

## **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](mailto:amber.lewis@iowa.gov) by Friday, June 24<sup>th</sup>, 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: Family Resources, Inc.

Project Name: *SafePath* Survivor Resources Sheltering and Housing Services

Project Name as it is listed on the Housing Inventory Chart (HIC): Emergency Shelter

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

Federal DUNS Number: 078086246

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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 Resources is a nonprofit that has been dedicated to strengthening families and the community since its establishment in 1849. The agency was started by a group of women in the community that volunteered to assist immigrant families in meeting their needs. The mission of Family Resources is “to strengthen children, families and individuals by providing quality services that engage community resources to create effective solutions”. As the needs of families and the community has evolved so have the programs at Family Resources. Family Resources offers a wide range of services and programs meeting the needs of all age groups through child welfare and juvenile justice, mental health, TotalChild, Integrated Health Home, and survivor services. Each program at Family Resources works from a trauma informed approach embracing four core values; safety, service, teamwork, and resourcefulness.

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

In 1991, urgent need for additional shelter space in Davenport motivated the community to explore alternatives for the provision of emergency shelter for individuals and their children who were affected by domestic violence. The Domestic Violence Subcommittee of the Quad Cities Advocates for the Homeless approached Family Resources to request that the Domestic Violence Services Program facilitate the opening of a Domestic Violence Shelter. This was accomplished in August of 1992, through the efforts of community volunteers from public and private sectors of the Quad Cities, who undertook a successful capital campaign. The Shelter in Davenport is an apartment building converted into a shelter and serves survivors of domestic abuse, sexual abuse, and other violent crimes. It is located in a neighborhood with several similar apartment buildings. The shelter has eight apartments with a total of 54 beds. A handicap accessible apartment is located on the first floor. Besides the bricks and mortar shelter in Davenport, *SafePath* also provides sheltering services in Jackson, Clinton, Muscatine, and Louisa Counties by means of hotels and working with local shelters.

*SafePath* is committed to providing services to all survivors of domestic abuse, sexual abuse, and other violent crimes. Domestic violence happens across all ethnicities, cultures, sexual orientations, religions, genders, socio economic classes, races, and ages. Services through *SafePath* are offered to anyone who identifies and is assessed as a survivor or witness no matter their sex, race, color, age, sexual orientation, religion, national origin, political beliefs, marital status, mental or physical disability, economic situation or any other characteristics protected by law. If an individual who identifies as a survivor is not appropriate for *SafePath* Sheltering and Housing services a referral will be made to appropriate community agencies for this individual. Individuals that may be inappropriate for *SafePath* Sheltering and Housing services can include individuals who present as victims, but after assessment by trained staff are deemed the primary physical aggressor or individuals who are mandated to services through other community agencies that do not identify as victims of crime. If someone is not eligible for services, safety planning will still be provided as well as assessing what other resources and referrals are necessary to meet their needs. Information regarding the non-shelter based domestic and sexual violence services will be offered as well. Staff will be able to access and provide options for other services to the individual who is not eligible for sheltering services, including other shelters in the service area.

*SafePath*'s mission is "to create a community free of violence through education, prevention, counseling, and advocacy". *SafePath*'s Sheltering and Housing services work to stabilize individuals and families in times of crisis by providing support services that meet basic needs. *SafePath*'s Sheltering and Housing Services also provides alternative ways of providing emergency shelter to individuals who do not wish to relocate to a physical shelter, or who cannot access emergency shelter due to capacity issues. This includes a hotel/motel vouchering system. Regardless of the housing option chosen by the survivor, advocates responding to the request will safety plan with the individual in order to explore the best option available for safe housing. Family Resources also utilizes

Rapid Re-Housing dollars granted by HUD to assist in helping clients find safe sustainable housing once they are in the program. Services provided by *SafePath* include: 24 Hour emergency shelter, Rapid Re-Housing, financial assistance, short term and long term advocacy (court/legal, housing, economic, medical, mobile advocacy, and personal/general advocacy), safety planning, case management, information and referral, programming for children; community collaboration, education, and awareness; trauma informed counseling for groups and individuals; and transportation of clients.

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

- 3) Annual Performance Report (APR) Submission:
  - a. What is your project's operating year end date? November 30, 2015
  - 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? January 29, 2016
  - c. On what date did you forward a copy of your APR to the Iowa Finance Authority? January 29, 2016
  - 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)**

*SafePath* participates in the Clinton/Jackson Coalition for the Homeless, Quad Cities Housing Cluster/Scott County Housing Council, Quad Cities Sheltering and Transitional Housing Council, and the Muscatine Housing Cluster. Participation in the Shelter and Transitional Housing Council provides networking opportunities, as well as preventing duplication of services. This council has also developed the Plan to End Homelessness, which focuses on creating more housing options and building new relationships that will help to end homelessness. *SafePath* is working on the plan of ending homelessness by providing appropriate services to clients to get them into safe affordable housing, including Rapid Re-Housing and Emergency Shelter, and/or keep their current housing. The Sheltering and Housing Services Supervisor is the chair of the Discharge Committee, which is a sub-committee of the Council. This committee is responsible for developing a coordinated effort by the Shelter and Transitional Housing Council agencies to address the needs of people being discharged from jails, hospitals, and other treatment facilities so they have a place to go, a plan for getting there, and will not be homeless upon release. The Discharge Planning committee is a multi-disciplinary group that has been meeting monthly since June 24<sup>th</sup>, 2009. This committee serves to increase communication and improve coordination between institutions and homeless service providers. Both groups of organizations will become better informed regarding policies, procedures, and eligibility requirements and work to change and improve them where possible for the

benefit of the homeless people served. A discharge matrix has been created which lists immediate, pending, and long term housing options. The matrix lists the types of clients they serve, what services are provided within the housing options, and also contact information. The matrix is used by law enforcement, hospitals, schools, social service programs, and any other organization or individual that requests the matrix.

The Director of *SafePath* has taken the lead with the assistance of the Director of Humility of Mary Shelter in forming a coordinated intake group to discuss what coordinated intake will look like in the communities the programs serve. Both Directors have educated homeless service providers in the area on the importance of coordinated intake and have many member agencies of the Shelter and Transitional Housing Council completing the Vulnerability Index – Service Prioritization Decision Assistance Tool (VI-SPDAT) with all program participants.

The Director has also worked closely with the Housing Director through the Scott County Housing Council to obtain Rapid Re-Housing funding for all homeless individuals in the community. Both Directors have presented to Community Reinvestment Act Officers as well as bank managers regarding the importance of having Rapid Re-Housing funds to eliminate homelessness in the communities. The Directors also presented to the Community Foundation and received \$100,000 to use for Rapid Re-Housing. These dollars are not set for one particular agency, but for any agency working with individuals at risk of becoming homeless or are currently homeless.

- 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)**

Participation on the Iowa Council on Homelessness is a priority for *SafePath*. The Director is an active participant on the council and a voting member. She participates in these meetings via conference call, at an ICN location, or in person.

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

*SafePath*'s Director participates on the Nominating Committee, which is a sub-committee of the Iowa Council on Homelessness. She has recently been asked to chair the committee. The Director was also calling in for the Continuum of Care subcommittee when they were regularly scheduled.

## **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: 11/30/15
  - b. Amount of grant: \$40,296
  - c. Total funds expended: \$40,296
  - d. Funds remaining (unexpended funds): \$0
  - 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.)
- Which row on the HIC lists your project? 55
  - How many total beds are listed for your project (Column U)? 54
  - How many total beds are for chronically homeless (dedicated or prioritized) (Column L) 0
  - What is HIC utilization rate (Column V) 35%
- 13) Answer the following as applicable (answer only (a) OR (b)): **(3 points)**
- PSH projects:
    - Given the answers to the above question, what is your project's percentage of beds committed to the chronically homeless? **(1 point)**
    - How many beds does your project anticipate being made available through turnover in the upcoming grant year? **(1 point)**
    - How many beds made available through turnover is your project committing to chronically homeless in the upcoming grant year (should be 100%)? **(1 point)**
  - For non-PSH projects:
    - What specific steps is your agency taking to increase the number of PSH beds for the chronically homeless in your community? **(3 points)**  
During Shelter and Transitional Housing Council meetings *SafePath's* Director has provided suggestions and ideas on how to create/develop/increase the number of permanent supportive housing beds for the chronically homeless in the communities. Funding and lack of sufficient housing have consistently been barriers when looking at increasing the number of PSH beds for the chronically homeless.

*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? 601 **(1 point)**
  - Based on your most recently submitted program year APR, how many participants entered the program as unsheltered or from an emergency shelter? 32 **(1 point)**
  - Based on your responses above, what is the percentage of participants that entered your program unsheltered or from emergency shelter (b/a)? 5% **(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](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

**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 subrecipient, 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 ▼	Daily ▼
Assistance with Moving Costs	Applicant ▼	Daily ▼
Case Management	Applicant ▼	Daily ▼
Child Care	Applicant ▼	Daily ▼
Education Services	Partner ▼	Daily ▼
Employment Assistance and Job Training	Partner ▼	Daily ▼
Food	Applicant ▼	Daily ▼
Housing Search and Counseling Services	Applicant ▼	Daily ▼
Legal Services	Partner ▼	Daily ▼
Life Skills Training	Applicant ▼	Daily ▼
Mental Health Services	Partner ▼	Daily ▼
Outpatient Health Services	Partner ▼	Daily ▼
Outreach Services	Partner ▼	Daily ▼

Substance Abuse Treatment Services

Partner	▼	Daily	▼
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Transportation

Applicant	▼	Daily	▼
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Utility Deposits

Applicant	▼	Daily	▼
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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.

**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.

**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 exits to permanent housing.
Emergency shelter, case management, housing advocacy, service coordination, and follow up with clients who have transitioned out of shelter	\$817,215	\$35,859	A unit of service is an individual. 80% of clients will transition into permanent housing.	397 individuals transitioned out of shelter into permanent housing	397 with the assistance of the Service Advocate (paid with CoC funding) transitioned out of shelter into permanent housing	The costs for operating the shelter are based on actual personnel and benefit costs and actual rent, utilities, communication, and care of building costs. Property and auto insurance and overhead functions like accounting, human resources, and executive management are factored into an administration fee that is allocated to all programs within Family Resources based on their	Surveys clients complete prior to transitioning out of shelter and through conversations between the Service Advocate and clients

						total expenses.	
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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 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.

## 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)**