

File Number	2013-00XX
Project Title	
Original or Amendment	Original
Funding Facilitator	Tamara Turgeon

Recipient Name: XX

Requirements for all Intensive Case Management Teams

All Housing First Intensive Case Management programs funded through the Outreach Support Services Initiative Contract (OSSI) from the Alberta Human Services will have additional practice requirements. These are listed below.

1. Client profile

Aboriginal Community

- 1.1 The Recipient’s Client caseload will reflect the homeless community demography in Edmonton. Recipients will have a minimum average caseload of 40% of individuals and families who self-identify as Aboriginal, during the Duration of Activity. This percentage reflects the over-representation of the Aboriginal community in the Housing First program and within the housing community requiring supports¹.

Chronically Homeless Individuals

- 1.2 The Recipient will continue to prioritize chronically homeless individuals.²

2. Service Delivery-Case Management

- 2.1 The target for client to staff ratio is 20:1 however it is acceptable for teams to have a lower ratio of 15:1 for single teams, and 17:1 for double teams.
- 2.2 On average FSW’s will work 37.5 hours per week, which equates to 150 hours per month. A minimum average of 50 to 60% (75 to 90 hours per month) of an FSW’s time should be spent providing Direct Client supports, which should be recorded in ETO.
- 2.3 A minimum average of 8 efforts³ per Client per month should be recorded in ETO. This should equate to an average of 6 hours of service per Client per month. Travel time to see a client is included as part of the efforts / time recorded in ETO.

¹ “Edmonton Area Community Plan on Housing and Supports” page 18

² Ibid. Page 28.

schedule e – improvements to practice

- 2.4 At least one effort per month should be an in-home visit with the Client.
- 2.5 Caseload capacity for this Project will reach a minimum of 85% and be maintained over the Project Period.

3. Further Monitoring and Review

- 3.1 The Executive Director or CEO of the Recipient or their designate will participate in the regular meetings of the Housing First Advisory Council (HFAC).
- 3.2 Homeward Trust will meet with the Recipient quarterly to discuss the following:
 - a) Caseload capacity
 - c) Average efforts per client
 - d) Average hours of service per client
 - e) Identify opportunities for improvement
 - f) Identify barriers to attaining targets and goals
 - g) Develop strategies to achieve targets and goals
- 3.3 Homeward Trust will meet with the Recipient a further four times a year (between quarterly meetings) to discuss operational / service delivery issues.
- 3.4 In the event that the Recipient consistently under-performs against Section 2 Service Delivery – Case Management above, Homeward Trust will work with the Recipient to develop and implement a formal performance enhancement process to meet identified standards.

4. Graduate Rental Assistance Initiative (GRAI) is a rental assistance program managed by Homeward Trust.

- 4.1 Following graduation from Housing First programs, participants who are still experiencing economic barriers to maintaining housing can be referred to GRAI. Participants who complete the Housing First program successfully without being able to overcome financial barriers, will be referred to the GRAI program within 30 days.

5. Capacity Building

- 5.1 Housing First is a professional intervention therefore a commitment to minimum standards for future recruitment of the Team Lead position is desired from the Recipient. Agencies, evidenced through their Human Resource training and development policies and procedures, will support and promote the attainment, maintenance, and upgrading of employee qualifications through training and development to build professional capacity and proficiency in evidence based practice.

³ Efforts are described as face to face with Client in community, face to face with Client at home, face to face at FSW's office, face to face with professional provider; phone call conversation, phone calls message left, phone calls no conversation / no message; Emails, texts, letters sent; Landlord relations face to face or phone calls; Unsuccessful contact.

6. Arms-Length Companies

6.1 If the Recipient operates a social enterprise to perform cleaning, junk removal or repairs to units the Recipient must demonstrate transparency in its processes and business practices of the aforementioned services.

6.2 In cases where 6.1 is applicable, Homeward Trust will review processes and business practices to ensure fairness, transparency and accountability.

Initials of Signatories to the Agreement

Recipient Initial	Date	Recipient Initial	Date	HT Initial	Date