

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

APPLICANT NAME AND INFORMATION

Application Type: DV Bonus: Joint Transitional Housing & Rapid Rehousing (DV TH/RRH)

Organization Name: Friends of the Family

Project Name Safely Home

Projected number of clients to be served by new project: 96

Requested Funding Amount: 400432

Currently registered in federal System for Award Management (SAM): Yes

DUNS #: 845062777

Address of Administrative Office: 3835 West 9th St
Waterloo , IA 50702

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Secondary Contact Name: Carrie Diesburg

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THRESHOLD ASSURANCES

Having too little or no income: NOT a Barrier

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

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

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

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/>)

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

CONTINUUM OF CARE PARTICIPATION

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.

FOF participates in 4 CSR's(EI, BHC/G/T, NEI, Linn/Benton/Jones). L/B/J & NEI were the first 2 regions to develop a community approach to focus on prioritization of literally homeless. FOF is the ce agency lead in NEI & began pulling households from the priority list June 2018. All 4 regions are running and continue to address the community specific needs & gaps of services. The representation of survivors in the ce system is the role of FOF as the DV housing provider. Through a trauma informed, client centered approach FOF provides safety planning, relocation, diversion, prevention and progressive engagement conversations for dv referrals received. FOF participates in pull meetings, maintains and presents a confidential pl, internally provides diversion/prevention conversations with active referrals & collaborates/coordinates pulling survivors from the DVIMS list to maintain safety & confidentiality with households. FOF has delivered the DV101 training to all 4 CSR'S.

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.

January 19, 2018- Ben Brustkern and KarLee Kearns
March 20, 2018- Ben Brustkern and KarLee Kearns
May 18, 2018- Ben Brustkern and KarLee Kearns
July 20, 2018 Ben Brustkern and Jessica Jepsen-Rupp

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.

2018 Peer to Peer Homeless Symposium, KarLee Kearns, Will Aukes, Jessica Jepsen-Rupp, Ben Brustkern, William Bird, June 13-14 2018, Des Monies,
2018 Iowa Housing Conference, Ben Brustkern, Carrie Diesburg, KarLee Kearns, Connor Fasse-Shaw, September 5-6 2018, Des Monies
2018 National Conference on Ending Homelessness, Kelley Schmitz, Ben Brustkern, Carrie Diesburg: July 23-25 2018, Washington DC

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?

2018 Peer to Peer Homeless Symposium - Rural homelessness and landlord recruitment - FOF is working to strengthen its plan to recruit and retain landlord partners. The symposium provided us with tips on landlord engagement. We are now creating a brochure and an outreach plan for recruiting new landlords and implementing an email publication to engage current landlords. 2018 Iowa Housing Conference provided training on implementation of a low barrier shelter. 2018 National Conference on Ending Homelessness - FOF staff have realigned shelter services based on a presentation given by OrgCode. Shelter programming has shifted to be housing-focused, which has led to a decrease in the average length of shelter stay. We also were able to identify key training for shelter staff in de-escalation, harm reduction, and case management.

PROJECT MANAGEMENT/DESIGN

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.

FOF has successfully managed HUD-funded CoC grants to address homelessness since 1999 and awarded further grant projects due to this quality of work. Starting with Turning Point Rural Housing Project and adding the NEI Permanent Housing Program in 2011, the agency has served a wide array of persons affected by homelessness. In 2014, FOF received its first Emergency Solutions Grant to serve dv survivors with RRH and HP services in 14 counties. FOF's ESG funding provides housing services in 14 counties and is actively participating in the 4 local CSRs and able to provide confidential priority lists to weekly pull meetings for other regions. Last grant year, all programs combined including our PSH and HP programs had an average of 96.75% successful exits to PH. FOF was designated the CSR lead for NEI in 2017 and was one of the first up and running agency's for ce in 2018. The history of the agency indicates a strong ability to address homelessness and implement new programming.

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)?

Friends of the Family works to educate community leaders on homelessness throughout the nine counties we serve. We have participated in the Iowa Council on Homelessness Day on the Hill since its inception and take that time to meet with our state legislators. We discuss state and local issues that affect the homeless population such as criminalization, right to assistance bills that penalize tenants who call the police multiple times, and programming that moves us closer to ending homelessness. Locally, we meet with several Boards of Supervisors and community funders/leaders about homeless services. This includes education on Housing First, Coordinated Entry, Prioritization, and Rapid Rehousing. We have found high levels of support from our local government officials which has helped avoid any damaging policies being brought forward that would hurt homeless families and individuals.

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.

Friends of the Family has a history of maintaining a diverse operating budget. We have been managing HUD funds since 1999 and continue to grow our local support and fundraising efforts. The support that the agency receives locally helps assure we can meet the demand for services, keep up with rising costs of implementing programs, and have room for innovation. Local grantors that help us address homelessness include: Cedar Valley United Way, Waverly-Shell Rock Area United Way, Winneshiek County United Way, Community Foundation of Northeast Iowa, Greater Cedar Rapids Community Foundation, and Community Foundation of Greater Dubuque. Corporations that support homeless programming include: Principal Financial Group, Veridian Credit Union, and CIJNA Mutual Group. Friends of the Family also utilizes state and federal victim service dollars to provide limited rapid rehousing and homeless prevention services, along with other types of aid, to survivors of domestic violence.

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

There are no sub-contractor relationships related to this project. The organization maintains a management structure that supports program quality. The Outreach Services Manager supervises direct service staff, provides supervision, training and oversees data collection and quality assurance, monitors program outcomes, networks with community partners, and more. The Outreach Services Manager is supervised by the Director of Operations. This position supervises all the agency's program managers and has extensive experience in program management and program development. The Director of Operations is supervised by the Executive Director who has 17 years of experience in homeless services and maintains several leadership roles outside of the agency to help end homelessness in Iowa. FOF's Fiscal Director works closely with program managers, Director of Operations, and Executive Director to implement and monitor the program's budget and expenditures.

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

8. b) Attach letter from your most recent audit. https://s3.amazonaws.com/files.formstack.com/uploads/3508381/79526876/525954033/79526876_fy18_financial_audit_management_letter.pdf

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

The agency staffs a full-time Fiscal Director who oversees the accounting and financial services department by monitoring budgeting expenditures, applying budget policies and procedures to programming, preparing financial reports, participating in annual budget development, and submitting appropriate fiscal documentation to assure compliance with budget and funder requirements. The Fiscal Director receives support from the Office Manager, Director of Operations, and Executive Director with claims, payroll and other fiscal related tasks. Friends of the Family has successfully met all standards from HUD and has the capacity to add this program.

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?

A TH/RRH program in the proposed counties will address the needs of survivors seeking safety through the homeless system. In FY 19 Friends of the Family (FOF) internally documented that 6,179 nights of shelter were provided. We served 192 households with short term rental assistance out of the 503 housing assessments completed. This reflects only 37% of people who completed VI-SPDATS with FOF were served and 63% of the survivors were placed on waitlist and remained homeless and a safety risk. As the shelter provider for survivors in 14 counties we are unable to fulfill the needs in the communities we serve through the 21-bed shelter in Waverly. Safely Home will focus on safety and housing and provide 27 new units of housing that prioritizes survivors who are most in need. The TH component is new and allow us to provide 10 units of crisis housing allowing survivors to stay in their community and transition into permanent housing. This will assist tenants in developing a positive rental experience, mobile advocacy, and options for safety. This RRH project is the only CoC funded program that is specific for survivors in need of housing. It will offer supportive services for mental health, education, employment assistance, and mileage. Within the 8-county region Waypoint and HACAP offer Rapid Rehousing programs for the general homeless population. The Feb 2019 PIT count for Linn county identified domestic violence as the second leading cause of homelessness for 59 people or 20% of the 242 literally homeless. FOF offers 10 slots for a short to medium term (1-6 month) ESG program which prioritizes the DV population. In 2018 FOF served 34 households with RRH and HP assistance. ECDC in Dubuque (COC-SNAP) and Community Housing Initiative offer Permanent Supportive housing within the Dubuque and Waterloo communities for general homeless population. Many of these communities interventions are based around a shelter response and have a shortage of permanent housing options.

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

Safely Home RRH spots are filled through coordinated entry. During the housing search process staff will connect participants with landlords and can advocate on behalf of the participants with higher barriers or little/no rental history. When working with survivor's safety, flexibility, mobile advocacy, community engagement, and a trauma-informed approach are important components of Housing First Case Management. Weekly case management meetings are offered to the participant to assist in addressing identified needs. Ongoing case management focuses on increasing income, gaining employment, community connection & safety thus increasing the likelihood of housing stability after program exit. Wrap around services & community referrals will be given as the client identifies needs. Housing stabilization services & supportive services will assist in overcoming complex barriers survivors experience. As participants exit staff will follow up to ensure safety and housing stability continue.

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

Benton, Black Hawk, Dubuque, Delaware, Grundy, Jones, Linn, Tama

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

True

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

True

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

HOUSING FIRST

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

No

16. b) Loss of income or failure to improve income:

No

16. c) Active substance abuse:

No

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

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? Yes

BUDGET

17. Rental Assistance - CoC Request	138132
17. Rental Assistance - Match	34533
17. Rental Assistance - Total	172665
17. Leasing - CoC Request	71100
17. Leasing - Total	71100
17. Supporting Services - CoC Request	148200
17. Supporting Services - Match	37050
17. Supportive Services - Total	185250
17. Operating Costs - CoC Request	18000
17. Operating Costs - Match	4500
17. Operating Costs - Total	22500
17. HMIS - CoC Request	0
17. HMIS - Match	0
17. HMIS - Total	0
17. Subtotal - CoC Request	375432
17. Subtotal - Match	76083
17. Subtotal - Total	451515
17. Administration - CoC Request	25000
17. Administration - Match	6250
17. Administration - Total	31250
17. Grand Total - CoC Request	400432

17. Grand Total - Match	82333
17. Grand Total - Budget	482765
Match Check (25% or Higher)	25.00
Admin Check (7% or Less)	6.47
Total Request Check (Must =0)	0.00

BONUS: UNDER-SERVED COUNTIES

18. a) Will this project serve any of the under-served counties reported above? Yes

18. b) Which of the under-served counties will be served and how (i.e. on site staff, outreach, etc.)? FOF will serve Grundy and Tama with this project and is an access point in the local CSR. Staff will have specific counties in which they provide participant support and community outreach. Staff will engage hospitals, law enforcement, social service agencies, churches and employers to educate them about permanent housing and crisis housing for survivors. This will increase access points in Tama and Grundy. Outreach will be done to local DV providers to obtain referrals for housing assistance and for on-going support survivors may need as they transition into the program. Due to the lack of housing resources in Tama & Grundy landlord outreach will be key to locate housing. Housing authorities, local realtors, local for rent websites, newspapers and landlord associations will be the focus to become aware of the local housing stock and unit availability. This outreach will assist with the housing location portion and decrease the length of homelessness and safety concerns.

DV BONUS SUPPLEMENTAL

A. i) Describe how many domestic violence survivors the CoC is currently serving in the CoC's geographic area. From July 1, 2018 to June 30, 2019, there were a total of 11,218 adults served in the CoC's geographic area. Of those, 34% (3,293) had a reported history of abuse, and 25% (844) indicated they were fleeing abuse at the time of service. The number of survivors who are fleeing at time of service intervention has gone up by 7% in comparison to FY 2018.

A. ii) What was the data source used for the calculations and how was the data was collected? This data was produced by the Institute of Community Alliances (ICA) by combing available data within both the HMIS and DVIMS. Programs prioritizing services for domestic violence survivors utilize the DVIMS system to ensure confidentiality for survivors. Local programs input individual program data into the database from which ICA then compiles and monitors data across the state.

B. i) Describe how many domestic violence survivors need housing or services in the CoC's geographic area.

Victim service programs in Iowa served 40,698 victims of dv, 5% increase from last year of 35,228. Although 9,108 housing assessments were conducted, just 1,181 households received rental/utility assistance. 11,074 people were diverted from shelter using problem-solving, many of which could have become homeless as a result. The 1,181 individuals who received rental/utility assistance, need more help, as those funds are restricted to only 3 months. Because victim service agencies do not have the capacity to provide adequate housing services, and survivors report access to housing as one of the highest barriers, there is room for expansion of services. In 2018, Domestic Violence Counts' PIT studies revealed 906 survivors served on a single day across Iowa and HUD's Iowa Homelessness PIT study showed 1,792 homeless on a single night across our COC. In 2019 PIT Count, survivors of dv were identified as the second-highest sub-population group with 220 persons identifying as such.

B. ii) What data source was used for the calculations and how was the data was collected?

Data was provided by the Iowa Attorney General's Office, giving an overview of victim service data in the CoC geographic area. Agencies submit data from ServicePoint and EmpowerDB to the AG's Office biannually where it is then compiled and distributed. Data from these studies are collected in collaboration with CoC's and service providers across Iowa.

C. i) (Housing Only) Based on the questions A. and B: Describe the unmet need for housing and services for DV survivors and quantify the unmet need for housing and services for DV survivors.

The number of survivors seeking services has increased by 15% from FY 17 (35,228) to FY 18 (40,698). Of the 9,108 housing assessments completed in FY 18 1,181 households received rental/utility assistance. That indicates only 11% of people seeking housing services were able to receive financial assistance to access safety and housing. An increase to the RRH projects that prioritize survivors through the CE system will increase the number of survivors receiving housing services. According to Servicepoint data 25% survivors identified as fleeing due to safety concerns & 34% have a history of DV. The AG office identified that 5,563 people received sheltering services for a total of 166,890 nights in shelter. There were 1,771 survivors who were turned away from shelter due to not being an appropriate fit for shelter services. The TH component of the project will increase the options for survivors to flee too and potentially decrease the amount of people turned away from shelter services.

C. ii) (Housing Only) Describe the data source used to quantify the unmet need for housing and services for DV survivors and how the unmet need was determined.

HMIS & DVIMS data from ServicePoint and the Attorney General data were used to compare the amount of people seeking services and the amount of people who received services. The unmet need was determined by the gap in survivors accessing programming.

D. Describe how the DV Bonus project being applied for will address the unmet needs of domestic violence survivors.

Friends of the Family addresses the multitude of unmet needs faced by survivors by operating under the Domestic Violence Housing First (DVHF) model. The 8-county area currently has limited shelter and permanent housing options. With a large gap of survivors completing housing assessments (9,108) in comparison to survivors receiving housing assistance (1,181) this project will address the unmet need. We strongly believe that creating opportunities for people to access housing quickly is the only way to end homelessness. This program will provide permanent housing options to communities who lack services or have no services at all. Hundreds of survivors continue to not be served in the counties proposed and this project will house over 50 families a year. Beyond rental assistance, we will offer case management and supportive services specific to survivors in this project. Safely Home is intended to meet the needs of the community while working to end homelessness in our communities.

E. Address the capacity of your project to overcome the multiple barriers faced by DV survivors.

The TH component of the project will increase access to sheltering options for those who are in more rural areas, as well as, those who are more likely to be turned away from traditional sheltering services. Having a crisis housing option to supplement shelter will be a better fit for those higher-barrier clients who require more time to stabilize. The project will meet the needs of many survivors who are attempting to flee an abusive home and enter directly into permanent housing in their community of choice. Survivors may lack rental or employment history due to abusive relationship, this project will increase the supportive services survivors will receive to increase their ability to maintain their own housing. FOF staff have focused training around the intersection of dv and homelessness and providing client driven housing services that may increase economic stability, access to employment or skill building services. Having specific landlord retention and recruitment programming wi

F. Address the capacity of your agency applying for DV bonus project by describing the improvements in safety for DV survivors.

Friends of the Family was chosen by the Iowa Attorney General's Office in 2013 to provide sheltering services for 14 counties in northeast and eastern Iowa. Due to the excellent work FOF has done we will continue to be the regional shelter through 2022. Other steps include an evidence-based lethality assessment with every survivor seeking services. This assessment has helped the agency successfully respond to high-danger situations and place victims in safe and confidential locations across the region. Other critical components of client safety include our partnerships with victim service agencies, ongoing, client-centered case management services, and referrals to community resources for other needs. Housing specialists have the training/education to work with survivors on safety planning in their new home. This harm reduction approach doesn't guarantee a survivor's safety but increases the tools in which survivors must work through their trauma and instability.

G. (Housing Only) Address the capacity of your agency applying for DV bonus project by describing the rate of housing placement and rate of housing retention of DV survivors.

In FY 2018, the average length of time from enrollment to housed was 26 days for rehousing victims of domestic violence. Because Friends of the Family already operates rapid rehousing programming in the area, it has developed impactful relationships with property owners, landlords, and service providers. Because of these working relationships, we have been able to quickly place victims into permanent housing in a variety of communities. Also, in FY 2018 at 1 year of program exit, the housing retention of DV survivors was 87%. The strong landlord programming that FOF has established allows FOF to provide landlord mediation during housing placement and after program exit. This communication maintains the landlord partnership and keeps the survivor stably housed.
