

Loisann's Hope House

2018 FRCoC Application for VHSP Funding Coordinated Assessment/Entry

Application Information

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

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

Phone: (540) 371-0831

Email: lisacrittenden@loisannshopehouse.org

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
Coordinated Entry/Assessment		
Hardware/Software		

Maintenance		
Occupancy Costs		
Salaries		\$52,384
Supplies		
Travel		
Utilities		
Other (specify)		
Subtotal		\$61,653
HMIS (up to 5% of subtotal)		\$3,551
Computer Costs		\$1,000
Fees and Licenses		\$551
HMIS Staffing		\$2,000
Training		
Other (specify)		
Administration (up to 3% of subtotal)		
Administration		\$2,130
Total		\$67,334

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	Individual Contributions		\$16,833.50

Narrative Responses

Provide a description that addresses the entire scope of the proposed project. Specifically, how will the project staff and operate a coordinated assessment process that aligns with the FRCoC Coordinated Entry Policies & Procedures? (Character Limit: 3,000)

Through the proposed Coordinated Entry Expansion Project, Loisann’s Hope House will ensure that FRCoC assistance be allocated as effectively and efficiently as possible and ensure that community resources are accessible twenty-four hours a day, seven days a week.

The priority of this Coordinated Entry System is to assess each situation to determine whether or not Diversion can be utilized before offering services designated for those experiencing or at imminent risk of homelessness. If an intervention from the Homelessness Response Providers is determined necessary, referrals will be made to Prevention or to Shelter, based on the best response to fit the need. This response will be determined by the FRCoC Coordinated Entry Google Form, approved by the George Washington Regional Commission and by the Continuum of Care.

To implement this process, Loisann's Hope House will hire 1 FTE Central Intake & Diversion Coordinator to work closely with the FRCoC's Prevention Specialists as well as other homeless services providers in the area.

Specifically, this team member will be responsible for:

1 FTE Central Intake & Diversion Coordinator

Central Intake Responsibilities:

- Reviewing vacancy reports from service providers
- Completing Coordinated Assessment
- Managing intake line
- Completing initial screening
- Having diversion conversation and connecting callers to community resources
- Making referrals to appropriate emergency services (shelter or homelessness prevention)
- Prioritizing prevention referrals and scheduling appointments (giving client list of required documentation)
- Maintaining referral log

Diversion Responsibilities:

- Cultivating and maintaining community resources and relationships
- Helping clients problem-solve
- Providing warm hand-offs to mainstream providers

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)

Currently, assessments are being done through multiple shelter partner agencies. While these agencies have worked hard to best coordinate services, the community has identified the need to centralize this operation in order to best implement the process and to maximize its effectiveness.

If funded, this Coordinated Entry project will ensure that scarce community resources are utilized most efficiently and effectively by centralizing a structured and consistent approach to approval determination and by close coordination with FRCoC homeless service providers. In addition, by closely monitoring the client referral process, this project will ensure that customers do not fall between the cracks and are connected with the resources that they so desperately need.

Is the project able to provide 24-hour access to the coordinated assessment process? If not, how will the project partner with other community providers to ensure 24-hour access? Attach MOUs for any partnerships. (Character Limit: 3,000)

In order to ensure that there are no gaps in services, Loisann’s Hope House will provide twenty-four hour Coordinated Entry access for the community. To do this, Loisann’s Hope House will train and utilize existing after-hours staff to answer calls, refer to emergency shelter as well as manage an afterhours call log to be sent daily to the Central Intake & Diversion Coordinator, who will return calls on the next business day. This will include coverage for evenings and weekends as well as holidays, sick days, vacation days and Loisann’s Hope House full-time staff training days.

After Hours Coordinated Entry Coverage	Days	Number of Calls Per Day
Weeknights (not including holidays, sick/vacation/training days)	223	2
Weekend Days (whole day)	104	6
Holidays (whole day)	10	10
Sick Days (whole day)	13	10
Vacation Days (whole day)	13	10
Training Days (whole day)	4	10

How will the project ensure that persons accessing the homelessness response system are diverted whenever ever possible? (Character Limit: 3,000)

The Central Intake & Diversion Coordinator will be trained to ask questions at initial intake to determine if diversion is possible and to connect those callers to community resources. If a higher level of support is required AND the client qualifies, the Central Intake & Diversion Coordinator will provide a warm handoff to one of the Prevention Specialists for financial support and case management.

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

This project helps to leverage mainstream resources by better aligning current Homeless Services Providers through a community-centered approach and wrap-around supportive services. Should Loisann’s Hope House be awarded both the Coordinated Entry and the Prevention projects, the Central Intake & Diversion Coordinator will become a member of the larger FredPrevent! team, which will include Coordinated Entry & Diversion as well as Homelessness Prevention.

In addition, this team will work with many other FRCoC Homeless Service Shelter Providers, to ensure the most effective leveraging of all available community services and to reduce the potential for duplication of services. Some of these providers include: Thurman Brisben Center, Hope House, Empower House and FAHASS. NVFS will also continue to work closely with the George Washington Regional Commission.

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 does not screen clients out based on severity of needs or vulnerability. Loisann's Hope House employees are instead trained to determine eligibility by following the FRCoC Coordinated Entry process and may only deny those services for which clients do not qualify, based on referral agency intake requirements and DHCD VHSP guidelines.

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)

Loisann's Hope House will seek to fill this role with a local, talented professional that has experience in homeless services as well as detailed client assessments and the HMIS systems.

Specifically, the Central Intake & Diversion Coordinator will be responsible for:

- Reviewing vacancy reports from service providers
- Completing Coordinated Assessment
- Managing intake line
- Completing initial screening
- Having diversion conversation and connecting callers to community resources
- Making referrals to appropriate emergency services (shelter or homelessness prevention)
- Prioritizing prevention referrals and scheduling appointments (giving client list of required documentation)
- Maintaining referral log
- Cultivating and maintaining community resources and relationships
- Helping clients problem-solve
- Providing warm hand-offs to mainstream providers

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, in the past two years through the VHSP and Housing Trust Fund Loisann's Hope House placed over eighty 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)

Project Policies & Procedures
Project Job Descriptions

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)