

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: **Hillcrest Family Services**

Project Name: **Hopes Project**

Project Name as it is listed on the Housing Inventory Chart (HIC): **Transitional Housing**

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

Federal DUNS Number: **080293467**

Address: **1995 Asbury Road, Dubuque, Iowa 52001**

Contact Person: **Cindy Hess**

E-mail & Phone: cindy.hess@hillcrest-fs.org

Secondary Contact Person: **Cathy Ahrens**

Email & phone: cathy.ahrens@hillcrest-fs.org

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)**

Since 1896, Hillcrest Family Services has been enhancing the lives of children, families, and adults in need by teaching skills and providing information and resources. We advocate on their behalf and work collaboratively with local communities to provide a range of quality and innovative services. Hillcrest Family Services provides a vast array of services that provides an expansive continuum of care for the persons we serve. Currently, we provide services in 13 Iowa counties. Additionally, last year, we served over 38,438 persons.

Hillcrest serves adolescents and their families in residential education facilities, emergency shelter, adoption services Achieving Maximum Potential (AMP) support program; services to families through WIC, maternal health, reproductive health clinic, Supportive Services

for Veteran Families Program (SSVF), transitional housing and PATH homeless outreach for homeless families and individuals; Integrated Health Home services to adults, children and families; outpatient mental health, residential group homes, Wellness Center and peer support services, community-based SCL, supported employment and Intensive Psychiatric Rehabilitation (IPR) for adults with mental illnesses; and prevention programs such as anti-tobacco, adolescent pregnancy prevention, and Mentor Dubuque.

Transitional Housing residents generally utilize additional services provided by the Hillcrest agency to gain and maintain self-sufficiency. Often, families utilize WIC, maternal health or the reproductive health clinic. We also work closely with the PATH Homeless Outreach Program, and if a veteran, a resident's family may work with the SSVF program. For those individuals needing some extra supportive services, they may be referred to our Integrated Health Home, community support services and may receive SCL, peer support at the Wellness Center, or IPR. Additionally, they often receive out-patient mental health services. By reducing or eliminating barriers, such as seen through mental health counseling and substance abuse relapse prevention, residents of the Transitional Housing program are more successful.

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

Hillcrest Transitional Housing Program provides safe housing for up to 24 months. It serves homeless families, including men and boys over age 12. There are no other programs in the tristate area that accommodates entire families like this program does. In all other programs in the area, the families must be split up if there is a male over age 12. It is our belief that a family that is already going through a crisis such as homelessness does not need an additional undue stressor such as splitting up their family. The program provides 5 furnished apartments in a single complex with a 3 BR unit, 1 BR unit and 3- 2 BR units. Current program capacity is 15. It is located centrally in Dubuque along the public transportation route and is close to grocery and shopping centers. Additionally, the program can provide transportation as needed.

Project outcomes for the families include securing stable permanent housing; securing necessary mainstream benefits and resources, including health care and insurance; and increasing household income and securing employment. A full-time Coordinator is available 7 days a week in case of an emergency. Upon admission, the coordinator conducts a family needs assessment. This allows the coordinator to identify where support is needed and what additional service needs are. Our families are presenting with multiple and very complex issues. Jointly, the coordinator and family develop a service plan to work on addressing these issues and review at least every three months. Also, adult tenants are required to meet weekly with the coordinator to work on goals and provide updates on their progress. We recognize that each family is unique in its strengths and needs. We value the individuality of family members and families as a unit. The program exists to build upon family strengths and include families in all facets in the planning and implementation of service strategies.

Initially, the coordinator works with the families to works towards obtaining permanent housing and has the family apply for Sect. 8 Housing and other appropriate housing options available in the community. We also assist the family in teaching them how to budget. Any financial debt or credit counseling is referred to community providers. Also, we work to secure employment and increase income. If an adult member is unemployed, we request that they actively job seek, attend school, or both. We work with community providers such as IWD, IVRS, and Promise Jobs to assist the adult members in gaining or maintaining employment. We also make sure that the family has applied for all eligible mainstream benefits and resources to assist them in making ends meet as they transition out of our program. Medical insurance and obtaining a primary care physician is of great importance to us and we assist as needed in securing both. We have good relationships with community providers and as needed we work often with agencies such as Iowa Legal Aid, Dubuque Food Pantry, Operation New View, Project Concern, the Substance Abuse and Services Center, DHS, WIC, VNA, Child Support Recovery Unit and local churches. Furthermore, our family population tends to have additional mental health and substance abuse needs. We refer those individuals to the Hillcrest Community Mental Health Center or Wellness Center.

CONTINUUM OF CARE PARTICIPATION (10 points)

3) Annual Performance Report (APR) Submission:

- a. What is your project's operating year end date? 4/30/2016
- 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? **We have not been able to submit our APR for this year due to the APR not being programmed in ESNAPS at this time. A notice came out on 3/21/16 from HUD reporting this and is quoted on 3d.**
- c. On what date did you forward a copy of your APR to the Iowa Finance Authority? **We have not been able to submit the current APR at this time, as ESNAPS does not have it programmed as of yet. See 3d.**
- d. Did your project meet the 90 day requirement? **Yes** for previous year (it was submitted on 7/28/15 in ESNAPS), but has been unavailable for the current year-end (4/30/2016). Here is a copy of the statement issued in the HUD Exchange:

*“APR Submission Deadline Extension for CoC Program Grants Funded in FY 2014 and for Grants with Multi-year Grant March 21, 2016 | [CoC, Homelessness Assistance Programs, e-snaps](#)
The Annual Performance Report (APR) for Continuum of Care (CoC) Program grants funded in FY 2014 is not currently available in e-snaps and will not be available by the time the first APRs are due in e-snaps because of limited resources.
HUD is granting, via this message, an extension to the APR submission deadline to all recipients for APRs for CoC Program grants funded in FY 2014. Additionally, HUD is granting an extension to all recipients who were funded*

for new grants with multi-year grant terms in FY 2012 or FY 2013. HUD is working on allowing multiple APRs to be submitted for those grants with multi-year grant terms.

HUD will issue a listserv when the APRs become available in e-snaps.

Recipients will have 90 days from the time HUD issues that listserv to submit their APRs. Please note that this extension is only to the APR submission requirement and does not apply to an extension on anything else, including the period to expend funds.”

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)**

Locally, Dubuque has formed a Homeless Advisory Coalition (HAC) that meets bi-monthly. This includes COC members/organizations, city of Dubuque, churches, non-COC facilities/shelters, landlords, homeless individuals, police, and any interested community citizens. Representing Hillcrest Family Services is Cathy Ahrens from the Transitional Housing program, as well as our coordinator from our SSVF program and our coordinator from our PATH program. Cathy also serves on the Executive Committee of this Council. The Coalition is working on obtaining a 501(c)3 at this time and is working on establishing a coordinated entry process for our community.

- 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, Cathy Ahrens and/or Cindy Hess have participated in all bi-monthly meetings via phone or ICN.

- 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, Cathy Ahrens and/or Cindy Hess have participated in the Continuum of Care Committee meetings via phone. There is not a representative of Hillcrest on an actual Governor-assigned ICH committee or work group at this time, but would be interested if an opening becomes available. Cathy Ahrens also is on the local COC Executive HAC board.

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 **(1 point for “yes”; no point for “no”)**

Our Administrative costs in the E-snaps project application will not exceed 7% (\$4,291.00).

9) Is your agency drawing down CoC funds from HUD at least quarterly? Yes **(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: 4/30/2016
- b. Amount of grant: \$61,303
- c. Total funds expended: \$61,303
- 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**)-
Our population we focus on is housing homeless families and especially families with adult and teen males so that they do not have to be separated. We give priority points also to those who are chronically homeless and also to those unsheltered or coming from an emergency shelter.
- 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? 73
 - b. How many total beds are listed for your project (Column U)? 15
 - c. How many total beds are for chronically homeless (dedicated or prioritized) (Column L) 0 is listed, however in our application last year, we prioritized **5 beds for chronically homeless families and they were used for that purpose**
 - 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: **N/A**
 - 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**)

We are currently researching the possibility of converting the project to a permanent supportive housing program. There is high probability that we will be submitting a New Project Application when available and have been in contact with Amber Lewis regarding this.

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? 20 **(1 point)**
 - Based on your most recently submitted program year APR, how many participants entered the program as unsheltered or from an emergency shelter? 5 **(1 point)**
 - Based on your responses above, what is the percentage of participants that entered your program unsheltered or from emergency shelter (b/a)? 25% **(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%)**

******Notes: 1. We utilized our current APR information/data for year end 4/30/2016, however it has not been formally submitted in ESNAPS.**

2. Additionally, this current year, we have updated our application process to give priority points to applicants who are unsheltered or are accessing 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)**

- 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, see Attachment A.**

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) Yes, we will purchase bus tickets, provide transportation, pay for gasoline, etc. as needed to assure that the participants have access to all of the above.**

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) Yes, this is actually followed-up on much more frequently than this, as we schedule with clients weekly.**

Project participants have access to SSI/SSDI technical assistance provided by the applicant, a sub recipient, or partner agency? **(2 points) Yes, our agency PATH Coordinator is SOAR trained, as is a Project Concern employee.**

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	Partner ▼	As needed ▼
Case Management	Applicant ▼	As needed ▼
Child Care	Partner ▼	As needed ▼
Education Services	Partner ▼	As needed ▼
Employment Assistance and Job Training	Applicant ▼	As needed ▼
Food	Applicant ▼	As needed ▼
Housing Search and Counseling Services	Applicant ▼	As needed ▼
Legal Services	Partner ▼	As needed ▼
Life Skills Training	Applicant ▼	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	Partner ▼	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.
N/A							

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.
N/A							

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.
<p>Hillcrest TH provides a safe transitional environment to families, focusing on keeping families together by allowing teen or adult males into the program. (No other program in area allows this and families often are separated into different shelters.) The program helps families build on their strengths and increase skills. The TH Case Manager assists families in obtaining permanent housing, obtaining and</p>	<p>\$86,829</p>	<p>\$61,303</p>	<p>One person assessed and provided a supportive housing unit.</p>	<p>12 individuals</p>	<p>9 individuals</p>	<p>Case Manager salary and benefits; Operation costs (utilities, insurance, maintenance/repair, building and grounds supplies, furnishings); Transportation costs (mileage reimbursement, gasoline); Cell phone costs; Office supplies; Client assistance (food, transportation, clothing,</p>	<p>We used the APR report definition of permanent destination and all exits met those criteria. Participants' permanent housing is verified post-program exit by the Case Manager. It may be face-to-face or telephonic contact.</p>

<p>maintaining employment, obtaining necessary community resources and assists in connecting them with a network of service providers (medical, mental health, dental, nutritional needs, peer support, education etc.), within and/or outside the agency. The coordinator provides case management in an empathetic manner to assist families in reaching stability and self-reliance.</p>					<p>personal hygiene supplies); Organizational dues; 5% Administrative costs; and Support department services costs (HR, IT, Finance, Maintenance, etc.)</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 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.
N/A							

**Attachment A:
Termination/Appeals Policy:**

Services may be terminated and the individual/family asked to vacate the premises if criminal activity occurs. Termination may also occur if there is repeated and unalleviated damage to the facility or if a household participant is a threat to the safety of other individuals and families in the program.

Staff will provide the individual/family with at least a 30-day notice for nonpayment of rent or other infractions that have not been remedied per lease agreement. Immediate eviction may occur for serious infractions such as assault on staff or others, possession of illegal substances, etc. Eviction will be determined by the Program Coordinator, in consultation with the supervisor. Eviction notices will be given in writing clearly stating the reasons for termination. The participant has the right to appeal this decision in writing or request a meeting within 14 days to dispute this termination/eviction. The person to contact for this appeal is Julie Heiderscheid, Chief Operating Officer, Hillcrest Family Services, 2005 Asbury Road, Dubuque, Iowa 52001. Phone number 563-583-7357, ext. 209.

Persons with disabilities have the right to request reasonable accommodations to participate in the informal hearing process. If applicable, please indicate your request when writing or requesting a meeting.