

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 ½-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: YWCA Clinton

Project Name: YWCA Rapid Rehousing Program

Project Name as it is listed on the Housing Inventory Chart (HIC): Rapid Rehousing

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

Federal DUNS Number: 159279793

Address: 317 7th Avenue South, Clinton IA 52732

Contact Person: Pamela Eggers, YWCA Empowerment Center Director

E-mail & Phone: empowerdir@ywcaclinton.org 563-242-2118 x400

Secondary Contact Person: Shannon Sander-Welzien, YWCA Executive Director

Email & phone: ed@ywcaclinton.org 563-242-2110 x101

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)** The YWCA Clinton was established locally in 1915 to serve the needs of women and their families in our area. Programs and services continue to be guided by our community's changing needs and organization mission statement, "dedicated to eliminating racism, empowering women and promoting peace, justice, freedom and dignity for all". Currently the YWCA has programs providing housing resources, case management and advocacy through Rapid Rehousing and Homeless Prevention programs, childcare services until midnight and preschool for 3-5 year olds, before/after school, summer camp programs for school-aged youth, enrichment classes and YWise Girls leadership mentoring program, community-wide diversity and racial justice programs, fitness and social programs designed specifically for seniors and additional wellness activities for all ages and abilities and the only indoor community pool with aquatic programs beginning in at 6 months of age.

- 2) Provide a description that addresses the entire scope of the proposed project. **(2 points)**
The YWCA Rapid Rehousing program funded through the HUD Continuum of Care grant proposes continuing to provide assistance in the form of utility deposits and rental payments, advocacy and on-going case management for families with children who are literally homeless under the HUD Category 1 homeless definition in eastern Iowa's rural Clinton and Jackson Counties. We anticipate serving 15 families with children coming from an emergency shelter environment or locations not meant for human habitation for up to 12 months. Potential participants come directly to the YWCA office seeking assistance for housing or are referred by a social agency, law enforcement, school or church. Each family will complete a housing application and meet with a Case Manager on-site at the YWCA or at a place of their choosing within the bi-county area. Case Managers will determine eligibility following the policies and procedures of the Rapid Rehousing program and utilizing the Vulnerability Index and Family Service Prioritization Decision Assessment Tool (VI-F-SPDAT) to provide better understanding of personal issues, needs and barriers. Once Rapid Rehousing is deemed appropriate, Case Managers additionally refer to the Housing Instability Index, Risk Factor tools and case consultation to determine length of time for assistance and additional mainstream benefits a family may be eligible to receive.

A *Housing First* model is utilized in the YWCA Rapid Rehousing program with proactive outreach to first secure housing and then provide on-going case management connecting families experiencing homelessness with the resources available to assist each. Program policies do not place conditions upon support; including income, sobriety or treatment compliance prior to admission as these are some of the very barriers that may have led to the homelessness each are experiencing. Providing access to mainstream benefits and increased income contribute to a family's success in maintaining housing permanency. On-going case management support, goal setting, barrier identification, application assistance, community resource identification, spending plan development, transportation and childcare assistance offers additional steps to housing stability. The goal is to serve families with the greatest barriers first according to the assessment tools, using only the dollars needed for each family to regain housing stability.

Suitable housing units are inspected by Case Managers to determine habitability, fair market rent and rent reasonableness. A legally binding lease agreement is required between the landlord and participant. Rental assistance agreements are provided by the Case Manager for all vendors. Each agreement contains the terms of assistance and provisions if a complaint or eviction notice must be given by the landlord. Monthly each participant will contact the Case Manager for assistance to continue, housing and spending plans are then reviewed and a decision for additional assistance, up to 12 months total, is determined. An exit interview is completed by phone or in person once financial assistance is no longer deemed necessary to document housing stability, ongoing case management is available for up to 90 days after program assistance ends.

CONTINUUM OF CARE PARTICIPATION (10 points)

- 3) Annual Performance Report (APR) Submission:
- What is your project's operating year end date? 11/30/2016
 - 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? N/A, see below
 - On what date did you forward a copy of your APR to the Iowa Finance Authority? N/A, see below
 - Did your project meet the 90 day requirement? N/A, see below 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)**

APR information is not yet available for the YWCA Rapid Rehousing Program as a full year of this new project has not been completed. The YWCA Rapid Rehousing grant began 12/1/2015 and will end its initial year of funding on 11/30/2016.

- 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)** The Clinton/Jackson Coalition for the Homeless provides the planning body structure and opportunity for community programs and services and private citizens to gather and share information, create and evaluate community goals, connect resources and partnerships to assist in ending homelessness in the bi-county area. The YWCA is a participating member of this planning body, with the YWCA Empowerment Center Director Pam Eggers currently serving as President. The Coalition meets every other month to discuss gaps in housing services, funding opportunities available and program development. The Coalition is investigating funding sources and loan opportunities to purchase available community housing units to increase the number of Permanent Supportive Housing units in the city of Clinton. Another area of concern is the lack of emergency shelter bed space. The only local shelter locations available are managed by a faith-based organization that places conditions upon housing. Coalition members are conducting meetings to gauge community interest and support for a rotating church building shelter program that would offer bed space for homeless families with children, a population currently unserved.
- 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)** Pam Eggers, YWCA Empowerment Center Director, attends all Iowa Council on Homelessness meetings via phone participation. She is a member of the Coordinated Intake committee and the Iowa Quality Standards workgroup.
- 6) Has any representative of your program been an active participant in Iowa Council on Homelessness committees and working groups? Briefly explain. **(2 points)** The YWCA has representation in the Ad hoc committees of Coordinated Intake and completed service on the Homeless Coalition Standards developing recommended

standards for programs and services serving the homeless. The past YWCA Director participated as a panel member at the Iowa Peer to Peer Homelessness Symposium introducing the homeless standards to the audience which included YWCA Case Managers. Pam Eggers, Empowerment Center Director, is a member of the Iowa Continuum of Care planning committee for the Balance of State, determining the overall needs and gaps in services for the communities represented within the Balance of State and goals of how to better fill the needs and reduce the gaps in services.

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”) YES**
- 9) Is your agency drawing down CoC funds from HUD at least quarterly? **Yes/No (circle) (1 point for “yes”; no point for “no”) YES**, draws have been requested monthly from the HUD eLOCCS accounting system once set-up and all contact information were approved for the YWCA Rapid Rehousing program.
- 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)**

Due to the YWCA Clinton’s Rapid Rehousing program new project status and the initial grant year-end date upcoming on 11/30/16, an APR cannot be completed until after this date. This is the spending history from the grant start date of 12/1/2015 – 5/31/2016.

- a. Project operating year end date: 11/30/2016
- b. Amount of grant: \$72,762
- c. Total funds expended: \$36,193 to date, see above
- d. Funds remaining (unexpended funds): N/A, see above, we anticipate expending all funds by the grant year-end date of 11/30/16
- e. Unexpended funds percentage (d) / (b): N/A, see above **(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? 153
- b. How many total beds are listed for your project (Column U)? 35
- c. How many total beds are for chronically homeless (dedicated or prioritized) (Column L) 0
- d. What is HIC utilization rate (Column V) 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)**
 - ii. How many beds does your project anticipate being made available through turnover in the upcoming grant year? **(1 point)**
 - 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)**
- 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)**

The Clinton/Jackson Coalition for the Homeless planning body has been discussing the need for additional Permanent Supportive Housing units and is currently working with local realtors to find appropriate, available housing units for the Coalition to purchase once funding sources and loan options are determined.

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? N/A, see below **(1 point)**
- b. Based on your most recently submitted program year APR, how many participants entered the program as unsheltered or from an emergency shelter? N/A, see below **(1 point)**
- c. Based on your responses above, what is the percentage of participants that entered your program unsheltered or from emergency shelter (b/a)? N/A, see below **(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%)**

Due to the YWCA Clinton's Rapid Rehousing program new project status and the initial grant year-end date upcoming on 11/30/16, an APR cannot be completed until after the grant year ending date. For the partial year completed, the program currently is serving 9 adults with 19 children with 100% entering the program unsheltered or from emergency shelter.

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)**

- X 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)**
- X Active or history of substance abuse; **(1 point)**

- X Having a criminal record with exceptions for state-mandated restrictions; **(1 point)**
- X 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.**

- X Failure to participate in supportive services; **(1 point)**
- X Failure to make progress on a service plan; **(1 point)**
- X Loss of income or failure to improve income; **(1 point)**
- X Being a victim of domestic violence; **(1 point)** or
- X 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**

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)**

- X Transportation assistance is provided to clients to attend mainstream benefit appointments, employment training, or jobs? **(2 points)**
- X 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)**
- X At least annual follow-ups with participants to ensure mainstream benefits are received and renewed? **(2 points)**
- X Project participants have access to SSI/SSDI technical assistance provided by the applicant, a subrecipient, or partner agency? **(2 points)**
- X The staff person providing the technical assistance completed SOAR training in the past 24 months? **(2 points)**

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	As needed
Assistance with Moving Costs	Applicant	As needed
Case Management	Applicant	Bi-weekly
Child Care	Partner	Daily
Education Services	Partner	Daily
Employment Assistance and Job Training	Partner	Weekly
Food	Applicant	Monthly
Housing Search and Counseling Services	Applicant	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
Outreach Services	Applicant	As needed
Substance Abuse Treatment Services	Partner	As needed
Transportation	Applicant	As needed
Utility Deposits	Applicant	As needed

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

For Rapid Rehousing 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 a measurable outcome (i.e., one episode of one month's rent provided)	Number of individuals/families served using all funds who maintain housing for at least three months after exit.	Number of individuals/families served using CoC funds who maintain housing for at least three months after exit.	Method used to determine costs described. Include any indirect costs and how those were calculated.	Method used to verify housing status three months after exit.
<p>Rapid Rehousing assistance in the form of rent payments and utility deposits are provided for literally homeless families with children, Criteria 1 of the HUD definition of homelessness. Case Managers provide advocacy and on-going case management to identify the mainstream benefits and community resources each participating family may qualify for and assist in completing applications to assist with housing stability. Goal setting with participants, developing spending</p>	<p>\$90,953</p>	<p>\$72,762</p>	<p>A unit of service for the YWCA Rapid Rehousing program will be "1 month of service". The month of service will include rent and utility deposit assistance provided for the family, along with support services from the Case Manager.</p>	<p>Not applicable, the YWCA Rapid Rehousing program is a new project with the initial grant year ending on 11/30/16. No families have exited from the program to date.</p>	<p>Not applicable, the YWCA Rapid Rehousing program is a new project with the initial grant year ending on 11/30/16. No families have exited from the program to date.</p>	<p>.5 FTE Case Manager anticipated to serve the needs of 15 families with Rapid Rehousing assistance in the form of rent payments and utility deposits, stabilization services and on-going case mgmt.</p>	<p>Attempts will be made by phone and email to interview the participant 3 months after exit, if no contact is made, survey questions will be mailed to the last known address where housing</p>

<p>plans, identifying barriers to economic sufficiency and housing stability, identifying employment options, determining transportation and childcare needs are completed with case management support services provided.</p>						<p>Average monthly cost per family = \$1010 \$90,953/15 families/average of 6 months assistance and case mgmt per family</p>	<p>assistance was provided to gather information on housing stability.</p>
--	--	--	--	--	--	--	--

HMIS PROJECTS ONLY (70 points; in lieu of Questions 11 – 18 above)

1) HMIS-only questions:

- a. Is the HMIS section of the Governance Charter up-to-date and accurate? **(1 point)**
- b. Are the following plans in place:
 - i. Privacy Plan? **(1 point)**
 - ii. Security Plan? **(1 point)**
 - iii. Data Quality Plan? **(1 point)**
- c. How are these plans reviewed by the CoC and HMIS Lead regularly? **(3 points)**
- d. How much of the total HMIS budget (not including required match) is supported through non-CoC Program cash or in-kind sources? If less than 25%, describe efforts to increase funding from non-HUD sources. **(3 points)**
- e. What was the percentage of null or missing values for the Universal Data Elements for the 2016 Point-in-Time count? If greater than 10%, describe steps to support the CoC in reducing null or missing values. **(3 points)**
- f. Do the existing HMIS Policies and Procedures include adequate procedures to ensure valid program entry and exit dates are recorded in HMIS? **(3 points)**
- g. Were PIT results reported to HUD in HDX by the 2016 deadline? **(3 points)**
- h. Does the HMIS Lead support the CoC in collecting and reporting accurate and quality subpopulation data for the sheltered homeless during the PIT? **(3 points)**
- i. Does the HMIS Lead support methods to reduce double-counting of the unsheltered homeless during the PIT count? **(3 points)**
- j. What is the current overall bed coverage rate for the CoC? Briefly describe steps to support the CoC in increasing the rate. **(5 points)**
- k. How does the HMIS Lead respond to identified HMIS-related CoC project needs? (provide specific examples including how HMIS user satisfaction is evaluated) **(10 points)**
- l. How does the HMIS Lead respond to identified HMIS-related CoC system needs (specific examples)? **(10 points)**
- m. How is the HMIS Lead supporting the move toward measuring CoC system performance (specific examples)? **(10 points)**
- n. How is the HMIS Lead supporting non-HMIS agencies in the CoC with data collection and reporting needs? **(10 points)**

Termination Policy

Our goal is to support you as you move towards a life with stable, safe housing. We will do our best to accommodate your needs while in our programs. To help ensure a productive experience, we will always attempt to work out a solution rather than dismissing you. Our policy is to make these determinations on a case by case basis, and take into account your particular life circumstances. There are not set number of issues or "warnings" that constitute automatic dismissal, but in order to prevent being terminated, please follow these guidelines:

- Violence / threatening behavior – We are committed to creating a safe, violence – free environment for participants and staff. We need your help to do this and therefore require that you refrain from verbally, physically or emotionally threatening, abusing or endangering your children, other participants, staff or volunteers. A list of behaviors that will not be tolerated includes (but is not limited to): hitting, kicking, punching, slapping, name calling, threats, intimidating behavior, homophobic, racist or sexist language, comments or insults.
- Household Composition – The funding for the YWCA Rapid Rehousing Program requires that only you and your dependents receive assistance through this program. Please inform your case manager immediately if you want a non-dependent (ex. roommate, former partner, friend, or family member) to share your housing unit. Staff will work with you and try to meet your needs, while maintaining compliance with the program funding.
- Visitors – We understand that you cannot control your guest's behavior, but do ask that you use caution and good judgment when inviting people into your home. If there is a protection order (or similar legally binding order) in place between you and another individual you are required by law to abide by that order. If you willingly violate that protection order, we may assess your termination from the program.
- Illegal Activity – Refrain from engaging in illegal behaviors while participating in the transitional housing program. Illegal behaviors include (but are not limited to): prostitution, illegal drug manufacturing, use or sales of illegal drugs, child pornography, illegal storage or use of firearms.

If you knowingly engage in the behaviors described here, we reserve the right to terminate your participation. By signing this document, all parties understand the material above and agree to abide by the policy while in the YWCA Rapid Rehousing Program.

Participant Signature

Date

Case Manager Signature

Date

YWCA Housing Services Grievance Policy

As a participant in the YWCA Housing Services program, if you feel you have been subject to unfair treatment you have the right to present a grievance.

Step 1

Talk with the staff person involved and try to resolve the issue.

Step 2

If the issue cannot be resolved, write a letter to the Housing Services Director. You can either mail it to

Housing Services Director
PO Box 2051
Clinton, IA 52733-2051

Or drop it off at the YWCA of Clinton (See address below)

Attn. Housing Services Director
YWCA of Clinton
317 7th Ave South
Clinton, IA 52732

The Housing Services Director will respond to you within 10 business days.

Step 3

If the issue is still unresolved, write a letter to the Executive Director of the YWCA of Clinton. (See address above. Please label the letter Attn. Executive Director)

The Executive Director will respond to you within 10 business days.

Step 4

If the issue is still unresolved, you may write a letter to the Board of Directors. The Board will review your letter within 30 days and respond to you. This decision is final.

Attn. Board of Directors
YWCA of Clinton
317 7th Ave South
Clinton, IA 52732

Participant Signature

Date

Case Manager Signature

Date