

# MEMORANDUM OF AGREEMENT

Among

**Agincourt Community Services Association**

**Boys and Girls Club of East Scarborough**

**Malvern Family Resource Centre**

**Neighbourhood Link**

**Rosalie Hall**

**YOUTHLINK**

&

**EAST METRO YOUTH SERVICES**

**Re: YOUTH OUTREACH PROGRAM**

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## **Purpose**

This partnership provides a mechanism for collaborative service delivery among the partner organizations, as well as across sectors, and creates a 'community of practice' and shared commitment to meet the needs of marginalized youth and their families in the priority neighbourhoods. Through activities which include outreach, education, short-term support, brokerage, referral, consultation and training, this program will create a mechanism & processes for marginalized youth to access a broader range of mental health, employment, education and other services, and establish the capacity for further development of cross-sectoral partnerships to address the needs of marginalized youth in the priority neighbourhoods.

## **Program Goals**

- 1. Promote Engagement of Youth and their Families in Community:**
  - Engage youth (and families) in order to assist youth to find opportunities, solutions and resources to address social, behavioural and educational needs.
  - Foster civic participation and contribution by youth.
- 2. Increase Youth Access to Opportunities:**
  - Facilitate access for marginalized youth to a full continuum of prevention and intervention resources by providing information and referrals for individual youth that address individual needs and risk factors, and support/reinforce strengths.
  - Foster communication and linkage among community/neighbourhood (health and social service agencies, schools) agencies/organizations to improve access and mitigate barriers to services.

## **Program Objectives**

In order to achieve these goals, the Youth Outreach Workers will work toward the following objectives:

- Outreach to connect with youth living in the identified neighbourhoods in order to identify their strengths, needs and interests and engage them in finding opportunities, solutions and resources to address problems.
- Work with community agencies, schools, Toronto Community Housing, hospitals, community health and mental health facilities, aboriginal services, faith community, settlement services, Toronto Police, probation, parents and youth to link youth to appropriate community services by identifying access barriers, and ways to overcome these barriers.
- Work with community partners to enhance their capacity to serve community youth.

- Work with the public and separate school boards on supporting and re-engaging youth facing challenges in school resulting in suspensions and expulsions.
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This **MEMORANDUM OF AGREEMENT** is entered into by all agencies noted above, which provides a partnership model of collaborative service delivery, training, supervision and data collection with respect to the **Youth Outreach Program**.

1. By entering into this **MEMORANDUM OF AGREEMENT**, each member:
  - a) commits to a collaborative approach in the development and maintenance of the Youth Outreach Program;
  - b) agrees to provide regular supervision and ensure ongoing training for its assigned Youth Outreach Worker(s);
  - c) agrees to be accountable to East Metro Youth Services, this partnership, and the Ministry of Children and Youth Services for use of the funds as explicitly agreed;
  - d) agrees to regularly collect service statistics as required by the funder, and submit these to EMYS on a monthly basis by the due date;
  - e) agrees to submit staff timesheets and an invoice to EMYS on a monthly basis, and to maintain program expenses within the allocated budget;
  - f) agrees to participate in a joint hiring process with EMYS for the designated Youth Outreach Worker positions, and to adhere to agreed upon minimum hiring qualifications for Outreach Workers including criminal reference checks for the vulnerable sector;

2. **Organization and Administrative Arrangements**

Each member of the partnership hereby agrees with each and all other Partners that:

- a) the Youth Outreach Program will be administered by East Metro Youth Services as the Lead organization;
- b) the direction and policies for the Youth Outreach Program will be set by the Steering Committee which will consist of a representative from each of the partners to be chaired by East Metro Youth Services;
- c) the Steering Committee will meet monthly for the first six months, and determine a mutually agreeable schedule for meeting at that point;

3. **Supervision**

Each member of the partnership hereby agrees with each and all other partners:

- a) to provide appropriate supervision and resources for their Outreach staff;
- b) to ensure regular staff attendance at training/education sessions, YOW Program events, and weekly Youth Outreach Program team meetings.

4. **Insurance**

Each member of the partnership hereby agrees with each and all other partners to maintain in full force and effect at all times during the term of this Memorandum of Agreement, a minimum of two million dollars (\$2,000,000.00) per occurrence general liability insurance coverage (including errors and omissions coverage); and, if requested, to provide evidence of the same to all other partners.

5. **Indemnification**

Each partner agrees to indemnify, and to save and to hold harmless, each and every other partner and its personnel (including but not limited to its directors, officers, employees, agents and volunteers), from and against any and all claims, liabilities, costs and expenses of any kind whatsoever brought against, paid or incurred by any other partner at any time and in any way arising out of or relating to the partner's participation in the Youth Outreach Program, whether by act or omission.

6. **Rights and Responsibilities of a Partner Agency**

Partner Agencies have the following rights:

- a) to designate a member to sit on the Steering committee, subject to and in accordance with its terms of reference;
- b) to participate in the setting of direction and policy through membership in the Steering Committee; and

Partner Agencies have the following responsibilities for and on behalf of the partnership:

- a) to provide work space for assigned Outreach Workers;
- b) to keep EMYS apprised of developments in their respective neighbourhood which could impact on service delivery of the YOW program;
- c) to assist with project evaluation / research;
- d) to support the delivery of collaborative initiatives involving the YOW program (e.g. STEPS event);
- d) to provide space to host training sessions or team meetings where feasible.

7. **Rights and Responsibilities of the Lead Agency – East Metro Youth Services**

The Lead Agency has the following rights:

- a) to the full co-operation and support of all other partners;
- b) the authority to take all reasonable and necessary steps to fulfill its responsibilities pursuant to the funding agreement with the Ministry of Children and Youth Services;

The Lead Agency has the following responsibilities for and on behalf of the partnership:

- a) to provide overall administration, coordination and supervision of the program;
- b) to recruit, and to supervise the employment of the Youth Outreach Program Supervisor and other ancillary staff necessary to the program;
- c) to administer the program budget;
- d) to provide some training for Outreach Workers;
- e) to participate on Steering Committee;
- f) to ensure that program evaluation occurs;
- g) to reimburse partners for invoiced expenses as per the budget outline in a timely manner;

h) to provide financial and program reporting and updates as required to the Ministry of Children and Youth Services;

8. **Term and Amendment of Memorandum of Agreement**

The term of this Memorandum of Agreement is effective from April 1, 2007 and terminates March 31, 2008.

This Memorandum of Agreement may be amended from time to time, but only by way of written agreement duly executed by all agencies who are partners at that time. Nothing contained in any such amending agreement shall be binding upon any former or current partner, who is not a party thereto unless that partner so consents in writing.

9. **Dispute Resolution**

Shared decision-making, responsibility, and accountability among collaborative members and to the Ministry of Children and Youth Services are important components in collaborative service delivery. It is agreed that the Steering Committee will be consulted in the event that a disagreement or dispute between any of the parties must be resolved.

10. **Critical Incidents**

Partners agree to adhere to Critical Incident Reporting policies and guidelines of the Ministry of Children and Youth Services, and to mutually determine a process through the Steering Committee for dealing with serious or tragic occurrences.

11. **Media Strategy**

It is understood that there may be media interest in the Youth Outreach Program. Partners agree to mutually determine a strategy and process through the Steering Committee for dealing with media inquiries and requests, both under 'normal' operational circumstances, and in situations of a Critical Incident, serious or tragic community event.

12. **Withdrawal of Partner**

- a) a partner may withdraw from the Youth Outreach Program partnership only upon written notice of not less than sixty (60) days; such notice to be delivered to the Executive Director of the Lead Agency.
- b) Such officer shall so notify all other partners forthwith in writing upon receipt of such notice.

13. **Neighbourhood Primary Service Roles**

The primary service role for each identified priority neighbourhood will be assumed by the following organization:

**Priority Neighbourhood**

- Steeles-L'Amoureux
- Dorset Park
- Eglinton East-Kennedy Park
- Scarborough Village
- Kingston-Galloway
- Malvern
- Crescent Town

**Organization**

Agincourt Community Services Association  
Rosalie Hall  
YouthLink  
YouthLink  
Boys and Girls Club of East Scarborough  
Malvern Family Resource Centre  
Neighbourhood Link

14. **Invoicing**

Partners agree to submit invoices (including timesheets and any related expenses) on a monthly basis to EMYS. Contact person and mailing address for invoices to East Metro Youth Services is:

EAST METRO YOUTH SERVICES  
C/O Business Administrator  
1200 Markham Road, Suite 200  
Toronto, ON  
M1H 3C3

**THE UNDERSIGNED** Agencies, by the execution of the **MEMORANDUM OF AGREEMENT**, agree to be partners in this initiative and agree to the terms hereof, effective April 1, 2007.

Each person signing on behalf of a Partner Organization warrants that she/he does so with full and proper signing authority.

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East Metro Youth Services Date

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Agincourt Community Services Association Date

\_\_\_\_\_  
Boys and Girls Club of East Scarborough Date

\_\_\_\_\_  
Malvern Family Resource Centre Date

\_\_\_\_\_  
Neighbourhood Link Date

\_\_\_\_\_  
Rosalie Hall Date

\_\_\_\_\_  
YOUTHLINK Date