

Iowa Balance of State Continuum of Care (CoC)
2016 CoC Renewal Project Application Plan

Final Version Approved by the Iowa Council on Homelessness
on May 20, 2016

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: Hawkeye Area Community Action Program, Inc.
Project Name: HUD II
Project Name as it is listed on the Housing Inventory Chart (HIC): Linn Co HUD II (Inn Circle) and Linn Co HUD II (Off Site)
Type of Project (PSH, RRH, TH, SSO, HMIS): TH
Federal DUNS Number: 039311399
Address: 1515 Hawkeye Drive, Hiawatha, IA
Contact Person: Heather Harney
E-mail & Phone: hharney@hacap.org, 319-393-7811
Secondary Contact Person: Mitch Finn
Email & phone: mfinn@hacap.org, 319-393-7811
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)

HACAP provides programs and services to the community that fit into our strategic initiatives; Health and Nutrition, Early Childhood, Safe & Affordable Housing/Energy, Advocacy/Information Exchange, and Employment/Family Preservation. Each initiative provides numerous services to the community to help individuals develop skills to become successful. With an annual operating budget over \$27 million, HACAP brings innovative and effective solutions to community identified needs. Services include supporting seniors in maintaining health and independence, providing early education for low-income and disabled children, assisting parents in fulfilling their role as a primary teacher of their children, supporting business and employment opportunities, preserving affordable housing in our communities, and providing families and individuals with the tools they need in times of financial crisis. HACAP's HUD II project, a transitional housing project in Cedar Rapids Iowa, provides housing to homeless families while they work on obtaining job skills, income, and other supports. The project is part of our Safe & Affordable Housing/Energy initiative, which strives to place low income and homeless families into affordable, safe, and permanent housing.

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

HUD II Transitional Housing provides 65 housing units in Cedar Rapids, IA. The program consists of a 43 unit project-based complex and 22 scattered-site units. Program participants receive case management, tenant/landlord education and life skill training and referrals to other community resources.

Family support workers meet regularly with participants to address short and long term goals to achieve self-sufficiency. These include employment or enrollment in an educational or vocational training program to develop skills to move toward better income and permanent housing. HACAP's Social Services Supervisor works with school district homeless liaison to ensure school-aged children are enrolled in the closest, most appropriate school. Family Support Workers also ensures all homeless households in the program are connected to the mainstream resources for which they are eligible and assist the household in obtaining income supports. All participant households that are enrolled received tenant/landlord education to help the participants maintain permanent housing once it has been identified and exited from the program.

CONTINUUM OF CARE PARTICIPATION (10 points)

3) **Annual Performance Report (APR) Submission:**

- a. What is your project's operating year end date? 6/30/15
- 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? 9/30/15
- c. On what date did you forward a copy of your APR to the Iowa Finance Authority? 9/30/15
- d. Did your project meet the 90 day requirement? No 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)**

The Linn County homeless service providers collaborate regarding homelessness on the Linn County Continuum of Care group. HACAP sends at least 3 members to the monthly meetings as representatives of the different types of programming that is available to homeless individuals within the agency. The group takes on special initiatives during the winter months to plan for overflow shelter as well as advocacy of the homeless to the community at large. Over the past few years homeless service providers have started to specialize in specific type of services. This has allowed the area to be more efficient with resources and homeless households are referred to services that are more tailored to their specific need. The area also has a functioning coordinated entry system lead by Waypoint Services. All homeless providers, including HACAP, participate in the process and over the last year agencies have started to embrace the system and understand the benefits of working together to help solve a community problem

- 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)**

Yes, representatives of the HACAP's homeless programs, including the HUD II project, actively participate on the Iowa Council on Homelessness. Heather Harney and David Hagen attend council meetings. David Hagen is a voting member and attends meetings via the ICN or in person and Heather Harney attends the meetings via the ICN or conference call as a project representative. The assigned HACAP representatives will continue to represent the mission of the agency and the homeless programs on the council.

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

Yes, both David Hagen and Heather Harney are active participants in committees and working groups in the Council. David Hagen chairs the Coordinated Entry/Progressive Engagement and the Data Analysis committee. Mr. Hagen also sits on the Executive Council of the Iowa Council on Homelessness. Heather Harney sits on the Iowa Homeless Best Practices and Standards committee in helping the state of Iowa develop standards for all homeless programs and also leads the Zero Homeless Veterans initiative. HACAP staff members also participate in other council activities including Homeless Day on the Hill.

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: 6/30/15
 - b. Amount of grant: \$475,054
 - c. Total funds expended: \$475,054
 - 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)**

HACAP plans on re-categorizing its transitional housing units to serve youth after the NOFA has come out and the agency reviews the reallocation process and NOFA. Tentative plans call for looking at reducing half of the current

transitional housing units and reallocating the permanent supportive housing, while remaining units would be prioritized for homeless youth (ages 18-24).

- 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? 67, 68
- b. How many total beds are listed for your project (Column U)? 110, 94 =204
- c. How many total beds are for chronically homeless (dedicated or prioritized) (Column L) 0
- d. What is HIC utilization rate (Column V) 76%, 65%

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)**

As stated above HACAP is considering reallocation of a part of the current transitional housing services to permanent supportive housing units prioritized for chronically homeless and homeless households with disabilities. Currently only 8 units exist for PSH units for the Chronically Homeless in Cedar Rapids, these units are administered by HACAP using local funds. No CoC funds are used for PSH in the community at this time. The community has worked together to find other methods to create PSH units in the area. Just last week it was announced that Cedar Rapids will be receiving the homeless demonstration grant for LITC. This will provided additional units with support services to the community. HACAP is also working with other developers in the area to explore additional ways to create PSH units outside of the CoC funds process that may assist the community. The homeless services providers in Cedar Rapids are working together to form more innovative solutions to creating more PSH units.

There is not a single correct method to create these types of units and the collaboration of multiple types of funders, governments, community members, and service providers is needed.

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? 148/135 **(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? 81/114 **(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)? 55%/84%

HACAP's last APR is almost a year old at the submission of the request and the information is outdated. In the winter of 2014 HACAP changed the prioritization for services from a "first come first serve" program to a program that prioritizes those who are literally homeless. This drastically changed the figures for the question. HACAP is submitting the page of what would be the most recent APR if submitted for this question as documentation that the program has changed the prioritization process. Another factor to consider when reviewing this question is that many families cannot be in shelter or in a literal homeless situation together. Many times HACAP will encounter adults in shelter while the children are temporarily staying with friends or family. This occurs when the area may not have enough shelter space to serve families. At the point when the family is reunited at program entrance the children of the family are not considered literally homeless. It is our belief that these types of situations should be considered when posing this type of question. In order to accommodate this type of discrepancy, HACAP assumed that 50% of those in the category with adults and children in other locations are children and added those 13 to the total of 101 for a total of 114 as stated above.

(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

The termination policy is attached for review.

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)

Two HACAP staff members were SOAR certified this year.

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	Partner	As needed
Case Management	Applicant	Daily
Child Care	Applicant	As needed
Education Services	Partner	As needed
Employment Assistance and Job Training	Partner	As needed
Food	Applicant	As needed
Housing Search and Counseling Services	Applicant	Daily
Legal Services	Partner	As needed
Life Skills Training	Applicant	Monthly
Mental Health Services	Partner	As needed
Outpatient Health Services	Partner	As needed
Outreach Services	Applicant	Weekly
Substance Abuse Treatment Services	Partner	As needed
Transportation	Partner	Daily
Utility Deposits	Partner	As needed

For Transitional Housing projects

Services provided by project, including any unique characteristics of population served	Total annual cost of providing these services (total project budget)	Amount of annual CoC funds for these services	Describe/define a unit of service. Include whether a unit is an individual or HH and indicate a measurable outcome	# individuals/HHs who exit to or maintain permanent housing through the project (total funding)	# of individuals/HHs who exit to or maintain permanent housing with CoC funds	Methods used to determine indirect costs and how those were calculated	Method used to determine exits to permanent housing
<p>Need/unique characteristic:</p> <p>Ind/HHs unable to access mainstream appointments</p> <p>Ind/HHs lack skills or resources to stabilize HH</p> <p>Ind/HH lack mainstream services</p> <p>Ind/HH lack money management skills</p> <p>Ind/HH have poor credit, impacting their ability to access affordable, market housing.</p> <p>Ind/HH lack soft skills to enhance employability. Ind/HH need assistance navigating the housing market</p> <p>Ind/HH have insufficient income for market rent & utilities.</p>	<p>Support Services:</p> <p>\$245,898</p> <p>transportation assistance</p> <p>Needs assessment Goal/ Exit plan</p> <p>Mainstream services application</p> <p>Budget Consultation</p> <p>Credit Repair</p> <p>Job services</p> <p>Housing Search Services</p> <p>Housing Services:</p> <p>486,754</p> <p>rent assistance</p> <p>utility assistance</p> <p>Admin/Indirect</p> <p>60,632</p> <p>Total Project</p> <p>\$793,284</p>	<p>135,898</p> <p>308,078</p> <p>31,078</p> <p>\$475,054</p>	<p>Services are client-centered based upon the needs of each participating household whether its is a household of 1 or 8 members.</p> <p>Support Services are tailored to each respective HHs presenting needs based upon assessments at entrance, quarterly and upon exit.</p> <p>Each HH receives a safe, affordable housing unit with heat and electricity included. As per HUD guidelines, HHs pay up to 30% of eligible income.</p>	<p>119 individuals</p>	<p>119 individuals</p>	<p>Costs are based upon actual expenses. Indirect is based upon HACAP's approved Federal government indirect rate [HHS]</p>	<p>Actual exits from the program with 30-day and 90-day follow-ups to confirm housing status.</p>

HUD CoC APR
Annual Performance Report
Question 20

20a1. Residence Prior to Program Entry - Homeless Situations

Residence Prior to Program Entry - Homeless Situations
Number of Persons in Households

	Total	Without Children	With Children and Adults	With Only Children	Unknown HH Type
Emergency Shelter	73	15	58	0	0
Transitional housing for homeless persons	4	3	1	0	0
Place not meant for habitation	24	10	14	0	0
Safe Haven	0	0	0	0	0
TOTAL	101	28	73	0	0

20a2. Residence Prior to Program Entry - Institutional Settings

Residence Prior to Program Entry - Institutional Settings
Number of Persons in Households

	Total	Without Children	With Children and Adults	With Only Children	Unknown HH Type
Psychiatric hospital or other psychiatric facility	0	0	0	0	0
Substance abuse treatment facility or detox center	1	0	1	0	0
Hospital (Non-psychiatric)	0	0	0	0	0
Jail, prison , or juvenile detention facility	0	0	0	0	0
Foster Care	0	0	0	0	0
TOTAL	1	0	1	0	0

20a3. Residence Prior to Program Entry - Other Locations

Residence Prior to Program Entry - Other Locations
Number of Adults and Unaccompanied Youth in Households

	Total	Without Children	With Children and Adults	With Only Children	Unknown HH Type
PSH for Homeless persons	0	0	0	0	0
Owned by Client, no Subsidy	0	0	0	0	0
Owned by Client, with Subsidy	0	0	0	0	0
Rental by Client, no subsidy	1	0	1	0	0
Rental by Client, with VASH Subsidy	0	0	0	0	0
Rental by Client, with other ongoing Subsidy	0	0	0	0	0
Hotel/Motel, Paid by Client	5	1	4	0	0
Staying or Living with Family	17	5	12	0	0
Staying or Living with Friend(s)	10	2	8	0	0
Other	1	0	1	0	0
Don't Know/Refused	0	0	0	0	0
Information Missing	0	0	0	0	0
TOTAL	34	8	26	0	0



Housing Appeal Process

If the program participant is not satisfied with program decisions regarding service provided, denial from program, disciplinary actions, eviction from program or if participant believes he/she has experienced discrimination or abuse from staff, he/she has the right to appeal. A program participant can retain his or her property during appeals as long as the rent is paid and the participant follows all rules. If the specifics of the appeal require that the appeal should fall under other jurisdictions outside of HACAP Housing, the appeal rules and procedures for that process would be used.

An administrative appeal procedure will not be granted for a 3-Day Notice to Quit for reasons of "Clear and Present Danger"; these issues must be resolved in court. The property will not be rented to another person until the resolution of that appeal.

The Process for an Appeal

Step 1: The program participant has seven (7) working days after the incident or decision to contact the HACAP Regional Housing Director or designee. The appeal must be submitted in writing to:

HACAP Housing Appeal – Regional Housing Director
P.O. Box 490
Hiawatha, Iowa 52233

The HACAP Regional Housing Director or designee must accept or deny the appeal in writing, explaining his/her decision within five (5) working days.

Step 2: If the program participant is not satisfied with the result of Step 1 he/she may submit an appeal to the HACAP Executive Director or designee. This appeal must be submitted in writing within ten (10) working days of the decision from Step 1. The appeal must be mailed to:

HACAP Housing Appeal -Executive Director
P.O. Box 490
Hiawatha, Iowa 52233

The Executive Director or designee must respond to the appeal in writing within seven (7) working days. The decision is final. Any further remedies must be pursued by legal means.

Assistance

The program participant can receive assistance from any appropriate HACAP employee to assist in preparing documentation for appeals in any of the Steps.

Representation

The program participant has a right to representation of his or her choice at all levels of the appeal process.

What an Appeal Needs to Contain

For an appeal to a 30 Day Notice to Quit for noncompliance with the Transitional Housing Program, it is important for the appeal letter to include any information and documentation that assists in making the most informed decision on an appeal. This includes but is not limited to:

- Circumstances beyond your control that affected your ability to meet compliance requirements and how they have since been appropriately addressed.
- Action steps you have taken to correct deficient areas that result in you currently meeting compliance requirements. Please include documentation of these actions.