

**FY 2019**

**FL-507 - Orlando/Orange, Osceola,  
Seminole Counties Continuum of Care**

**3A-5b. State or Local Workforce Agreement**



Memorandum of Understanding  
Between  
**Homeless Services Network of Central Florida, Inc.,**  
And  
**CareerSource Central Florida**

Whereas, the Homeless Services of Central Florida, Inc. ("HSN"), as the lead agency for the Central Florida Continuum of Care ("CoC FL-507") and Career Source Central FL, (CSCF), mutually agree to coordinate efforts for the purpose of aligning resources and services so that those experiencing homelessness have access to a range of support and assistance to achieve economic growth and self-sufficiency. To assist program participants find quality, living-wage employment to reduce and eliminate homelessness in Central Florida, HSN and Participating Agency hereby enter into this Memorandum of Understanding ("MOU") and agree as follows:

**I. BACKGROUND AND PURPOSE**

The U.S. Department of Housing and Urban Development ("HUD") has issued regulations requiring that each Continuum of Care (CoC) develop and implement a coordinated access and assessment system, which is a centralized or coordinated process designed to coordinate program participant intake, coordinate assessments, prioritize, and facilitate the provision of referrals to services and housing within the CoC's geographic coverage area. For CoC FL-507, which serves Orange, Osceola, and Seminole Counties, this system is known as the Coordinated Entry System ("CES"). The CES enables homeless individuals and families to move quickly through the system and be matched to the best housing intervention that will provide permanent and stable housing. The CES will also reduce duplication of services, length of time homeless, and returns to homelessness, while ultimately promoting the overall goal of ending homelessness in Central Florida.

In order to ensure effective coordination, maximize the value of collaboration, and make optimal use of limited resources, formal system elements pertaining to client eligibility, intake procedures, data quality standards, service expectations, prioritization criteria, and performance indicators have been and continue to be developed for use by mainstream and homelessness assistance providers participating in CES, and in CoC FL-507 as a whole.

The purpose of this MOU is to describe the cooperative workforce training, employment and economic development efforts of CSCF and HSN to promote an operational and continuous action that assures the coordination of efforts is effective, transparent and consistent. The goal of the partnership is to build upon the strengths of each partner to ensure individuals experiencing homelessness have the supports needed to reach success, including a range of employment related supports.

**II. RESPONSIBILITIES AND ROLES**

- a. HSN agrees to assume the following responsibilities and perform the following tasks under this MOU:**
- 1) Serve as the lead agency for CoC FL-507, which serves Orange, Osceola, and Seminole Counties;
  - 2) Maintain the Homeless Management Information System (HMIS), including data management and reporting outcomes to track system and program performance;
  - 3) Provide staff to guide the Registry Management process, CES Workgroups and other relevant groups;

- 4) Coordinate, integrate, and leverage resources to maximize the impact of services for individuals and families who are experiencing or have experienced homelessness;
- 5) Make available and provide training on evidence-based best practices to all staff participating in the CES;
- 6) Evaluate performance and progress of the CES and make adjustments as necessary;
- 7) Support Participant Agency and CoC FL-507 to address challenges, concerns, or to overcome barriers to effective participation in CES as needed;
- 8) Support Participant Agency to identify eligible participants who are ready to engage with employment opportunities;
- 9) Coordinate warm handoff referrals from Housing Case Manager to Partner Agency employment Liaison;
- 10) Convene partners to evaluate the partnership on a regular basis;

**b. Participating Agency agrees to assume the following responsibilities and perform the following tasks under this MOU:**

- 1) Understand and support the unique needs of formerly homeless job seekers, including those with significant disabilities and histories of trauma;
- 2) Inform and update the CES of program updates, eligibility and access to services by attending registry management meetings as needed;
- 3) Allow staff to attend trainings made available to CoC members, ie: trauma informed care, motivational interviewing, harm reduction, Housing First, etc.;
- 4) Coordinate with CES to prioritize access to employment and training opportunities for job-seeking participants enrolled in Supportive Housing;
- 5) Designate an agency liaison who can accept referrals from CES;
- 6) Assist participants with employment related skills, such as a resume development, interview skills, soft skills required for obtaining and maintaining a job, etc.;
- 7) Communicate with Housing Case Manager upon identification of any concerns that may affect participant's ability to effectively participate in Employment Program;
- 8) Participate in HSN meetings and workgroups to enhance cross-system coordination between the homeless assistance system and the workforce system.

**III. CONFIDENTIALITY, PRIVACY AND SECURITY**

HSN and Participating Agency ("Parties") mutually agree:

- a. To be bound by and to comply with all applicable Federal or State statutes or regulations pertaining to the confidentiality, privacy, and security of client records or information;
- b. To take all reasonable steps to ensure that their respective employees and volunteers understand and comply with such requirements; and
- c. To refrain from and to take all reasonable steps to prevent the use or disclosure of any personally identifiable information pertaining to any recipient of any service provided as a result of the Parties' participation in CES for any purpose, except upon the written consent of such recipient, recipient's attorney, or minor recipient's parent or guardian.

**IV. EQUAL OPPORTUNITY**

Parties mutually agree to be bound by, and comply with, all applicable anti-discrimination statutes, regulations, policies, and procedures that are applicable to any Federal or State contracts, statutes, or regulations, or otherwise as presently or hereinafter adopted by CoC507 while performing pursuant to this

MOU.

**V. RELATIONSHIP TO OTHER AGREEMENTS**

Parties mutually understand and agree that the terms and conditions of this MOU are distinct from and supplemental to the terms and conditions of any other agreement in effect between HSN and Participating Agency. In the event of a conflict between the provisions of this MOU and any such additional agreement, the most recently agreed upon provision shall control.

**VI. ADDITIONAL TERMS AND CONDITIONS**

- a. This MOU shall be effective immediately upon execution by a duly authorized representative of each of the Parties.
- b. As of the effective date of this MOU, this MOU shall replace and supersede any predecessor memorandum of understanding or other agreement addressing the matters set forth herein.
- c. This MOU may be expanded, modified, or amended at any time, upon written agreement of the Parties.
- d. This MOU shall remain in effect unless or until terminated in writing by either of the Parties 14 days prior to non-participation.

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In witness whereof, HSN and Participating Agency, by and through their duly authorized representatives, hereby enter into this MOU and certify that they have read, understood, and agreed to the terms and conditions as set forth herein:

For Participating Agency:

Mimi Coenen, COO  
Name and Title of Authorized Agency Representative:

Signature:  Date: 9.20.19

For HSN:

Martha Foe / Homeless Services Network / Exec. Director  
Name and Title of Authorized Agency Representative:

Signature:  Date: 9/20/19