

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: Crisis Intervention & Advocacy Center

Project Name: STAARS

Project Name as it is listed on the Housing Inventory Chart (HIC): Crisis Intervention Advocacy Center

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

Federal DUNS Number: 806377032

Address: PO Box 40, Adel Iowa 50003

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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)**

Crisis Intervention & Advocacy Center (CIAC) provides services to victims of domestic violence, sexual assault, and homelessness in Adair, Adams, Clarke, Dallas, Decatur, Guthrie, Madison, Ringgold, Taylor and Union counties. The Center offers a safe, supportive, non-judgmental environment in which victim/survivors can receive support, explore options, set priorities, and make decisions as they begin their healing journey. The Center's philosophy is to empower victim/survivors to claim or take back their right to make their own decisions.

The CIAC mission statement is, "We unite communities to end violence and oppressions for all people." Through this belief, our agency has an ethical responsibility to serve homeless individuals and families in our communities. Through serving victim/survivors of domestic and sexual violence for many years it's evident that the majority of people we serve are experiencing a housing crisis of some kind. Homeless services has been one of our programs since 1998 and through our transitional housing, rapid rehousing and homeless outreach we have served and housed hundreds of survivors and their families. Our project focuses on serving victims who are experiencing high barriers including chronic homelessness, seeking reunification with their children or at risk of losing their children, struggling with substance abuse or amending credit. We work closely with landlords and other professionals in the community who encounter clients who are in a housing crisis.

- 2) Provide a description that addresses the entire scope of the proposed project. **(2 points)** CIAC transitional housing program provides support services and homeless outreach to homeless families and/or individuals: youth and adults. Our supportive, transitional housing program prioritizes beds and services for chronically homeless families with children and high barriers. Through rapid rehousing, safe housing, homeless street outreach and transitional housing, the goal is always to end the homeless episode with stable, permanent housing.

The Transitional Housing program is four spacious, private apartments in Perry. Families experiencing homelessness are able to participate in the comprehensive program where they can receive supportive services for up to 24 months. The primary purpose of the program is to successfully transition families from homelessness into self-sufficiency and permanent housing. CIAC staff guide homeless victim/survivors through each mainstream benefit application and ask about current aid and needs. The program builds on the strengths of the participants, allowing them to set realistic and obtainable goals, overcome barriers, and attain as high of level of independence as possible. This is accomplished with support from the housing advocates, who meet with participants to evaluate progress, review goals, and address needs on a weekly basis.

CONTINUUM OF CARE PARTICIPATION (10 points)

- 3) Annual Performance Report (APR) Submission:
- a. What is your project's operating year end date? June 30th
 - 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? 9/30/2015
 - c. On what date did you forward a copy of your APR to the Iowa Finance Authority? 9/30/2015
 - d. Did your project meet the 90 day requirement? Yes 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)**

CIAC housing staff and local community members meet quarterly to contribute knowledge and support based on each member's area of expertise, for the assessment, development, and implementation of suitable and affordable housing. This group is called the housing and homeless group (HH group). CIAC hosts and facilitates the HH group meetings and participates in community housing meetings in all other counties.

The group is comprised of local business professionals, volunteers, landlords and survivors of intimate partner violence. The group addresses current issues, develops project priorities, provides awareness activities and assists with providing support services to victims of homelessness. This group formulates trends, current needs and a success regarding housing issues and this information is the basis of our community meetings in surrounding counties as we participate in housing meetings in all 19 counties. Within our region we prioritize meeting with Catholic Charities' Phoenix House's housing staff quarterly in the center of our service area. This connection enables us to ensure quality and universal housing services across the 19 county coverage area we serve together.

- 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)**

CIAC is an active member of the bi-monthly meetings as we have consistent participation through phone or in person with a minimum of two staff present. Kristin Millhollin, Kacey Barrow-Miner, Johna Sullivan and Taylor Vogelsmeier have documented these meetings on the agency calendar to ensure attendance and keep minutes from the meetings. We are committed to participating on this council as it provides important updates and an opportunity for feedback.

- 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, while we have not participated on any committees or working groups we do participate in the homeless day on the hill and recently sent four housing advocates to that event where they met with local state representatives to promote policy change and stable funding. Additionally we send multiple staff to housing conferences in Iowa and Nebraska. We were invited by Zeb Beilke-McCallum, Director of Housing and Economic Justice at ICADV, to participate on the DV Coordinated Intake Working Group. Kristin Millhollin and Johna Sullivan from our agency are active members of this working group.

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: June 30, 2015
- b. Amount of grant: \$161,945.00
- c. Total funds expended: \$161,945.00
- d. Funds remaining (unexpended funds): \$0.00
- e. Unexpended funds percentage (d) / (b): 0% **(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? 26
- b. How many total beds are listed for your project (Column U)? 0
- c. How many total beds are for chronically homeless (dedicated or prioritized) (Column L) 24
- d. What is HIC utilization rate (Column V) 62% - According to our 2016 PIT report, our utilization rate was 75%.

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)**

CIAC staffs educate the community on chronic homelessness and the realities of homelessness in our rural communities that often go unnoticed. Through this increased knowledge, we have gained safe homes scattered throughout our service area that are dedicated to housing chronically homeless families/individuals. Local landlords have agreed to allow our housing staff to refer potential tenants who are chronically homeless into an open unit without a background check, employment, credit check or deposit payment. We ensure that all housing meetings we attend have a chronically homeless focus and that the team supports prioritizing chronically homeless families with the highest barriers.

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? 526 (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? 497 (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)? 94% (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%)

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)

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	Weekly
Assistance with Moving Costs	Applicant	As needed
Case Management	Applicant	Weekly
Child Care	Applicant	As needed
Education Services	Applicant	Monthly
Employment Assistance and Job Training	Partner	Weekly
Food	Applicant	Monthly
Housing Search and Counseling Services	Partner	Monthly

Legal Services	Partner	As needed
Life Skills Training	Applicant	Weekly
Mental Health Services	Partner	As needed
Outpatient Health Services	Partner	As needed
Outreach Services	Applicant	Daily
Substance Abuse Treatment Services	Partner	Weekly
Transportation	Applicant	Weekly
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 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.
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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.
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For Transitional 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 costs described. Include any indirect costs and how those were calculated.
<p>Each participant receives specialized services to learn skills to become successful in this program and in life. In weekly individual sessions, participants learn how to obtain mainstream services, connect with the community and receive financial assistance. Our advocates provide civil and legal service accompaniment, follow up, information, interpretation, job training, medical accompaniment,</p>	<p>\$203,945</p>	<p>\$161.94</p>	<p>One episode of one individual receiving any service provided by our housing advocates is a measurable unit of service.</p>	<p>540</p>	<p>0 – individuals/households that exit to or maintain permanent housing exit with employment and other funding resources</p>	<p>Using our CoC funds, we divided by the total number of clients we served in 2015. Costs are based on salaries and benefits to staff dedicated to project (1.75 FTE), supportive services (service needs, moving</p>	<p>Participant's permanent housing is verified at program exit and ongoing weekly sessions by staff making home visits every week continuing after program exit</p>

<p>financial management assistance, transportation and other necessary services as requested by the clients. We serve those who are fleeing intimate partner violence, chronically homeless and experiencing high barriers to housing</p>					<p>costs, case management, child care, education services, food, life skills, outreach, transportation, utility deposits), and operational costs. There were no indirect costs.</p>
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For Supportive Services Only 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 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.

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)**

Crisis Intervention & Advocacy Center

Termination of Services Policy

Violent or abusive behavior while participating in the Crisis Intervention & Advocacy Center services may result in immediate removal of the participant from the program.

Any other violation that endangers Crisis Intervention & Advocacy Center Staff, Volunteers, or clients, and/or the continued viability of the program could result in immediate termination from the program.

I have read and understand the Termination Policy and agree to abide by the terms set forth by Crisis Intervention & Advocacy Center.

Participant's Signature Date

CIAC Staff Signature Date