

HOUSE WAKE! Housing Navigation Program Memorandum of Understanding

This Memorandum of Understanding (herein referred to as “Memorandum”) outlines the partnership between _____ (hereafter referred to as the Homeless Service Provider, hereafter referred to as HSP) and HOUSE WAKE! Housing Navigation Program of the Wake County Continuum of Care dba Raleigh Wake Partnership to End & Prevent Homelessness (hereafter referred to as the HW! HNU).

Background on HOUSE WAKE!:

HOUSE WAKE! is a strategic plan developed by Wake County to minimize the effects on homeless and precariously housed Wake County residents, while maximizing opportunities for positive long-term outcomes. The plan utilizes and coordinates federal, state, and local funding to address the availability of affordable housing within our homeless and precariously housed population and aims to move the maximum number of individuals possible to housing stability.

Through the HOUSE WAKE! plan, Wake County’s Coordinated Entry System expanded to become a Coordinated Access System that now focuses on access to immediate shelter as well as access to housing location services. This led to the creation of the HOUSE WAKE! Housing Navigation Program. This is a local partnership between Property Manager, Homeless Service Providers, the City of Raleigh, Wake County, and the Raleigh Wake Partnership to End & Prevent Homelessness.

The key objectives of the HOUSE WAKE! Housing Navigation Unit are to:

- House people as quickly as possible.
- Build mutually beneficial, collaborative, long-term relationships between Property Managers, Homeless Services Providers, and people experiencing homelessness.
- Encourage Property Manager to use alternative screening criteria while respecting Fair Housing Law.
- Promote greater community awareness of the realities of homelessness.
- Help Homeless Service Providers and people experiencing homelessness better understand the business model and needs of property owners/managers.
- Make strategic program decisions using the best possible data available.
- Regularly monitor and evaluate the effectiveness of the House Wake! Housing Navigation Program.

HOUSE WAKE! Housing Navigation Unit commits to the following:

- Recruit Property Managers to provide housing opportunities for potential tenants currently experiencing homelessness or at risk of homelessness.
- Research and locate available rental properties based on a potential tenant’s unique needs, preferences, and financial resources.

- Provide dedicated phone line to voice issues and concerns at **919.443.0097**. The HW! HNU will ensure follow-up and return the HSP's calls and voicemails as soon as possible.
- Provide **Sign-On (Incentive) Bonuses** – This incentive for Property Manager is intended to reduce screening barriers and mitigate the cost of potential extra time, effort, and possible unit vacancy required to identify a tenant, complete paperwork, and obtain an inspection.
- Provide **Risk Mitigation Funds**: These funds cover excessive damages to the rental unit, beyond what the security deposit covers. If damages occur despite early interventions, the Property Manager will follow Risk Mitigation Fund policies to file a claim for reimbursement of damages to the property. Risk Mitigation funds are disbursed on a reimbursement basis only. *These policies are subject to occasional amendment, and updated policies will be available to the Property Managers any time an amendment is made.*
 - **for any single claim cannot exceed \$2,500.** The cumulative limit on claimed reimbursements for each unit over the course of a 12-month period is \$2,500. Exceptions must be requested in writing with justification and must be related to an additional lease on the unit.
 - **All eligible reimbursable expenses related to risk mitigation must be filed as a single claim per unit per turnover event.**
 - For shared housing units, one month's rent will be calculated as the Fair Market Rent (FMR) for the entire unit divided by the number of units.
 - The Property Manager must also provide documented evidence of damages, use of security deposit, invoices and evidence of payment.

Each participating NC 507 HSP agency is committed to supporting the tenant and the Property Manager / Apartment Communities as follows:

- Agreement of and full participation in the NC 507 CoC Written Standards and Coordinated Access (Coordinated Entry) Policy and Procedures.
- Full participation in HMIS:
 - all staff utilizing HW! HNU are HMIS licensed.
 - Refer clients to HW! HNU Program via HMIS Referral system and upload Verification of Homeless (VoH).
 - Upload all required documents in HMIS including Verification of Homeless (VoH), inspections, and lease, within 7 days of execution of document.
 - Use Padmission database for housing search
 - Following a match between potential tenant and available unit, work with the potential tenant to provide the Property Manager with a complete application.

We agree to abide by the expectations listed above:

Homeless Service Provider
(printed legal name of business)

Representative of Homeless Service Provider **signature**

Date

Representative of Homeless Service Provider **printed name**

Wake County Continuum of Care dba The Raleigh Wake Partnership to End & Prevent Homelessness

Executive Director signature

Date

(Wake County Continuum of Care dba The Raleigh Wake Partnership to End & Prevent Homelessness)

Kim Crawford

Executive Director printed name

(Wake County Continuum of Care dba The Raleigh Wake Partnership to End & Prevent Homelessness)

Please sign and return this final page of document to the HOUSE WAKE! Housing Navigation Unit at HW_HNU@partnershipwake.org. Thank you for your participation.