

GEORGE WASHINGTON

REGIONAL COMMISSION

George Washington Regional Commission (2021)

27 Targeted Prevention (VHSP)

Fred-Prevent



DOIEjPN

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

Household Type

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

		New	Renewal	Expansion
1	Households without Children	0	40	0
2	Households with Children	0	60	0
3	Total	0	0	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	2	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.

Targeted Prevention Budget

		New	Renewal Amount	Expansion Amount
1	Housing Search and Placement	0	0	US\$32,400.00
2	Housing Stabilization Case Management	0	US\$90,000.00	0
3	Housing Stabilization Financial Assistance	0	US\$21,206.00	0
4	Housing Stabilization Services	0	0	0
5	Rent Arrears	0	US\$37,122.00	0
6	Rent Assistance	0	US\$31,712.00	0
7	Services Location Costs	0	0	0
8	Total	0	US\$180,040.00	US\$32,400.00

HMIS Budget

		New Amount	Renewal Amount	Expansion Amount
1	Computer Costs	0	0	0

2	Fees and Licenses	0	US\$800.00	0
3	HMIS Staffing	0	US\$7,200.00	0
4	Training	0	0	0
5	Total	0	US\$8,000.00	0

Administration Budget

		New Amount	Renewal Amount	Expansion Amount
1	Administration	0	US\$5,401.20	0

Budget Narrative

Provide details for each line item requested.

Housing stabilization case management - 2 FTEs Prevention Housing Counselors
Housing stabilization financial assistance - costs for application fees, security deposits and first month's rent
Rent Arrears - costs for past due rent
Rent Assistance - costs for monthly rent for households
HMIS
Fees and licensing - costs to offset data management system usage
HMIS staffing - offset cost of personnel, 1 PTE
Administration - offset costs for management oversight
Expansion
Housing Search and Placement - expenses associated with Housing Locator salary

Match

XLSX
[VHSPProposedMatchFormFY22... \(15 KiB download\)](#)

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

Loisann's Hope House receives CHERP funding

Project Scope.

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

The FredPrevent! program is to target households at imminent risk and prevent them from experiencing an episode of homelessness through wraparound case management support, connection to mainstream benefits, and financial assistance for security deposit, rent, and utilities, as needed.

The FredPrevent! program receives referrals from the Homelessness Helpline for households that meet state eligibility criteria and have first completed a diversion screening to determine no other resources are available. Once a referral to the program is made, and Housing Counselors verify that clients meet all state eligibility criteria, households will work with staff to determine what intervention strategies and services are appropriate for each individual case. The FredPrevent! program operates on a diversion at every door approach, and first aims to assist clients in leveraging their personal resources through

mediation and support. Other eligible services include ongoing case management support, housing stabilization and location services, and financial assistance, if deemed necessary. The FredPrevent! team aims to stabilize households as quickly as possible to prevent families and/or individuals from experiencing an episode of homelessness.

Through this program, LHH will financially support those at risk of sleeping outside or needing emergency shelter within 14 days, including those who are:

- Fleeing or attempting to flee domestic violence, labor trafficking, or sex trafficking
- Temporarily staying in motels that self, family, or friend pair and being asked to leave
- Temporarily staying with family/friends and being asked to leave
- Exiting hospital, jail, or other institution with no identified housing plan
- Being evicted and have a court order to vacate

During the onset of COVID-19, the FredPrevent! program provided essential services to fill service gaps in the region for households that were in temporary housing situations and did not benefit from the legal protections enacted for the state of Virginia. As we continue to see the economic impacts of COVID-19 on the populations we serve, the FredPrevent! program provides an imperative service to the community to quickly stabilize these households and provide support to those that were most impacted.

Under LHH's leadership, FredPrevent! staff will continue to assess the needs of the region and serve those that are at-risk of sleeping outside or entering into shelter services. Staff will ensure that households receive quick and effective intervention efforts to maintain or obtain safe and affordable housing and provide wraparound case management support to ensure long-term housing success.

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.

In FY22, FredPrevent! served 157 (91 adults and 66 children) under LHH leadership. In the last year, several rental assistance programs were available to those who were behind on rent payments or to prevent the eviction process. However, there continues to be a need for more vulnerable households in the region who need ongoing rental assistance and case management support to fully stabilize. The FredPrevent! program will continue to fill this service gap and work strategically with community partners to address the needs of households who are most at-risk of entering into the homeless response system.

During the height of the COVID-19 pandemic, the FredPrevent! team prioritized households in temporary housing situations such as motels or residing with friends/family, who were not covered by the legal protections of the eviction moratorium. The primary need of these households is housing location services to identify safe, affordable, and permanent housing. The region has identified the challenge in current housing inventory and the barriers that impact our populations in obtaining rentals. These include, but are not limited to:

- Criminal history
- Multiple evictions on their record
- Fixed income or fluctuating income
- No transportation
- Those experiencing intellectual, mental health, and substance abuse disorders

In FY22, LHH increased staffing capacity to include the role of Housing Locator who could provide dedicated efforts towards cultivating relationships with landlords in the region and advocate on behalf of our population. An increase in funding is requested so maintain this position and to prioritize dedicated efforts to quickly and effectively resolving housing crises and prevent households from entering into the homeless system. Within the last year, the Housing Locator position has housed clients in an average of 35 days from the point of initial contact, indicating the need for ongoing support of this position to serve in the best interest of eligible clients.

In addition to housing location services, FredPrevent! Housing Counselors provide the following case management services:

- Connection to mainstream benefits, community resources, mental health substance abuse counseling, parenting classes, financial literacy education, GED school completion, vocational education, or educational certificates
- Monthly home visit check-ins and completion of ongoing budgeting strategies
- Assistance with obtaining employment, increasing income, and resume development
- Mediation efforts between clients and landlords or family/friends to ensure clients understand boundaries and expectations and bridge communication among parties

These services are essential to the community as they support the development of individuals and families to maintain long-term successful housing outcomes, support economic and social wellbeing, and improve quality of life for PD16 residents.

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 FredPrevent! program receives referrals from the Homelessness Helpline for households that meet state eligibility criteria and have first completed a diversion screening to determine no other resources are available. Once a referral to the program is made, and Housing Counselors verify that clients meet all state eligibility criteria, households will work with staff to determine what intervention strategies and services are appropriate for each individual case. The FredPrevent! program operates on a diversion at every door approach, and first aims to assist clients in leveraging their personal resources through mediation and support. Other eligible services include ongoing case management support, housing stabilization and location services, and financial assistance, if deemed necessary. The FredPrevent! team aims to stabilize households as quickly as possible to prevent families and/or individuals from experiencing an episode of homelessness.

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The criteria were developed in coordination with the CoC stakeholders and GWRC.

Leveraging Partnerships.

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

FredPrevent! has strategically developed relationships within the homeless response system and the community at-large to address a variety of needs our population experienced. FredPrevent! is a member of the Fredericksburg Regional Area CoC and participates in the Systems Planning and Discharge Planning committees to identify service gaps within the region and identify ways the program can assist to address the needs of the community. Additionally, FredPrevent! participates in the coordinated assessment program and community-wide prioritization process and system, as well as shared HMIS database system that allows the community stakeholders in the homeless response system to limit duplication of services. We also have a separate comparative database system for survivors of domestic violence to make direct referrals to the FredPrevent! Program with continual engagement to determine service need and intervention.

Outside of the homeless response system, FredPrevent! has worked on several community partnerships to include:

- Working with the Central Virginia Housing Coalition to support the housing and case management needs of former foster care recipients who obtained a voucher
- Partnership meetings with McKinney Vento to target families in need of housing support
- Outreach and educational training through Legal Aid Works to provide support, guidance, and education regarding the eviction process, tenant rights, and reading lease agreements to households
- Partnerships with local businesses and the faith-based community to address needs outside of grant funded items such as transportation, childcare assistance, or furthering education

With increased staffing capacity and the additional role of a Housing Locator, FredPrevent! has been able to develop strong relationships with property managers, apartment complexes, realtors, and private landlords within PD16 to advocate on behalf of our population and connect households with safe and affordable housing as quickly as possible. With limited housing inventory available, this position has allowed staff to stabilize households more quickly and build a rapport with stakeholders in the community to address immediate housing needs.

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.

FredPrevent! has no barrier 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." FredPrevent! receives referrals through the coordinated assessment line, which is accessible twenty-four hours a day, seven days a week.

Prior to referrals to FredPrevent! The Coordinated Entry Staff conducts the full coordinated assessment for each client on the helpline; and meets the diverse breakdown of those in need within our community. For those with mobility challenges and transportation barriers, Housing Counselors complete an intake assessment and follow-up visits in the field. 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.

FredPrevent! 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.

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.

FredPrevent! implements a housing first approach by quickly and successfully connecting families experiencing homelessness to permanent housing without preconditions and barriers to entry such as sobriety, treatment or service participation requirements.

FredPrevent! begins its housing stabilization process at the time a referral is made to the housing locator. We foster client choice at every step of the housing process. Housing counselors meet with clients to assist and determining reasonable rent range and the family unit needs for childcare services, schools, transportation and employment. Housing counselors work with and on behalf of households to meet application and housing requirements, such as obtaining identifying documentation. The Housing locator and household look at a variety of properties that allows the client access to self-determination and the right to make decisions that directly impacts their housing outcomes. While a housing unit is being identified, the family continues to meet 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.

Once families are successfully housed 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.

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).

FredPrevent! currently meets the required criteria for a low barriers approach to enter the program with the exception 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?

Fred Prevent! aims to produce the most rapid and effective permanent housing connections for households facing crisis. As soon as households enter the program, we assess each based-on housing availability, access, and affordability. Fred Prevent! implements practices to meet people where they are and provide person-centered care which then determines length of financial, case management and other support. 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?

The FredPrevent! program participates with the community coordinated assessment procedures and accepts referrals directly from the Homelessness Helpline. LHH has made a concerted effort to partner with participating CoC agencies and other community organizations to inform them of the role prevention services plays in the region and educate them on basic eligibility criteria for those that may have difficulty with phone service or internet to access the homelessness helpline. This includes partners such as the public-school systems, Germanna Community College, and Legal Aid Works. Agencies are encouraged to contact the FredPrevent! Program Manager directly if there are limitations in someone accessing services in order to create pathways for those who may have accessibility challenges.

The FredPrevent! program has identified transportation for intake and assessment as a barrier within the community, especially those in rural areas. Staff completes intakes virtually (via video or telephone) or within the field to eliminate this obstacle and ensure ease of access despite transportation challenges.

For those fleeing domestic violence with a need for confidentiality, FredPrevent! accepts direct referrals from Empower house to ensure there is a designated pathway to allow those at-risk or in danger to access program services with a sense of urgency.

FredPrevent! 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.

51% Black

40 % White

7 % Multiracial

2% Asian

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	1

Caseload.

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	139
3	Average Financial Assistance Cost per Household	\$1,940

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?

The FredPrevent! team currently consists of three FT team members to include 2 Housing Counselors, with a caseload of 15-20 per worker, and 1 Housing Locator. The team has collective experience of over a decade in the human services field, providing a combined 10 years of direct service to the region.

The FredPrevent! team has degrees in psychology and social work and use their education and experience to best serve at-risk populations and utilize multiple fields of study to address each household's unique needs and challenges. FredPrevent! has one SOAR certified Housing Counselor to assist clients with applying and obtaining social security disability benefits in addition to training in diversion, tenant rights and mediation, trauma-informed care, motivational interviewing, domestic violence 101, ACEs, Mental Health First Aid, and REVIVE Narcan training. Under LHH leadership, FredPrevent! staff participate

in ongoing training and case conferencing within the community to ensure they employ housing focused case management strategies and best practice techniques.

LHH's request for increased funding will go to continuing the support of the Housing Locator position that was filled due to increased funding availability during COVID-19. This position seamlessly works with Housing Counselors to support a housing first approach while simultaneously addressing the needs of each household enrolled in the program. The Housing Locator has experiencing working in leasing and property management for the last two years with an associate degree in paralegal studies.

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 July1, 2022.

Loisann's Hope House has over 32 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 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.

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	Fred Prevent! Policies an... (176 KiB download)
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Job Descriptions

PDF	Fred Prevent! Housing Cou... (191 KiB download)
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FRCoC Data Sheet

XLSX	FRCoC-Data-Form FredPreve... (18 KiB download)
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Log in to gwregion.grantplatform.com to see complete application attachments.