

**2018 Iowa Balance of State Continuum of Care (CoC)**

**5.04.2018 Amended Final Renewal Project Application: Deadline: Friday, May 25, 2018, 11:59 PM**

Please be sure to submit the application and ALL attachments, including the Performance Report, as a **SINGLE PDF DOCUMENT**.

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

**APPLICANT NAME AND LOCATION**

Organization Name:	Family Alliance for Veterans of America		
Project Name:	Passport to Independence		
Type of Project (Permanent Supportive Housing, Rapid Rehousing, Transitional Housing)	Permanent Supportive Housing		
Project Name on the HIC:	Passport to Independence		
Anticipated Renewal Amount:	\$227,223		
Address:	100 North Clark Street		
Contact Person (w/Email & Phone):	Denise Holst, denise.holst@westcare.com, 641-243-4103		
Secondary Contact (w/Email & Phone):	John Lee, john.lee@westcare.com, 360-529-1592		
Verify current registration in federal System for Award Management:	Circle or Enter: Yes	DUNS #:	969-274-245

**THRESHOLD ASSURANCES**

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

Has the project removed the following barriers to accessing housing and services? Verify that each barrier described does NOT exist:

	Circle or Enter: Not a barrier	Self-Score: Assurances met?	CoC-Score: Assurances met?	Threshold Notes
a. Having too little or no income:	Not a barrier	Assurances Met		FAVA meets all threshold assurances
b. Having a criminal record with exceptions for state-mandated restrictions:	Not a barrier			
c. Fleeing domestic violence (e.g., lack of a protective order, period of separation from abuser, or law enforcement involvement):	Not a barrier			
d. Having (or not having) a previous address within Iowa:	Not a barrier			
e. Failure to comply with HUD's 2016 Gender Identity Rule: ( <a href="https://www.hudexchange.info/resource/1991/equal-access-to-housing-">https://www.hudexchange.info/resource/1991/equal-access-to-housing-</a>	Not a barrier			

Note: This applies only to projects which were new in 2017 or projects that were new in 2016 AND have been operating for less than twelve months

**CONTINUUM OF CARE PARTICIPATION** (30 points, questions 1 -7)

**1 Local Participation: Since January 2017, have representatives of your project attended meetings as part of planning a Coordinated Entry/Coordinated**

Representative (Name of Individual)	Region or Planning Group	Date Attended	Self-Score (up to 10)	CoC Score (up to 10)	Scoring Notes
Rhonda Jordal	Coordinated Entry	2/21/2017			Representatives from FAVA: Denise Holst, Amanda Jones and previous Program
Denise Holst	Annual CoC Mtg	4/11/2018			
Amanda Jones	Annual CoC Mtg	4/11/2018			

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Christine Gardner	Annual CoC Mtg	4/11/2018	8	Director Rhonda Jordal attended the Coordinated Entry meetings
		XX/XX/XXXX		

**2 ICH Participation: Since January 2017, have representatives of your project attended at least three bimonthly meetings of the Iowa Council on Homelessness?**

Representative (Name of Individual)	Date Attended	Three meetings attended? Circle or enter: yes.	Self-Score (up to 3)	CoC Score (up to 3)	Scoring Notes	
Rhonda Jordal	1/20/2017			3		Previous Program Director Rhonda Jordal was a voting member and attended Council meetings. Denise Holst and Amanda Jones from FAVA will now attend the Council meetings
Rhonda Jordal	3/15/2017					
Rhonda Jordal	5/19/2017					

**3 ICH Committee Participation: Since January 2017, have representatives of your project attended at least three meetings of one or more Iowa Council on**

Representative (Name of Individual)	Committee	Date Attended	Self-Score (up to 3)	CoC Score (up to 3)	Scoring Notes
Rhonda Jordal	Coordinated Entry	1/17/2017			FAVA Previous Program Director Rhonda Jordal was involved with coordinated entry, currently Laura Lindsay, Denise Holst, and Amanda Jones are all involved with Coordinated Entry; Laura Lindsay and Denise Holst attend Public Awareness meetings
Rhonda Jordal	Public Awareness	3/6/2017			
Laura Lindsay	Coordinated Entry	2/21/2017			

**Other CoC Participation: Have representatives of your project participated in any of the activities described in questions 4-7? Participation records must**

**4 Professional Development and Networking: Did any project staff attend either the 2017 HUD Peer-to-Peer Symposium OR September 2017 Housing Iowa**

2017 HUD Peer-to-Peer Symposium OR September 2017 Housing Iowa Conference	Name of attendee	Self-Score (up to 2)	CoC Score (up to 2)	Scoring Notes
2016 HUD Peer-to-Peer Symposium	Denise Holst, Laura Lindsay	2		The Peer-to-Peer Symposium meeting was attended by Laura Lindsay, Denise Holst

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**5 Education: Since July 2017 have you engaged in educating one or more local officials about your project services and your area's homeless/housing needs?**

Please make sure that the e-mail chain/documentation makes clear the nature of the meeting, date, name and title of official(s), location, and names of agency staff present. FAVA is the 2017 grant recipient for Coordinated Entry from the Iowa Finance Authority in the North Central Region, and the Communication Liaison for the North East Region.

Self-Score (0 or 2)	CoC Score (0 or 2)	Scoring Notes
2		FAVA engages in educating local officials about your project services and your area's homeless/housing needs during Lunch and Learn Sessions (email chain, agenda, minutes and attendance documentation attached)

**6 Point in Time Count: Did your agency participate in the street (unsheltered) count in counties served by your project? Count must be recorded with HUD. (3**

In January 2018 FAVA participated in the street (unsheltered) count in 15 counties served by the Passport to Independence project?	Counties: Kossuth, Humboldt, Webster, Winnebago, Hancock, Wright, Hamilton, Worth, Cerro Gordo, Franklin, Mitchell, Floyd, Grundy, Emmett, Palo Alto, Dickenson, and Clay
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Self-Score (0,3 or 5)	CoC Score (0,3 or 5)	Scoring Notes
5		The Point in Time was worked/participated in by FAVA Staff: Rose Holmes, Jenifer Camelot, Tracy Brood, Amanda Eldridge, Amanda Jones, Christine Gardner, and Denise Holst

**7 CoC Annual Meeting Participation: Did at least one representative of your project participate in the April 2018 Annual Meeting of Iowa Balance of State CoC**

Representatives (Names of Individual)
Denise Holst Amanda Jones

Self-Score (up to 5)	CoC Score (up to 5)	Scoring Notes
5		Denise Holst, Amanda Jones and Christine Gardner attended the April 2018 annual meeting in Cedar Rapids

**PROJECT MANAGEMENT (14 points, questions 8-14)**

**8 Spending History: Refer to the most recently-completed operating year for which an APR has been submitted. (5 points if funds were fully expended [0%**

a. Project operating year end-date:	9/3/2017
b. Grant amount:	\$ 227,225
c. Total funds expended:	\$ 227,225

Self-Score (up to 5)	CoC Score (up to 5)	Scoring Notes
		FAVA expended all of the grant funds for the most

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d. Funds remaining (unexpended funds):	\$ -			recently completed operating year for which an APR was submitted, grant year Oct.1, 2016 - Sept. 30, 2017
e. Unexpended funds percentage (unexpended funds/grant amount):		5		

**9 Annual Performance Report (APR): Refer to most recently-completed year for which an APR was submitted. (1 point if 90-day requirement met)**

a. Project operating year end-date:	9/30/2017
b. Date APR submitted to HUD in SAGE:	4/30/2017
d. Did your project meet the 90-day requirement? <b>Circle or enter:</b>	YES
e. If an extension was granted by HUD or SAGE was unavailable, describe.	

Self-Score (0 or 1)	CoC Score (0 or 1)	Scoring Notes
1		FAVA submitted the required APR and met the 90-day requirement

**10 HUD Grant Monitoring: (2 points)**

a. Has HUD monitored the project within the past two years? (If no, STOP and award full 2 points.)	<b>Circle or enter:</b> Yes
b. Date of monitoring visit:	12/4/2017
c. How many findings of noncompliance were documented by HUD? (If	2
d. How many findings of noncompliance have NOT been resolved within the	\$0

Self-Score (up to 2)	CoC Score (up to 2)	Scoring Notes
2		HUD monitored the FAVA project with 2 findings that were resolved within the required time frame

**11 Administration Costs: (1 point if yes)**

Will the amount requested for Administration Costs in the Esnaps project application be no more than 7% or the amount listed on the GIW?	<b>Circle or enter:</b> Yes
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Self-Score (0 or 1)	CoC Score (0 or 1)	Scoring Notes
1		FAVA administration costs were within the guidelines of no more than 7%

**12 Timely Compliance: (1 point for each yes; up to 2 points)**

a) In the most recently completed project year, did the agency draw down funds from HUD at least quarterly?	<b>Circle or enter:</b> Yes
Indicate date on which project contract was executed:	12/22/2017 Day Month Year
b) Does the agency maintain an average of 14 days or less between clients' project start and entry into HMIS?	Yes

Self-Score (1 each)	CoC Score (1 each)	Scoring Notes
1		FAVA drew down funds at least quarterly
		The original FAVA started grant on Oct. 1, 2015, the most recent contract was signed on 12/22/17
1		FAVA staff are trained to enter all veterans into HMIS less than 14 days of entering program

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<b>13 Data Completeness:</b> (points described below; up to 2 points)	<b>Circle or enter:</b>	<b>Self-Score (up to 2)</b>	<b>CoC Score (up to 2)</b>	<b>Scoring Notes</b>
Less than 2% missing (null) values in ServicePoint (HMIS or DVIMS) (2 Points) Between 2% and 5% missing (null) values in ServicePoint (HMIS or DVIMS) (1 Point)	(0%) Yes	2		FAVA has 0 missing values in ServicePoint (HMIS) for Forest City and Mason City

<b>14 Exit Destination Errors:</b> (1 point if yes)	<b>Circle or enter:</b>	<b>Self-Score (0 or 1)</b>	<b>CoC Score (0 or 1)</b>	<b>Scoring Notes</b>
Is the total exit destination error less than 20%?	Yes	1		The total exit destination error is less than 20%

**PROJECT DESIGN** (21 points, *questions 15-19*)

<b>15 Project Type:</b> (10 points)		<b>Self-Score (0 or 10)</b>	<b>CoC Score (0 or 10)</b>	<b>Scoring Notes</b>
<b>Mark one:</b> X -Permanent Supportive Housing (10 points)		10		FAVA provides permanent supportive housing

<b>16 Prioritization of literally homeless or fleeing domestic violence: Refer to the most recently-completed operating year for which an APR has been submitted.</b> (5 points)		<b>Self-Score (up to 5)</b>	<b>CoC Score (up to 5)</b>	<b>Scoring Notes</b>
a. Total number of participants served by project:	8/8			FAVA served 8 veterans from from the street, other locations not meant for human habitation, emergency shelters, safe havens, or fleeing domestic violence, including less than 90 days in institutions with literally homeless immediately prior
b. Number of adult participants or head of households (HoH) served that	8			
c. Percentage of adult participants served or HoH who entered from the sources above (b)/(a). (5 points for 100%; 4 points for at least 95%; 3 points for at least 90%; 2 points for at least 85%; 1 point for at least 80%; no points for lower than 80%)	100%	5		

<b>17 Housing First: Does the project ensure participants are NOT terminated from the project for the following reasons, as evidenced by a written termination</b>		<b>Self-Score (up to 5)</b>	<b>CoC Score (up to 5)</b>	<b>Scoring Notes</b>
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)	<b>Circle or enter:</b> Yes			The attached written termination policy is in each

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Loss of income or failure to improve income: (1 point if yes AND matches attached Termination Policy)	<b>Circle or enter:</b> Yes	4	Veteran Participation Handbook and the Policy and Procedures; it follows "Housing First" ensuring that participants are not terminated for: failure to participate in supportive services and/or failure to make progress on a service plan, loss of income or failure to improve income, active substance abuse, or any other activity not covered in a lease agreement typically found in the project's geographic
Active substance abuse: (1 point if yes AND matches attached termination policy)	<b>Circle or enter:</b> Yes		FAVA ensures every effort is made to help participants transition to other housing options when continuation in this project is jeopardized or about to expire
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	<b>Circle or enter:</b> Yes		
<b>and ensure that:</b> 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	<b>Circle or enter:</b> Yes	1	

**18 Supportive Services: Check below for each statement that is true for this project.** (1 point if yes to ALL and completing a. - d.; no points for incomplete response)

**Self-Score (0 or 1)      CoC Score (0 or 1)      Scoring Notes**

a. Transportation assistance is provided to clients to attend mainstream benefit appointments, employment training, or jobs.	<b>Circle or enter:</b> Yes	1	FAVA provides all of the supportive services listed and more
b. At least semi-annual follow-ups are conducted with participants after project exit to ensure verify that mainstream benefits are received and	<b>Circle or enter:</b> Yes		
c. Project participants have access to SSI/SSDI technical assistance provided by the applicant, a sub-recipient, or partner agency.	<b>Circle or enter:</b> Yes		

**PERFORMANCE** (34 points, questions 19-20)

**19 Successful Client Outcomes & Cost Per Exit: Refer to the most recently-completed operating year for which an APR has been submitted.** (4 points for

a. Project Type (PSH, RRH, TH)	PSH	<b>Self-Score (up to 4)</b>	<b>CoC Score (up to 4)</b>	<b>Scoring Notes</b>
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b. Total CoC Project funds spent not including match:	\$ 227,223	4	FAVA has successful client outcomes & cost per exit
c. Cost per permanent housing exit: (Explain your methodology below.)	\$ 22,722		

Briefly explain the formula used to arrive at the calculation reflected in 19.c.: Total Project Funds \$227,223 divided by 10 Permanent Housing Exits

**20 Project Evaluation:**

Evaluation Criteria	Benchmark/Standard	Number of Clients	Self-Score (0 or 5)	CoC Score (0 or 5)	Scoring Notes
a1. Number of participants proposed to be served in project 2017 application. (18.a in 2017 renewal application; 15.a in 2017 new project application);	N/A	10			FAVA proposes to serve 10 veterans in the grant year based on previous experience and the new Coordinated Entry in Iowa which will help identify more chronically homeless
a2. Number of participants served in 2017 project year as of April 30, 2018.	80% of grant year completed as of April 30, 2018 based on start date of 10/1/2016	8	5		FAVA is on a track to meeting project goals as of 4/30/18
If the number served is not on pace to achieve the benchmark set in the application, use this space to explain: FAVA is on a track to					
			(0 or 10)	(0 or 10)	Scoring Notes
b1. RRH or TH Only: Percentage of all adult participants who increased <u>total income</u> from entry to exit:	≥25% = 10 Points < 25% = 0 Points				
b2. PSH ONLY: Percentage of adults remaining (stayers) who increase <u>total income</u>	≥25% = 10 Points < 25% = 0 Points	90%	10		FAVA had 2 veterans out of 8 stayers that had employment during the most recent APR operating year
			(0, 5 or 10)	(0, 5 or 10)	Scoring Notes
c1. RRH or TH Only: Percentage of exits to Permanent Housing:	≥80% = 10 Points 70 - 79% = 5 Points <70% 0 Points				
c2. PSH Only: Percentage of successful exits/retention:	≥85% = 10 Points 75 - 84% = 5 Points <75% = 0 Points	100%	10		FAVA had 1 unsuccessful exit/retention out of 9

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d1. RRH or TH Only: Percentage of adult participants who met HUD definition of chronically homeless (note: 5 points for youth-focused projects):	≥10% = 5 Points 5 - 9% = 3 Points <5% = 0 Points
d2. PSH Only: Percentage of adult participants who met HUD definition of chronically homeless (note: 5 points for youth-focused projects):	100% = 5 points 96-99% = 4 points 92-95% = 3 points 88-91% = 2 points 85-87% = 1 point <85% = 0 Points

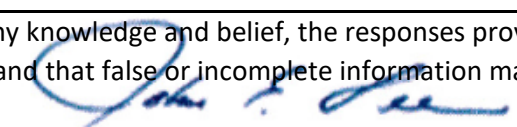
Self-score (up to 5)	CoC Score (up to 5)	Scoring Notes
33%	0	FAVA prioritizes veterans and is 100% veteran-focused. 33% of veteran participants met HUD definition of chronically homeless in Forest City

**BONUS** (1 point)

Award 1 point if all questions have complete responses and all required attachments are included.

Self-Score (0 or 1)	CoC Score (0 or 1)	Scoring Notes
1		All questions have complete responses and all required attachments are included

Total (100 max)	Total (100 max)
93	

<b>CERTIFICATION</b>	
I certify that to the best of my knowledge and belief, the responses provided above in this application are true, accurate and complete. I further understand that false or incomplete information may result in this application being ineligible for funding.	
 _____ Primary Contact	_____ 5-21-18 Date
<b>SUBMISSION CHECKLIST</b>	
Be sure you have: <ul style="list-style-type: none"> <li>* completed a response and self-score for each item appropriate to your project</li> <li>* <i>attached a response to Note (page 2) if it applies and negatively impacts scoring of 9.c-e; 13.a.; 20.b1.-eb2. or 20.c1-c2</i></li> <li>* attached a copy of your project's 2018 CoC Project Renewal/Performance Report</li> <li>* <i>attached documentation in support of points claimed for #5</i></li> <li>* provided the appropriate signature on the CERTIFICATION box above (You may insert a signature electronically or print the page, sign and send as a scanned attachment.)</li> <li>* submit the application and ALL attachments, including the Performance Report, as a SINGLE PDF DOCUMENT.</li> </ul> Items in <i>italics</i> are optional.	



Provider	Project Type
FAVA - Mason City (PSH)(1237)	PH - Permanent Supportive Housing (disability required for entry) (HUD)
Number of NEW project entries	0
Intake: Ave Data Entry Delay (DAYS)	0
<b>12b) Does the agency maintain an average of 14 days or less between clients' program start and entry into HMIS?</b>	<b>Yes</b>

**Completeness**

**13) What was your project's data completeness in ServicePoint?**

No new entries																		
Rela- tion- ship	DOB	Race	Gen- der	Ethn- icity	DI	Insur- ance	Loca- tion	Zip	Resid- ence Prior	LOS	Hmls start date	DV Surv- ivor	Edu	Emp	Any Income	Total Cash Income	Any Non- Cash	
OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	
OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	

**Exit Destination Errors**

	% Exits
No exit interview completed (HUD)	0%
Data not collected (HUD)	0%
Other (HUD)	0%
Client doesn't know (HUD)	0%
Client refused (HUD)	100%

**14) Total exit destination errors** **100%**

**16a) Total number of participants served (All / Adults).** **5 / 5**

**16b) Number of adult participants or head of households served that come from the street, place not meant for habitation, emergency shelters, safe havens or fleeing domestic violence.** **5**

**16c) Percentage of adult or head of household participants that entered from the sources above (b)/(a).** **100%**

**Increased income: Adult Leavers (RRH & TH ONLY)**

	Prior Year Counts	Current Year Counts	Difference
Number of adults who exited (system leavers)	0	1	
Number of adults who exited with increased total income	0	1	
<b>21 b1) Percentage of adults who increased total income</b>	0%	100%	

**Increased income: Adult Stayers (PSH ONLY)**

	Prior Year Counts	Current Year Counts	Difference
Number of adults (system stayers)	0	0	
Number of adults who increased total income	0	0	
<b>21 b2) Percentage of adults who increased total income</b>	0%	0%	

**Permanent Housing Placement/Retention: Metric 7**

**Metric 7b.2 - Change in exits to or retention of permanent housing (PH)**

	Prior Year Counts	Current Year Counts	Difference
Persons in PH-H, PSH, and PH-S who exited	5	5	
Remained in applicable PH projects and or exited to permanent housing destinations	5	4	-
<b>21 c2) Percentage successful exits / retention</b>	100%	80%	

**User Prompt Field**

User Prompt Field	Value(s) Selected
Provider	FAVA - Mason City (PSH)(1237)
Enter Prior Year Start Date	10/1/15
Report_StartDate	10/1/16
Report_EndDate + 1 DAY	4/5/18
EDA Provider	-Default Provider-
Enter effective date (should be the day the report was generated)	4/5/18
Report Version:	v03142018



Provider	Project Type
FAVA - Forest City (PSH)(1236)	PH - Permanent Supportive Housing (disability required for entry) (HUD)
Number of NEW project entries	0
Intake: Ave Data Entry Delay (DAYS)	0
<b>12b) Does the agency maintain an average of 14 days or less between clients' program start and entry into HMIS?</b>	<b>Yes</b>

Completeness																			
13) What was your project's data completeness in ServicePoint?																			
No new entries																			
Vet	Rela- tion- ship	DOB	Race	Gen- der	Ethn- icity	DI	Insur- ance	Loca- tion	Zip	Resid- ence Prior	LOS	Hmls start date	DV Surv- ivor	Edu	Emp	Any Income	Total Cash Income	Any Non- Cash	
OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK

Exit Destination Errors	% Exits
No exit interview completed (HUD)	0%
Data not collected (HUD)	0%
Other (HUD)	0%
Client doesn't know (HUD)	0%
Client refused (HUD)	0%
<b>14) Total exit destination errors</b>	<b>0%</b>
<b>16a) Total number of participants served (All / Adults).</b>	<b>3 / 3</b>
<b>16b) Number of adult participants or head of households (HoH) served that came from the street, other locations not meant for human habitation, emergency shelters, safe havens, or fleeing domestic violence, including less than 90 days in institution with literally homeless immediately prior.</b>	<b>3</b>
<b>16c) Percentage of adult or head of household participants that entered from the sources above (b)/(a).</b>	<b>100%</b>

**Increased income: Adult Leavers (RRH & TH ONLY)**

	Prior Year Counts	Current Year Counts	Difference
Number of adults who exited (system leavers)	2	2	
Number of adults who exited with increased total income	0	0	
<b>20b1) Percentage of adults who increased total income</b>	<b>0%</b>	<b>0%</b>	

**Increased income: Adult Stayers (PSH ONLY)**

	Prior Year Counts	Current Year Counts	Difference
Number of adults (system stayers)	0	1	
Number of adults who increased total income	0	0	
<b>20b2) Percentage of adults who increased total income</b>	<b>0%</b>	<b>0%</b>	

**Permanent Housing Placement/Retention: Metric 7**

**Metric 7b.2 - Change in exits to or retention of permanent housing (PH)**

	Prior Year Counts	Current Year Counts	Difference
Persons in PH-H, PSH, and PH-S who exited	5	3	-
Remained in applicable PH projects and or exited to permanent housing destinations	3	1	-
<b>20c2) Percentage successful exits / retention</b>	<b>60%</b>	<b>33%</b>	
<b>20d1) Number of adult participants who met the definition of chronically homeless (note: 2 points for youth-focused projects)</b>		<b>1</b>	
<b>20d2) Percentage of adult participants who met the definition of chronically homeless:</b>		<b>33%</b>	

User Prompt Field	Value(s) Selected
Provider	FAVA - Forest City (PSH)(1236)
Enter Prior Year Start Date	10/1/15
Report_StartDate	10/1/16
Report_EndDate + 1 DAY	10/1/17
EDA Provider	FAVA - Forest City (PSH)(1236)
Enter effective date (should be the day the report was generated)	4/5/18
Report Version:	v04162018



## North Central Region – Coordinated Services Regions

### Planning Meeting

November 27<sup>th</sup>, 2017 12 noon – 1pm

Lunch & Learn @ Family Alliance for Veterans of America, Inc.  
(FAVA) – Forest City, Iowa



1. Welcome and Introductions
2. Jennifer Miner - Utilization of team conferencing and by-name lists
3. David Nelson – HMIS/CE & Prioritization List Preview
4. Meeting Day Reassessment – Tuesday or Wednesday 12-1?
5. Questions

Next meeting – Monday, December 18<sup>th</sup>

Teleconference Line Available for those unable to attend in person:

(530) 881-1212; 146-936-002 Conf ID

12-1pm/CT



## North Central Region – Coordinated Services Regions

### Planning Meeting

November 6<sup>th</sup>, 2017 12 noon – 1pm

Lunch & Learn @ Family Alliance for Veterans of America, Inc.  
(FAVA) – Forest City, Iowa



1. Welcome and Introductions
2. State CE Meeting Minutes
3. CE P&P – Iowa Balance of State
4. HMIS – Institute for Community Alliance representative to speak on services if there's enough interest
5. Access Point
  - more than one in each county allowable
  - volunteers/brainstorming
6. Questions

Next meeting – Monday, November 27<sup>th</sup>

Teleconference Line Available for those unable to attend in person:

(530) 881-1212; 146-936-002 Conf ID

12-1pm/CT



**From:** Tim Wilson [mailto:[tim@homeforwardiowa.org](mailto:tim@homeforwardiowa.org)]  
**Sent:** Tuesday, April 24, 2018 12:35 PM  
**To:** Denise Holst <[denise.holst@westcare.com](mailto:denise.holst@westcare.com)>  
**Subject:** Re: North Central Region 5718 agenda

VERY exciting, Denise! I will be there.  
Tim

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**From:** Aimee Omans [mailto:[aomans@prairieridge.net](mailto:aomans@prairieridge.net)]  
**Sent:** Tuesday, April 24, 2018 2:52 PM  
**To:** Denise Holst <[denise.holst@westcare.com](mailto:denise.holst@westcare.com)>  
**Subject:** RE: North Central Region 5718 agenda

I will be able to attend in person from Prairie Ridge.

Aimee Omans  
Grant Coordinator  
Prairie Ridge Integrated Behavioral Healthcare  
Ph: (641) 243-7261  
Fax: (641) 424-2391

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**From:** Denise Holst [mailto:[denise.holst@westcare.com](mailto:denise.holst@westcare.com)]  
**Sent:** Tuesday, April 24, 2018 12:19 PM  
**To:** Dusty Noble <[DNoble@hacap.org](mailto:DNoble@hacap.org)>; Tim Wilson <[tim@homeforwardiowa.org](mailto:tim@homeforwardiowa.org)>; [Amanda.regan@legis.iowa.gov](mailto:Amanda.regan@legis.iowa.gov);  
Miner, Jennifer <[Jennifer.Miner@va.gov](mailto:Jennifer.Miner@va.gov)>; Kline, Patricia M. <[Patricia.Kline2@va.gov](mailto:Patricia.Kline2@va.gov)>; Warren, Heather  
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**Subject:** North Central Region 5718 agenda

## Lunch and Learn Meeting Minutes

Location: Family Alliance for Veterans of America, Inc. (FAVA)

Date: May 7<sup>th</sup> 2018

Time Start: 12:12 PM

Present:

Denise Holst

Jen Cleveland

Dusty Noble

Tim Wilson

Courtney Guntly

Sandy Mireles

Jenna Schilling

Aimee Omans

Lori Jurgens

Jeannie Kingery

Barb Belcher

Phone:

Brenda McBride

Carrie Moreno

We need a new voting member and secondary voting member, previously was Rhonda Jordal. Agreed Denise Holst will be current voting member. We suspect that the new director will be our next voting member.

Diane Wilson has received our draft with Policies and procedures, it needs to get fixed up and re-submitted.

New map for CE was passed out. All present have received. (Pink - no representatives)

CE 101 meeting, Storm Lak, IA at United Methodist church. 2 pm Thursday 10<sup>th</sup>

Non HMIS users received MOU to be filled out and returned back.

Jeannie needs to be on sharing group for HMIS. She will need additional training to implement sharing.

Handed out spread sheet for potential players, access points, churches etc.

On spread sheet, Forest city food bank needs to be changed to Neighborhood Food Bank

Handed out official access point list (ones that have agreed to be one)

Prairie Ridge will agree to be access points for people they serve in their program but does not participate in HMIS.

Friends and Family needs to be added to Cerro Gordo access point list.

We still need to visit Floyd County to get access points.

Need to reach out to all County Social Services for access points.

Need to call Wright County Social Services to verify their participation. (Call Allison Houser)

Allison was willing to have all of her counties on board but never Responded to our emails

Lori offered to call Allison.

Prairie Ridge is willing to reach out to their other offices in Floyd, Franklin, Winnebago, and Kossuth, to have them be access points

Need to get schools involved with CE, issues arise with confidentiality of minors, others have had luck with helping kids in schools

Mason City has social workers who specifically deal with homeless school kids

Youth For Christ is willing to help but does not want to be an access point

There is a list online of homeless liaisons.

We need to look up the schools in our 13 counties and find the homeless liaison and/or social worker to talk to about being access points.

A good place to start is with the County seat.

Need to do VI-SPDAT training for people who will to be access points.

We will try to get something set up for everyone to do the training at the same time.

We also want everyone to do the VI-SPDAT training even if they already know how, we want to get everyone on the same uniform page.

For every intake each access point will need to do a VI-SPDAT and ROI's

Once everyone starts to enter people in to HMIS using the VI-SPDAT the system will then create a prioritization list. Once a week we will get together and start with the people on the top of the prioritization list and see what resources are available to them.

The goal is to grow with this grant and have more people contributing, whether it be as a resource or an access point.

Breaking Iowa into smaller regions will hopefully make more sense, to unify, and organize each one.



Agencies that participate will hopefully have better scores, but may not necessarily mean more money for them.

State level has lost money before CE started, hopefully this will help.

Any veterans should be directed to FAVA and to Carrie McBride.

Questions:

What does the VI-SPDAT ask? – a lot of questions – yes or no questions – this will help prioritize who needs us most. Only completed by head of household - Non HMIS user should send all their VI-SPDAT's to FAVA

What we know about the VI-SPDAT is that these questions are asked regularly to homeless, so they should be familiar. They can refuse questions, but it is not very common.

Nothing will disqualify them on VI-SPDAT so we want them to answer as honestly as they can.

The services you receive are based on your score.

When will training be? – We want to get more access points before we start training everyone on the VI-SPDAT.

Do we have any estimated date of going LIVE? – Not yet, we are still waiting on the policies and procedures to get finished. Access points and Policies and Procedures are what most people are struggling with and the hardest part as well, the rest is pretty simple.

Next Meeting: Monday June 4th

End time: 12:54 PM



## **Family Alliance for Veterans of America, Inc. (FAVA) Termination Policy**

Family Alliance for Veterans of America, Inc. (FAVA), a subsidiary of WestCare provides housing first to chronically homeless and disabled veterans in the “Passport to Independence” CoC program. Leasing of a house in Forest City and rental assistance of apartments in Mason City. FAVA has great understanding to veterans, and the population we are serving of chronically homeless and disabled.

### **Termination by Participant**

The participant may elect to leave the CoC Program at any time and may do so by informing their veteran advocate, who will then inform FAVA Veteran Advocate Coordinator and the landlord. Participants who are currently receiving rental assistance must provide their landlord with a 30 day notice (or longer according to their lease) prior to vacating a unit.

If the tenant provides the required notice, FAVA will pay the rent up to end of the 30 day period, unless the landlord rents the unit to another tenant during that period. If the participant vacates the unit without notice, the CoC Program will pay the rent for a maximum of 30 days following the day the participant left the unit.

### **Termination by CoC Program – FAVA “Passport to Independence”**

The Continuum of Care Program at FAVA is designed to serve disabled people who are chronically homeless and have had poor access to housing and support services. In order to reach this disadvantaged and hard-to-reach homeless population, sensitivity, flexibility, and respect for the participant’s past experiences is critical. Behavior that might be grounds for dismissal in more traditional programs may not be appropriate grounds for dismissal from Continuum of Care.

#### **1. Grounds for Termination**

a. Assistance may be terminated or a participant may be put on probation if the participant violates program requirements or conditions of occupancy [24 CFR 582.320(a)].

#### **§ 582.320 Termination of assistance to participants.**

**(a) Termination of assistance.** The recipient may terminate assistance to a participant who violates program requirements or conditions of occupancy. Recipients must exercise judgment and examine all extenuating circumstances in determining when violations are serious enough to warrant termination, so that a participant's assistance is terminated only in the most severe cases. Recipients are not prohibited from resuming assistance to a participant whose assistance has been terminated.

**(b) Due process.** In terminating assistance to a participant, the recipient must provide a formal process that recognizes the rights of individuals receiving assistance to due process of law. This process, at a minimum, must consist 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.

Some examples of program violations are:

Repeated complaints from the landlord due to violations of the lease agreement;



Violent or threatening behavior, or other behavior that seriously threatens the health and safety of the community, of staff or others in the program;  
Illegal activities;  
Vacating the unit without notice for more than 30 consecutive days.

b. The CoC Program shall exercise judgment in determining when violations are serious enough to warrant warnings or termination. The program will do as much as possible to ensure the adequacy of support services so that a participant's assistance is terminated only in the most severe cases [24 CFR 582.320(a)]. Whenever possible the program will give participants written warning and a sit down meeting with the Veteran Advocate Coordinator present prior to termination so that they have an opportunity to take appropriate action to resolve the problems and thus continue their participation in the program. Depending on circumstances a veteran could have more than one sit down meeting and written warning, the second sit down meeting would involve the Veteran Advocate Coordinator as well as the Director. If the veteran still continues in the direction of termination determination, the Director will report the actions to WestCare for final determination of termination and the veteran will have a final sit down to discuss the termination. Each sit down meeting will consist of going over the written warning and discussing as well as signing of the written warning by the veteran of his understanding. The veteran will receive a copy of the signed document and copy will be put in veteran file.

c. FAVA will not terminate a participant's assistance simply because the landlord or service provider feels the participant is "difficult."

d. Extremely serious program violations (including violent behavior, drug sales, or other criminal behavior) will result in proceeding immediately to termination proceedings.

## **2. Roles and Responsibilities of Parties in Termination Process**

There are three parties that have roles and responsibilities relating to a participant's participation in the FAVA CoC program and any decisions regarding termination of the participant's CoC assistance:

**FAVA/WestCare:** As grantee for the CoC funds, FAVA is ultimately responsible for determining whether a participant continues to receive CoC assistance and for termination of assistance in cases where it is warranted. FAVA will, in all cases, consult extensively with the other parties including veteran advocate and the veteran advocate coordinator and in some cases WestCare prior to terminating a participant from the program. In the event that agreement cannot be reached with all parties, WestCare and/or Directors decision will prevail.

**Landlord:** The landlord and FAVA have good communication as the landlord has an apartment manager that the veteran advocates stay in touch with. If any problems happen, FAVA is notified right away. In the case that the landlord/manager feels termination should happen, then FAVA will evaluate the situation and take appropriate steps. The landlord may terminate tenancy by undertaking an eviction procedure in accordance with state and local law (see Section C, below). In the event that the participant is evicted but FAVA chooses not to terminate participation in CoC, FAVA may assist the participant in locating a new unit.

**Participant:** throughout the probation and termination process, the participant has a right to be treated respectfully, fairly and to be afforded due process under the law.

**3. Termination Process;** termination is a formal process that recognizes the rights of individuals receiving assistance to due process of law. The termination process is as follows if immediate termination is not determined:

**Written warning and sit down meeting;** the Veteran Advocate, Veteran Advocate Coordinator and the veteran will meet to address the problem. The Veteran Advocate will document in the veteran file the effort to resolve the problem and will keep a copy of the signed written warning in the veteran file after giving a copy to the veteran. If the participant disagrees with the warning notice, he may request an informal conference with the CoC Program Manager. In the case of serious criminal or violent acts FAVA may proceed to termination procedures of the veteran immediately.

**A second written warning;** if the behavior cannot be corrected with the first written warning and the Veteran Advocate and Veteran Advocate Coordinator feel there should be a second written warning, they will involve the Program Director in a sit down meeting with the veteran if they feel this would be a helpful next step. The veteran advocate will document in the veteran file the effort to resolve the problem and a copy of the signed written warning will be kept in the veteran file after a copy is given to the veteran. In the case of serious criminal or violent acts FAVA may proceed to termination procedures of the veteran immediately. After a second written warning the Program Manager will contact WestCare to inform them of the situation and receive any advisement from the Chief Clinical Officer. If the veteran disagrees with the warning notice, he may request an informal conference with the CoC Program Director. If veteran disagrees with the warning this time with the involvement of the Program Director, then the participant may file a grievance, which is outlined in their veteran participation handbook that they are given when entered into the CoC program.

**Written Notice of Termination;** if the participant does not fulfill the terms of the written warning, or has another event that warrants the attention of another written warning the CoC Program Director shall proceed with a termination. If the matter proceeds to termination, the CoC Program Director shall notify the participant in writing that he or she is being terminated from the program. The notice will contain a clear statement of the reason(s) for termination. The written notice of termination must also contain a statement that the participant has a right to an Informal conference with the Program Director for a review of the decision, in which the veteran is given the opportunity to present written or oral objections and may be represented by a third party advocate. To request an Informal conference, the veteran must do so in writing within ten (10) days of the date of the termination letter. A veteran who fails to request an informal conference with the Program Director waives this right, and the decision to terminate them from the program becomes final. The veteran also has the right to the grievance process which is outlined in their veteran participation handbook that they are given when entered into the CoC program.

Once the veteran receives a Notice of Termination, FAVA will send the landlord a 30-day Notice of Termination and will complete exit paperwork including the effective the last day of the 30 day period.



If the participant requests a hearing with the Program Director within the allotted time period, FAVA will not start the 30 day notice until determination is decided and will continue to pay rental assistance throughout the process. The conference with veteran and Program Director must be within ten (10) working days of receipt of the request. The informal conference shall be a meeting between the veteran, the program director, the FAVA performance improvement specialist and if the veteran requests a third party advocate. Additional individuals may also attend as deemed necessary. The program director shall issue prompt written notification of the decision to the veteran within 10 business days, including a clear statement of the reason(s) for the decision. This finding is final and may not be further appealed.

**Termination;** once the decision to terminate the veteran from the program becomes final, the Veteran Advocate shall terminate the CoC assistance by issuing a 30-day Notice to Terminate to the veteran and to the landlord, with a copy to the veteran advocate coordinator and place a copy in the veteran file.

The Veteran Advocate shall assist the landlord in obtaining the veteran's voluntary agreement to move out of the unit. If the veteran (tenant) has not moved out at the end of the 30-day notice period, the landlord may evict the veteran (tenant) through the legal eviction process. FAVA will continue to pay rent during the thirty day notice period, unless another tenant moves into the unit prior to the end of the 30 days.

#### **4. Returning to the CoC Program Following Termination**

After termination, the veteran may be given the opportunity to re-enter the program at a later date. By showing responsibility, motivation, and readiness the participant may become eligible for re-entry into the program. The veteran must be able to qualify for the program just like the first time of entry.

#### **Termination of Tenancy by Landlord**

All CoC program veteran have the same tenancy rights as any tenant in the State of Iowa. If the landlord decides to evict a tenant in a CoC subsidized unit, they must follow the legal requirements governing the eviction of tenants under Iowa law, as well as any applicable local laws governing the landlord-tenant relationship.

As noted above, a decision by the landlord to evict the veteran from his unit does not necessarily mean that the participant will be terminated from the CoC program. Depending on the circumstances, FAVA may elect to continue CoC program participation and offer the veteran alternative housing and/or services.

FAVA termination policy is set guidelines to ensure that no participants are terminated from the project for the following reasons:

Failure to participate in supportive services and/or failure to make progress on a service plan;

Loss of income or failure to improve income;

Active substance abuse;

Any other activity not covered in lease agreement.

FAVA will make every effort to help veterans transition to other housing options when continuation in this project is jeopardized or about to expire.