

Form Name:	IA-BOS CoC New Project & DV Bonus Application
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## 2019 Iowa Balance of State (IA-501) Continuum of Care (CoC) New & DV Bonus Project Application

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### APPLICANT NAME AND INFORMATION

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<b>Application Type:</b>	New Rapid Rehousing (RRH)
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<b>Organization Name:</b>	Family Crisis Centers
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<b>Project Name</b>	Expanded Rapid Rehousing for underserved areas
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<b>Projected number of clients to be served by new project:</b>	15
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<b>Requested Funding Amount:</b>	81000
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<b>Currently registered in federal System for Award Management (SAM):</b>	Yes
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<b>DUNS #:</b>	30365225
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<b>Address of Administrative Office:</b>	1520 North Main Ave. Box 295 Sioux Center, IA, IA 51250
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<b>Primary Contact Name:</b>	Shari Kastein
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<b>Primary Contact Phone:</b>	(712) 722-4483
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<b>Primary Contact Email:</b>	ShariK@familycrisiscenters.org
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<b>Secondary Contact Name:</b>	Jessica Rohrs
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<b>Secondary Contact Phone:</b>	(712) 722-4404
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<b>Secondary Contact Email:</b>	JessicaR@familycrisiscenters.org
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### THRESHOLD ASSURANCES

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<b>Having too little or no income:</b>	NOT a Barrier
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<b>Having a criminal record with exceptions for state, and/or federal restrictions:</b>	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/resources/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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## **CONTINUUM OF CARE PARTICIPATION**

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

Family Crisis Centers (FCC) has become the new lead agency for Coordinated Entry for Hope for the Homeless region. FCC's staff are involved in all aspects of Coordinated Entry. FCC's Housing and Economic Development Director, Kara Nutt, attended a conference in California about 2 years ago. Following Kara's return, she introduced a new housing models --- Housing First. Upon Kara's new housing introduction to FCC's Board of Directors, the changed its housing structure. Along with these changes, came a renewed interest in FCC's participation and leadership in Coordinated Entry. FCC found a great need to reorganize Hope for the Homeless region. FCC's staff hold meaningful quarterly meetings with interested agencies and persons -- who care about the region's homeless population. These meetings bring new partners and service providers to the table. FCC's leadership in Coordinated Entry has reached new realms of education and interests for and from other service providers.

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**2. Since January 2018, have representatives of your organization 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. Iowa Council on Homelessness meetings: 7/19/19; 5/17/19; 1/18/19; 11/16/18; 9/21/18; 7/20/18

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

Family Crisis Centers staff members have been active in the following meetings and conferences:

1. Bi weekly pull meetings
2. Quarterly Coordinated Entry Meeting in May (in Cherokee) for Hope for the Homeless
  - a. First meeting organized and led by FCC's the region's new lead agency
3. Iowa Council on Homelessness Meetings
4. Iowa ESG Quarterly Conference Calls

Kara Nutt, Family Crisis Centers' Housing and Economic Development Director has attending the following meetings:

1. Iowa Council on Homelessness meetings: 7/19/19; 5/17/19; 1/18/19; 11/16/18; 9/21/18; 7/20/18
2. All mandatory webinars/trainings re: Coordinated Entry and PITC
3. Motivational Interviewing seminar at Hegg Memorial on 4/16/19
4. Rapid Rehousing Institute in San Diego on October 16-17, 2018

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

1. FCC has elected to change their housing model to represent more community housing. FCC's Housing and Economic Development Director brought vital information back from her conference in California. This information has led FCC to establish the Housing First Model, even deeper.

2. FCC has learned the requirements on what it takes to be an access point. With this information, we have scheduled meetings with different agencies to discuss them becoming an access point in the Hope for the Homeless Region. The exchange among members is educational. Learning some agencies do their PIT count in the summer, not the winter was very insightful.

3. FCC has developed relationships with other service providers in the Hope for the Homeless Region. For example, FCC is now working on developing a new partnership with Bethany Christian Services that will help house homeless families that do not meet the definition of 'literally homeless' but still need a safe space to stay.

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## **PROJECT MANAGEMENT/DESIGN**

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**4. Describe the agency's experience in effectively addressing homelessness, including permanent supportive housing and/or supportive services or prevention services for those experiencing or at risk of homelessness.**

Family Crisis Centers' housing first model is shifting in direction. From emergency housing/shelter to more community based housing. FCC's former housing units and office complex is being marketed for sale.

Kara Nutt, FCC's Housing and Economic Development Director attended a conference in California approximately 2 years ago with IFA staff members. From this amazing conference, Kara left feeling conflicted FCC needed to change our housing program.

After learning homeless persons who stay in the emergency housing/shelters form less self-sufficiency in the long term, than persons who receive assistance to move directly into in community housing. The gained insight, help to redirect FCC's housing model. While the former building is still available, short-term (less than 30 days) is still an option for housing assistance. However, homeless persons are now place in Rapid Rehousing much quicker.

FCC desires to expand it homeless services to the general population.

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**5. 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)?**

Family Crisis Centers has been operating its emergency shelter/housing units with community support and Emergency Shelter/Solution grant funds. FCC's community support has been outstanding.

Once Family Crisis Centers decided to change its housing model (working to eliminate emergency shelter) several hours of community education were needed. Several Newspaper stories were conducted, presentations to educators and public speaking events where held. It is important, community support continue for FCC's new housing structure.

FCC's biggest critique was law enforcement officials. Much to their surprise, on their end nothing changed. It was FCC's staff that changed to placement and transportation of homeless, domestic violence. FCC began transporting homeless victims of domestic violence to Sioux City - Region I's state funding sheltering program.

The process of educating our community on the Housing First Model has been a successful challenge.

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**6. Describe the agency's experience in utilizing non-HUD funds to address homelessness from sources including federal, state, local governments and private funds such as United Way, community foundation and individual donors.**

For the past several years, Family Crisis Centers has been providing emergency and transitional housing services from unrestricted funding sources - fundraisers and donations. FCC is not the designated emergency shelter for Region I, therefore no state or federal funds were granted to the agency from Crime Victim Assistance Division. FCC did receive Emergency Shelter Grant funds for a portion of the expenses. FCC's board of directors found it vital to continue to operate its emergency housing program without additional government funding. The greatest majority of FCC's unrestricted funding arrives from donations received from donors, church support, county board of supervisors' support and fundraisers - Wine Gala and Golf Tournament.

Driving forward, FCC seeks to help all homeless persons who have been left without serves. Community funding will remain essential.

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**7. Describe your agency's basic organization and management structure as it relates to this proposed project. Include relationship of any sub-contractors:**

Family Crisis Centers' is governed by a Board of Directors. The Board of Directors oversees the Executive Director. The Executive Director oversees the Director of Victim Services, Director of Finances, Marketing Director and Volunteer Coordinator. The Director of victim services oversees the supervisors for each division -- domestic violence, homicide, statewide call center, and housing. Each of these supervisors have various staff members within their divisions.

The Director of Victim Services and Housing and Economic Development Director will take the lead in fulfilling the enclosed grant components. The Director of Finance and Executive Director will supervise claim submitting and data reports.

FCC seeks to hire additional staff to be added to the Housing and Economic Development Division. The coverage area included in this grant is very rural. The amount of time needed to provide comprehensive services to homeless persons in this region too vast for just one person.

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**8. a) Does your agency undergo annual audits by a CPA?**

Yes

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**8. b) Attach letter from your most recent audit.**

[https://s3.amazonaws.com/files.formstack.com/uploads/3508381/79526876/524994812/79526876\\_family\\_crisis\\_centers\\_inc.\\_audited\\_fs\\_06302018.pdf](https://s3.amazonaws.com/files.formstack.com/uploads/3508381/79526876/524994812/79526876_family_crisis_centers_inc._audited_fs_06302018.pdf)

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**9. Briefly describe your agency's financial staffing and capacity:**

Family Crisis Center has a former CPA (Director of Finances) who preforms all financial aspects of the agency. FCC's Director of Finance has experience auditing non profit agencies -- knowing the exceptions set out the US government and other funding sources allow her to be very insightful in your financial abilities.

FCC's Executive Director has been managing grants for over 30 years. The Executive Director along with the Director of Finance work together to secure accuracy and completeness in all financial and program proceedings of the agency.

FCC's board of directors approves all monthly financials and annual budgets.

FCC's financial and leadership staff have been very successful operating local, state and federal grants. Each year, FCC undergoes a single audit. Without fail, FCC has never received any corrective actions or feedback. FCC has a very solid and comprehensive financial department.

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**10. Explain the current homelessness need that this project proposes to address and why and how this particular project is likely to reduce or eliminate this need. Cite available data relevant to the communities to be served and to the identified need. Describe any resources currently addressing this need. How would this project be truly “new” in terms of the services provided and the population to be served?**

Family Crisis Centers seeks to provide homeless services to all persons (general populations) in the state counties. Currently there are NO homeless services available in these counties for general population. Family Crisis Centers maintains the statewide call center for all victims of crime. The number of homeless callers seeking services continues to increase. Sadly, there are times when no referral for services can be given -- portions of Iowa without programs and services. The view granted by serving as the statewide call center, allows the Iowa Victim Service Call Center Staff to see the depth of homelessness in all of Iowa, particular in this region.

Again, an ever increase number of homeless calls received by the Iowa Victim Service Call Center are those from homeless persons. Receiving these calls is heart breaking, but even more so is the number of calls taken when and where there are no homeless service providers or programs. FCC pledges be the first service providers in the stated area for all homeless persons.

To develop a successful program additional funding and staff are needed.

Family Crisis Centers will be developing MOUs with other service providers (substance Abuse, mental health providers and financial educators) to assist homeless persons with skills to allow them to become self sufficient.

Due the limitation in current funding received by FCC, its current victim advocates are limited in the services they are permitted to provide. Therefore, additional staff members are required to make this a successful program and project. The vast rural setting of these stated counties will take many hours of travel time to build landlord relationships, follow services with clients, building collaborative (MOUs) with other service providers and hold meetings informing the community of the new opportunities available to homeless persons in their communities.

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**11. Briefly describe how clients will be assisted with obtaining and remaining in permanent housing:**

Family Crisis Centers' housing staff will programming and care to assist clients in becoming self-sufficient. In doing so, staff will focus on personal Income, stabilizing income, mental health, financial planning, substances abuse, job skills, personal development, education and other concerns.

Family Crisis Centers will work with each individual (directly or through referrals) to reach their personal goals.

The ability to have Rapids Rehousing funds to assist homeless persons who do not qualify for domestic violence services and Rapids Rehousing is vital. All too often, FCC has no alternatives or assistance to offer homeless persons in its region.

When homeless people contact FCC's Domestic Violent program for services, and are not appropriate for these services, they will immediate be transfer to general population homeless Rapid Rehousing program. This will be the First time these services will be available in these counties.

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**12. List the Iowa counties intended to be served thru this project application:**

Dickinson, Emmet, Clay, Palo Alto, Buena Vista, Pocahontas, Sac, Calhoun, Sloux, Lyon, Osceola, O'Brien, Cherokee, Ida, Monona, Crawford, Carroll.

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**13. Transportation assistance will be provided to clients to attend mainstream benefit appointments, employment training, or jobs.**

True

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**14. Project participants will have access to SSI/SSDI technical assistance provided by the applicant, a sub-recipient, or partner agency.**

True

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**15. At least semi-annual follow-ups will be conducted with participants after project exit to ensure and verify that mainstream benefits are received and renewed (and for RRH projects, to ensure and verify that housing stability is maintained).**

True

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## **HOUSING FIRST**

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**16. a) Failure to participate in supportive services and/or failure to make progress on a service plan:**

No

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16. b) Loss of income or failure to improve income: No

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16. c) Active substance abuse: No

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16. d) Any other activity not covered in a lease agreement typically found in the project's geographic area: No

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16. 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? No

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## BUDGET

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17. Rental Assistance - CoC Request 25000

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17. Rental Assistance - Match 6250

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17. Rental Assistance - Total 31250

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17. Leasing - CoC Request 0

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17. Leasing - Total 0

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17. Supporting Services - CoC Request 45000

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17. Supporting Services - Match 11250

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17. Supportive Services - Total 56250

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17. Operating Costs - CoC Request 9000

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17. Operating Costs - Match 2250

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17. Operating Costs - Total 11250

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17. HMIS - CoC Request 2000

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17. HMIS - Match 500

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17. HMIS - Total 2500

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17. Subtotal - CoC Request 81000

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17. Subtotal - Match 20250

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17. Subtotal - Total 101250

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17. Administration - CoC Request 0

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<b>17. Administration - Match</b>	0
<b>17. Administration - Total</b>	0
<b>17. Grand Total - CoC Request</b>	81000
<b>17. Grand Total - Match</b>	20250
<b>17. Grand Total - Budget</b>	101250
<b>Match Check (25% or Higher)</b>	25.00
<b>Admin Check (7% or Less)</b>	0.00
<b>Total Request Check (Must =0)</b>	0.00

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**BONUS: UNDER-SERVED COUNTIES**

<b>18. a) Will this project serve any of the under-served counties reported above?</b>	Yes
<b>18. b) Which of the under-served counties will be served and how (i.e. on site staff, outreach, etc.)?</b>	Buena Vista, Calhoun, Dickinson, Emmet, Clay, Pocahontas, Palo Alto, Sac, Lyon, Osceola, O'Brien, Cherokee, Crawford, Ida, Monona, Palo Alto, Sac