

Vera French Housing

2016 Renewal Project Narrative

INSTRUCTIONS (3 points for following application instructions)

Answer the questions below. Submit the 2016 Renewal Project Narrative by email to amber.lewis@iowa.gov by Friday, June 24th, 2016. Please only include this project narrative, not the introductory plan items on pages 1-4 of this document. Please be concise in your responses. Using 12-point font, one-inch margins, and single-spacing, most responses should be no more than 1/2-page.

HMIS Project Applicants, answer Questions 1 and 2, then skip to Question 13 and continue through Question 21. All other Renewal Project Applicants, answer Questions 1 – 20.

Points possible: 100

APPLICANT NAME AND LOCATION

Organization Name: Vera French Housing

Project Name: Vera French Reach 2000

Renewal or New Project: Renewal

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

Federal DUNS Number: 131054228

Address: 211 East 37th Street Davenport, IA 52806

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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)**

In 1994, Vera French Community Mental Health Center recognized a housing shortfall and set a plan into action with the creation of the Vera French Housing - a non-profit housing corporation. The purpose of the Housing Corporation is to acquire and develop safe, decent and affordable housing for individuals with persistent mental illness while at the same time linking those individuals to the support and clinical services available at The Mental Health Center and other community service agencies. Supportive housing enables persons with psychiatric disabilities to select, acquire and maintain housing that is linked to a variety of ongoing individualized services. Program services are designed to assist them in living successfully in the community and to increase their quality of living.

The Permanent Supported Housing Program established by Vera French Housing addresses both housing and service needs. The Program embraces a vision of persons with persistent mental illness succeeding in the community. Participants have a choice of affordable housing, which is linked with flexible support services. The HUD grant helps us to provide housing for persons that are homeless. These apartments are a master lease program in that Vera French Housing leases the apartments from landlords in our community and leases them to qualifying individuals. The program is the same as far as the people have to have a diagnosis of mental illness these individuals are linked with supportive services to help them live successfully in the community.

2) Provide a description that addresses the entire scope of the proposed project. **(2 points)** Vera French Housing provides permanent supported housing to persons that are homeless, a place not meant for human habitation, or a person that will be homeless. Vera French Housing leases apartments from 2 landlords in the city of Davenport, Iowa. To qualify for our housing persons have to have a diagnosis of mental illness. Vera French Housing works with the tenants and providers to ensure that persons are stabilized get on their feet and do well. We do this through a variety of ways and referrals. Vera French Housing has also helped persons apply for disability and other benefits; we have a food pantry available for persons that are running short on groceries and every day necessities. Within the past few years we have also been able to secure donations of furniture and household items so apartments can be made into a home. We have found that people that are living on the streets or in a shelter typically do not have a bed, dresser or other household items. We have been lucky to be able to provide those items and help to make the apartments a home for our tenants. Coupled with homelessness and mental illness life can be hard but with the right services and support in place our people are successful.

CONTINUUM OF CARE PARTICIPATION (10 points)

- 3) Annual Performance Report (APR) Submission:
- a. What is your project's operating year end date? 12/1
 - 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? 6/13/2016
 - c. On what date did you forward a copy of your APR to the Iowa Finance Authority? 6/13/2016
 - d. Did your project meet the 90 day requirement? No I was unaware if the correct APR was in the system. I had contacted my HUD representative several times. If an extension was granted or if HUD's E-snaps system was unavailable to complete your APR, describe this. For either an extension or E-snaps being unavailable, submit documentation to verify this. **(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)**

I am a part of the QC Shelter and Transitional Housing Council. This group was founded in 1996. We involve community stakeholders in a coordinated approach to advocating for, housing, and serving homeless individuals and families. The QC Shelter & Transitional Housing Council (QC-STHC) is made up of shelter, housing, and supportive service providers from both the Iowa and Illinois Quad Cities. This group does a great job of discussing and working toward and complete coordinated entry process. We also continuously discuss services in the area and continued ways that we are able to work together to try and eliminate homelessness in our area.

Vera French Housing also holds a meeting once a month with service providers from Vera French. Vera French Mental Health Center serves the majority of the tenants in Vera French Housing. We go through the rent roll and discuss tenants that may need additional supports and services. This is a wonderful way to communicate about tenants wants and needs to help ensure their success in permanent supported housing.

- 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)**

I have listened in on the phone calls and used the website and links that are referenced. This has been extremely helpful.

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

No but I do call into the regular meetings that are held. I listen to the speakers and go through the weblinks.

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: 12/31/2015
 - b. Amount of grant: \$42,702.00
 - c. Total funds expended: 34,260.39
 - d. Funds remaining (unexpended funds): 8,441.61
 - e. Unexpended funds percentage – We spent 80% of our grant this last year.

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? 132
 - b. How many total beds are listed for your project? 10
 - c. How many total beds are for chronically homeless (dedicated or prioritized)? 6
 - d. What is HIC utilization rate? 100%
- 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)** 60%
 - ii. How many beds does your project anticipate being made available through turnover in the upcoming grant year? **(1 point)** Possibly 2
 - 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)** 1
 - 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)**
- a. Based on your most recently submitted program year APR, what is the total number of participants that entered your program? In 2/2015 we had a family- a single mom and three children enter our program. We were able to lease one additional apartment and because of this we were able to house this family. With seven apartments the rest of the participants have lived in their apartments for many years. Once participants enter into our program they typically do not leave. The other tenants have lived in there same apartments an average of four years. This speaks volumes to our permanent supported housing program.
 - b. Based on your most recently submitted program year APR, how many participants entered the program as unsheltered or from an emergency shelter? This family entered from the domestic violence shelter.
 - c. Based on your responses above, what is the percentage of participants that entered your program unsheltered or from emergency shelter we only had one family enter our program in the last APR year – the rest of the tenants have been in our program for many years.

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.
- *Housing First Checklist:*
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

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)**

Yes we have had a staff person that had completed the training but she is no longer with our agency. We will have our new staff person complete the training as she get comfortable in her job.

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	Quarterly
Assistance with Moving Costs	Applicant	As needed
Case Management	Partner	As needed
Child Care	Partner	As needed
Education Services	Partner	As needed
Employment Assistance and Job Training	Partner	As needed
Food	Applicant	As needed
Housing Search and Counseling Services	Partner	As needed
Legal Services	Partner	As needed
Life Skills Training	Partner	As needed
Mental Health Services	Partner	As needed

Outpatient Health Services

Partner	▼	As needed	▼
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Outreach Services

Partner	▼	As needed	▼
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Substance Abuse Treatment Services

Partner	▼	As needed	▼
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Transportation

Partner	▼	As needed	▼
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Utility Deposits

Partner	▼	As needed	▼
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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 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.
<p>Vera French Housing Provides Housing and Supportive Services for persons with a diagnosis of Mental Illness. We work hard to coordinate services for our tenants to ensure that they are successful in their permanent supported housing. Vera French Housing also meets with our tenants in their home quarterly to evaluate services. In addition to this we are always available by phone or in the office if there is a problem or a need we address is right away. Our clients are often times very limited not only in financial resources but in knowledge or life skills.</p>	<p>\$45,165</p>	<p>\$35,000</p>	<p>We look at the tenants in the apartments. We then count the quarterly visits and any additional meeting or work with tenants in between those times.</p>	<p>The tenants in our housing have lived in the same apartments through this HUD master lease grant for many many years. When services are in place and people are supported they stay housed.</p>	<p>The individuals in this HUD master lease grant have lived successfully in their apartments.</p>	<p>Costs are based on salaries and benefits to staff that work with these tenants. We then look at the time that is spent with the tenants to coordinate services. The biggest cost that we incur in this program is to lease the apartments.</p>	<p>This is permanent housing. If tenants want to move to a different location we do work with them to look for other housing options. When people have moved we have received appropriate notice.</p>

<p>In addition we lease the apartments for the HUD master lease homeless program. Often times our tenants come to us with little to no money. We work hard to help them apply for benefits to help live successfully.</p>							
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Vera French Housing

SUBJECT/TITLE:	Termination of Assistance to Program Participants
PURPOSE:	To Ensure Program Participants are Given Due Process Prior to Termination from the Program
DEPARTMENT/SCOPE:	Vera French Housing

POLICY:

It is the policy of Vera French Housing to ensure that program participants are given due process that recognizes the rights of the individual.

PROCEDURE:

1. Provide the program participant a written copy of the rules before the participant receives assistance or becomes a part of the program.
2. If a termination notice is given- a written notice will be issued to the participant containing a clear statement of why assistance is being terminated.
3. The participant must be given the opportunity to present a written or oral objection to a person other than the one who is ultimately terminating the assistance.
4. The decision must be reviewed by someone other than the person giving the termination.
5. Prompt written notice of the final decision will be given to the program participant.
6. Vera French Housing will not terminate persons in HUD Master Lease Housing for these reasons-
 - a. Failure to participate in supportive services;
 - b. Failure to make progress on a service plan;
 - c. Loss of income or failure to improve income;
 - d. Being a victim of domestic violence; or
 - e. Any other activity not covered in a lease agreement typically found in the project's geographic area.
7. Vera French Housing reserves the right in determining the seriousness of the offense to warrant a termination from the program.

Tenant Date

Witness/Title Date

Date Created: 9/11/2015