

## FY22 FRCoC Cover Letter for VHSP Funding

A separate cover sheet is required for each project application.

### Applicant

Legal Name: Lisa Crittenden

Type of Applicant (select one):  Non-Profit  Housing Authority  PDC  Unit of Local Government

EIN/TIN:51-1419314

Address:

902 Lafayette Blvd.

Fredericksburg, VA 22401

### Application Contact

Name: Lisa Crittenden

Title: Chief Executive Officer

Phone: 540-371-0831

Email: lisacrittenden@loisannshopehouse

**Project Name: Homelessness Helpline**

### Project Type (select one):

- Coordinated Assessment  Outreach  Emergency Shelter Operations  
 Rapid Re-Housing  Targeted Prevention  Housing Location  
 CoC Planning (Only the CoC Lead Agency is eligible to apply for CoC Planning VHSP funding.)

### Type of Application (select one):

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

**Renewal Amount Requested: \$75,716**

**Expansion Amount Requested:**

**Approximate number of people this program will serve: 7,000**

The applicant organization's governing board discussed and/or approved this application for funding at a meeting held on April 13, 2021 (date). If this application has not yet been discussed, it will be discussed at the next meeting of the governing board, which will be held on \_\_\_\_\_ n/a \_\_\_\_\_ (date).

The applicant organization named above will act as the responsible fiscal agent for any funds received and will comply with applicable tax laws, regulations, and CoC policies. By signing this application, we agree that we have read and approve of the content of this application.

Board Chair:

Signature

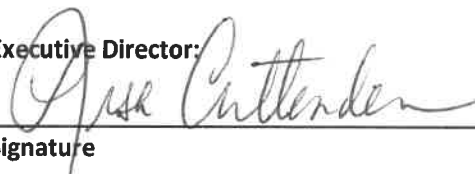


Date

4/19/21

Executive Director:

Signature



Date

4/16/2021



## FY22 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)

**Applicant**

Applicant Name: Loisann’s Hope House  
Project Name: Homelessness Helpline

### Line-Item Budget

Please complete line-item budget below. Budget amounts should reflect the VHSP request only.

*Note: Renewal projects can apply for renewal HMIS and Administration amounts up to the grantee’s total FY21 HMIS and Administration amounts regardless of 5% and 3% caps. HMIS and Administration amounts across all FY22 project applications will not exceed the 5% and 3% caps as a community*

*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.*

	Renewal Amount	Expansion Amount
<b>Coordinated Entry/Assessment</b>		
Hardware/Software		
Maintenance		
Occupancy Costs		
Salaries	72,788	
Supplies		
Travel		
Utilities		
Other (specify)		
<b>Subtotal</b>	<b>72,788</b>	
<b>HMIS (up to 5% of subtotal)</b>	<b>2,928</b>	
Computer Costs		
Fees and Licenses	500	
HMIS Staffing	2,428	
Training		
Other (specify)		
<b>Administration (up to 3% of subtotal)</b>		
Administration		
<b>Total</b>	<b>75,716</b>	

## 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 19 of the Virginia Homeless and Special Needs Housing Funding Guidelines 2020-2022 for full explanation of the match requirement.)

Type	Source	VHSP Category	Amount
Cash	Individual Contributions	Coordinated Assessment/Entry	18,929
Choose an item.		Choose an item.	
Choose an item.		Choose an item.	

## Narrative Responses

- 1) 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)

Loisann’s Hope House since November 2018 has been leading the Coordinated Assessment/Entry for the Fredericksburg region, to include the counties of Caroline, King George, Stafford and Spotsylvania, and the city of Fredericksburg. LHH ensures that FRCoC assistance is allocated as effectively and efficiently as possible and ensures that coordinated assessment line is accessible twenty-four hours a day, seven days a week. Staff conducts the full coordinated assessment for each client on the helpline; and serves the diverse ethnic breakdown of those in need within our community. We contract with Volatia Language Network to offer interpreter services allowing staff to communicate in over 280 languages.

Loisann’s Hope House will continue to assess each situation to determine whether 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 GWRC and the CoC.

Loisann’s Hope House will continue to employ 2 FTE Central Intake & Diversion Coordinators to work closely with the FRCoC’s Housing Counselors as well as other homeless services providers in the area.

Specifically, this team is responsible for:

- 2 FTE Central Intake & Diversion Coordinators

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

**2) If renewal funding is being requested, explain how the project continues to meet a community need. If expansion funding is being requested, explain how the additional funds will increase system capacity and justify the community need for additional capacity. Additionally, please use the table below to provide data that supports your response. (Character Limit: 3,000)**

Amid the COVID-19 pandemic, our community at-large worked diligently to address the needs of vulnerable populations who experienced housing insecurity. LHH’s Coordinated Assessment program was integral to the process, as they experienced increased call volume to address these needs and ease uncertainty of at-risk populations by assisting them in navigating available resources.

The Coordinated Assessment program now answers an average of 600 calls monthly to complete screenings and refer callers to the appropriate interventions to assist them with rent/mortgage assistance, utility assistance, food insecurity, as well as engage in problem-solving conversations to help callers leverage their personal resources and divert them from entering shelter or other homeless services programming altogether.

As more programs and funding became available, the Coordinated Assessment program swiftly added this criterion into the LHH screening tool and worked with several partner agencies to continually have a pulse on available resources. The Coordinated Assessment program staff is well-versed in eligibility criteria to ensure clients receive exceptional service that appropriately and effectively connects them with services.

Coordinated Assessment has strengthened partnerships with Rappahannock United Way, Central Virginia Housing Coalition, Legal Aid Works, and Salvation Army, as well as working with other Homeless Service providers to address the needs of those in our community and connect them with safe temporary and permanent housing options.

	Relevant data, metrics and/or cost analysis
Current Need	Crisis calls received through March 31: 5,425 (Average of 602 calls per month)  Referrals: <ul style="list-style-type: none"> <li>• 72 referrals sent to RUW for the Rent and Mortgage Relief Program</li> </ul>

	<ul style="list-style-type: none"> <li>○ Starting December 1, 2020 RUW was no longer managing RMRP and assistance is now coordinated through the state line. Direct referrals were taken out of our assessment</li> <li>● 32 referrals sent to RUW for ALICE assistance since December 1, 2020</li> <li>● 66 referrals to CVHC, upon being integrated into our system (August 2020)</li> </ul>
How Renewal/Expansion Funding Will Meet Need	

**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**

Organizational Certifications and Assurances (once per agency; template provided)  
 DV Renewal Projects ONLY: FRCoC Data Form (each project; template provided)