

GEORGE WASHINGTON

REGIONAL COMMISSION

George Washington Regional Commission (2021)

24 Coordinated Assessment (VHSP)

Homelessness Helpline



nByQIQEk

Applicant details

Agency | Loisann's Hope House

Agency Type | Non-Profit

Applicant Address

| 902 Lafayette Blvd

Phone Number

| 15403710831

Board of Directors Listing

PDF | [2020-2021 Board of Direct... \(151 KiB download\)](#)

Organization Chart

PDF | [Loisann's Hope House Orga... \(150 KiB download\)](#)

Organizational Certification and Assurances

PDF

Application details

Application Type | Renewal with Expansion

Project Contact Name | Lisa Crittenden

Project Contact Title | Chief Executive Officer

Project Contact Phone | +15403710831

Project Contact Email | lisacrittenden@loisannshopehouse.org

DV Participants

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)?

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

Review Date | 2022-02-15

The applicant organization's governing board discussed/ will discuss this application for funding at a meeting held on ____ (date).

Acknowledgement | ✓

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

Coordinated Entry Budget

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

|

		New	Renewal	Expansion
1	Hardware/Software	0	0	0
2	Maintenance	0	0	0
3	Occupancy Costs	0	0	0
4	Salaries	0	US\$72,788.00	US\$18,197.00
5	Supplies	0	0	0
6	Travel	0	0	0
7	Utilities	0	0	0
8	Total	0	0	0

HMIS Budget

		New Amount	Renewal Amount	Expansion Amount
1	Computer Costs	0	0	0
2	Fees and Licenses	0	US\$500.00	0
3	HMIS Staffing	0	US\$2,428.00	US\$910.00
4	Training	0	0	0
5	Total	0	0	0

Administration Budget

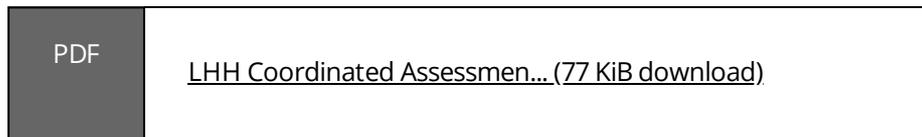
		New Amount	Renewal Amount	Expansion Amount
1	Administration	0	0	0

Budget Narrative

Provide details for each line item requested.

- Coordinated Entry salaries cover two full-time homelessness Helpline Coordinators. The expansion costs cover a part-time Helpline Coordinator for the weekends.
 - Fee and Licenses covers costs for HMIS software usage
 - HMIS staffing/expansion offsets the costs for HMIS personnel

Match



Other Funding Sources Detail the other funding sources the agency has access to for this project.

N/A

Project Scope.

Provide a description that addresses the entire scope of the proposed project. Specifically, describe how the project will staff and operate a coordinated assessment process that aligns with the FRCoC Coordinated Entry Policies & Procedures.

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 wants to meet 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 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 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 client's problem-solve
- Providing warm hand-offs to mainstream providers

Community Need.

If renewal funding is being requested, explain how the project continues to meet a community need and/or fill a system gap. If new/expansion funding is being requested, explain how the additional funds will increase system capacity and justify the community need for additional capacity. Be sure to use data to support the demonstrated need and detail the methodology for determining gaps within the system.

Loisann's Hope House FY22, from July 1 through January we have received 5,555 calls from households in crisis. There is an average of 794 calls a month. As the lead agency, Loisann's Hope House in close coordination with FRCoC homeless service providers continues to ensure that scarce community resources are utilized most effectively by centralizing a structured and consistent approach to identify, access, prioritize and match individuals and families experiencing homelessness with appropriate housing and service interventions. This service is provided 24 hours/7days a week for 365 days a year.

In addition, by closely monitoring the client referral process, the system ensures that customers do not fall between the cracks and are connected with the resources that they so desperately need.

24-Hour Access.

Explain how the project will ensure 24-hour access to the coordinated assessment process. Attach MOUs for any partnerships assisting in providing 24-hour access.

In order to ensure there are no gaps in services, Loisann's Hope House currently operates 24 hour coordinated entry access for the community. To do this, Loisann's Hope House has on staff two Homelessness Helpline Coordinators and find it vital to hire an additional Coordinator with the appropriate skill set to manage coverage for evenings, weekends and holidays, sick days and Loisann's Hope House full time staff training days. During this fiscal year the homelessness helpline program will be integrated into HMIS to improve data collection and quality.

Diversion.

Describe the specific strategies used to ensure that persons accessing the homelessness response system are diverted whenever possible.

Homelessness Helpline Specialists complete an initial diversion screening with every caller to determine if they can be diverted from the homeless response system altogether. Staff is trained to complete problem-solving conversations and use solution focused language to quickly assist callers in leveraging their personal resources to divert them from entering long-term programming, if possible. Helpline staff assess vulnerable households in our locality who are at imminent risk of entering into a shelter program or sleeping outside and refer clients who need one-time financial assistance to diversion services administered by LHH. LHH has made a targeted effort to build strategic partnerships with community partners to administer diversion focused programming and reduce the number of households experiencing homelessness in our region.

Leveraging Partnerships.

Describe how the project leverages mainstream resources to support client's immediate housing crisis. Provide project and community level examples.

This project helps leverage mainstream resources by better aligning current Homeless Service Providers through a community-centered approach and wrap-around supportive services. As the lead agency for the Coordinated Entry and Prevention projects, the Homelessness Helpline Coordinator is a member of the larger FredPrevent! team, which includes coordinated entry, diversion, and prevention.

In addition, the Homelessness Coordinator works with many other FRCoC Homeless Service Shelter Providers, to ensure the effective leveraging of all available community services and to reduce the potential for duplication of services. These providers include Thurman Brisben Center, Hope House, Empower House, Micah, United Way, Stafford County Public Schools and FAHASS.

Example: The Homelessness Helpline Coordinator receives a call, assesses the crisis and holds diversion conversation. Those with the greatest need, and unable to be diverted receive priority for any type of housing and homeless assistance in the CoC. If a household is in crisis, but no shelter bed is immediately available they receive referrals to the day center, the cold weather shelter, local churches for motel/hotel assistance, and the Central Virginia Housing Coalition. A household that is vulnerable to illness or death is issued a vulnerability flag and prioritized for immediate placement.

Service Availability. Are services available to the entire community? Include how the project ensures services for: 1. Households located in all areas of the CoC service area; 2. Singles/families, men/women, and the following harder to serve populations: sex offenders, large families, medically fragile, LGBTQ+, unaccompanied youth; 3. Households with accessibility concerns including language and mobility; 4. Households with limited or no personal phone or internet access.

The coordinator does not screen people out for assistance because of perceived barriers, such as substance abuse, criminal history, and lack of employment or income. The entry process is housing first orientated, such that people are housed quickly without pre-conditions or service participation requirements. All people within planning district 16 have fair and equal access to the Homelessness Helpline, regardless of where or how they present for services. Each coordinator offers the same assessment approach and referrals using a standardized Google Doc form to establish a uniformed decision-making process. The coordinated entry process is able to service people who speak languages commonly spoken within the planning district. Loisann's Hope House contracts with Volatia Language Network to offer interpreter services allowing staff to communicate in over 280 languages. Homelessness Helpline also is accessible for walk-ins.

Housing First.

Describe in detail how your organization implements a Housing First approach. Include specific examples such as organizational or programmatic policies, procedures, guidelines, etc.

Loisann's Hope House implements a housing first approach by quickly and successfully connecting families experiencing homelessness to permanent housing without pre-conditions and barriers to entry such as sobriety, treatment or service participation requirements.

The Coordinated Entry System facilitates the coordination and management of resources and services through the crisis response system. Homelessness coordinators efficiently and effectively connect people to interventions that aim to rapidly resolve their housing crisis. The helpline works to connect the highest need, most vulnerable persons in the community to available housing and supportive services equitably. After their housing crisis is addressed, client-driven and voluntary supports are put into place to ensure housing stability. The Homelessness Helpline Coordinator facilitates a warm handoff to the appropriate services, programs and resources.

Each coordinator offers the same assessment approach and referrals using a standardized Google Doc form to establish a uniformed decision-making process. The coordinated entry process is able to service people who speak languages commonly spoken within the planning district. Loisann's Hope House contracts with Volatia Language Network to offer interpreter services allowing staff to communicate in over 280 languages.

Barriers to Services.

Are there any existing barriers in the community that would prevent a household from accessing services or permanent housing? What is the project doing to address these barriers?

The Coordinated Assessment System ensures easy accessibility and a user-friendly process for assessments and referrals. The system does not have barriers for those experiencing a housing crisis.

Racial Disparities. Has your project examined its programs and systems for racial disparities? What was the result of this examination and what is the project doing with this information? Have any actions been taken to address the disparities (if applicable)?

During this fiscal year, the Homelessness Helpline program will be integrated into HMIS to improve data quality and begin to capture demographical information to better inform the community at-large of those accessing services. At this time, the Homelessness Helpline does not capture race or ethnicity to minimize the amount of information requested at the initial point of contact. All callers are entitled to complete screenings and receive services regardless of race, national origin, sex, age, religion, or disability.

Staff completes coordinated assessments for each person that contacts the helpline and wants to meet the diverse and ethnic breakdown of those in need within our community. LHH contracts with Volatia Language Network to offer interpreter services allowing staff to communicate in over 280 languages.

Staff Capacity.

Provide a description of project staff capacity to include experience and training. Include a list of the applicable certificates of training for direct program staff. If any staff dedicated to the project are also dedicated to other projects, explain the breakdown of hours by project. If any portion of the funding request is to pay for a new staff position, how will the agency ensure position is filled in a timely manner?

Loisann's Hope House currently employs two FTE Homelessness Helpline Specialists to work closely with CoC and community partners to address the needs of those at-risk of or currently experiencing homelessness. Current staff has a combined decade of experience working in homeless services, with additional experience in crisis intervention services. Staff have built rapport and relationships with homeless service providers in the region to gain insight and knowledge on the services available to those seeking assistance. Staff has completed trainings in Mental Health First Aid, REVIVE Narcan Training, Domestic Violence 101, Motivational Interviewing, Trauma Informed Care, Diversion, and ACEs, with continued efforts to expand on their working knowledge of how to best engage with those experiencing housing instability and crisis.

Loisann's Hope House will continue to employ 2 FTE to meet the increased demand for services and those seeking assistance in the region. This request also includes an expansion for one PT position that will work 16-20 hours weekly to provide helpline coverage on weekends. This expansion is due to the integration of helpline services into HMIS to ensure that staff to improve data quality and comply with state recommendations. Additionally, the helpline has seen a significant increase in the demand of those seeking services in our region. In FY22, the helpline has received over 5,500 calls, surpassing this time last fiscal year. At this time, the average monthly calls answered by helpline staff is 794. To keep up with the community need and ensure that callers are being assisted as quickly and effectively as possible, it is essential to increase staff capacity.

FT and PT Homelessness Helpline Specialists are responsible for the following:

- Reviewing vacancy reports from service providers
- Completing Coordinated Assessments and initial screenings for all callers
- Managing intake line and call flow
- Completing diversion conversations and connecting callers to community resources
- Referring to appropriate emergency services and homeless interventions
- Prioritizing shelter referrals based on community criteria households identified as most vulnerable
- Completing monthly updates on those seeking shelter services to continue diversion efforts while waiting for shelter placement
- Maintaining referral logs
- Cultivating and maintain community resources and relationships
- Engaging in problem-solving conversations
- Providing warm hand-offs to mainstream providers

Organizational Capacity.

Provide evidence of organizational capacity to administer the requested funding and implement VHSP-funded activities, to include governance, leadership, experience, and financial management. Will project activities be ready to begin on July 1, 2022?

The regional Homeless Helpline will continue operation beginning and through July 1, 2022.

Loisann's Hope House has over 34 years of federal, state and local grant management experience. The organization has been a grantee servicing family 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 families in crisis through the Homelessness Helpline, the FredPrevent! program, emergency shelter and Rapid Rehousing. There are ten full-time and eight part-time, totaling eighteen employees. The Coordinated Assessment Program consists of two staff focused on addressing the needs of all those having a homeless crisis. With the direct supervision led by the Coordinated Entry and Prevention Program Manager, collectively these individuals have over 11 years of experience in working with at risk populations and have worked in the field of homelessness. 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 32 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 have 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.

Prior Experience.

Describe experience in utilizing state funds, performing proposed eligible activities, and serving proposed target population.

Loisann's Hope House since its inception has been a grantee of federal funding

Spending Rates.

| Yes

Was the project able to fully expend 100% of the funds initially contracted for this project in FY21?

Projected Spending.

| Yes

Does the project expect to fully expend 100% of the funds currently contracted for FY22?

Findings.

| No

Are there any unresolved monitoring or audit findings for any grants operated by the applicant or potential subrecipients?

CoC - Attachments

Project Policies and Procedures

PDF	Coordinated Entry Policy... (942 KiB download)
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Job Descriptions

PDF	Coordinated Assessment Jo... (142 KiB download)
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