

# GEORGE WASHINGTON

REGIONAL COMMISSION

George Washington Regional Commission (2021)

26 Rapid Re-housing (VHSP)

## Rapid Rehousing



LnaMPPNE

### 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	5	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.

**Rapid Rehousing Budget**

		New	Renewal Amount	Expansion Amount
1	Housing Search and Placement	0	0	0
2	Housing Stabilization Case Management	0	US\$40,000.00	0
3	Housing Stabilization Financial Assistance	0	US\$9,297.00	0
4	Housing Stabilization Services	0	0	0
5	Rent Arrears	0	US\$2,000.00	0
6	Rent Assistance	0	US\$53,549.00	0
7	Services Location Costs	0	0	0
8	Veteran Housing Stabilization Financial Assistance	0	0	0
9	Veteran Rent Arrears	0	0	0
10	Veteran Rent Assistance	0	0	0

11	Total	0	US\$104,846.00	0
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**HMIS Budget**

		New Amount	Renewal Amount	Expansion Amount
1	Computer Costs	0	0	0
2	Fees and Licenses	0	US\$561.00	0
3	HMIS Staffing	0	US\$4,167.00	0
4	Training	0	0	0
5	Total	0	US\$4,728.00	0

**Administration Budget**

		New Amount	Renewal Amount	Expansion Amount
1	Administration	0	US\$5,000.00	0

**Budget Narrative**

Provide details for each line item requested.

Housing stabilization case management - 2 FTEs RRH Housing Counselors  
 Housing stabilization financial assistance - costs for application fees, security deposits and first month's rent  
 Rent Arrears - cost 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

**Match**

PDF

[VHSP RRH Match Form.pdf \(73 KiB download\)](#)

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

Loisann's Hope House is currently a recipient of CHERP funding.

**Project Scope.**

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

Loisann's Hope House is the region's largest agency to reduce the number of families and children experiencing homelessness. Through a mix of emergency shelter and rapid re-housing activities, Hope House has been working to address family homelessness in the community since 1987.

Our Rapid Rehousing program is focused on providing permanent solutions —housing, jobs, transportation and childcare needs so that people can break the cycle of homelessness and become stable within the community. Our emphasis is placed on employment and increased income. Quickly housing and stabilizing children and their families is achieved through the Housing First and no barriers to entry approach. 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.” Clients enter into the program and a comprehensive assessment is conducted immediately to understand what is needed in addition to shelter. There are clients that can be stabilized directly into affordable housing without entering into shelter. At this time clients may be offered additional services in education, job training, transportation, mental health services, parenting support and childcare.

Loisann's Hope House is the only service provider rapidly rehousing families in planning district 16 exclusive of domestic violence survivors. We have 2 full-time housing case managers whose efforts focus on stabilizing families currently staying in the Thurman Brisben Center, Hope House Emergency Shelter and Rapid Rehousing program. The case management team is trained in best practices such as Motivational Interviewing, Housing Focused Case Management and Trauma Informed Care. Our staff and organization are a key partner in the local community's use of a data driven approach to prioritize housing assistance for RRH and PSH. The prioritization of assistance is determined through a community shared assessment tool which is inclusive of the F-VI-SPDAT. Once the family is prioritized for rapid rehousing assistance, a community-based housing locator, knowledgeable of landlord/tenant law, fair housing and housing focused case management makes connections with local landlords and property owners to help maximize the housing choice among those family's experiencing homelessness.

Once the housing unit is identified, the family continues to meet with their case manager to develop goals. In-home case management is provided for the minimum amount of time necessary, but up to 24 months if needed. The Housing Counselor will visit and work with the client at least once a month to ensure stabilization. Households gain access to a wrap-around system of care which heavily focuses on connectivity to community services.

### **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.

Within the Fredericksburg region, the FY21 Point in Time Count Report, on one given day lists the number of families that faced homelessness as 13 households, with 25 children. The first half of FY 22, there have been over 5,500 phone calls to the Homelessness Helpline, a centralized and universally accessible number people can call when they are homeless or at risk of becoming homeless. There is always a need to quickly re-stabilize families back into housing. Loisann's Hope House is the lead agency in housing families within the region, exclusive of the domestic violence service provider.

With increased eviction rates, lack of affordable housing and low employment wages, there is a continual need for additional funding to stabilized families in safe and affordable permanent housing. Loisann's Hope House successfully places on average 40 families per year into permanent housing. Our focus is to impact more families in the community and to ensure that family homelessness is rare, brief and non-recurring.

### **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?

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 which includes F- VI SPDAT (Vulnerability index- Service Prioritization Decision Assistance Tool), and the Household has to meet the eligibility requirements. The community process prioritizes those least likely to self-resolve. A community list of all households living in emergency shelter and or on the street is generated. Households are prioritized for rapid rehousing based on position on the prioritization list and case conferencing.

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'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.

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.

**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 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." Loisann's Hope House receives referrals through the coordinated assessment line, which 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 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. 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.

### **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 preconditions and barriers to entry such as sobriety, treatment or service participation requirements.

Loisann's Hope House 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).

Rapid Rehousing 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?

Loisann's Hope House 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. Loisann's Hope House implements practices to meet people where they are and provide person-centered care. 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?

Rapid Rehousing has identified existing community barriers to permanent housing such as the shortage of affordable housing and acceptance of criminal backgrounds. Our housing locator 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.

Rapid Rehousing operates on a low-barrier approach with no additional rules for assistance outside of state mandated requirements. Housing Counselors 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.

46% Black

46% White

8% 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.**

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	115
3	Average Financial Assistance Cost per Household	\$3,500

**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 in the human services field, the Loisann's Hope House team is trained to provide home-based, 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. Staff oversee the RRH & Emergency Shelter program allotting 50% of their time to each.

**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 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?

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## CoC - Attachments

### Project Policies and Procedures

PDF	<a href="#">Raipd Rehousing Policies...</a> (926 KiB download)
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### Job Descriptions

PDF	<a href="#">LHH Job Description Emerg...</a> (191 KiB download)
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### FRCoC Data Sheet

XLSX	<a href="#">VHSP Rapid Rehousing Data...</a> (19 KiB download)
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Log in to [gwregion.grantplatform.com](http://gwregion.grantplatform.com) to see complete application attachments.