

2018 FRCoC Application for VHSP Funding Outreach; Emergency Shelter Operations; Rapid Re-Housing; Targeted Prevention

Please complete a separate application form for each outreach, emergency shelter operations, rapid re-housing, and targeted prevention project.

Application Information

Type of Project (select one):

- Outreach
- Emergency Shelter Operations
- Rapid Re-Housing
- Targeted Prevention

Type of Application (select one):

- Renewal (requesting level or reduced funding for existing project)
- Renewal with Expansion (requesting increased funding for existing project)
- New (requesting funding for new project)

Note: While requests for renewal and expansion funding can be submitted on one form, the amounts will be ranked separately by the Funding & Performance Committee.

Applicant

Legal Name: Loisann's Hope House (formerly Rappahannock Refuge Inc.)

Type of Applicant: Non-Profit Housing Authority PDC Unit of Local Government

EIN/TIN: 52-1419314

Address: 902 Lafayette Blvd., Fredericksburg VA 22401

Application Contact

Name: Lisa Crittenden

Title: Chief Executive Officer

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Line-Item Budget

Please complete line-item budget below. Budget amounts should reflect the VHSP request only. Other funding sources will be included on the Spending Plan (required attachment).

Note: Renewal projects can apply for renewal HMIS and Administration amounts up to the grantee's total FY18 HMIS and Administration amounts regardless of 5% and 3% caps. HMIS and Administration amounts across all FY19 project applications shall not exceed total FY18 HMIS and Administration amounts.

Expansion projects can apply for an HMIS expansion up to the amount where the combined renewal/expansion HMIS request is 5% of the combined renewal/expansion project subtotal and an Administration expansion up to the amount where the combined renewal/expansion Administration request is 3% of the combined renewal/expansion project subtotal.

New projects can apply for an HMIS amount up to 5% of the project subtotal and an Administration amount up to 3% of the project subtotal.

	Renewal Amount	New/Expansion Amount
Outreach		
Case Management		
Limited Support Services		
Other (specify)		
Subtotal		
HMIS (up to 5% of subtotal)		
Computer Costs		
Fees and Licenses		
HMIS Staffing		
Training		
Other (specify)		
Administration (up to 3% of subtotal)		
Administration		
Total		

	Renewal Amount	New/Expansion Amount
Emergency Shelter Operations		
Case Management		
Limited Support Services		
Maintenance		
Rent		
Security		
Supplies		
Utilities		
Other (specify)		
Subtotal		
HMIS (up to 5% of subtotal)		
Computer Costs		
Fees and Licenses		
HMIS Staffing		
Training		
Other (specify)		
Administration (up to 3% of subtotal)		
Administration		
Total		

	Renewal Amount	New/Expansion Amount
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Rapid Re-Housing		
Housing Search & Placement		
Housing Stabilization Case Management	40,000.00	
Housing Stabilization Financial Assistance	9,297.00	
Housing Stabilization Services		
Rent Arrears	2,000.00	
Rent Assistance	53,549.00	
Service Location Costs		
Veteran Housing Stabilization Financial Assistance		
Veteran Rent Arrears		
Veteran Rent Assistance		
Subtotal	104,846.00	
HMIS (up to 5% of subtotal)		
Computer Costs		
Fees and Licenses	561.00	
HMIS Staffing	4,167.00	
Training		
Other (specify)		
Administration (up to 3% of subtotal)	5,000.00	
Administration		
Total	9,728.00	

	Renewal Amount	New/Expansion Amount
Targeted Prevention		
Housing Search & Placement		
Housing Stabilization Case Management		
Housing Stabilization Financial Assistance		
Housing Stabilization Services		
Rent Arrears		
Rent Assistance		
Service Location Costs		
Subtotal		
HMIS (up to 5% of subtotal)		
Computer Costs		
Fees and Licenses		
HMIS Staffing		
Training		
Other (specify)		
Administration (up to 3% of subtotal)		
Administration		
Total		

Match

Please indicate sources of match. Match must equal 25% of requested amount and must be spent on eligible VHSP expenses, but does not need to be of the same VHSP Category as the request. Match must be from local or private sources. If the project is requesting partial or full waiver of the match requirement, please explain. (See Page 14 of the Virginia Homeless and Special Needs Housing Funding Guidelines for full explanation of the match requirement.)

Type	Source	VHSP Category	Amount
Cash	United Way	Rapid Re-Housing	44,000
Cash	City of Fredericksburg	Rapid Re-Housing	18,000
Cash			

Narrative Responses

Provide a description that addresses the entire scope of the proposed project. (Character Limit: 3,000)

Loisann’s Hope House requests funding from the Virginia Homeless Solutions Program to continue rapid rehousing activities for families and children experiencing homelessness in the Fredericksburg region, which includes the city, Spotsylvania, Stafford, Caroline and King George. Loisann’s Hope House is the region’s largest agency to reduce the number of families and children experiencing homelessness by the end of 2020. Through a mix of shelter and rapid re-housing activities, Hope House has been working to address family homelessness in the community since 1987. The agency now seeks continual growth to serve more homeless families in an operating year.

Our Rapid Rehousing program is focused on providing permanent solutions —housing, jobs, transportation and childcare needs so that people can break the cycle of homelessness and become stable within the community. Our emphasis is placed on employment and increased income. Quickly housing and stabilizing children and their families is achieved through the Housing First and no barriers to entry approach. Access to programs and services are not contingent upon sobriety, income level, lack of criminal record, participation in services, and completion of treatment programs, good credit, established financial history, or “housing readiness.” Clients enter into the program and a comprehensive assessment is conducted immediately to understand what is needed in addition to shelter. At this time clients may be offered additional services in education, job training, transportation, mental health services, parenting support and childcare.

Loisann’s Hope House is one of four agencies already operating a rapid re-housing program in the Planning District. At present, we have 2 full-time housing case managers whose efforts focus on stabilizing families currently staying in the Hope House shelter and rapid rehousing program. The case management team is trained in best practices such as Motivational Interviewing, Housing Focused Case Management and Trauma Informed Care. Our staff and organization is a key partner in the local community’s use of a data driven approach to prioritize housing assistance for RRH and PSH. The prioritization of assistance is determined through a community shared assessment tool which is inclusive of the F-VI-SPDAT. Once the family is prioritized for rapid rehousing assistance, a community-based housing locator, knowledgeable of landlord/tenant law, fair housing and housing focused case management makes connections with local landlords and property owners to help maximize the housing choice among those families experiencing homelessness.

Once the housing unit is identified, the family continues meeting with their case manager to develop goals and understand the challenges they may encounter after move in. In-home case management is provided for the minimum amount of time necessary, but up to 24 months if required by the family's needs. The Case manager will visit and work with client at least once a month, but are prepared to check-in as often as needed to ensure stabilization. Those passing through Loisann's Hope House housing program also gain access to a wrap-around system of care, which heavily focuses on connectivity to community services that ensure long-term stabilization. Long-term, support services provided by Loisann's Hope House remain an ongoing resource for those who have been housed, but find themselves without a help to work through complicated life struggles.

If renewal funding is being requested, explain how the project continues to meet a community need. If new/expansion funding is being requested, explain how the additional funds will increase system capacity and justify the community need for additional capacity. (Character Limit: 3,000)

Over 53% of renters in Virginia are unable to afford the typical two-bedroom apartment resulting in homelessness for many. In Fredericksburg the average rent for a 2-bedroom apartment is \$1,298. This is a 3% increase compared to the previous year, when the average rent was \$1,230. According to the Virginia Housing Alliance, Virginia remains the most expensive state for renters in the Southeast and the 10th most expensive state in the nation. Virginia Housing Alliance and the National Low Income Housing Coalition jointly released The Out of Reach Report, which shares that The Housing Wage increased from \$21.10 in 2015 to \$23.29 in 2017. States with the minimum wage set above the federal standard still have challenges with a minimum wage renter working a 40-hour work week at \$7.25 per hour affording a one- bedroom rental unit at the Fair Market Rent. According to the Virginia Housing Alliance for an extremely low income household earning \$23,529, 30% of median income, the highest affordable rent is \$588 a month.

Although there are five homeless services providers in the Fredericksburg area, there are only two local agencies addressing the needs of the entire family unit experiencing homelessness. Loisann's Hope House and the Thurman Brisben Center are the only two providers in the Fredericksburg area addressing the needs of the entire family regardless of the cause of their homelessness. The Thurman Brisben Center serves families in a limited capacity as their primary focus is individuals. We are the largest and only shelter dedicated to primarily addressing the housing needs of the entire family. Loisann's Hope House program sets goals and focuses the homeless client on creating a sustainable financial foundation through employment and provides tools they need to move from homelessness to permanent housing.

Please indicate the breakdown of household types targeted by this project:

	Renewal	New/Expansion
Households with Children	100	0%
Households without Children	0%	0%
Total	100%	100%

Certify that the project will adhere to the *FRCoC Coordinated Entry Policies & Procedures*, including the following requirements of the document:

Follow the Housing First model

Participate in the FRCoC Coordinated Entry Process and/or the Victim Service Coordinated Entry Process (including coordinated assessment for shelter/prevention and prioritization for rapid re-housing)

Adhere to established project standards (including *FRCoC Rapid Re-Housing Policies & Procedures*)

Collect data through HMIS or a comparable database

What percentage of households will be served through the Victim Service Coordinated Entry Process (including coordinated assessment for shelter/prevention and prioritization for rapid re-housing)?

N/A Loisann’s Hope House participates in the community based Coordinated Entry Process and HMIS database. Households are not served through the comparable Victim Service Coordinated Entry Process.

	Renewal	New/Expansion
Households Served through Victim Service Coordinated Entry Process	0%	0%

What systems are in place to ensure that households experiencing homelessness are moved quickly to permanent housing and remain stably housed? (Character Limit: 3,000)

Loisann’s Hope House is a vital partner in a well-coordinated and efficient housing crisis response system in our community. Families with children at risk of being homeless are provided timely help and support by identifying and linking families to resources which allows them to obtain and maintain housing stability.

The family’s initial contact with Loisann’s Hope House is through a coordinated assessment and intake process which is streamlined, user-friendly and communitywide. A community based screening tool allows for a quick assessment and the ability to match families experiencing homelessness to the most appropriate housing options and services. This process determines, at intake, which families are appropriate for diversion, prevention, shelter rapid rehousing or permanent supportive housing.

If shelter cannot be avoided, Loisann’s Hope House immediately triages the family and provides access to safety, makes service connections and works directly with a housing-focused case manager to quickly connect families to permanent housing. Loisann’s Hope House begins its housing stabilization process at the time a referral is made to the housing locator. While a housing unit is being identified, the family begins meeting with their case manager to develop goals and understand the challenges they may encounter after move in. Stabilization plans are person-centered and based on each individual’s strengths. In-home case management is provided for the minimum amount of time necessary, but up to 24 months if required by the family’s needs. The Case manager will visit and work with client at least once a month, but are prepared to check-in as often as needed to ensure stabilization. Clients in the program also gain access to a wrap-around system of care, which heavily focuses on connectivity to community services that ensure long-term stabilization. These resources include warm hand offs to Social Services, Rappahannock Community Services Board, Virginia Employment Commission, Rappahannock Area Regional Adult Education and Legal Works. Long-term, support services provided by

Loisann's Hope House remain an ongoing resource for those who have been housed, but find themselves without help to work through complicated life struggles.

Describe specifically how participants will be assisted both to increase their employment and/or income and to maximize their ability to live independently. (RRH/Prevention Only, Character Limit: 3,000)

Loisann's Hope House has worked to combat issues that serve as barriers to increased income. Lack of experience, education, transportation and proper childcare are a few of the challenges that lead to high unemployment rates with the homeless population. To counter this, emphasis is placed on employment development which consists of a two-pronged approach, financial management and employment. Case managers meet with the residents to get a better understanding of what their career goals are and how they can accomplish them. Necessary skills, knowledge and competencies that support these goals are then identified. Our employment development program includes a combination of activities such as career training, working directly with subject matter experts, one-on-one coaching and mentoring, and visits to institutions that offer specific development opportunities. A partnership has been formed with community members to serve in the positions of Employment Specialist and Financial Coach. Because of the brevity of the program, case managers, financial coach, and employment specialist work with the residents on career goals that will generate the greatest amount of income in the shortest amount of time, i.e. trade schools, apprenticeships and certificate programs. Over 90 percent of clients who leave Loisann's Hope House have jobs and earn, on average, \$4,000 more annually than when they arrived.

How will the project leverage mainstream resources? Provide project and community level examples. (Character Limit: 3,000)

Loisann's Hope House's team is also supported by a strong network of community partners. For example, Fredericksburg Counseling Services provides onsite mental health services that are available to support clients on request. Pro bono professionals in the community provide employment assistance to families. Case managers are also familiar with connecting clients to more supportive income development programs, such as the Virginia Employment Center and SOAR, a national program designed to increase access to disability income benefits. The Department of Social Service is instrumental in increasing family income through the distribution of TANF benefits and linkage to the View program which provides financial assistance around childcare, transportation and career training opportunities. We also work heavily with the school liaisons to ensure children served by the program are getting the transportation, food assistance and other support necessary to be successful in school. In addition, a veteran's administration outreach worker is available in the community to connect eligible families to VASH vouchers and related benefits. An important factor in Loisann's Hope House success has been the development of extensive partnerships not only with other area agencies serving homeless populations, but also with local businesses and stakeholders. Collaborative effort exist between Loisann's Hope House and Career Training Solutions, Thurman Brisben Center, Empowerhouse, Micah Ecumenical Ministries, YMCA, Rappahannock Area on Aging Agency, Compassion Restoration, Bridges Program, New Directions Community Outreach Services, Virginia Cares, Employment Resource Inc., Germanna Community College Work Force Center, Cooperative Extensive Program and People Inc. Program collaboration encompasses employment training, assistance to search and locate affordable housing, financial management classes and more.

How will the project leverage partnerships within the homelessness response system to limit duplication? (Character Limit: 3,000)

Loisann’s Hope House is a member of the Fredericksburg Regional Area Continuum of Care and Systems Planning Committee which supports a coordinated assessment and community wide prioritization process and system, as well as shared HMIS database system. This allows the community stakeholders in the homeless response system to limit duplication of services. Case conferencing is conducted monthly to ensure system-wide communication and collaboration with partner agencies experts in the areas of domestic violence, family, veteran and chronic homelessness.

How will this project ensure that it does not screen people out based on severity of needs and vulnerabilities (including having too little or little income; active or history of substance abuse; having a criminal record with exceptions for state-mandated restrictions; history of domestic violence)? (Character Limit: 3,000)

Loisann’s Hope House has no barriers with the exceptions of state mandated restrictions such as murder and sexual offences. Access to programs and services are not contingent upon sobriety, income level, lack of criminal record, participation in services, and completion of treatment programs, good credit, established financial history, or “housing readiness.” System intake also includes a prioritization tool (inclusive of the F-VI-SPDAT) which assesses who is eligible and in the greatest need of services. This tool allows our community to determine who to serve next and why based upon severity of need and who is the most vulnerable.

How will the project ensure that participants are not terminated from the project for the following reasons: failure to participate in supportive services; failure to make progress on a service plan; loss of income or failure to improve income; being a victim of domestic violence; any other activity not covered in a lease agreement typically found in the project's geographic area. (Character Limit: 3,000)

Loisann’s Hope House will only terminate clients based on safety reasons, such as violent altercations, and threats to other clients and staff. It is noted in the client expectations received upon entry into the program.

Describe how the project is meeting the requirement of reducing barriers to homeless services programs and the specific barriers that have been reduced. Additionally, describe in detail how the project will meet the Prohibition Against Involuntary Family Separation and Equal Access and Prohibited Inquiries requirements. (Character Limit: 3,000)

Loisann’s Hope House program currently meets the required criteria for a low barriers approach to enter the program with the exceptions of state mandated restrictions such as murder and sexual offences. Family composition is defined by the family, and Loisann’s Hope House supports how that family defines themselves at entry. There is no separation.

Provide the following data. These numbers will be used to calculate anticipated number of households served by the project.

	Renewal	New/Expansion
Number of FTE Case Managers Dedicated to Project (could be fraction)	1.9	

Ideal Caseload for 1 FTE Case Manager	15
Average Length of Stay for Project Participants	72
Average Financial Assistance Cost per Household (RRH/Prevention Only)	
Shelter Beds for Households without Children (Shelter Operations Only)	0
Shelter Beds for Households with Children (Shelter Operations Only)	0
Shelter Units for Households with Children (Shelter Operations Only)	0

Provide a description of project staff capacity to include experience and training. If any staff dedicated to the project are also dedicated to other projects, explain the breakdown of hours by project.
(Character Limit: 3,000)

With over twenty years of collective experience and secondary degrees in the human services field, the Loisann’s Hope House team is trained to provide home-based, housing focused case management strategies and best practice techniques, such as Trauma Informed Care and Motivational Interviewing. The Loisann’s Hope House housing team keeps abreast of current research, theory and techniques by earning a minimum of 16 continuing education hours a year ensuring high quality service is provided to families experiencing homelessness. The two case managers are full-time housing focused with ideal caseloads of 15 households per manager.

Provide evidence of organizational capacity to include governance, leadership, experience, and financial management. (Character Limit: 3,000)

Loisann’s Hope House has over 30 years of federal, state and local grant management experience. The organization has been a grantee servicing families in the Rapid Rehousing program since FY 2012/13 and recognized as the largest family shelter in PD 16. Loisann’s Hope House initially was established by St. George’s Episcopal Church as an emergency shelter for all homeless clients. The organization transitioned to a full-fledged family emergency shelter targeting homeless children and their families in 2015, per federal law.

Loisann’s Hope House has around the clock staffing to support homeless families in shelter and Rapid Rehousing. There are eight full-time and seven part-time, totaling fifteen employees. The Rapid Rehousing Program consists of five staff focused on addressing the needs of clients starting from intake through permanent housing. Collectively these individuals have over 20 years of experience in working with at risk populations, and have worked in the field homelessness for over ten years. The Chief Executive Officer and Chief Operating Officer bring a wealth of knowledge and experience from the nonprofit sector and the human services field. Together they have leadership and homeless services experience equal to 30 years.

The Board of Directors of Loisann’s Hope House has strong leadership and is very active in the governance of the organization. They are driven by the mission to quickly move children and their families from homelessness to permanent housing with the goal to end homelessness in our community. Their commitment and passion has supported the efforts to move more families into permanent housing even resulting in the purchase of an additional home to reduce the numbers of families on the streets. The board consists of community leaders from a vast background of successful business owners, academia, healthcare professionals, and legal experts.

Loisann's Hope House staff consists of an internal financial manager that handles all aspects of finance including, but not limited, accounts receivable, accounts payable, grant expenditures, and payroll. The Board of Directors has governance Finance Committee that oversees the financial operations of the organization. The organization conducts an annual audit of its finances and has been audited as a grantee on the federal and state level. The organization has been a recipient of federal, state and local funding since its inception. Most recently, Loisann's Hope House was a grantee of the Housing Trust Fund and placed forty-one families into their own homes.

Are there any unresolved monitoring or audit findings for any grants operated by the applicant or potential subrecipients? If yes, please explain. (Character Limit: 1,000)

Yes No

Attachments (each project)

Housing First Checklist (Project Level section only)
Project Policies & Procedures
Project Job Descriptions (must be housing-focused)

Attachments (once per agency)

Spending Plan
Organizational Certifications and Assurances
Board of Director Listing(s)
Org Chart
990 (if applicable)
Profit and Loss Statement (prior year and most recent YTD)