**Service Level Agreement**



**To Unlimited Potential,**

Your application for funding under the Edmonton and area Fetal Alcohol Network Society’s Service Delivery Program has been approved. Specific grant allocations and expected outcomes are listed below in the identified strategy boxes.

The fiscal year will run from April 1, 2017 – March 31, 2018.

All work for this project must be completed by March 31, 2018. **The agency agrees to:**

1. Work collaboratively with the Network throughout the life of the project to provide the deliverables as outlined in the network proposal.
2. Expend funds according to the approved Grant Application and approved Schedule B.
3. Maintain adequate financial records in accordance to generally accepted accounting principles and have them available for the duration of this Agreement and for a period of six years after the termination or expiry of this Agreement.
4. Deliver quarterly reports to the Network (narrative and ORS): ORS due the first Friday after the end of each quarter, narrative report due the second Friday after the end of each quarter.
* Quarter 1: April 1 – June 30, 2017
* Quarter 2: July 1 - September 30, 2017
* Quarter 3: October 1 – December 31, 2017
* Quarter 4: January 1- March 31, 2018
1. Deliver ‘Statement 1 – Income, Expenditures and Transfers’, 6 month Schedule B (for the period of April 1, 2017 – September 30, 2017), to the Network Coordinator no later than October 15, 2017. Payment of installments is dependent on previous fund allocations being spent.
2. Deliver a year-end unaudited Schedule B (April 30, 2018) and audited financial statement (June 30, 2018) to the Network Coordinator.
3. Complete with the Contract Manager the ‘Service Quality and Compliance Review’ document and ‘Site-Visit Interview’ document for the following periods:
* April 1- September 30, 2017: Documents completed by October 31, 2017
* October 1 – February 28, 2018: Documents completed by March 31, 2018
1. If this agreement is terminated, the agency agrees to submit reporting compiled up to the date of termination, including data, narrative and audited financial statement within 30 days of the termination date.
2. Maintain active membership (refer to the Edmonton and area Fetal Alcohol Network Society Bylaws), with the Network.
3. Attend a minimum of 75% of Network and Supports and Services Team meetings.

**The Edmonton and area Fetal Alcohol Network Society agrees to:**

1. Provide funding in a one-time grant to Unlimited Potential. The grant will be dispersed by the Network Banker upon receipt of the funds from the Alberta FASD Service Network Program. The funding will cover the fiscal period of April 1, 2017 to March 31, 2018. Grant funding will be dispersed on a quarterly or bi-annual basis.
2. Work collaboratively with the agency.
3. Make available to the agency, the Network’s annual report and any annual Network information.

Any unused portion of funding will not be used without prior written agreement from the Edmonton and area Fetal Alcohol Network Society. The Network may require unspent funds to be returned. Any breaches of the terms and conditions of funding as set out in this agreement or use of funds for purposes not approved, would require repayment of the funds to the Network in whole or in part. Furthermore, the agency will indemnify and hold harmless the Network from any and all third party claims, demands, or actions for which the agency is legally responsible.

A copy of this agreement will be provided for your files.

FOR THE FUNDED AGENCY

Date:

Agency Name:

By:

Executive Director/Agency Liaison (print name and provide signature)

FOR THE EDMONTON and area FETAL ALCOHOL NETWORK SOCIETY

Date:

By:

Position: Contract Manager

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| Action #: 16Network Action: Unlimited Potential, Open Arms Program | FASD-CMC Grant: | **Service category:** Level 1 Prevention (Awareness) |  |
| **Service category:** Level 2 Prevention (Safe Conversation) |  |
| From Human Services | X | **Service category:** Level 3 and 4 Prevention (e.g. PCAP)  |  |
| **Service category:** Assessment/Diagnosis |  |
| From Health |  | **Service category:** Supports for Individuals and Caregivers | X |
| **Service category:** Organizational Learning  |  |
| **Business Priority and Rationale** | The Network will provide coordinated access to a spectrum of services for individuals and families across the lifespan. Services will result in:* Individuals suspected or with an FASD experience improvement in their wellbeing.
* Caregivers of individuals with an FASD experience improvement in their wellbeing.
* Individuals and caregivers receiving support report satisfaction with the services received.

Please see the ‘Business Priorities and Rationale’ section of the Business Plan for a full description. |
| **Network Action****Description**  | The Network will provide funding to the Open Arms Program with Unlimited Potential. Open Arms mentors provide culturally sensitive supports to adults with FASD who may, or may not, be parenting. The program is designed to address the everyday problems and system barriers that individuals with FASD face and provides hands-on assistance to access services and supports. |
| **Alignment with FASD-CMC’s S&O Plan** | The Network action aligns with: 4.1.10 (p. 56)* Strategic Pillar #4
* System Outcome 4.1 and 4.3
* Client Outcome 4.4, 4.6
 |
| **Key Activities, implementation timeframes and alignment with Operating Grant Policies (OGP)** | * Provide funding for the staffing compliments of the Open Arms Program with Unlimited Potential.
* Connect program participants to and advocate for access to community resources.
* Provide one-to-one mentorship to ensure basic needs of program participants are met.
* Advocate for and find suitable housing and employment options for participants.
* Collect data according to the requirements of ORS, FASD Service Network Program, and the Network.
* Actively participate on the Network and Supports and Services team.

**Alignment with Operating Grant Policies:** This action enhances all the practices listed under ‘Strategic Pillar #4, Supports for Individuals and Caregivers’, utilizing all of the required approaches and practices, and meeting the requirements for funding. The action specifically addresses the *Alberta Health’s FASD System Review* recommendations on financial management supports, supervision and transportation to community-based events, and continuity of care. |
| **Evaluation**  | The Open Arms Program contributes data to both ORS and the Network, and provides quarterly narrative reports to the Network. Bi-annually the Network Contract Manager conducts a *Service Quality and Compliance Review* on the funded position. The program will utilize the *Alberta’s FASD Evaluation Surveys and Templates* as provided by the Alberta FASD Service Network Program. |
| **Service Delivery Partners** | Current Partners: Unlimited Potential |
| **Number of clients to be served** | Baseline:  | 69 |
| Target:  | 69 |
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| **Budget Allocation** | $554,901.69 |