

## APPLICANT NAME AND LOCATION

Organization Name: Family Alliance for Veterans of America (FAVA)

Project Name: Passport to Independence

Project Name as it is listed on the Housing Inventory Chart (HIC): FAVA-Forest City

Type of Project (PSH, RRH, TH, SSO, HMIS): PSH

Federal DUNS Number: 969-274-245

Address: 100 N. Clark Street, Forest City, Iowa 50436

Contact Person: Rhonda Jordal

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Is your organization registered in the federal System for Award Management (SAM)? Yes

## AGENCY AND PROJECT SUMMARY (3 points)

- 1) Provide a brief introduction to your agency. **(1 point)**

Family Alliance for Veterans of America (FAVA) is a subsidiary of the WestCare Foundation. The WestCare Foundation (WestCare) is a unique family of community-driven, nonprofit agencies providing health and human services across a network of programs serving more than 33,000 children, adults and families in diverse community-based settings. FAVA is located in Forest City, IA and provides permanent supportive housing and supportive services in Forest City and 43 rural and highly rural Iowa Counties. FAVA also provides information, education, advocacy and support to families of veterans and veterans across America at a time of their critical need. Such need arises, for example, when veterans return from combat with Post Traumatic Stress Disorder (PTSD) and/or Traumatic Brain Injury (TBI); when veterans and their families need assistance in getting help from the VA; when veterans suffer from addictions to drugs or alcohol; when veterans have encountered the criminal justice system, including incarceration; when veterans have attempted, or committed, suicide; in short, when veterans and their families are suffering in any way from service-related issues and problems.

Focused assistance to veterans and especially, their families is FAVA's prime objective, our programs include: Supportive Services for Veteran Families Programs (SSVF); Continuum of Care (CoC) Housing; and the Battle Buddy Program. The FAVA Passport to Independence program has established a rural community-wide strategy which allows FAVA to proactively reach into rural areas and addresses lack of housing services for homeless veterans and veteran families, a strategic planning component of the Iowa CoC – Balance of State. While the majority of Iowa's veterans return to rural areas of the State, they are typically invisible to the system because they are not near urban centers where many of the services exist. Nonetheless, they have tremendous need for permanent supportive housing assistance and FAVA has the support in place that bridges the gap to stable housing. Because of this reach, FAVA has been able to find the neediest of low income chronically homeless and disabled veterans.

- 2) Provide a description that addresses the entire scope of the proposed project. **(2 points)**

For the past 3 years FAVA has been continually awarded the Supportive Services for Veteran Families (SSVF) grant and has insured that veterans who are homeless or at risk of homeless are provided housing and wrap around services. FAVA currently serves participants in 43 Iowa counties with SSVF. FAVA is in the 1<sup>st</sup> year of the Passport to Independence program has ensured that Veterans who are chronically homeless and disabled in rural Iowa receive supportive services and permanent supportive housing and ensure that they secure and sustain long-term stable, permanent housing in Forest City and Mason City. FAVA's program has established a rural community-wide strategy which addresses the lack of housing services for homeless veterans and veteran families, in order to meet the purpose of the HEARTH Act, established in section 1002(b), and the goals of "Opening Doors: Federal Strategic Plan to Prevent and End Homelessness," a strategic planning component of HUD and the Iowa CoC – Balance of State. FAVA is connected to a vast network of community-based partners (including more than 20 housing related partners) that provide and connect veterans and their families to vital services that maximize their ability to obtain and sustain permanent housing and income. FAVA offers one leased structure for six veterans in Forest City/Winnebago County and rental assistance in four Mason City/Cerro Gordo County apartments. In total, at project capacity, the program will provide a total of 10 project beds. (As recorded in the BOS 2016 HIC) Annually the program will serve up to 10 veterans with turnovers up to 18.

Veterans are guided by a client-centered, individualized stable housing plan and are assisted in obtaining and remaining in permanent housing by offering a menu of supportive services that include: an assessment of service needs, assistance with moving costs, case management, education services, employment assistance and job training, food, housing search and counseling services, legal services, life skills training, mental health services, outpatient health services, outreach services, substance abuse treatment services, transportation, utility deposits, and direct provision of services. The program provides rental assistance including first and last month's rent as needed for veterans moving from homelessness to permanent housing. FAVA uses trained Veteran Advocates (case managers) to coordinate, cultivate and educate housing providers, perform outreach and assist veterans to access: benefits, community-based services, healthcare, Section 8 housing vouchers, social security benefits, food stamps, TANF, employment training, educational programs and community-based substance abuse and mental health services (fearing stigma, some Veterans avoid treatment in VA facilities).

Outcomes expected include: 1) 80 percent of participants will remain in permanent housing as of the end of the operating year or exiting to permanent housing (subsidized or unsubsidized) during the operating year; 2) 80 percent of participants age 18 and older will maintain or increase their total income (from all sources) as of the end of the operating year or program exit.

### **CONTINUUM OF CARE PARTICIPATION (10 points)**

- 3) Annual Performance Report (APR) Submission:
  - a. What is your project's operating year end date?  
9/30/16
  - b. APRs are due to HUD 90 days after the end of a project's operating year. On what date did you submit your most recently completed APR to HUD?  
FAVA will be submitting the APR prior to December 28, 2016. This fulfills the APR requirement of being completed 90 days prior to end of the operating year.

- c. On what date did you forward a copy of your APR to the Iowa Finance Authority?  
FAVA will be submitting the APR prior to December 28, 2016. This fulfills the APR requirement of being completed 90 days prior to end of the operating year.
- d. Did your project meet the 90 day requirement?  
FAVA will meet the 90 day requirement prior to the end of the operating year December 28, 2016. This fulfills the APR requirement of being completed. **(2 points if within 90 days or an acceptable extension granted or E-snaps unavailable; no points if not)**

- 4) Local Collaboration: How does your local region plan and collaborate together regarding homelessness? If your local region has an organized planning group, what is it called? How does your agency participate? **(3 points)**

One of the primary functions of the Iowa Council on Homelessness is to serve as the decision-making body for the Iowa Balance of State CoC. This CoC covers most of the state, with the exception of 3 Counties, which have their own independent CoCs. The Council is a 38-member governor-appointed planning and advisory board, first codified in 2008. As a volunteer-driven board, it relies on the active participation of committed members to fulfill its duties. Regular Council board meetings are held from 10 a.m. to noon on the third Friday of every other month, in: January, March, May, July, September, and November. Members of the Council are expected to participate on at least one committee. Committees typically meet in between full Council meetings. The Council has at times engaged in special projects using state legislative appropriation funds. For example, during the 2014 state fiscal year, the Council used a \$50,000 appropriation to contract with the State Public Policy Group to develop “Recommended Standards for Homeless Programs.”

The local region organized planning group is called the Iowa Balance of State Continuum of Care. FAVA has been included in the CoC Comprehensive Grant application, North Central Iowa Local Homeless Coordinating Board, the Iowa Council for Homelessness, and the Community Cares Coalition. For the past four years, FAVA has been an active member of the Iowa Council on Homelessness. FAVA has staff involved in the North Iowa Regional Council of Homelessness and the NE Iowa Housing and Homeless Alliance, as well as meeting regularly in Fort Dodge Iowa in a stakeholders group. FAVA maintains their case files in the HMIS data system in an effort to coordinate services with fellow agencies in the Iowa Balance of State. FAVA is committed to a collaboration that ensures that all Iowans have access to safe, decent and affordable housing. FAVA and its other CoC members work to identify issues, raise awareness and secure resources that will allow all homeless Iowans to become self-sufficient. FAVA also collaborates with other Iowa SSVF grantees on community planning for homeless veterans and are working with a master list on homeless veterans in a number of counties in Iowa.

- 5) Has any representative of your program been an active participant in the Iowa Council on Homelessness? *(Note that anyone can participate in council meetings even if not a voting member.)* Briefly describe. **(3 points)**

Program Representative and Program Director Rhonda Jordal is an active board member in the Iowa Council on Homelessness bi-monthly meetings. Office Manager/HR/Compliance Laura Lindsay also attends Iowa Council on Homelessness meetings regularly.

- 6) Has any representative of your program been an active participant in Iowa Council on Homelessness committees and working groups? Briefly explain. **(2 points)**

Mrs. Jordal has been involved with the Iowa Council on Homelessness Public Awareness committee and attends as many meetings as possible.

**BUDGET AND CAPACITY (14 points)**

- 7) HUD Grant Monitoring: Check the box to describe any HUD CoC Project monitoring results during the current program year and the previous two program years (select only ONE option): **(2 points)**
- No monitoring visits from HUD **(2 points)**;
  - Monitoring visit(s) from HUD with no findings or concerns **(2 points)**;
  - Monitoring visit(s) from HUD with fewer than three findings or concerns, all of which have been resolved in the time requested by HUD **(1 point)**;
  - Monitoring visit(s) from HUD with more than three findings or concerns, and/or findings or concerns that were not resolved in the time requested by HUD **(no points)**.
- 8) Will the amount requested for Administration Costs in the E-snaps Project Application be less than or equal to 7% (or the amount listed on the GIW)? **Yes/No (circle) (1 point for “yes”; no point for “no”)**
- 9) Is your agency drawing down CoC funds from HUD at least quarterly? **Yes/No (circle) (1 point for “yes”; no point for “no”)**
- 10) Spending history: Provide your project’s spending history as follows. All information should reflect the most recently-completed operating year for which an APR has been submitted: **(10 points)**
- a. Project operating year end date: 9/30/16
  - b. Amount of grant: \$225,146
  - c. Total funds expended: \$123,000 as of 5/31/16 (7 months into contract year)
  - d. Funds remaining (unexpended funds): \$102,146
  - e. Unexpended funds percentage (d) / (b): 45% (funds will be fully expended by the end of the project operating year) **(10 points if funds were fully expended (0% unexpended); 9 points if up to 1% of funds are unexpended; 8 points if up to 2% of funds are unexpended; 7 points if up to 3% of funds are unexpended, and so forth down to zero points if 10% or more of funds are unexpended)**

**PRIORITIZATION: PROJECT TYPE, CHRONICALLY HOMELESS, LITERALLY HOMELESS, & HOUSING FIRST (34 points)**

11) Indicate the project type. Select only **ONE** (this should match your earlier project type indicated). **(9 points)**

- Permanent Supportive Housing **(9 points)**
- Rapid Rehousing **(9 points)**
- Transitional Housing exclusively for DV, youth, or substance abuse **(4 points)**
- Transitional Housing for the general homeless population **(no points)**
- Supportive Services Only **(no points)**

*The Iowa Balance of State CoC has adopted HUD CPD 14-012, Notice on Prioritizing Persons Experiencing Chronic Homelessness in PSH:*

*<https://www.hudexchange.info/resource/3897/notice-cpd-14-012-prioritizing-persons-experiencing-chronic-homelessness-in-psh-and-recordkeeping-requirements/>. For PSH projects, also note that the Iowa Council on Homelessness voted in 2015 to require all PSH projects to prioritize all beds available through turnover to the chronically homeless.*

12) Open the 2016 Housing Inventory Chart (HIC) for the Iowa Balance of State; this will be available online here when the competition has opened: **(2 points)**

<http://www.iowafinanceauthority.gov/Home/DocumentSubCategory/107>, in the section for the 2016 Competition. (If your project is not listed in the HIC, explain why not.)

- a. Which row on the HIC lists your project? Line 50 – FAVA Forest City; Line 51 – FAVA – Mason City; Line 52 – FAVA SSVF Rapid Rehousing
- b. How many total beds are listed for your project (Column U)? 10
- c. How many total beds are for chronically homeless (dedicated or prioritized) (Column L) 10
- d. What is HIC utilization rate (Column V) FAVA – Forest City 33%; FAVA – Mason City 25%

13) Answer the following as applicable (answer only (a) OR (b)): **(3 points)**

- a. PSH projects:
  - i. Given the answers to the above question, what is your project's percentage of beds committed to the chronically homeless? **(1 point)**  
100%
  - ii. How many beds does your project anticipate being made available through turnover in the upcoming grant year? **(1 point)**  
2-8
  - iii. How many beds made available through turnover is your project committing to chronically homeless in the upcoming grant year (should be 100%)? **(1 point)**  
100%
- b. For non-PSH projects:
  - i. What specific steps is your agency taking to increase the number of PSH beds for the chronically homeless in your community? **(3 points)**

*As a second priority population for CoC programs, HUD encourages communities to serve adults, youth, and families who are unsheltered and those accessing emergency shelter, before serving persons experiencing other forms of homelessness.*

- 14) Prioritizing those who are unsheltered or accessing emergency shelter: **(10 points)**
- Based on your most recently submitted program year APR, what is the total number of participants that entered your program? **(1 point)**  
6 to date no APR submitted as we are in our first year, FAVA will be submitting the APR prior to December 28, 2016 to fulfill the APR requirement of being completed 90 days prior to end of the operating year.
  - Based on your most recently submitted program year APR, how many participants entered the program as unsheltered or from an emergency shelter? **(1 point)**  
100%
  - Based on your responses above, what is the percentage of participants that entered your program unsheltered or from emergency shelter (b/a)? **(8 points for 100%; 7 points for higher than 95%; 6 points for higher than 90%; 5 points for higher than 85%; 4 points for higher than 80%; no points for lower than 80%)**  
100%

*HUD encourages programs to follow Housing First practices. The U.S. Interagency Council on Homelessness and HUD offer several resources regarding Housing First:*

- *Housing First/Rapid Rehousing Webinar:*  
[http://usich.gov/media\\_center/videos\\_and\\_webinars/hud-and-usich-core-principles-of-housing-first-and-rapid-re-housing-webinar](http://usich.gov/media_center/videos_and_webinars/hud-and-usich-core-principles-of-housing-first-and-rapid-re-housing-webinar).
- *Housing First Checklist:*  
[http://usich.gov/usich\\_resources/fact\\_sheets/the\\_housing\\_first\\_checklist\\_a\\_practical\\_tool\\_for\\_assessing\\_housing\\_first\\_in](http://usich.gov/usich_resources/fact_sheets/the_housing_first_checklist_a_practical_tool_for_assessing_housing_first_in).
- *HUD's SNAPS In Focus, "Why Housing First:"*  
<https://www.hudexchange.info/news/snaps-in-focus-why-housing-first/>.

- 15) (a) Has the project removed the following barriers to accessing housing and services? Check the box next to each item to confirm that your project has removed (or never had) barriers to program access related to each of the following (select all that apply): **(10 points total)**

- Having too little or no income (all projects should check this; the Iowa Council on Homelessness voted in 2015 to prohibit CoC-funded projects from screening applicants out due to too little or no income); **(1 point)**
- Active or history of substance abuse; **(1 point)**
- Having a criminal record with exceptions for state-mandated restrictions; **(1 point)**
- Fleeing domestic violence (e.g., lack of a protective order, period of separation from abuser, or law enforcement involvement). **(1 point)**
- None of the above (click this if all of these barriers still exist). **(no points)**

(b) Does the project ensure that participants are not terminated from the program for the following reasons? Select all that apply. **Please also attach a copy of the project's termination/appeals policy; no points may be awarded in this section if the policy is not included, or if the policy includes contradictory information.**

- √ Failure to participate in supportive services; **(1 point)**
- √ Failure to make progress on a service plan; **(1 point)**
- √ Loss of income or failure to improve income; **(1 point)**
- √ Being a victim of domestic violence; **(1 point)** or
- √ Any other activity not covered in a lease agreement typically found in the project's geographic area. **(1 point)**

(c) Verify that the project's termination policy clearly matches with the responses above. **(1 point for Yes; no point for No)** Yes/No

Yes

### **PERFORMANCE (36 points)**

*In July 2014, HUD released "Systems Performance Measures: An introductory guide to understanding system-level performance measurement." The guide can be found at this link: <https://www.hudexchange.info/resources/documents/System-Performance-Measures-Introductory-Guide.pdf>.*

*Two measures determined by HUD to be key in permanently exiting homelessness are:*

- *The percentage of adults who obtain or increase employment or non-employment cash income over time.*
- *The percentage of participants who obtain or increase non-cash mainstream benefits.*

16) Identify whether the project includes the following activities: **(10 points)**

- √ Transportation assistance is provided to clients to attend mainstream benefit appointments, employment training, or jobs? **(2 points)**
- √ Use of a single application form for four or more mainstream programs? **(2 points; all programs should mark yes as Iowa has this available to all)**
- √ At least annual follow-ups with participants to ensure mainstream benefits are received and renewed? **(2 points)**
- √ Project participants have access to SSI/SSDI technical assistance provided by the applicant, a sub-recipient, or partner agency? **(2 points)**
- The staff person providing the technical assistance completed SOAR training in the past 24 months? **(2 points)** Housing Advocate Coordinator Denise Holst has begun training and plans to complete training in 2016

17) For all supportive services available to participants, indicate who will provide them, how they will be accessed, and how often they will be provided: **(10 points)**

Assessment of Service Needs	Applicant ▼	Daily ▼
Assistance with Moving Costs	Applicant ▼	As needed ▼
Case Management	Applicant ▼	Daily ▼
Child Care	-- select -- ▼	-- select -- ▼
Education Services	Applicant ▼	Weekly ▼
Employment Assistance and Job Training	Applicant ▼	Daily ▼
Food	Partner ▼	Daily ▼
Housing Search and Counseling Services	Applicant ▼	Daily ▼
Legal Services	Partner ▼	Weekly ▼
Life Skills Training	Applicant ▼	Daily ▼
Mental Health Services	Partner ▼	Weekly ▼
Outpatient Health Services	Partner ▼	Weekly ▼
Outreach Services	Applicant ▼	Daily ▼
Substance Abuse Treatment Services	Partner ▼	Weekly ▼
Transportation	Applicant ▼	Daily ▼
Utility Deposits	Applicant ▼	Daily ▼

18) Outcomes and costs per outcome. Complete **ONE** of the following charts as applicable. (16 points; 2 points for each response)

**For Permanent Supportive Housing projects:**

Services provided by the project, including any unique characteristics of population served.	Total annual cost of providing these services (total project budget).	Amount of annual CoC funds requested for these services.	Describe/define a unit of service. Include whether a unit is an individual or household and indicate a measurable outcome (i.e., one person assessed and provided a supportive housing unit with services).	Number of individuals/households who exit to or maintain in permanent housing through the project (total funding).	Number of individuals/households who exit to or maintain permanent housing with the CoC funds.	Method used to determine costs described. Include any indirect costs and how those were calculated.	Method used to determine exits to permanent housing.
All services are provided to Chronically Homeless Veterans. Each participant has needs of many services to learn the skills to become successful in	\$272,954	\$225,146	A unit of service is an individual Veteran that completes the VI-SPDAT, assessment and intake, as well as income and disability verification. These are used to assess	10-18	10-18	Costs are based on salaries and benefits to staff dedicated to project (2 FTE and 4 PTE); Assessment of needs @ \$140 for 18 Veterans;	Veteran advocates will evaluate and certify the eligibility of participants for exit of program or recertification.

<p>this program and in life. In weekly sessions, participants learn how to obtain housing, mainstream services and VA benefits and financial assistance through veteran advocates case management and life skills and individual skill-building sessions which cover topics such as education, financial management, budgeting, housing, employment, and methods to make healthy lifestyle choices. Our Veterans are given referrals to healthcare, substance abuse and mental health services to better live independently and many other referrals and options that may or may not choose to use. The CoC FAVA program is truly a Passport to Independence.</p>		<p>eligibility and needs to be provided/referred including providing rental assistance (first and last month's rent) as needed or leasing program in CoC for veterans moving from homelessness to permanent housing and offered services that include: moving costs, case management, education services, employment assistance and job training including interview role playing, resume writing, how to dress for an interview, food, housing search and counseling and legal services, life skills, mental and outpatient health services, outreach, substance abuse treatment, transportation, utility deposits, and direct provision of services. Access to: benefits,</p>		<p>Assistance with moving @ 250/veteran for 6 veterans/year; Food @ \$700/veteran for 10 veterans a year; Utility deposits @ \$250 for 2 veterans; Annual transportation (program vehicle gas, maintenance, tags, license, insurance @ \$288/month; public transportation for clients and approximately 75 miles a month of rural staff travel; utility deposits (avg. \$250 per client). Indirect costs include a % of liability/ property insurance, property maintenance, veteran utilities, HMIS supplies and 7% admin. costs assigned across all programs)</p>	<p>Veterans are exited from program in three ways: anytime that they are ready on their own; when required assessment is completed and they no longer qualify for the CoC program (income over 30%); when they still qualify, but, maximum time has expired they can be in CoC (they would then be referred to another program and services). Action Plans are veteran driven and are 100% successfully completed by veterans for every item completed in the program. Veterans are</p>
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		<p>community-based services, healthcare, Section 8 housing vouchers, social security, food stamps, TANF. Hands on Veteran Advocates (case management) assist with individualized case plans driven completely by the veteran (as little and as much as they want) and are even taken to appointments. Staff members are veterans or family members and it helps with reintegration into civilian life. Measurable outcome is successfully housed in permanent housing. FAVA also considers a number of other factors to be an outcome and success: increase of benefits, systems, family reunification, increase Section 8, disability, and employment.</p>			<p>assessed at 11 months and if they secured employment and permanent housing is verified a veteran can individually exit, if a veteran is not ready to exit and still qualifies, they will continue in the program. Clients whose living situation cannot be confirmed are not counted as successes. All participants receive a confidential, self-addresses stamped envelope with a FAVA veteran program survey upon entering, 1 1/2 months, upon exit and 4-6 month post exit.</p>
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## **Exiting CoC Program**

Family Alliance for Veterans of America, Inc. (FAVA) follows procedures in exiting participants from their programs and from releasing participants from programs.

Veteran advocates will evaluate and certify the eligibility of participants for exit of program or recertification. Each case will be assessed as needed when circumstances develop.

If veteran no longer qualifies for the CoC program, the veteran advocate will then exit them from the program. Proper paperwork will be completed including the Referral Tracking form, a FAVA exit survey and HMIS exit information form.

The Veteran participation handbook explains program requirements for veteran to qualify in CoC program with FAVA. Veterans are offered many opportunities to help them with stabilization, employment, life skills and other resources and it is up to the Veteran to take advantage of any of these. Veteran advocates will work with their individual veteran to help with them with the writing of their action plan and encourage them to complete goals of action plan. They will help each veteran with understanding of their rental responsibilities with Summary of Iowa Landlord and Tenant Law as well as My Lease: What to know checklist to ensure understanding and compliance in their housing. Case management & life skills services will help to ensure program compliance. If a veteran advocate is having difficulty with a veteran following through with their action plan (responsibility and accountability) the Veteran Advocate Coordinator will assist. They will work with the veteran encouraging them with whatever difficulties they may be having to help them be successful.

Veterans are exited from program; *i.* anytime that they are ready on their own, *ii.* when required assessment is completed and they no longer qualify for the CoC program (example:

income over 30%), *iii.* when they still qualify, however, maximum time has expired that they can be in CoC (they would then be referred to another program and services).

**Termination & Appeals Process:** In the event that safety became an issue for staff and others working with or around the Veteran then procedures would start for exit of veteran from the program. Depending on severity of danger, the veteran could go through a review with staff, including the Coordinator and/or the Director. Written disciplinary action could be used depending on severity of the situation. Written disciplinary actions are kept in veteran's file. Maximum disciplinary actions are there. If severity was determined to be of a high measure, then the veteran must be discharged. Every effort will be made to avoid discharging a veteran from the program. Before a decision is made to discharge, every option is reviewed and reported to Senior Management for review. If the decision is made and a veteran cannot stay in the program and is discharged from the program, options are given to the veteran; referrals including housing and wrap around services will be provided for that veteran and any needed follow up will be done. This decision has an appeal process in which the veteran can send his/her appeal in writing or via a scheduled meeting to sit down and discuss with the Director, Compliance and any others who the Director feels are pertinent to the meeting and with whom the veteran feels comfortable with including who the veteran would like present.

4-6 months after exit, the veteran will be sent a post-exit survey to their permanent address given upon exit with a self-addressed stamped envelope to mail it back. Veteran advocate will fill out receipt of sent form.