

## Service Provider Protocol

<b>Protocol Title</b>	Flex Fund
<b>Program Area</b>	Prioritized Access to Housing Support (PATHS)
<b>Program Code</b>	PA
<b>Protocol Number</b>	TBD
<b>Portal Pathway</b>	TBD
<b>Approval Date</b>	04/26/2019
<b>Revised Date</b>	2/28/2019
<b>Applies to</b>	PATHS Team, Portable Home-Based Support Team

### Protocol Statement

This protocol was developed to support the PATHS team with consistent decision-making and messaging related to the administration of the Flex Fund, including the claim process. As identified in the PATHS Framework, the purpose of this flex fund is to help cover the costs for housing-related expenses, including clean-up and damages to rental units caused by participants who have been housed under the PATHS2Home Program in order to help these participants retain their housing, and/or to retain positive and ongoing relationships with private landlords. Landlords are provided with details regarding the purpose and limitations of the flex fund at the time they begin working with PATHS2Home.

### Operating Details

At the time of move-in, an inspection of the rental unit occurs (e.g. walk-through, photos taken, completed pre-unit inspection form). When a claim to the flex fund is made, it is verified by the PATHS2Home Program Manager using the information gathered at the time of move-in.

Claims are paid at the discretion of the PATHS2Home Program Manager, where:

- It is necessary to renovate the interior of the unit, as a result of wilful damage caused by the tenant and/or those permitted in the unit by the tenant.
- An extensive clean-up and/or junk removal is required as a result of hoarding and/or substance use.
- The landlord has discussed the pursuit of recovery of costs related to damages with the PATHS team and Home-Based Support Worker, and unless otherwise directed, has made every effort to collect the cost of repairing the damage from the tenant without success.

The landlord may be reimbursed for all reasonable and depreciated expenses incurred in repairing damage to the unit, provided that such expenses are based on a reasonable estimate and are approved by the PATHS2Home Program Manager, in writing, prior to being incurred. The claim is paid directly to the landlord.

Claims will not be paid under the following circumstances:

- Due to regular wear and tear on the unit;
- To cover rent arrears; or
- Without documented estimates and receipts

All documentation (e.g. quotes, receipts) associated with the claims will be maintained on file with Lutherwood.

Claims are paid up to a maximum of \$2,000 per claim on an annual basis. Where claim amounts are above the cap, approval may be provided at the discretion of the Manager of Housing Programs and Development, Region Housing Services.

## Complaints

Every effort is made to work collaboratively with landlords and the participant to mediate concerns and maintain the tenancy with minimal to no damage to units. However, there are situations in which complaints may be made by landlords related to the administration of this flex fund.

Where complaints are received, Lutherwood will follow their internal Participant Complaint Procedure. A majority of complaints should be resolved internally by Lutherwood to ensure that excellent service provision and minimize the involvement of Region Housing Services wherever possible.

If an external review is required by Region Housing Services because the landlord is unsatisfied with the resolution of their complaint by Lutherwood, the Lutherwood PATHS2Home Program Manager should direct the landlord to contact the Manager, Housing Programs and Development at Region Housing Services. The PATHS2Home Program Manager should contact the Manager, Housing Programs and Development, to outline the nature of the complaint, the various steps taken to address the complaint, and the final outcome.

## Monitoring

Expenses paid through the Flex Fund are submitted to the Administrator, Housing Stability Programs at Region Housing Services on a monthly basis.

## Related Documents

Document Name	DOCS Number	Document Link
<a href="#">PATHS Framework</a>	<a href="#">2437944</a>	<a href="#">PATHS Framework</a>
<a href="#">PATHS Standards</a>	<a href="#">2677774</a>	<a href="#">PATHS Standards</a>
<a href="#">PATHS Rent Assistance Eligibility and Administration Protocol</a>	<a href="#">2919763</a>	<a href="#">PATHS Rent Assistance Protocol</a>

## **Appendix I: Application in HIFIS 4**

Under exploration/development

## Appendix II: Standard Protocol Practices

### Monitoring

The Region will monitor the implementation of and adherence to this protocol through regularly scheduled informal and formal reviews. This is intended to engage Service Providers in open conversations about what is working well and to create opportunities to improve outcomes for participants.

### Revisions and Review

This protocol may be revised by the Region, as needed. Revisions will be made in consultation with applicable Service Providers. A revised version of the protocol will be uploaded to the Housing Stability System Portal and communicated via e-mail to applicable Service Providers for distribution to appropriate staff.

If the provisions of this protocol conflict with reasonable and best practice and/or the terms and conditions of your service agreement or applicable legislation, please contact the Region through the [Housing email](mailto:housing@regionofwaterloo.ca) (housing@regionofwaterloo.ca) to request that the Region review the protocol.

### General Roles and Responsibilities

Protocol Partner	Roles and Responsibilities
Region of Waterloo, Housing Services	<ol style="list-style-type: none"><li>1. Develop, maintain, and update this protocol to best reflect effective practices in service delivery, legislative requirements, and applicable service agreements and policy directions;</li><li>2. Respond to requests for review of this protocol, by Service Providers;</li><li>3. Monitor adherence to this protocol by applicable Service Providers;</li><li>4. Respond to identified or alleged lack of adherence to this protocol by applicable Service Providers (e.g., by other Providers or clients).</li></ol>
Applicable Service Providers	<ol style="list-style-type: none"><li>5. Implement and adhere to this protocol;</li><li>6. Request a review of this protocol, if necessary (see Appendix I, Revisions and Review);</li><li>7. Report lack of adherence to this protocol, where necessary.</li></ol>

### Accessibility

This document is accessible. To request an alternate format of this document, call 519-575-4400 or TTY: 519-575-4608.

For more information, please contact the Region of Waterloo, Housing Services through the [Housing Services email](mailto:housing@regionofwaterloo.ca) (housing@regionofwaterloo.ca).