housing Resource Specialist, or Navigator to determine eligibility for services, complete a pre-intervention level rating for each relevant life domain utilizing the Provider Feedback Report, and provide feedback utilizing the Referral Form.
2. Providing the appropriate level of assessment and interventions needed to achieve each family’s goals in relevant life domains.
3. Providing regular feedback to the IIF Housing Resource Specialist or Navigator on progress.
4. Communicating as needed with the Housing Resource Specialist, and/or Navigator on families referred who stop participating at any point during the referral, enrollment, and service delivery process.
5. Completing a post-intervention rating for each relevant life domain utilizing the Provider Feedback Report.
6. Collaborating on the delivery of services by all IIF Service Delivery Partners.

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 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 service delivery 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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