

Form Name: IA-BOS CoC Renewal Application  
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## 2019 Iowa Balance of State (IA-501) Continuum of Care (CoC) Grantee Renewal Application

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### APPLICANT NAME AND INFORMATION

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**Organization Name:** FAVA (Family Alliance for Veterans of America) / WestCare Iowa

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**Renewal Project Name:** Passport to Independence

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**Project Name(s) as appearing in HMIS/DVIMS:** Forest City PSH, Mason City PSH

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**Grant Identifier:** IA0074L7D011804

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**Project Type:** Permanent Supportive Housing (PSH)

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**Projected number of clients to be served in renewal grant period:** 10

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**Anticipated Renewal Amount:** 232317.00

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**Verify current registration in federal System for Award Management:** Yes

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**DUNS #:** 969274245

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**Counties Served by Project:** Winnebago, Cerro Gordo

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**Address of Administrative Office:** 100 N Clark Street  
Forest City, IA 50436

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**Primary Contact Name:** Denise Holst

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**Primary Contact Phone:** (641) 243-4103

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**Primary Contact Email:** denise.holst@westcare.com

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**Secondary Contact Name:** Amanda Jones

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**Secondary Contact Phone:** (641) 243-4103

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**Secondary Contact Email:** amanda.jones@westcare.com

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### THRESHOLD ASSURANCES

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**Having too little or no income:** NOT a Barrier

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**Having a criminal record with exceptions for state, and/or federal restrictions:** NOT a Barrier

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**Fleeing domestic violence (e.g., lack of a protective order, period of separation from abuser, or law enforcement involvement):** NOT a Barrier

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**Having (or not having) a previous address within Iowa:** NOT a Barrier

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**Failure to comply with HUD's 2016 Gender Identity Rule:** NOT a Barrier  
(<https://www.hudexchange.info/resource/1991/equal-access-to-housing-final-rule/>)

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**Failure to comply with Non-Discrimination and Equal Opportunity Requirements including assuring non-discrimination on the basis of age, race, creed, color, national origin, religion, sex/gender, sexual orientation, gender identity, and familial status and disability.** NOT a Barrier

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**Attach project Policies & Procedures to verify barrier statuses selected above:** [https://s3.amazonaws.com/files.formstack.com/uploads/3367170/74759947/510830714/74759947\\_pp\\_manual.pdf](https://s3.amazonaws.com/files.formstack.com/uploads/3367170/74759947/510830714/74759947_pp_manual.pdf)

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## **CONTINUUM OF CARE PARTICIPATION**

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**1. a. What percentage of your clients served do you feel were referred through coordinated entry? Explain your response.** We have not received referrals through Coordinated Entry (CE) at this time. This is due to North Central Coordinated Entry yet to be fully up and running.

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**1. b. Describe timeline/progress of Coordinated Entry in your region. Explain your project's participation in Coordinated Entry and the steps taken to support the Coordinated Entry process in the project's region.**

FAVA was the lead agency for the North Central CE project. However, due to the loss of our Director, and difficulty finding a replacement, we felt it in the best interest of the region to forego our leadership role and instead take on a support role for the new CE lead, Northern Lights. Denise Holst was a voting member of the Coordinated Entry and Progressive Engagement Committee through 2018, and continues to attend all monthly committee meetings. As for the timeline of the progress, North Central Coordinated Entry's Policy & Procedure Manual was approved by HUD, MOUs with non-HMIS service providers have been signed, staff continues working on completing trainings prior to going live. We expect CE to be live soon. FAVA has attended the following CE&PE Committee Meetings via phone: 10/17/17, 1/16/18, 2/20/18, 3/20/18, 4/17/18, 5/15/18, 6/19/18, 7/17/18. FAVA has participated in all monthly meetings following these dates, but the information is not yet published on the ICH CoC website.

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**2. Since January 2018, have representatives of your project attended at least three bimonthly meetings of the Iowa Council on Homelessness? Note that anyone can participate in Council meetings even if not a voting member. Posted meeting minutes must be available to verify attendance.**

Yes, FAVA staff have participated in the following meetings via phone: January 19, 2018; Rhonda Jordal (Board Member), Denise Holst March 20, 2018; Rhonda Jordal (Board Member), Denise Holst July 20, 2018; Amanda Jones, Christine Gardner (There are no posted meeting minutes to verify attendance for September 21, 2018, November 16, 2018, April 4, 2019, May 17, 2019 meetings. However, FAVA attended all via phone)

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**3. a. Describe professional development opportunities (conferences, meeting, trainings, webinars, etc.) related to Homelessness in which representatives of your project have participated within the last 12 months.**

FAVA Case managers (2) attended the three-day Flock to the Block 2018 HousingIowa Conference, Sept. 5-7, in Des Moines. All staff (4) participated in the CoC Program Start-up webinars, April 11, 18, 25, and May 2, 2019; two-hours each. Shawn McAninch provided an onsite, all-day HMIS Training to all staff on 8/21/2018. Amanda Jones, FAVA PSH CM received her certification in Mental Health First Aid 9/7/18-9/7/21. She trained all staff on MHFA. All staff receive annual webinar training on Sexual Harassment, Embracing Diversity, and Work Safety through WestCare's eLearning platform. Staff have also taken electives through the platform covering various work-related topics and FAVA has one-hour Peer to Peer Learning at bi-weekly staff meetings. Transcripts are available for all staff. FAVA received their accreditation from the Commission on Accreditation of Rehabilitation Facilities in Employment and Community Services (CARF) 1/2018 - 12/2020. All staff participated in the CARF process.

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**3. b. From the mentioned above, list the top three (3) most useful experiences and describe how your project implemented information gained from them?**

While CARF has been invaluable in setting standards of excellence in all programming and all professional development has enhanced services, the top three are the following. Flock to the Block provided a plethora of relevant workshops, including how to educate the homeless on scams. PSH residents were educated on a one-on-one basis. One Veteran had previously been scammed via the phone, and refused to use a phone afterwards creating barriers to support and services. After the training he was empowered to use his phone again, reconnecting with family and support. Mental Health First Aid training has help staff to de-escalate situations, create safe spaces for expression, and quickly recognize MH situations allowing staff to connect participant veterans to needed services. The HMIS training has improved staff understanding of how the various field connect to form the APR. This has resulted in staff entering data in a more concise and timely manner.

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**4. a. In the past year, describe your agency's activities/engagement/involvement with one or more local Public Housing Authorities (PHAs) about implementing a homeless admission preference in their written policies for the Housing Choice Voucher (Section 8) or Public Housing programs:**

FAVA administers the Supportive Services for Veteran Families Program (SSVF) serving Iowa Balance of State CoC (IA-501) and Sioux City/Dakota/Woodbury Counties CoC (IA-500). Through SSVF FAVA provides homeless prevention and Rapid Re-Housing to Veterans and Veteran Families. Last grant period we served 182 individuals and provided an additional 90 Veterans with referral services. FAVA serves Veterans and works with HUD-VASH on their eligibility. HUD-VASH provides permanent supportive housing for eligible homeless Veterans who are single or eligible homeless Veterans with families. The program is developed for the homeless Veteran, so eligible Veteran families must include the Veteran.

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**4. a. Please attach documentation to verify, such as an email chain or meeting notes.**

[https://s3.amazonaws.com/files.formstack.com/uploads/3367170/74770101/510830714/74770101\\_rapid\\_resolution\\_for\\_veterans\\_ich\\_meeting\\_5.14.19.pdf](https://s3.amazonaws.com/files.formstack.com/uploads/3367170/74770101/510830714/74770101_rapid_resolution_for_veterans_ich_meeting_5.14.19.pdf)

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**4. b. In the past year, describe your agency's activities/engagement/involvement with local affordable housing providers (e.g. multifamily assisted housing owners, PHAs, Low Income Housing Tax Credit developments, or local low-income housing programs) about implementing a Move On strategy (Informational resource:**

FAVA reached out to local realtors and landlords through a mailed letter explaining the benefits of working with our Veteran participants in accordance to Move-On Chapter 7: Strategies to Expand Housing Options. While we had little response at this point in time, we have had some. FAVA will continue to build relationships by inviting more landlords and realtors to our annual Chili Cook-off Event and other informational and educational settings. Christine Gardner and Amanda Jones mailed 100 letters from February 2019 through April 2019.

**https://www.csh.org/wp-content/uploads/2016/07/Moving-On-Chapter-6-Final.pdf):**

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**4. b. Please attach documentation to verify, such as an email chain or meeting notes.**

[https://s3.amazonaws.com/files.formstack.com/uploads/3367170/74770192/510830714/74770192\\_local\\_landlord\\_realtor\\_outreach.pdf](https://s3.amazonaws.com/files.formstack.com/uploads/3367170/74770192/510830714/74770192_local_landlord_realtor_outreach.pdf)

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<p><b>5. In the past year , to what extent has your agency taken steps locally to educate communities on the issues of homelessness: (e.g. decriminalization of homelessness engaging local policymakers, law enforcement, or business leaders; implementing community plan)?</b></p>	<p>FAVA hosts an annual Chili Cook-off that is well attended by the community including local officials, law enforcement, and business leaders (10/9/18). The fund raiser provides a relaxed atmosphere to discuss homelessness and the solutions for ending it. FAVA hosted both of Iowa's U.S. Senators, Chuck Grassley and Joni Ernst 7/2/2018, attended Veterans Day on the Hill and advocated for the homeless (1/23/19 - all staff). FAVA works in 43 counties, with IA-501, IA-500, landlords, housing authorities, homeless programs, employers, Iowa Workforce, Manpower, VA Vocation Rehabilitation, Iowa Vocational Rehabilitation, North Iowa Vocational Center and employment agencies. FAVA participates in local and state planning efforts designed to end Veteran homelessness. On behalf of the BOS, FAVA, HACAP and Humility of Mary are the SSVF grantees working together on the community planning to improving life for Veterans and families.</p>
<p><b>6. In the past year, to what extent has your agency taken steps locally to prevent the discharge of persons from local systems of care (foster care, health care, mental health care, correctional facilities) into homelessness?</b></p>	<p>FAVA, a subsidiary of WestCare, has hosted meetings for John Lee, Deputy COO Western Region, and Ray Switzer, Sr. VP Western Region, to meet with local officials and law enforcement about alternatives to discharging people from local systems of care into homelessness. One solution is to provide mental health services in the local jail and to develop a re-entry program that would allow for full case management services and linkage to housing. The meeting with the Mason City Police Chief was August 6, 2018, with the Forest City Mayor August 5, 2018, with the Forest City Police Chief August 5, 2018, and with the Forest City Police Chief, Sheriff, and Mayor January 10, 2019.</p>
<p><b>7. a. Did your agency participate in the street (unsheltered) count in counties served by your project and how?</b></p>	<p>Yes, all FAVA staff from our PSH and SSVF coordinated as lead agency and participated in the unsheltered count for Winnebago and Hancock County (served through our CoC program) as well as several other counties covered by the SSVF program. FAVA solicited, received and organized numerous donations for survey incentives including ditty bags of toiletries, hats, gloves, scarves and socks. Staff participated in the following training webinars in preparation: December 20, 2018 and January 4, 2019, 2019 PIT University PIT 101; January 7, 2018, PIT University (continued) Unsheltered Street Count; January 8, 2019, 2019 PIT University 202: Non-HMIS Providers January 10 and 16, 2019 PIT University 204.</p>
<p><b>7. b. Did your agency submit the PIT/HIC information for your projects by the set submission deadline? If not, why?</b></p>	<p>Yes, FAVA submitted three (3) project reports on February 8, 2019 with the required PIT/HIC information.</p>
<p><b>8. List at least one representative of your project participate in the April 2019 Annual Meeting of Iowa Balance of State CoC Grantees. Describe any special participation your agency performed in regards to the meeting.</b></p>	<p>Denise Holst, Amanda Jones and Christine Gardner all participated in the April 2019 Annual Meeting of Iowa Balance of State CoC Grantees. We had no special role outside of grantee at the meeting.</p>

## PROJECT MANAGEMENT

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<b>9. a. Has this project completed its first grant full grant cycle? (i.e. 1st year renewal with end date after application date?)</b>	Yes
<b>9. b. Project grant year end-date completed:</b>	Sep 30, 2018
<b>9. c. Grant amount:</b>	227223.00
<b>9. d. Total funds expended:</b>	213438.08
<b>9. e. Funds remaining (unexpended funds):</b>	13784.92
<b>9. f. Unexpended funds % (unexpended funds/grant amount):</b>	6.07
<b>9. g. Your project had 5% or more of unexpended funds, please explain why funds were not expended. If this is a new grant explain you projected spend down date and if you are on track for full expenditure of funds.</b>	The majority of the six percent unexpended funds resulted from staff turnover. We did not have the budget amended as we expected to fill the Director position quickly. This has yet to happen, but Denise Holst has accepted the Interim Director position. While the budget reflected health insurance benefits for all staff, not all staff elected this benefit, resulting in funds to not be expended. Others funds were unspent due to a small savings on rental expenses. Funds for the previous grant were fully expended; and funds for the current grant, fiscal year 2018-2019 are on track to be fully expended.
<b>APR Sage Submission Requirement (days)</b>	90
<b>APR Deadline in SAGE:</b>	Dec 29, 2018
<b>10. a. Date APR submitted to HUD in SAGE:</b>	Apr 23, 2019
<b>10. b. Did your project meet the 90-day requirement?</b>	No
<b>10. c. If an extension was granted by HUD or SAGE was unavailable, describe. Must have written documentation available upon request.</b>	While we originally submitted in a timely manner, the APR was denied twice before it was approved. We made contact with our grant manager to assist in making necessary corrections.
<b>11. a. Has HUD monitored the project within the past two years?</b>	Yes
<b>11. b. Have you received your official monitoring/finding report from the HUD field office?</b>	Yes

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<b>11. c. Date of monitoring visit:</b>	Mar 28, 2018
<b>11. d. Please attach HUD monitoring report/findings:</b>	<a href="https://s3.amazonaws.com/files.formstack.com/uploads/3367170/74777784/510830714/74777784_fava_monitoring_report_2017.pdf">https://s3.amazonaws.com/files.formstack.com/uploads/3367170/74777784/510830714/74777784_fava_monitoring_report_2017.pdf</a>
<b>11. e. How many findings of noncompliance were documented by HUD?</b>	2
<b>12. a. Failure to participate in supportive services and/or failure to make progress on a service plan:</b>	No
<b>12. b. Loss of income or failure to improve income:</b>	No
<b>12. c. Active substance abuse:</b>	No
<b>12. d. Any other activity not covered in a lease agreement typically found in the project's geographic area:</b>	No
<b>12. e. Ensure that every effort is made to help participants transition to other housing options when continuation in this project is jeopardized or about to expire?</b>	Yes
<b>12. f. Attach the project's written termination policy. The effective date must be evident on the policy.</b>	<a href="https://s3.amazonaws.com/files.formstack.com/uploads/3367170/74776944/510830714/74776944_fava_termination_policy_8-18.pdf">https://s3.amazonaws.com/files.formstack.com/uploads/3367170/74776944/510830714/74776944_fava_termination_policy_8-18.pdf</a>
<b>13. a. Transportation assistance is provided to clients to attend mainstream benefit appointments, employment training, or jobs.</b>	True
<b>13. b. At least semi-annual follow-ups are attempted with participants after project exit to ensure that mainstream benefits are received and renewed (and for RRH projects, to verify that housing stability is maintained) for a period of X years.</b>	True
<b>13. c. Annual interim reviews with current clients are being completed with 30 days of anniversary date to check on client well-being and update all relevant data including: income, disability status, health care, etc.</b>	True

<b>13. d. Project participants have access to SSI/SSDI technical assistance provided by the applicant, a sub-recipient, or partner agency.</b>	True
<b>14. Did the number of clients served by your project achieve or exceed your estimated levels of service when you last applied/renewed this grant? Explain, success/difficulties.</b>	<p>FAVA successfully retained, or moved to PH, 8 of 9 Veterans, for a 88.9% success rate. We unfortunately had one Veteran that left the program without notice. One difficulty FAV had with cash benefits is that Veterans without children had their SNAP benefits greatly reduced due to changes to the program on the federal level.</p> <p>19a1 - Client Cash Income Change - Income Source - by Start and Latest Status: 50% met this measure</p> <p>19a2 - Client Cash Income Change - Income Source - by Start and Exit: 0% met this measure as there were not increases (nor were there declines)</p> <p>19a3 - Client Cash Income Change - Income Source - by Start and Latest Status/Exit: 33% met this measure</p>

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## PROJECT PERFORMANCE/EVALUATION

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<b>Attach "2019 BOS CoC Renewal Application Report" from HMIS/DVIMS</b>	<a href="https://s3.amazonaws.com/files.formstack.com/uploads/3367170/74778606/510830714/74778606_2019_bos_coc_renewal_application_report.pdf">https://s3.amazonaws.com/files.formstack.com/uploads/3367170/74778606/510830714/74778606_2019_bos_coc_renewal_application_report.pdf</a>
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<b>15. Does the agency maintain an average of 14 days or less between clients' project start and entry into HMIS?</b>	Yes
<b>16. Does your agency maintain an average data completeness score of less than 2% missing data?</b>	Less than 2% missing (null) values
<b>17. PSH: Does your project sufficiently prioritize literally homeless clients or those fleeing domestic violence?</b>	Yes, 100%
<b>18. RRH/PSH: Was program average time to permanent housing under 30 days?</b>	Yes, 1 day
<b>19. RRH/PSH: Is the total move-in date error less than 5%?</b>	75% - We discussed this with Gary Wicking and he concluded that this error is based on the rule change and that he would not actually consider it an error based on that fact. (rule change : Oct 2017 HUD decided the entry and housing dates could not be the same day, which was our standard at the time as we had leased housing where a participant could be housed immediately.
<b>20. RRH/PSH: Is the total exit destination error less than 10%?</b>	0%

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<b>21. PSH: Percentage of all adult participants remaining who increased total income?</b>	0% Our HUD approved APR for Q.19a3 - Client Cash Income Change - Income Source - by Start and Latest Status/Exit, shows 33% Accomplished this Measure. We are unsure why this does not show on the BOS Report
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<b>22. PSH: Percentage of successful exits/retention?</b>	88.89%
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<b>23. PSH: Chronic population served in project?</b>	33% Please note that FAVAs PSH is a "DedicatedPLUS" where 100% of beds are dedicated to serving people with disabilities (NOFA Section III.3.d.) 100% of FAVAs PSH participants have at least one documented disability as require for DedicatedPLUS projects and meets one of the six other required categories.
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## **BONUS QUESTION**

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<b>*Bonus - Describe any specific services provided by your project specifically for youth/mental health/substance abuse:</b>	FAVA recognizes and addresses the mental health (MH) needs and substance use disorder (SUD)treatment needs of Veterans seeking our services. FAVA staff are trained in Mental Health First Aid, used to identify mental health issues and help the person into appropriate services. When needed FAVA staff provide linkage vs referral to appropriate services, including proving transportation. One resident was driven by staff to a VA Treatment out of state to meet his very specific MH/SUD treatment needs. We ensure all residents on SUD medication are compliant with their treatment by transporting them to appointments as needed. Transportation is also provided to local AA and NA meetings when requested. Case Manager Christine Gardner will earn her LMHC credentials later this year. FAVA will be providing MH services in Forrest City through new grant funding later this year.
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