

**2018 Iowa Balance of State Continuum of Care (CoC)
Final New Project Application: Deadline: Wednesday, August 15, 2018, 11:59 PM (LOI due August 1, 2018)**

Instructions: Answer the questions below. Include a "Self-Score" as indicated.

APPLICANT NAME AND LOCATION

Organization Name:	Family Resources, Inc.		
Project Name:	Survivor Services Rapid Re-Housing Program		
Type of Project (Permanent Supportive Housing, Rapid Rehousing, Joint Transitional Housing & Rapid Rehousing, DV Bonus Rapid Re-Housing, or DV Bonus Joint TH-RRH)	DV Bonus Rapid Re-Housing		
Project Name:	DV Bonus Rapid Re-Housing		
Anticipated Renewal Amount:	Requested Amount: \$250,000		
Address:	Street: 2800 Eastern Avenue City: Davenport Zip: 52803		
Primary Contact (w/Email & Phone):	Ashley Odom email: aodom@famres.org phone: 563-468-2318		
Secondary Contact (w/Email & Phone):	Nicole Cisne Durbin email: ncisne@famres.org phone: 563-468-2326		
Is your agency currently registered in the Federal System for Award Management?:	Circle or Enter: Yes	DUNS #:	78086246

THRESHOLD ASSURANCES (required)

Projects MUST meet ALL of these requirements to be eligible for consideration.

Will the project be free of the following barriers to accessing housing and services? Verify that each barrier described will NOT exist:

		Assurances met?	Assurances met?	Threshold Notes
a. Client having too little or no income:	Enter: Not a barrier	Yes		
b. Client having a criminal record with exceptions for state-mandated restrictions:	Enter: Not a barrier			
c. Client fleeing domestic violence (e.g., lack of a protective order, period of separation from abuser, or law enforcement involvement):	Enter: Not a barrier			
d. Client having (or not having) a previous address within Iowa:	Enter: Not a barrier			
e. Project failing to comply with HUD's 2016 Gender Identity Rule: (https://www.hudexchange.info/resource/1991/equal-access-to-housing-final-rule/)	Enter: Not a barrier			

2018 Iowa Balance of State Continuum of Care
New Project Application for CoC Review

CONTINUUM OF CARE PARTICIPATION (9 points, questions 1-4)

1 Local Participation: Since January 2017, have representatives of your agency attended meetings as part of organizing a Coordinated Services Region (CSR) that includes your local service area OR attended meetings of your organized local planning group? Posted meeting minutes must be able to verify attendance. List meetings below. (1 point for each meeting attended, up to 3 points)

Representative (Name of Individual)	Region or Planning Group	Date Attended	Self-Score (up to 3)	CoC Score (up to 3)	Scoring Notes
Ashley Odom	Region	9/21/2017	3		
Jasmin Campbell	Region	6/14/18, 5/15/18 (state), 3/15/18			
Taaron Stinicher	Region	6/7/18, 6/14/18, 6/28/18, 7/5/18, 7/12/18, 7/19/18, 8/2/18, 8/9/18			

2 ICH Participation: Since January 2017, have representatives of your agency 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 verify attendance. (1 point if at least three meetings attended)

Representative (Name of Individual)	Date Attended	Three meetings attended? Circle or enter:	Self-Score (up to 1)	CoC Score (up to 1)	Scoring Notes
Ashley Odom	5/16/18, 4/17/18, 3/20/18, 1/19/18, 11/17/17, 9/15/17, 8/4/17, 5/19/17, 3/15/17, 1/20/17	yes	1		

3 ICH Committee Participation: Since January 2017, have representatives of your project attended at least three meetings of one or more Iowa Council on Homelessness committees, including work groups such as the Coordinated Entry Workgroup? Note that anyone can participate in committee meetings even if not a Council member. Posted meeting minutes must verify attendance. (1 point for each meeting attended, up to 3 points)

Representative (Name of Individual)	Committee	Date Attended	Self-Score (up to 3)	CoC Score (up to 3)	Scoring Notes
Ashley Odom	Nominations	5/11/18, 4/16/18, 2/16/18, 10/11/17, 4/12/17	3		
Ashley Odom	Executive	6/14/18, 5/4/18, 4/20/18, 2/16/18, 10/20/17, 7/21/17, 4/21/17, 2/17/17, 2/3/17			

4 Other CoC Participation: Have representatives of your project participated in any of the following activities? Participation records must verify attendance. (1 point for each activity, up to 2 points)

Activity	Representative (Name of Individual)	Self-Score (up to 2)	CoC Score (up to 2)	Scoring Notes
2017 or 2018 HUD Peer-to-Peer Symposium; Symposium planning meeting or 2017 Housing Iowa Conference	Jasmin Campbell	2		
Local Unsheltered 2018 Point-in-Time Street Count	County/ies: Scott and Clinton Alex Dziagwa			

AGENCY EXPERIENCE (49 points, questions 5-10)

5

Agency History: 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. (10 points)

In 1849, a compassionate group of women led by Annie Wittenmyer answered a call to action. They saw the suffering of their neighbors immigrating along the eastern side of Iowa in small villages up and down the river and felt an obligation to help. They provided resources and support to families in need by giving of themselves and compelling others to do the same. Their collective efforts laid the foundation for the mission that is our driving passion today. Our mission is "to strengthen children, families, and individuals by providing quality services that engage community resources to create effective solutions." Family Resources is a nonprofit organization that provides a safe place for women, children and families. We are a multi-service organization serving over 15,000 clients annually. Family Resources works from a trauma informed approach offering a wide range of services and programs to meet the needs of all age groups, including: child welfare and juvenile justice, mental health, behavioral and whole health, and survivor services.

Family Resources is accredited by the Council on Accreditation (COA) for all services it provides and has been accredited since the early 1970's. We are accredited in the areas of Case Management Services, Child and Family Development and Support Services, Counseling Support & Education Services, Crisis Response & Intervention Services, Domestic Violence Services, Family Preservation and Stabilization Services, Foster Care, Integrated Care (Health Homes), Juvenile Justice Residential, Outpatient Mental Health Services, and Residential Treatment through 12/31/2018. In addition, Family Resources employs three staff who have past experience as team leaders and/or peer reviewers for COA.

In 1992, Family Resources established a shelter in response to the community's need for emergency housing for survivors of domestic abuse and their children. Since that time, we have continued to expand our array of services in order to provide support to individuals and families experiencing homelessness or at risk of becoming homeless. We have the capacity to provide supportive services to any client who may be experiencing permanent housing deficits or challenges across our array of services, although this is far more common throughout our survivor services. Family Resources' Survivor Services provides the opportunity for service coordination to all survivors of all types of violent crimes in order to prevent homelessness or reduce the time spent being homeless. Operating from a "Housing First" model, we focus on meeting an individual's basic need of finding housing first, and then wrap other services around them once safely housed. We utilize the VI-SPDAT, an assessment tool that assists in the development of a plan to address their unique housing needs. The tool evaluates an individual or family on their history of housing and/or homelessness and the factors that could contribute to their homelessness. The VI-SPDAT is used to determine the barriers and resources an individual may have. Our advocates work closely with individuals and families in order to identify goals to become self-sufficient and assist with ensuring they have access to services such as counseling/therapy, childcare, transportation, educational services, mental health services, employment services, housing advocacy, etc.

Family Resources implemented Rapid Re-Housing services in 2012 and we have experienced great success. Rapid Re-Housing (RRH), considered to be best practice in addressing homelessness and supported by the U.S. Department of Housing and Urban Development, is a cost-effective strategy to help individuals and families successfully exit homelessness and maintain permanent housing. The goal is to assist survivors of domestic abuse, sexual abuse, human trafficking, or other violent crimes, in establishing safe permanent housing and self-sufficiency. Our RRH program reduces the length of time individuals experience homelessness and minimizes the impact of homelessness on their lives. To support RRH, we have established a Landlord Network because we also understand that options for housing need to be available in order to utilize the financial assistance provided when working with an individual or family to secure housing.

Our Mobile Housing Advocate has built and continues to build excellent relationships with landlords in our communities to meet the needs of those we work with. Our Rapid Re-Housing program provides assistance with the housing search, application process, tenant/landlord advocacy, and individual case management services. Priority is placed on helping individuals and families move into permanent housing as quickly as possible and providing services to help them maintain their housing and become self-sufficient. In our Fiscal Year 2018, Family Resources served 875 individuals in our shelter (737 in FY17) and 116 individuals through our Rapid Re-Housing program (31 in FY17).

Our Family Resources Executive Leadership staff and Survivor Services staff have a total of over 65 combined years of experience in housing services and homelessness prevention.

Family Resources is an Affiliate Partner of Four Oaks. Four Oaks is a non-profit organization based out of Cedar Rapids, Iowa. In July 2014, The Four Oaks and Family Resources Boards of Directors unanimously voted to approve a formal affiliation between Four Oaks and Family Resources. Both Family Resources and Four Oaks strategic plans called for building partnerships to increase mission impact. Under the affiliation, both organizations maintain their individual non-profit status and function as separate agencies while allowing for both Family Resources and Four Oaks to share efficiencies, enhance our missions, achieve greater impacts, and improve quality. This affiliation also gives Family Resources access to the expertise and resources of other Enterprise affiliates. The Affordable Housing Network, Inc. (AHNI) is a 501(c)(3) nonprofit organization also affiliated with Four Oaks. AHNI is dedicated to providing affordable housing in the Cedar Rapids community, offering a wide variety of housing options and locations to call home in the Cedar Rapids area. AHNI encourages and supports the nation's affirmative housing program in which there are no barriers to obtaining housing because of race, color, religion, gender, national origin, handicap, familial status, creed, age, gender identity, or sexual orientation. AHNI offers quality housing to individuals and families. They strive to develop healthy and vibrant housing communities by connecting their residents with services that meet the needs of a diverse population, including families with children, seniors, and people with disabilities.

Self-Score (up to 10)	CoC Score (up to 10)	Scoring Notes
10		

**2018 Iowa Balance of State Continuum of Care
New Project Application for CoC Review**

Grant and Fundraising History: Describe the agency's experience in utilizing funds to address homelessness from sources including federal, state, local governments and private funds such as United Way, community foundation and individual donors. (10 points; 2 for each type of source described here)

6
Family Resources manages federal, state, local and private sector funds and an A-133 audit is performed yearly. Our Survivor Services, Midwest Children's Resiliency Fund, TotalChild and In-Home Counseling services are all 100% grant funded programs. We receive funding to partially support some of these programs from the various United Ways in our service area (Clinton, Quad Cities and Muscatine). Our Survivor Services receives funding from a variety of federal, state, local governments and private funds including, but not limited to: Iowa and Illinois Coalitions Against Domestic Violence and Sexual Assault, Illinois Department of Human Services, Illinois Attorney General, Community Development Block Grant, Emergency Food and Shelter Program, Crime Victims Assistance Division, etc. Family Resources also has previous experience managing CoC grants. In the past, when funding has been received, we have utilized CoC grants to fund our Services Advocacy program offered within our shelter.

In FY19, Family Resources is projected to manage \$4,700,612 in grants and contributions to support our programming. Family Resources employs a part-time grant writer to actively solicit community foundations and other local foundations within the communities we serve. Our grants program achieves an average of over \$350,000 in support annually from sources such as: the Community Foundation of the Great River Bend, the Community Foundation of Greater Dubuque, the Community Foundation of Jackson County, the Community Foundation of Greater Muscatine, the Moline Foundation, Scott County Regional Authority, Regional Development Authority, the Hubbell-Waterman Foundation, the Carver Trust, Bechtel Trusts and the Arconic Foundation. Our Resource Development Department is responsible for the implementation of our private donor engagement activities. We are fortunate to have an established base of generous support from private donors throughout our service regions. Our Annual Fund provides an average of \$300,000 in unrestricted support each year. Additionally, Family Resources coordinates three major fundraisers each year in an effort to raise awareness of our services and increase support for program and client needs. Family Resources has had positive audits with no findings, timely claim submissions and timely grant reporting.

Self-Score (up to 10)	CoC Score (up to 10)	Scoring Notes
10		

7 Describe your agency's basic organization and management structure as it relates to this proposed project. Include relationship of any sub-contractors: (10 points)

To support performance based contracts and grants as well as to improve outcomes for individuals and families, Family Resources has developed internal systems to support our staff and the services they provide. For example, staff are supported with effective Executive Management, Human Resources, Quality Improvement, and Information Technology to ensure that they are able to operate efficiently and effectively.

The Executive Team at Family Resources consists of the President, Program Officer, and Controller. Family Resources has a Board of Directors that provides oversight and direction to the President. The Executive Team meets weekly as a team to review and evaluate matters concerning operating budgets, program outcomes, opportunities and challenges. The Executive Team meets on a bi-weekly basis with the Directors of each of our service departments.

Our Human Resources Director has more than 25 years of experience in staff development, including planning and delivering training that builds knowledge/skill sets to ensure employees are successful in their work. Through continuous data tracking and collaboration between HR and program staff, we ensure that employees are current with mandatory training, licensure, COA, and any other regulatory requirements.

Meeting deliverables and performance measures across multiple contracts simultaneously requires development of sophisticated models of practice and rigorous organizational attention to Quality systems administration. Our Quality and Performance Improvement staff are responsible for leading our continual improvement efforts and ensuring the successful management of performance based contracts.

Information management is essential for successful Quality Performance (QPI) Improvement. At Family Resources, the leadership of these two areas of organizational capacity (QPI and IT) work hand-in-hand with program leadership to ensure that practice drives what and how information is collected and how technology is utilized to promote the desired practice.

The staffing structure of our proposed DV Bonus RRH Project will include one Mobile Housing Advocate who will be responsible for providing support and advocacy to program participants, continuing to expand our collaborative community partnerships and ensuring positive outcomes are achieved. The Mobile Housing Advocate will report to the Supervisor of our Sheltering and Housing Services. The Supervisor is responsible for program oversight and management of staff. The Supervisor reports to the Director of Survivor Services.

Self-Score (up to 10)	CoC Score (up to 10)	Scoring Notes
10		

8 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 community/ies 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? For example, if the need addresses a particular subset of those experiencing/at risk of homelessness, (i.e. chronically homeless individuals), include information about the number of such individuals in the proposed service area. Indicate the number of units currently available for the population, the existing programs managing any such units and cite waiting lists if they exist. Describe the additional units this project would make available and your agency's ownership and/or relationship with ownership of the units. (10 points)

**2018 Iowa Balance of State Continuum of Care
New Project Application for CoC Review**

According to the National Alliance to End Homelessness, 553,742 individuals across the United States experienced homelessness on a single night in 2017. The Point in Time Count for Iowa (www.hudexchange.info) shows that on a single night in Iowa in 2017, 2,756 individuals were homeless. That same Point in Time Count broken down by CoC shows that of Iowa's three CoC's, the Balance of the State CoC (which includes our proposed service area), accounted for 65% of Iowa's homeless population on that night (1,792). While these numbers are alarming, statistics actually show that the implementation of services intended to positively effect homelessness in America are working. In Iowa, for example, the rate of homelessness decreased 10.1% from 2016-2017 (www.hudexchange.info). We know that people who ultimately become homeless have strained financial resources and are challenged by the cost of housing (National Alliance to End Homelessness). The National Alliance to End Homelessness identifies that the two strongest indicators of homelessness, or a risk to become homeless, are poverty rates and unemployment rates. Looking at Scott County, the largest county in our proposed service area, 13.4% of residents live in poverty, which is slightly higher than the national average of 12.7% (US Census Data 2017). Data from the Bureau of Labor Statistics (March 2018) shows that 3.3% of Scott County residents were unemployed, which is slightly lower than the national average of 3.9%. We can continue to reduce, and ultimately eliminate, homelessness with continued investment into programs that work.

If awarded funding, Survivor Services intends to offer our Rapid Re-Housing Program (RRH) to the following counties: Cedar, Clinton, Jackson, Louisa, Muscatine and Scott. Rapid Re-Housing isn't readily available in all of these counties, which means that this funding will provide new resources and housing options for individuals and families that are homeless, or at risk of being homeless, as a result of domestic violence. While we have identified those counties to be our primary service area, we recognize that survivors of domestic violence may require or request to be re-located to our RRH Program from a county outside of our proposed service area (for their safety, an employment opportunity, to be closer to a support system, etc.). Family Resources currently works collaboratively with all CoC's across the state to serve client needs and we will continue to accept clients from outside of our proposed service area as those needs arise. If fully funded, Family Resources will be able to provide RRH to approximately 98 survivors (individuals and families). Family Resources currently provides services along the homelessness continuum of care throughout five of the six counties identified in our proposed service area, including emergency shelter, rapid re-housing and transitional housing. We currently do not provide homelessness services in Cedar County; however, we do provide counseling and advocacy services for survivors of homicide and other violent crimes throughout Cedar County. We will be able to build on existing relationships with community partners in Cedar County for the provision of RRH.

Family Resources has chosen to prioritize survivors of domestic violence because of the unique housing barriers that exist for these individuals. Often survivors of domestic violence do not have the financial means to secure housing and are unemployed due to lack of transportation and inadequate (and/or unaffordable) childcare options. When faced with these barriers, survivors may continuously re-enter shelters or return to an unsafe housing situation with an offender.

If funded, Family Resources would be the only provider in our proposed service area that is prioritizing survivors of domestic violence for RRH services. The YWCA of Clinton provides Rapid Re-Housing in both Clinton and Jackson Counties; however they have a small capacity to provide the service and the service is offered to the general population. The Humility of Mary provides Rapid Re-Housing in our service area; however, their focus is on Scott County and in order to receive services, an individual must have initially been a client in their shelter. They do not take outside referrals. Muscatine Center for Social Action provides RRH to the general population in Muscatine County. Family Resources DV Bonus RRH Project offers a new resource for survivors as we would be the only available resource in two of the six counties in our proposed service area, and, as previously indicated, we would be the only provider that prioritizes survivors of domestic violence for RRH services.

Family Resources will assist in enhancing the following CoC system-wide performance outcomes: length of time homeless, reaching homeless individuals and families, job and income growth. Through RRH services, we will provide more opportunities for survivors of domestic violence who are homeless and/or residing within a shelter to secure permanent, sustainable housing, thereby decreasing the length of time that a survivor is homeless. Family Resources will secure housing within 30 days for qualifying individuals and families. Through service coordination, support will be provided to increase income and employment skills, increase community involvement, and maintain housing. Family Resources will continue to remain involved in the coordinated entry process. Like most shelters, Family Resources currently sees repeat chronically homeless clients re-entering shelter due to the high-risk factors that create barriers for them in securing housing. Our Mobile Housing Advocate will work with these individuals and families to increase their independence, stability, and self-sufficiency.

Family Resources will increase housing, employment, and transportation options for survivors of domestic violence in our proposed six county service area by increasing agreements with local landlords to house clients, growing our network of employers willing to provide internships and paid employment to clients, and expanding our pool of volunteers willing to assist with transporting clients. Family Resources will utilize the VI-SPDAT with all potential clients to help identify their unique barriers to safe, permanent housing in order to coordinate individualized services to address those barriers.

Family Resources participates on local planning groups throughout the six county service area and will continue to do so. We currently participate on the Clinton/Jackson Homeless Coalition, Quad Cities Housing Cluster/Scott County Housing Council, Quad Cities Sheltering and Transitional Housing Council, and the Muscatine Housing Cluster. All planning groups were created to address the problem of homelessness within the communities of our service area. The Director of Survivor Services, as well as the Sheltering and Housing Services Supervisor, will continue collaborating with the Director of Humility Homes and Services to develop a coordinated entry protocol and coordinated entry procedures. Both Directors have worked to educate homeless service providers in the area on the importance of coordinated intake and have helped to influence many member agencies of the Shelter and Transitional Housing Council to complete the VI-SPDAT with their program participants.

10

**2018 Iowa Balance of State Continuum of Care
New Project Application for CoC Review**

		Circle or enter:	Self-Score (0 or 2)	CoC Score (0 or 2)	Scoring Notes
9 Financial Capacity: (2 points for yes; must attach letter)	Does your agency undergo annual audits by a CPA? Attach letter from your most recent audit.	Yes	2		

		Self-Score (up to 2)	CoC Score (up to 2)	Scoring Notes
10 Administration Costs: (2 points if 7.0% or less)	a) What percentage of the budget requested will be used as administrative costs, i.e., costs other than direct program expenses and salary/benefits of staff working directly on the project?	2		

		Self Score (up to 5)	Self Score (up to 5)	Scoring Notes
b) Briefly describe your agency's financial staffing and capacity: (up to 5 points) The Family Resources' Finance Department is made up of a Controller, Grants Accountant and two Finance Technicians. The Finance staff are responsible for the processing and recording of cash receipts and disbursements, general ledger entries, payroll, client billings, reconciliation of bank statements and other balance sheet accounts, and the management of petty cash accounts. Family Resources undergoes an extensive annual audit performed by an independent CPA firm and includes a "single audit" due to the level of federal funds we receive annually. We also experience numerous, less intensive audits, throughout the year which are performed by various grant funders. All financial records related to the services outlined in this proposal will be securely maintained at 2800 Eastern Avenue, Davenport, Iowa.		5		

PROJECT DESIGN (23 points, questions 11-14)

		Self Score (0 or 10)	CoC Score (0 or 10)	Scoring Notes
11 Project Type: (10 points)	Mark one: <input type="checkbox"/> -Permanent supportive housing project that meet requirements of DedicatedPLUS or 100% dedicated for chronically homeless individuals and families (10 points) <input type="checkbox"/> -Rapid Rehousing project that serve individuals and families, including unaccompanied youth who meet the criteria outlined in HUD's 2018 NOFA (10 points) <input type="checkbox"/> -Hybrid Joint TH and PH-RRH component project (10 points) <input checked="" type="checkbox"/> -DV Bonus Rapid Re-Housing (10 points) <input type="checkbox"/> -DV Bonus Joint TH-RRH Program (10 points)	10		

2018 Iowa Balance of State Continuum of Care
New Project Application for CoC Review

12 **Housing First: Will the project ensure participants are NOT terminated for the following reasons, as evidenced by a written termination policy attached to the application? (select all that apply) (5 points; MUST attach written termination policy for points)**

	Self-Score (up to 5)	CoC Score (up to 5)	Scoring Notes
Failure to participate in supportive services and/or failure to make progress on a service plan: (1 point if yes AND matches attached termination policy)	5		
Loss of income or failure to improve income: (1 point if yes AND matches attached Termination Policy)			
Active substance abuse: (1 point if yes AND matches attached termination policy)			
Any other activity not covered in a lease agreement typically found in the project's geographic area: (1 point if yes AND matches attached termination policy)			
and 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? (1 point if yes)			

13 **Supportive Services: Indicate how clients will be served. (Up to 5 for a; 1 each for b-d)**

	Self-Score (Up to 5)	Self-Score (Up to 5)	Scoring Notes
<p>Family Resources understands that securing safe, affordable housing quickly is essential to providing quality supportive services. Our Survivor Services will place significant importance on safety. This will begin by assuring that services are easily accessible to those fleeing domestic violence (DV) and/or living in shelters as a result of DV. The Mobile Housing Advocate will collaborate with other community homeless providers on a regular basis, both in our service area and across the state, in order to ensure that those with the greatest needs are being served. The Mobile Housing Advocate will also continue to be an active participant at community homeless coalition meetings and landlord events. Survivor Services will coordinate with other community organizations; utilize its 24-hour hotline as a way for survivors to access information and make self-referral; and meet potential program participants at a safe location that best fits their needs. The Mobile Housing Advocate will complete the appropriate VI-SPDAT with each individual or family, identify current needs regarding housing and barriers, and complete a brief social history. We will utilize HUD guidelines as our framework for determining client eligibility for the DV Bonus RRH Project. The VI-SPDAT will also assist in identifying if the individual qualifies for RRH services.</p> <p>After determining eligibility, the Mobile Housing Advocate will work with the survivor to assess the housing size most suitable for the family. The assistance provided will be based upon the participant's reported income and other individual circumstances such as the number of people in the family, the ages of family members, medical expenses, and child-care expenses. The Mobile Housing Advocate will evaluate the household income and needs each month to determine the amount of assistance needed and/or if the household is still eligible for assistance.</p>	5		
<p>Family Resources' primary objective is to provide a comprehensive array of services to support each individual or family secure and maintain housing. The Mobile Housing Advocate will continue existing efforts to grow our Landlord Network by providing education and identifying landlords that are willing to work with survivors with high-risk indicators (past evictions, bad credit, etc.).</p> <p>The Mobile Housing Advocate will work with each individual program participant to create a specialized service plan that addresses short and long-term goals that have been identified by the client as priority in their lives. Each program participant will have the opportunity to explore options and determine what their service plan will look like based on their unique individual needs.</p> <p>The Mobile Housing Advocate will support implementation of "wrap around services" to each program participant. Our menu of services will include referrals to mental health services, substance abuse treatment services, medical services, counseling, educational, financial and employment services, child-care, transportation, life skills, community connection and other resource referrals. The Mobile Housing Advocate will provide advocacy, support, and coordination with caseworkers from partnering agencies. The Mobile Housing Advocate will also be available to assist survivors in accessing benefits, which include: SSI, SSDI, food stamps, Medicaid, and other public aide benefits.</p> <p>All program participants will have an opportunity to participate in the Allstate Financial Empowerment curriculum (facilitated by the Mobile Housing Advocate). The curriculum assists with budgeting and provides tools for those who are looking to increase their income. The Mobile Housing Advocate will work closely with staffing agencies and higher educational institutes to assist participants who are not on a fixed income explore potential career and educational paths. Survivor Services will assist with transporting participants in an effort to limit barriers to obtaining employment, increasing income, and increasing access to community resources available. The Mobile Housing Advocate will assist participants in becoming more independent by teaching life skills, increasing self-sufficiency, and assisting with opportunities to become more involved in the community.</p> <p>Upon RRH program completion, participants will have continued access to Survivor Services staff for ongoing support and emergency crisis response as needed. This may occur by way of our 24-hour Crisis Hotline, calling or walking into the program directly, communicating with us via Facebook, accessing us through our website, etc. In addition, the Mobile Housing Advocate will maintain at least semi-annual follow-up with each participant after program completion for a minimum of one year to ensure and verify that housing stability has been maintained, the survivor is receiving benefits accordingly (if applicable) and that the survivor feels safe.</p>			

14 **Check below for each statement that is true for this project. (1 point for each "yes")**

Self-Score (up to 3) CoC Score (up to 3)

2018 Iowa Balance of State Continuum of Care
 New Project Application for CoC Review

b. 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).	Circle or enter: Yes	3		
c. Project participants will have access to SSI/SSDI technical assistance provided by the applicant, a sub-recipient, or partner agency.	Circle or enter: Yes			
d. Transportation assistance will be provided to clients to attend mainstream benefit appointments, employment training, or jobs.	Circle or enter: Yes			

2018 Iowa Balance of State Continuum of Care
New Project Application for CoC Review

PROJECT EVALUATION PLAN (5 points, question 15)

15 **Project Evaluation:** (up to 5 points for a.; b-d for establishing baseline only)

Self-Score (0 to 5)	CoC Score (0 to 5)	Scoring Notes
5		
N/A		
N/A		
N/A		


BUDGET (14 points, question 16)

Budget request: Provide a summary budget for the proposed project. Include the amounts that will be requested in each relevant category, according to HUD's rules for the particular proposed project. Include the total budget request. Also include the amount that will be requested for administration, referencing #9 above. Use space below or attach separately. (14 points)

16

Self Score (Up to 14)	CoC Score (Up to 14)	Scoring Notes			
14					
			Salary with 30% Benefits	Mobile Housing	\$42,397
			Rental Assistance (\$650/month for 3 months)	98 individuals/families	\$191,248
			Administrative Costs	7%	\$16,355
			Total Project Costs		\$250,000
			Match - Iowa Crime Victim Assistance Division	State funds for 2 Shelter Staff (\$28,912 plus benefits @ 30% each)	\$62,500

POLICY AND PROCEDURE MANUAL

	Program: Survivor Services - Rapid Re-Housing
Subject: Termination of Participation	Reference:
Developed By: Director	Development Date: 5/2012
Revised by: S/H Services Supervisor	Revision Date: 6/2018 Reviewed Date: 6/2018

This procedure has been prepared to establish protocols for termination of participation for rapid re-housing.

- A. HUD regulations give the Family Resources Survivor Services Rapid Re-Housing Program authority to terminate assistance to a participant who violates program requirements. Participants receive and sign a written participation agreement when enrolling in the program, which outlines non-compliance guidelines, which may lead to termination.. Reasons for termination are clearly defined in the participation agreement. Termination of assistance will occur after in-depth review of the individual situation by the Housing Specialist and approval of Family Resources Domestic Violence Shelter Supervisor. Assistance may be reinstated for a participant whose assistance was previously terminated. Six months following termination, the Housing Specialist can make the decision for reinstatement provided that the former participant's current situation complies with all project eligibility criteria.
- B. In terminating assistance to a participant, Family Resources Rapid Re-Housing Program guarantees that a formal process is followed which recognizes the rights of individuals receiving assistance to due process of law. This process, at a minimum, consists of:
 1. Written notice to the participant containing a clear statement of the reasons for termination;
 2. A review of the decision, in which the participant is given the opportunity to present written or oral objections before a person other than the person (or a subordinate of that person) who made or approved the termination decision; and
 3. Prompt written notice of the final decision to the participant.
- D. The Housing Specialist or any other personnel working in the Rapid Re-Housing Program are required to refer participant complaints to the Shelter Supervisor.
- E. The Director makes a determination if the Family Resources grievance procedure must be followed.

- F. Any questions regarding the grievance procedure, as it relates to the Rapid Re-Housing Program, will be considered by Family Resources Director of Survivor Services.
- G. After acceptance into Family Resources Rapid Re-Housing Program, if a participant is not able to work due to a medical condition, after 60 days the participant's level of appropriateness for the program will be reassessed.

**Family Resources, Inc.
and Related Entity**

GOVERNANCE LETTER

June 30, 2017



ANDERSON, LOWER, WHITLOW, P.C.
CERTIFIED PUBLIC ACCOUNTANTS

November 21, 2017

To the Finance Committee
Family Resources, Inc. and related entity:

We have audited the consolidated financial statements of the Family Resources, Inc. and related entity as of June 30, 2017 and for the year then ended, and have issued our report thereon dated November 21, 2017.

Professional standards require that we provide you with information about our responsibilities under U.S. generally accepted auditing standards and certain information related to the planned scope and timing of our audit. We have communicated such information in our engagement letter dated August 29, 2017. Professional standards also require that we communicate to you the following information related to our audit.

Planned Scope and Timing of the Audit

We performed the audit according to the planned scope and timing presented in our engagement letter which was previously provided to you. Our audit approach was designed using risk assessment processes as indicated in our engagement letter. The engagement letter also provided information regarding the significant audit areas we identified and the related audit procedures we utilized in completing our audit of the Organization's consolidated financial statements.

Significant Audit Findings

Qualitative Aspects of Accounting Practices

Management is responsible for the selection and use of appropriate accounting policies. The significant accounting policies used by Family Resources, Inc. and related entity are described in note 1 of the consolidated financial statements. No new accounting policies were adopted and the application of existing policies was not changed during the year.

We noted no transactions entered into by the Organization during the year for which there is a lack of authoritative guidance or consensus. All significant transactions have been recognized in the consolidated financial statements in the proper period.

Accounting estimates are an integral part of the financial statements prepared by management and are based on management's knowledge and experience about past and current events and assumptions about future events. Certain accounting estimates are particularly sensitive because of their significance to the financial statements and because of the possibility that future events affecting them may differ significantly from those expected.

We believe that particularly sensitive accounting estimates reflected in the Organization's

consolidated financial statements include:

Receivables

The accounting for pledges, contributions and accounts receivable and related potential for uncollectible amounts represents a particularly sensitive accounting estimate which affects the Organization's consolidated financial statements. Management's estimate of the allowance for uncollectible receivables is based on historical collection rates and an analysis of the collectability of individual receivables outstanding at year end.

We reviewed and tested the significant information related to the Organization's detail listings of outstanding receivables including confirmation of selected outstanding receivables directly with third parties. We also discussed the collectability of outstanding receivables with management and reviewed cash collections of accounts receivable subsequent to year-end. We evaluated the key factors and assumptions used by management to develop the allowance for uncollectible receivables in determining that it is reasonable in relation to the consolidated financial statements taken as a whole. The methodology used by management to develop the allowance for uncollectible receivables appears reasonable and consistent with methods used by other organizations.

We also suggest that management continue to monitor and assess the collectability of outstanding receivables throughout the year.

The disclosures in the consolidated financial statements are neutral, consistent, and clear. There are no particularly sensitive disclosures included in the consolidated financial statements.

Difficulties Encountered in Performing the Audit

We encountered no significant difficulties in dealing with management in performing and completing our audit.

Corrected and Uncorrected Misstatements

Professional standards require us to accumulate all known and likely misstatements identified during the audit, other than those that are trivial, and communicate them to the appropriate level of management. There were several adjusting journal entries identified and posted as part of the audit including a few identified by management. The most significant adjustment related to intercompany expense allocations from Four Oaks and accounts receivable adjustments. There were no significant passed audit differences.

Disagreements with Management

For purposes of this letter, professional standards define a disagreement with

management as a matter, whether or not resolved to our satisfaction, concerning a financial accounting, reporting, or auditing matter that could be significant to the financial statements or the auditor's report. No such disagreements arose during the course of our audit.

Management Representations

We have requested certain representations from management that are included the management representation letter dated November 21, 2017. The primary matters included in the representation letter include:

- management's acknowledgement of their responsibilities for the preparation of the Organization's consolidated financial statements in accordance with U.S. generally accepted accounting principles;
- management's representations regarding significant matters that are important to the auditor's opinion, and
- management's acknowledgement and support of the validity of the results of other audit procedures.

Management Consultations with Other Independent Accountants

In some cases, management may decide to consult with other accountants about auditing and accounting matters, similar to obtaining a "second opinion" on certain situations. If a consultation involves application of an accounting principle to the Organization's

financial statements or a determination of the type of auditor's opinion that may be expressed on those statements, our professional standards require the consulting accountant to check with us to determine that the consultant has all the relevant facts. To our knowledge, there were no such consultations with other accountants.

Other Audit Findings or Issues

We generally discuss a variety of accounting and auditing related matters with management during the audit. However, these discussions occurred in the normal course of our professional relationship and our responses were not a condition to retention.

This information is intended solely for the use of the Finance Committee, Board of Directors, and management of the Family Resources, Inc. and related entity and is not intended to be and should not be used by anyone other than these specified parties.

Very truly yours,

Anderson, Lower, Whitlow, P.C.

2018 Iowa Balance of State CoC DV BONUS SUPPLEMENT to 2018 New Project Application Form

See the 2018 CoC Application, Ranking, & Reallocation Plan for additional information on New Project applications. If applying for the DV Bonus, applicants must ALSO submit responses to the items below.

These questions are directly from HUD's required 2018 CoC Consolidated Application (character limits reduced to allow for multiple projects in final submission). If a project is selected by the CoC to include in the overall Consolidated Application and Priority Rankings to HUD, these questions will be required, and HUD will evaluate responses to these questions along with information in the individual project application, in order to determine their funding selections.

Note that character limits INCLUDE SPACES!

A. Describe (limit 1,000 characters):

- (1) how many domestic violence survivors the CoC is currently serving in the CoC's geographic area;**
- (2) the data source the CoC used for the calculations; and**
- (3) how the CoC collected the data.**

(1) In our Fiscal-Year 2018, Family Resources served 1010 individuals from Iowa in our Sheltering and Housing Programs (875 in Shelter, 116 in RRH and 19 in TH). We served 1467 individuals from Iowa in our community-based domestic violence programs.

(2) Family Resources utilized our own internal client information management system as well as ServicePoint data to provide the calculations for A1.

(3) Each new client served at Family Resources is entered into Unison, our client information management system. Additionally, each client served in our Sheltering and Housing program is also entered into ServicePoint and EmpowerDB. All of these data management systems are secure and have reporting capabilities. We have pulled reports from all three systems to collect the data regarding how many domestic violence survivors we are serving in our geographical region of Cedar, Clinton, Jackson, Louisa, Muscatine and Scott counties.

B. Describe (limit 1,000 characters):

- (1) how many domestic violence survivors need housing or services in the CoC's geographic area;**
- (2) data source the CoC used for the calculations; and**
- (3) how the CoC collected the data.**

(1) Family Resources estimates that at least 1000 dv survivors need housing services in our geographical area.

(2) We utilized our own internal client information management system, as well as ServicePoint data to help provide the calculations for A1 (we served 1010 dv survivors from Iowa in FY18 in our housing services). We also looked at a PIT study done by Domestic Violence Counts, which shows that 906 survivors were served on a single day in 2017 across Iowa as well as HUD's PIT study for

Iowa homelessness, which showed that there were 1792 homeless on a single night in 2017 across our CoC.

(3) Staff enter client data for all clients served into our data management system, EmpowerDB, and ServicePoint. Reports were pulled from both ServicePoint and our data management system. The data represented in the two PIT studies was collected in collaboration with CoC's and service providers across Iowa.

C. Based on questions above (limit 1,500 characters):

- (1) describe the unmet need for housing and services for DV survivors, or if the CoC is applying for a DV Coordinated Entry project, describe how the current Coordinated Entry is inadequate to address the needs of DV survivors;**
- (2) quantify the unmet need for housing and services for DV survivors;**
- (3) describe the data source the CoC used to quantify the unmet need for housing and services for DV survivors; and**
- (4) describe how the CoC determined the unmet need for housing and services for DV survivors.**

(1) There are simply not enough resources available to help DV survivors secure and maintain safe, affordable housing. We continue to see re-entries into our shelter by DV survivors who do not have adequate financial resources to secure and maintain safe housing.

(2) Across Iowa, there are only 629 RRH beds available, and only 210 of those are designated for DV survivors. There are only three other providers throughout our six county service area providing RRH. The total capacity of these programs is small and waiting lists are long. One county in our area, Cedar, is not currently supported by any RRH services.

(3) HUD PIT Study and information shared in local CoC participation.

(4) We evaluated our utilization data, client feedback, information shared by other providers and the HUD PIT Study to determine the unmet need described in C1.

D. Describe how the DV Bonus project(s) being applied for will address the unmet needs of domestic violence survivors. (limit 1,000 characters)

Family Resources will provide an array of services to help each DV survivor secure and maintain safe, affordable housing. We will create specialized service plans that reflect the needs of that individual/family. Our Mobile Housing Advocate will provide education to landlords willing to work with survivors with high-risk indicators. The Mobile Housing Advocate will support implementation of "wrap around services" to each participant. Our menu of services will include referrals to mental health services, substance abuse treatment services, medical services, counseling, educational, financial and employment services, child care, transportation, life skills, community connection and other resource referrals. Family Resources intends to support approximately 98 DV survivors (individuals or families) throughout Cedar, Clinton, Jackson, Louisa, Muscatine and Scott counties with our DV Bonus RRH Project. This will increase the capacity of our service area to provide RRH to DV survivors.

E. Address the capacity of each project applicant applying for DV bonus projects to implement a DV Bonus project by describing (limit 2,000 characters):

- (1) rate of housing placement of DV survivors;**
- (2) rate of housing retention of DV survivors;**
- (3) improvements in safety of DV survivors; and**
- (4) how the project applicant addresses multiple barriers faced by DV survivors.**

(1) In FY18, Family Resources served 1010 survivors in our Sheltering and Housing Program (875 in shelter, 116 in RRH and 19 in TH).

(2) We currently do not track housing retention rates across homeless service providers; however, we have the capacity to track this within our client information management system.

(3) Our staff work with survivors in individual and group sessions to address various aspects related to safety, including: the cycle of abuse, ways to keep yourself safe, access to community resources, identifying a support system, etc. We track participant survey data to evaluate whether or not survivors have increased their capacity to keep themselves safe. In FY18, 144 clients completed a survey - 86% (124) indicated they had increased their knowledge of ways to plan for their safety, 83% (119) had increased knowledge of community resources and 85% (122) felt they lived in a safe environment where trauma is minimized.

(4) The top three barriers we have identified are: lack of funding to provide financial assistance; survivors presenting with past evictions, bad credit, etc.; and survivors presenting with mental health/substance abuse issues. If funded, we will provide financial assistance to survivors so they can secure safe housing. Each survivor will receive \$650 a month in rent assistance for three months. We will continue to work with our Landlord Network to educate them on why DV survivors, in particular, frequently have past evictions and/or bad credit. We will provide landlord and tenant mediation as well once a survivor has secured housing to help ensure that housing is maintained. We have the internal capacity to provide mental health services within our agency; however, we also work collaboratively with a network of community mental health and substance abuse providers. We will make referrals for survivors for these, and other services, to ensure that proper care can be received.