**Example: Letters of Agreement Regarding Operating Procedures**

This example Memorandum of Understanding (MOU) letter defines the roles of provider and Community entities in an Outreach Coordinating Entity (OCE) that brings together all agencies that are participating in engaging persons who are experiencing unsheltered homelessness in a community. The OCE creates a partnership for organizations involved in street outreach and case management for chronically homeless individuals. The MOU begins by defining all entities party to the letter and provides a framework for agreement:

The Outreach Coordinating Entity (OCE) provides the organizational framework for effective collaboration among the partner organizations. The major components of this framework are the following.

1. ***Active collaboration among the Outreach Agencies leadership and the Coordinating body. Together, all parties to this agreement will accomplish the following:***
   1. Conduct an annual “needs assessment” in order to adjust strategy to current realities.
   2. Develop and actively engage in quality improvement activities that lead to the continuous growth in the OCE’s capacity to serve homeless people with the highest level of compassion, competence, efficiency and effectiveness. The quality improvement activities can be agreed upon by the Coordinating Entity (commonly government) and the outreach teams while developing the strategic plan and on an as needed basis.
   3. Meet regularly to monitor and support the ongoing work of the street outreach teams.
   4. Actively advocate for the interests of homeless people to insure that adequate resources and services are always available.
2. ***Effective management of the Outreach Coordinating Entity by Outreach Agency leaderships including Service Provider’s Program Director and support staff. Specifically, this means the following:***
   1. The OCE establishes effective working relationships within the homeless service provider community.
   2. OCE’s communication processes insure that pertinent information is made available to the Outreach Agencies and outreach teams in a timely manner, and that feedback from the teams to the OCE is encouraged and acted upon.
   3. The OCE is responsible and accountable for the effective operation of any hot line and Dispatch Function on a 24 x 7 basis. This includes the following activities:
      1. Publicizing the hot line in the community
      2. Monitoring all internal operations of the dispatch function
      3. Deploying outreach teams in the most expeditious manner, with pertinent information, and in accordance with the directives of the OCE’s leadership
      4. Providing feedback, where appropriate, to the callers
   4. Teams receive from the OCE timely information on specific issues related to street conditions, special needs of the clientele, status of other teams, shelter vacancies, etc.
   5. The OCE’s leadership is in constant communication with the relevant parties such as local government and shelters. OCE is expected to know the status of openings for shelter beds designated for outreach.

In order to promote effective coordination of homeless outreach in our community, the following conditions will apply:

1. **General Statement of Participation:** 
   1. All teams are expected to conduct “generic” outreach in addition to “prioritized” outreach.
   2. All teams are responsive to requests for assistance with response calls from the OCE.
   3. All teams are expected to follow all Outreach Policies and Procedures as provided by their respective funders and local laws.
2. **Staffing** 
   1. Names of new outreach team members are to be communicated to OCE prior to the new person’s first shift. All new supervisors meet with the OCE leadership within 30 days of hire. The purpose of the meeting is to get acquainted, to share appropriate contact information.
   2. Staffing of all assigned shifts is the responsibility of the respective host agency. The host agency is responsibility to find qualified coverage for team members who “call out”.
3. **Staff Training**
   1. All new outreach workers are required to be scheduled for training in CPR, First Aid, and Codes within 30 days of hire.
   2. All outreach workers are required to participate in regularly scheduled Training events (recommend at least biennial), organized by the OCE and their funders, and local community leaders.
4. **Coverage** 
   1. The OCE leadership is to be notified, with an explanation, whenever there is need for a team to prematurely go “off duty” or cannot go “on duty” when scheduled.
   2. During weather emergencies, all teams are required to report for duty regardless of weather conditions. Host agencies are responsible for having outreach vehicles “street-ready” and available in all weather conditions.
   3. Any Host Agency policies that are inconsistent with the OCE Operating Procedures are to be discussed at the appropriate level of Community government.
   4. The attached schedules have been agreed upon in consultation with all outreach teams and the OCE. Requests for change in coverage hours are to be discussed with the OCE leaderships before any changes are made.
5. **Outreach Vans**
   1. Each van is required to be equipped with:
      1. Current first aid kits
      2. Standard emergency equipment such as spare tire and functional jack; and fire extinguisher is suggested.
      3. Each team will have ready access to a child seat at all times (at discretion of the worker because some teams may not have the insurance to transport minors).
6. **Daily Operational Procedures** 
   1. All teams are to check in with OCE Dispatch at the start and the end of all shifts.
   2. During weather emergencies, all teams must enter numbers of contacts, placements, and water distribution at the end of a shift.
   3. The OCE is responsible for the effective operation of the dispatch function and for the following items:
      1. Provide teams with complete information as to the nature of the request for service, following the format of the Response Form;
      2. Provide teams with all pertinent information, such as when codes are called, weather alerts, emergencies in the field, and teams needing assistance;
      3. Direct teams according to response call information or requests from the OCE leadership; and
      4. Conduct periodic check-ins for location and to radio response capacity.
   4. Teams are required to notify OCE Dispatch before entering a known “no radio service” zone.
   5. All vehicles will be supplied with bottles of cold drinking water during the warm weather months. The OCE will maintain a steady supply of ice and water for use by all teams.
   6. In cold weather, all vehicles will carry a supply of blankets. The OCE will maintain a supply of blankets for all teams to use.
   7. The OCE will retain updated admission criteria for outreach relevant placements.
   8. Each outreach worker is required to remain with a client through the duration of each discrete engagement or through the resolution of the specific incident.
   9. Requests from the Outreach Team Supervisors and the OCE leadership for special reports can be submitted to the HMIS Administrator.
7. **Priority List Assignment**
   1. The team’s priority lists are required to contain any clients that are assigned by the Outreach Team Supervisor and the OCE. Teams can also generate their own referrals, from their work on the streets. Team supervisors should inform the OCE at the monthly Priority List meeting.
   2. Duplication of clients across team priority lists is prohibited.
   3. If a team encounters a client on another team’s priority list:
      1. If the priority team is working at the time of the encounter, that team should be contacted and, if available at that time, should come out to engage the individual.
      2. If the priority team is not available, complete the engagement.
      3. The worker currently engaging the client should ask the client about the priority team’s joint plan with the client, and inform the priority team about the engagement.

Participating Outreach Agency Date

Outreach Coordination Center Date

Community Date