

GEORGE WASHINGTON

REGIONAL COMMISSION

George Washington Regional Commission (2021)

25 Emergency Shelter Operations (VHSP)

Emergency Shelter



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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

Project Contact Name | Lisa Crittenden

Project Contact Title | Chief Executive Officer

Project Contact Phone | +15403710831

Project Contact Email | lisacrittenden@loisannshopehouse.org

Household Type

Indicate the percentage (%) breakdown of household types targeted by this project.

		New	Renewal	Expansion
1	Households without Children	0	0	0
2	Households with Children	0	100	0
3	Total	0	100	0

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	10	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.

Emergency Shelter Operations Budget

		New	Renewal	Expansion
1	Case Management	US\$40,000.00	0	0
2	Limited Support Services	0	0	0
3	Maintenance	0	0	0
4	Rent	0	0	0
5	Security	0	0	0
6	Supplies	0	0	0
7	Utilities	US\$5,913.00	0	0
8	Total	US\$45,913.00	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\$1,795.65	0

4	Training	0	0	0
5	Total	0	US\$2,295.65	0

Administration Budget

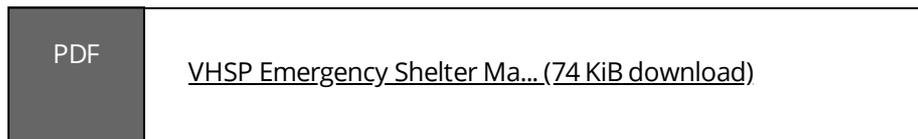
		New Amount	Renewal Amount	Expansion Amount
1	Administration	0	US\$1,377.39	0

Budget Narrative

Provide details for each line item requested.

- Case Management \$40,000 covers two FTEs - Emergency Shelter Housing Counselors
- Utilities \$5,913 expenses for six homes
HMIS
- Fees and Licenses \$500 covers costs for HMIS software usage
- HMIS Staffing \$1,795.65 helps to offset costs for one PT
- Administration \$1,377.39 Helps offset costs associated with program oversight by management

Match



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

Loisann's Hope House receives CHERP funding, EFSP and local partner agency funds

Project Scope.

Provide a description that addresses the entire scope of the proposed project.

For over 34 years Loisann's Hope House is more than just a shelter; It provides permanent solutions. Dedicated to leave no family homeless! We address those experiencing a housing crisis and mitigate those entering into homelessness. Emergency shelter, financial assistance, intensive case management, and other services are provided to prevent evictions, losing homes, and or becoming homeless. The emergency shelter is tailored to assess families and match them with housing resources and services; and most importantly place them into their own homes. Shelter gets families off the street; provide safety, protection from the weather and temporary residence. Emphasis is placed on housing, employment, increased income, transportation, and childcare.

Loisann's Hope House is 24 hours 365 days a year fully staffed facility. The campus has expanded to include 6 homes, 3 and a 1/2 acres of property, maintains 19 family units, and 57 beds for families with children. The shelter comprises of an ADA compliant facility on the Fredericksburg bus line. The emergency shelter program includes 2 Housing Counselors and 1 Child Service Coordinator working directly with the children. In FY21, the shelter served 138 persons, 74 children and 45 households with an average stay of 119 days. The facilities are unique and designed to replicate a home environment to facilitate and easy transition back to their own homes. Services include a 24-hour staffed, secure facility, beds, showers, computer access, access to a pantry and full kitchen, phone service, case management, job coaching, family room, and children's activity area & playground, and more.

Loisann's Hope House follows the housing first philosophy that values flexibility, individualized supports, client choice and autonomy. Clients are encouraged to select the supportive services they need and want and are able to tailor supports to

their own unique situation. Loisann's Hope House is a vital partner in the FRCoC's Systems Planning Committee and manages the Coordinated Assessment/Entry Process and data collection.

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 is a vital and integral component of the homeless crisis response system in the region. With a capacity for 20,805 bed nights, and service to over approximately 140 residents a year, it houses a majority of the district's entire homeless family population.

The need for emergency shelter in PD16 is continual. A snapshot of the CoC's Shelter Referral List on March 1, 2022 included 25 families. It is evident that the LHH shelter system supporting families is at capacity and has been for years which compelled LHH to expand last year. LHH sheltered in FY 17-18, 135 residents (68 adults /67 children), in FY 18-19, 142 residents (59 adults / 83 children), in FY 19-20, 105 residents, and FY 20-21, 117 residents (64 adults/74 children).

Loisann's Hope House operates the largest family emergency shelter in PD16. Families have opportunities to work with case management, job coaches, DSS, and other service providers as they search for ways to afford housing. Demonstrably, they collectively increase their revenue—both employment income and benefits—which allows them to better afford market-rate accommodations. In the first eight months of this year, 75% of adults maintained or increased their total income as of FY21.

Loisann's Hope House is helping families shelter and stabilize. In FY 20-21, 21%, of our clients reported having slept in places not meant for human habitation before coming to LHH. It was a total of 29 clients out of 138. Loisann's Hope House is crucial to the community, keeping families together, stabilizing them and placing them into permanent affordable housing including families from TBC.

Eligibility.

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
- ✓ Collect data through HMIS or a comparable database

Prioritization Process. Describe how the project receives referrals, determines eligibility, and prioritizes clients. How were these prioritization criteria developed?

The Families initial contact with Loisann's Hope House is through coordinated assessment and intake process. This process is a community-based screening tool used by homeless service providers. It was developed by representatives of each homeless provider within the CoC. The process determines, at intake which program the family qualifies for: diversion, prevention, shelter- rapid- rehousing or permanent supportive housing.

If shelter cannot be avoided, LHH immediately contacts the family and provides family access with safe shelter and connects them with a housing focused case manager to assist with obtaining permanent housing. Loisann's Hope House uses a prescreening triage tool to assist the families at risk for homelessness, F-VI SPDAT. Vulnerability index- Service Prioritization Decision Assistance Tool. This tool assists the community with prioritizing families based on highest need. Once a family is identified, Loisann's Hope House refers the family to the housing locator. While a housing unit is being located, housing counselors develop goals and review any challenges that may arise during the process of seeking housing.

Leveraging Partnerships.

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

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.

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. Housing Counselors 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 exists between Loisann's Hope House and Thurman Brisben Center, Empower House, Micah Ecumenical Ministries, YMCA, 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.

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.

Loisann's Hope House has no barriers and screens clients based on Federal and State guidelines. 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." Loisann's Hope House receives referrals through the coordinated assessment line, which is accessible twenty-four hours a day, seven days a week. Those experiencing a housing crisis can also access services by walk-in.

Staff conducts the full coordinated assessment for each client on the helpline; and wants to meet the diverse breakdown of those in need within our community. The system intake 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. The shelter comprises of an ADA compliant facility. As an additional resource for those with different languages we have access to the Volatia Language Network to offer interpreter services allowing staff to communicate in over 280 languages.

Loisann's Hope House has an extensive staff background and experiences in working with diverse communities. Staff maintains cultural competencies and LGBTQ+ friendly practices when completing goal setting and addressing client needs. Staff advocates with and on behalf of clients to ensure they have access and opportunity to fair housing practices. Staff are trained in the following areas: Motivational Interviewing, Trauma Informed Care, Diversity Training, Domestic Violence Training, ACES, and SOAR. We partner with various agencies based on working to identify housing and permanently place families.

Loisann's Hope House provides access to landline phone system and computer access for all clients in the emergency shelter program.

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.

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 Housing Counselor 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 Housing Counselor 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. In FY 21, Loisann's Hope House through the Emergency Shelter program impacted 45 families, totaling 138 individuals.

Requirements for Assistance.

Does either the organization as a whole or this project have any rules or requirements for assistance that could act as a barrier to services (i.e. birth certificate or photo ID, residency requirement, service participation requirement, etc.)? Please list each requirement, describe the purpose of the requirement(s), and describe the efforts the organization makes to assist households in need of services that do not or cannot meet the requirement(s).

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. There are no rules or requirements for assistance.

Length of Assistance.

How is the length of financial and/or supportive service provision for households in the project determined? How was this process determined?

Loisann's Hope House emergency shelter aims to produce the most rapid and effective permanent housing connections for families facing crisis. When households enter the program, we immediately assess each household based on housing availability, access, and affordability which most often determines the length of shelter stay. LHH implements practices to meet people where they are and provide person-centered care. As LHH moved from a Transitional Program to Emergency Shelter, we intentionally adopted the housing first approach principles: immediate access to permanent housing with no housing readiness requirements, client choice, client driven support, and social and community integration.

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?

Emergency has identified existing community barriers to permanent housing such as the shortage of affordable housing and acceptance of criminal backgrounds. The housing locator in partnership is continuously cultivating landlord relationships to broaden outreach and recruit private market landlords. The housing locator also places emphasis on locating landlords that offer second chance housing opportunities.

Emergency Shelter operates on a low-barrier approach with no additional rules for assistance outside of state mandated requirements. Housing Counselor's understand the multifaceted challenges that each household faces and works with them

to obtain any documentation or information needed to engage in the program or work towards the goal of housing stability such as obtaining IDs, birth certificates, or social security cards.

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)?

Loisann's Hope House analyzed our program participant data from HMIS to determine if all demographic groups were able to access services in equal proportion to their demographics in the homeless population.

58% Black

33% White

9% Multiracial

It represents previous HUD reports and the figure reflect the homelessness statistics according to race. The CoC is beginning conversations to address the disparities.

Project Staffing.

	New	Renewal	Expansion
1	Number of FTE Case Managers Dedicated to Project (could be fraction)		2

Caseload (ES)

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

1	Ideal Caseload for 1 FTE Case Manager	15
2	Average Length of Stay for Project Participants	0
3	Shelter Beds for Households without Children (Shelter Operations Only)	0
4	Shelter Beds for Households with Children	57
5	Shelter Units for Households with Children	19

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?

With over twenty years of collective experience and in the human services field, the Loisann's Hope House team is trained to provide 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. Staff attend monthly CoC Case Management Learning Series sessions. The Housing Counselors are full-time housing focused with ideal caseloads of 15 households per manager.

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?

Loisann's Hope House will continue to case manage and house families beginning 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 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 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 has over 34 years of federal, state and local grant management experience. The organization has been a grantee serving families 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.

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	VHSP Emergency Shelter Po... (418 KiB download)
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Job Descriptions

PDF	Case Management Job Descr... (96 KiB download)
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FRCoC Data Sheet

XLSX	FRCoC-Data-Form (2) Shelt... (19 KiB download)
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Log in to gwregion.grantplatform.com to see complete application attachments.