

QUINTE COMMUNITY AND HOUSING FIRST PARTNERSHIP AGREEMENT

111 Great St. James Street, Belleville, ON

PREAMBLE

The Quinte Community and Housing Partnership (QCHP) Agreement sets out a collaborative approach to affordable and supportive housing service provision. Our approach recognizes the critical role played by private market landlords in the Housing First model and the equally important role of community agencies in supporting vulnerable individuals both within their ‘home’ and in the broader community.

Purpose of the Partnership Agreement

The purpose of the Partnership Agreement is to outline roles, responsibilities and mutual expectations related to the provision of support to tenants to achieve successful tenancies and a better quality of life in the community.

Goals of the Partnership Agreement

1. Ensure that appropriate clients are referred to the buildings.
2. Ensure that tenants have the support they need to maintain successful tenancy
3. Ensure that early identification of individual tenant needs leads to i) a reduction in social isolation, ii) opportunities for assuming leadership roles and iii) greater involvement in the decisions that affect tenants within their ‘home’ and community.
4. Work collaboratively to build strong relationships with all partners.

Guiding Principles

The following principles guide the parties to this Partnership Agreement:

1. Open communication is important and the parties are committed to working collaboratively to build a successful relationship that will proactively solve problems and to identify and address service barriers, gaps and needs.
2. A shared value to involve tenants in the discussions and decisions that affect them.
3. Referring Agencies will support the policies approved by referring agency partners at partner meetings.
4. The Residential Tenancies Act, among other statutes, by-laws and regulations, governs the relationship between the housing operated by All-Together-Springale and its tenants at all times.
5. All parties acknowledge that eviction is a last resort and that the shared commitment to assist the tenant in maintaining housing will require a close working relationship to find appropriate eviction-prevention strategies. All parties will work collaboratively to facilitate alternate housing and assist with move out plans if these strategies areas are not successful.

Roles and Responsibilities

A Smoke-Free Environment at 111 Great St. James– a Joint Responsibility

111 Great St. James Street, Belleville is a smoke-free building. The adoption of a No Smoking Policy does not make All-Together-Springale the guarantor of tenant's health or of a smoke-free unit, building or complex. The Owners will rely on the adaptation and cooperation of its tenants and the referring Agencies of its Partnership Agreement to remain a smoke-free environment. However, the Owners and the parties to the Partnership Agreement recognize the health-related impacts of second-hand smoke as well as damage caused to units and will take all reasonable steps to enforce the No Smoking terms of its Lease Agreements

The 'Landlord'

Owns and operates the multi-residential buildings:

1. Maintains building facilities
2. Provides notification and collection of Rent and Arrears
3. Implements eviction process when required
4. Approves tenants and enters into lease agreements with each tenant
5. Attends monthly meetings of the partnership members.
6. Provides the following services: Property Management, Maintenance and Cleaning
7. Provides space that that can be used by tenants, community and partnership coordinator and referral agency staff
8. Supports the Principles of the Community First environment

The Lead Agency:

1. provides leadership and motivation to the Partnership toward meeting the goals set out in the Partnership Agreement.
2. assists in regular evaluation of the Partnership
3. attends regular meetings of the Partnership
4. has responsibility for fundraising for the position of Partnership Co-ordinator
5. ensures compliance with successful funding applications including accounting, reporting and evaluation
6. issues charitable tax receipts or invoices on behalf of the Partnership
7. acts as employer for the Partnership Co-ordinator responsible for supervision, evaluation, training opportunities and payroll.
8. regarding hiring, training, performance evaluation, dismissal, the Lead Agency will conduct processes and make such decisions in close collaboration with a standing advisory team
9. assists in resolving disputes using the Partnership Agreement dispute resolution

Community and Housing First Partnership Coordinator

Provides Community Development and Partnership Co-ordination Services:

1. Fosters positive collaborative relations among all parties to the Partnership
2. Provides leadership to identify subjects which require clear written policies; arrange collaboration of Partners to ensure such policies are developed and implemented.
3. Plans and organizes monthly meetings which all Partners attend
4. Works with Partner Support agencies to ensure tenants receive the supports needed to achieve successful tenancy
5. Ensures tenants have a voice, feel engaged and supported. Ensures monthly meetings are held. Ensures issues identified by tenants are communicated to Partnership and responded to.
6. Provides clear reports to Partnership to track initiatives and ongoing issues discussed/acted upon at previous Partnership or other meetings
7. In compliance with Privacy Laws, collects and maintains records which have been identified by written policy as necessary to the Partnership to achieve its goals.
8. After a tenancy application is accepted, ensures each tenant, in the company of their Referring Agency, receives an orientation as set out in the Partnership’s Intake and Support Plan policy.
9. Ensures all issues about the physical building, grounds and maintenance are referred at first instance to the Property Manager, as they arise.

FULL JOB DESCRIPTION IN APPENDIX A

Referring /Support Agency

Provides individual support for their referred tenants:

1. Works with Community and Housing First Partnership Co-ordinator in a tenant referral, intake and move-in process
2. Works with the Community and Housing First Partnership Co-ordinator to review issues and any and all changes to the support provided by the Agency to their referred tenants
3. Works with the Community and Housing First Partnership Coordinator in collecting and maintaining statistical information on tenants moving in and developing and administering an exit strategy for all tenants leaving their housing.
4. Participates in ongoing evaluation of the Partnership model
5. Attends monthly meetings of the Partnership to develop policies, procedures, programming and evaluation tools.
6. Supports the policies approved at the monthly meetings of the Partner Agencies.
7. Works with the Community and Housing First Partnership Coordinator in assisting the tenants to establish a move-in and support plan. The plan will address steps required to:
 - Set up an apartment
 - Support for the maintenance of successful housing
 - Community orientation
 - Life skills

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- Development of the necessary skills and support to deal with crisis situations
- 8. Works with referred tenants to address maintenance and tenancy issues on their own or with staff support.
- 9. Liaises with the Community and Housing First Partnership Coordinator and staff from referred tenant’s other support or service agencies.
- 10. Supports the Principles of Community First environment
- 11. Helps tenants with Guidelines for Safe and Respectful Community
- 12. Helps tenants with the Dispute Resolution Process/Policy

Regular Contact, Communications and Information Sharing Responsibilities:

The parties agree to work together to ensure information sharing and communications with a focus on achieving successful agency partnerships. The parties agree to:

1. Continue to work creatively and collaboratively to ensure all issues and concerns are addressed in a timely manner.
2. Maintain a commitment to open communication between all parties.
3. Request a meeting of all parties in the event that an issue cannot be resolved using the normal processes established.
4. Notify the other party in the event of any changes in agency personnel or other changes that relate to the provision of services.
5. Participate in an annual meeting of senior staff to discuss the Partnership Agreement and identify areas where improvements and adjustments can be made.

Dispute Resolution between landlord, on-site staff and/or referring agency

A dispute arising will be addressed using the following process:

1. The parties involved will use their best efforts to resolve the matter together at the appropriate level.
2. If the matter cannot be resolved, it will be referred to the managers of the partner agency staff involved.
3. If the matter cannot be resolved, it will be referred to the Lead Agency for QCHP and the Executive Directors of the partner agencies involved.

THE PARTNERS

LANDLORD

All-Together-Springale

Goal: To build affordable, supportive and inclusive housing

The Main Features of our Housing Model:

- We offer affordable rents
- We welcome and support vulnerable communities
- We offer a mix of affordable and market rent units
- We form long-term relationships with community agencies and non-profits
- We seek funding from multiple sources
- Our design features include energy efficiency and accessibility standards that exceed code
- We are adaptable and responsive to communities we serve

CONTACT INFORMATION	Bob Cottrell, President, All-Together Affordable Housing Corporation	alltogether.housing@gmail.com
	Phil Spry, President, Springale Development Inc	spryz2003@yahoo.ca

LEAD AGENCY

All-Together Affordable Housing Corporation

All-Together Housing is a non-profit housing agency and registered charity. All-Together provides efficient, sustainable and affordable solutions for some of the most vulnerable members of our community. We value partnerships, diversity and inclusiveness.

All-Together acts as the Lead Agency for the Partnership.

CONTACT INFORMATION	BOB COTTRELL, PRESIDENT	alltogether.housing@gmail.com
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REFERRAL AND SUPPORT AGENCIES

Assertive Community Treatment Team, Quinte Health Care

The Assertive Community Treatment Team (ACTT) is a client centred, recovery oriented mental health service delivered by mental health professionals, designed to provide comprehensive, community-based

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psychiatric treatment, rehabilitation, and support to persons with serious and persistent mental illness that are complex and cause significant functional impairments. ACTT promotes an individual’s right to self-determination, empowerment and choice. The program assists clients to achieve personal goals, improve health and quality of life, and live as independently as possible in the community.

CONTACT INFORMATION	STACEY DAUB, PRESIDENT AND CEO, QUINTE HEALTHCARE JANET KINSEY, PATIENT CARE MANAGER, MENTAL HEALTH PROGRAMS GLORIA BENTLEY, CASE MANAGER	sdaub@ghc.on.ca jkinsey@ghc.on.ca gbentley@ghc.on.ca
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Community Living Belleville and Area

Community Living Belleville and Area supports people with intellectual disabilities to live a full, valued and rewarding life. This means living in their own home, being an important part of a welcoming community, enjoying friendships and healthy relationships with other people and making a meaningful contribution to society through work and volunteerism. People with intellectual disabilities want the same things as everyone else!

CONTACT INFORMATION C.L.B.A.	DARLENE DALE EXECUTIVE DIRECTOR JANET CHOUINARD	DDale@communitylivingbelleville.org JChouinard@communitylivingbelleville.org
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Community Visions and Networking

Community Visions & Networking is committed to promoting social inclusion, individual choice, interdependence and all legal and constitutional rights for all persons receiving services.

Community Visions & Networking promotes individualized approaches in supporting people with developmental disabilities who also may be deaf, hard of hearing, or have a communication difficulty and who need and seek assistance to enhance their opportunities to live interdependently and to access their community. Our employees strive for the highest quality of participation in citizenship.

CONTACT INFORMATION	TERRI KORKUSH, EXECUTIVE DIRECTOR	tkorkush@cvnquinte.org
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	JOANNE GOODFELLOW, HOUSING MANAGER	jgoodfellow@cvnquinte.org
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Enrichment Centre for Mental Wellness

To promote mental-health wellness and community integration, CMHA-HPE provides services offering hope and support to the people in Hastings and Prince Edward Counties through advocacy, education and transitional housing.

CONTACT INFORMATION	SANDIE SIDSWORTH. EXECUTIVE DIRECTOR	ssidsworth@enrichmentcentre.ca
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HIV/AIDS Regional Services

HIV/AIDS Regional Services provides comprehensive services including education, prevention and support for people living with, at risk of, or affected by HIV/AIDS, STBBI's in addition to advocating for broader social change to reduce stigma and discrimination.

CONTACT INFORMATION	GILLES CHARETTE, EXECUTIVE DIRECTOR	hars@kingston.net
	JOANNE STAPLES, CASEWORKER	joanneS@kingston.net



APPENDIX A

FULL JOB DESCRIPTION

COMMUNITY AND HOUSING FIRST PARTNERSHIP COORDINATOR

Summary of Job Goal

- To foster positive collaborative relationships among all parties in the Quinte Community and Housing First Partnership with the goal of producing successful tenancies in an inclusive, engaged community.

Summary of Key Duties

1. Foster positive collaborative relations among all parties to the Partnership
2. Provide leadership to identify subjects which require clear written policies; arrange collaboration of Partners to ensure such policies are developed and implemented.
3. Plan and organize monthly meetings which all Partners attend
4. Work with Partner Support agencies to ensure tenants receive the supports needed to achieve successful tenancy
5. Ensure tenants have a voice, feel engaged and supported. Ensure monthly meetings are held. Ensure issues identified by tenants are communicated to Partnership and responded to.
6. Provide clear reports to Partnership to track initiatives and ongoing issues discussed/acted upon at previous Partnership or other meetings
7. In compliance with Privacy Laws, collect and maintain records which have been identified by written policy as necessary to the Partnership to achieve its goals.
8. Before a tenancy application is accepted, ensure each tenant, in the company of their Referring Agency, receives an orientation as set out in the Partnership’s Intake and Support Plan policy.
9. Ensure all issues about the physical building, grounds and maintenance are referred at first instance to the Property Manager, as they arise.

Tenant support

1. Collaborate with supporting agencies and tenants to identify resources which might be made available in-house or in the broader community to support personal and skills development for tenants, to reduce barriers, and to promote social inclusion. Assist with surveys or questionnaires that might be useful toward this objective.
2. Establish and maintain a supportive network for tenants with referring agencies and landlords and landlords’ staff, with goal to help tenants to maintain a successful tenancy.
3. Where agreeable to relevant referring agency, provide information and referrals to tenant, (and coaching if needed) regarding available services and community resources; support them to access them and evaluate them
4. Support tenants to carry out community activities they propose.

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5. Proactively involve all tenants in the discussions and decisions that affect them.
6. Support tenants to advocate for themselves confidently and appropriately
7. Promptly notify referring agencies on behalf of tenants where support/intervention appears to be needed.
8. Conduct a thorough individual orientation process that informs tenants of rules and expectations.
9. Ensure that monthly tenant meetings are held; coordinate and facilitate these meetings; ensure action is taken on recommendations from tenant meetings
10. Promote open communication between all parties involved in the building, while observing professional levels of confidentiality
11. Promote positive interaction between market rent and affordable rent tenants.
12. Support tenants who currently do not have a referring agency to support them
13. Prevent eviction
14. Provide short term crisis intervention

Referring Agency and Personal Partners

15. Provide leadership and motivation to the development and implementation of the Quinte Community and Housing First Partnership Model
16. Work with the referring agencies in scheduling and supporting delivery of workshops, training sessions, and community development initiatives that involve the tenants.
17. Liaise with other service providers involved with each tenant and supports tenants to work effectively with their service providers.
18. Encourage effective and meaningful coordination of resources and strategies among participating service providers.
19. Work collaboratively with the Landlord and referring agencies to determine where surveys and questionnaires for tenants might be useful, and to assist in administering these.
20. Work collaboratively with partner agencies to develop and implement strategies to prevent evictions and to create discharge plans if those strategies are not successful
21. Work with landlord and referring agencies to develop and maintain a written policy on assigning apartment units, priority among agencies from time to time, filling vacancies, highest and best use of accessible apartments, et al, to achieve transparency and consensus.
22. Work with landlord and referring agencies to develop and maintain policies with respect to tenancy of market rent apartments.
23. Work with landlord and referring agencies to develop and maintain policies regarding any matters where process needs to be consistent and transparent.
24. Work in collaboration with partner agencies in the referral, planning and move-in process

Administrative Activities

25. Collect and maintain records and statistics as agreed by the Landlord and partner agencies
26. Attend office meetings, case consultation meetings, staff training and development opportunities as required.
27. Take primary responsibility to ensure required case records, reports, policies and documentation are created in a timely fashion, using collaborative tools.

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28. Regularly report to the Landlord or Landlord’s agent for consultation and/or direction, regarding CPC’s activities with the tenants and Partner agencies.
29. Such other administrative duties as may be required.

General

30. The CPC will observe the highest level of professional confidentiality with regard to information regarding any and all of the parties, as between the parties and with regard to entities outside the Quinte Community and Housing First Partnership.