

Memorandum of Understanding
Between Catholic Social Services/Complex Care Shelter and the North
Star Community Council
Regarding a Neighborhood Responsibility Plan

General Context

A Neighborhood Responsibility Plan is a mutually agreed upon protocol by both the Complex Care Shelter (CCS) and the North Star Community Council (NSCC) that addresses the following:

- (A) Establish a point of contact, whose name and contact information shall be clearly posted and available at CCS.
- (B) Establish the preferred method of communication including point of contact and the best way for the NSCC to contact the responsible party tasked with operating CCS
- (C) Track significant incidents involving neighborhood impacts at the Complex Care. This shall be made available to the NSCC upon request although some information may be redacted to comply with privacy laws and best practices.
- (D) Provide a description and schedule of formal outreach to the surrounding area (residents and property owners within 500 feet) and the NSCC, to be not less than one contact per year. This could include distribution of an informational newsletter.
- (E) Provide a dispute resolution process: how problems/issues/disputes brought forward by neighbors will be addressed in an expeditious manner. This could be through a meeting with the complainant, discussing the issue at a community council meeting or other method that reflects meaningful responsiveness.
- (F) Identify two individuals who are formally empowered to speak for the CCS at a NSCC meeting.
- (G) Identify the frequency the CCS representative(s) will attend NSCC. It is recommended at least once every three months.
- (H) Identify the methods used to educate and inform residents of CCS and what it means to be a Good Neighbor including their reciprocal obligations when one chooses to live in a community and accept assistance.
 - (I) Establish methods by which residents/users of homeless facilities may fulfill their reciprocal obligations including organized neighborhood trash clean-up, sidewalk snow removal or other similar approaches that produce a betterment within the adjacent neighborhood.
- (I) Other matters of concern identified by either the CCS entity or the NSCC.

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The intent and purpose of this Memorandum of Understanding is to provide a formal framework between operators of CCS and the NSCC. The agreement seeks to create a true sense of civic partnership through establishment of an on-going working relationship with the adjoining neighborhood. A formal process for on-going communication strengthens social efficacy, builds a true sense of Community for everyone and provides a mutually agreed upon forum to work through challenges that may arise from time to time.

Specifics

(A) A point of contact will be clearly posted and maintained on a highly visible area of the building at all times.

The Point of contact will be _____ with telephone and email contact information included.

Telephone: xxx-xxx-xxxx

email:

(B) The Preferred method of contact with the community council will be by email but in the case that a faster line of communication is necessary, multiple telephone contacts, including (CCS manager and the Building owner are included below:

Building owner: _____ telephone: xxx-xxx-xxxx

email:

(Homeless Facility) Manager: _____ telephone: xxx-xxx-xxxx

email:

If, at any time the points of contact or the preferred method of contact changes for any reason, the NSCC leadership team will be notified immediately.

(C) CCS shall maintain records of significant incidents involving neighborhood impact establishment and provide this information within 14 days of a request of the NSCC. The NSCC shall establish a working definition of relevant incidents to be reported upon.

(D) Scheduled outreach to the surrounding community within 500 feet of our proposed location will take place at least once a year and include a mailed letter detailing our annual plan, including contact information for any feedback or questions from our neighbors.

(E) In the case that there is a dispute regarding CCS operating practices or an occurrence taking place on CCS property by a local business, neighbor, the NSCC itself, or other relevant party, CCS will identify, discuss, and attempt to resolve that dispute. If unable to resolve the dispute directly with the complainant, CCS will bring the matter to the NSCC and attempt a resolution. The Council may choose to refer the matter to an Ad-Hoc Homeless Committee, a regularly scheduled leadership team meeting or other appropriate forum.

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The dispute process, including all meetings and official discussions will be documented and kept on file for a period of 5 years.

(F) A representative from CCS shall attend a NSCC meeting at minimum once every three months.

(G) Individuals who are formally allowed to speak for (Homeless Housing Facility) at the Community Council meetings are as follows:

_____ ; Manager. Telephone: xxx-xxx-xxxx email:

_____ ; Building owner. Telephone: xxx-xxx-xxxx email:

If the individuals who are formally allowed to speak for CCS changes, the Community Council leadership team will be notified immediately.

(H) CCS shall incorporate Good Neighbor discussions into client support and outreach services. Resident consultations shall include periodic discussion of Community and the responsibilities of the Individual.

(I) CCS shall develop a Good Neighbor Strategy so as to provide a framework for residents/users to fulfill their respective reciprocal obligations. This shall be shared with the Community Council.

Signatures

The respective parties have executed this Agreement as of the effective date. The Agreement may be updated from time to time with the concurrence of both parties, and shall remain in effect as long as the (Homeless Facility) operates at the proposed location.

(Name)
(Title), (Organization)

(Name)
(Title), (Organization)

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(Name)

President – _____ Community Council

Effective Date: _____