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

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### APPLICANT NAME AND INFORMATION

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<b>Organization Name:</b>	Friends of the Family
<b>Renewal Project Name:</b>	Northeast Iowa Permanent Supportive Housing Program
<b>Project Name(s) as appearing in HMIS/DVIMS:</b>	FOFIA- Northeast Iowa Permanent Housing Program (PSH) (205)
<b>Grant Identifier:</b>	IA0056L7D011806
<b>Project Type:</b>	Permanent Supportive Housing (PSH)
<b>Projected number of clients to be served in renewal grant period:</b>	25
<b>Anticipated Renewal Amount:</b>	207790.00
<b>Verify current registration in federal System for Award Management:</b>	Yes
<b>DUNS #:</b>	845062777
<b>Counties Served by Project:</b>	Allamakee, Bremer, Butler, Buchanan, Clayton, Chickasaw, Fayette, Howard, Winneshiek
<b>Address of Administrative Office:</b>	Friends of the Family P.O. Box 784 waverly , IA 50677
<b>Primary Contact Name:</b>	KarLee Kearns
<b>Primary Contact Phone:</b>	(319) 352-1108 ext. 102
<b>Primary Contact Email:</b>	karlee@fofia.org
<b>Secondary Contact Name:</b>	Ben Brustkern
<b>Secondary Contact Phone:</b>	(319) 352-1108 ext. 207
<b>Secondary Contact Email:</b>	ben@fofia.org

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### THRESHOLD ASSURANCES

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<b>Having too little or no income:</b>	NOT a Barrier
<b>Having a criminal record with exceptions for state, and/or federal restrictions:</b>	NOT a Barrier
<b>Fleeing domestic violence (e.g., lack of a protective order, period of separation from abuser, or law enforcement involvement):</b>	NOT a Barrier
<b>Having (or not having) a previous address within Iowa:</b>	NOT a Barrier
<b>Failure to comply with HUD's 2016 Gender Identity Rule:</b> ( <a href="https://www.hudexchange.info/resource/1991/equal-access-to-housing-final-rule/">https://www.hudexchange.info/resource/1991/equal-access-to-housing-final-rule/</a> )	NOT a Barrier
<b>Failure to comply with Non-Discrimination and Equal Opportunity Requirements including assuring non-discrimination on the basis of age, race, creed, color, national origin, religion, sex/gender, sexual orientation, gender identity, and familial status and disability.</b>	NOT a Barrier
<b>Attach project Policies &amp; Procedures to verify barrier statuses selected above:</b>	<a href="https://s3.amazonaws.com/files.formstack.com/uploads/3367170/74759947/510819432/74759947_psh_manual.pdf">https://s3.amazonaws.com/files.formstack.com/uploads/3367170/74759947/510819432/74759947_psh_manual.pdf</a>

## CONTINUUM OF CARE PARTICIPATION

<b>1. a. What percentage of your clients served do you feel were referred through coordinated entry? Explain your response.</b>	100% of clients pulled onto the Northeast Iowa Permanent Housing Program were referred through coordinated entry. Friends of the Family has been prioritizing households based on the severity of their housing barriers through the use of the VI-SPDAT before coordinated entry was up and running. We were utilizing an excel spreadsheet prioritizing and pulling households from the top down. We went live with pull meetings in June and have been utilizing DVIMS to pull program participants.
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**1. b. Describe timeline/progress of Coordinated Entry in your region. Explain your project's participation in Coordinated Entry and the steps taken to support the Coordinated Entry process in the project's region.**

Friends of the Family has been on the Iowa Council on Homelessness's Coordinated Entry subcommittee since the very first meeting in August of 2017. Attending these meetings has helped us to develop our policies and procedures and aid in streamlining services for households in a housing crisis. In June 2018, Friends of the Family hosted the first pull meeting for the Northeast Iowa Coordinated Service Region. Meetings were run weekly until January 2019 when we reevaluated and decided to host the meetings bi-weekly based on number of program openings and number of new referred individuals and families being added to the prioritization list. Northeast Iowa CSR has 8 access points which has grown since the first pull meeting in June. In addition to pull meetings, quarterly meetings are held with access points and other stakeholders to address gaps in services, Coordinated Entry progress, outcomes, and address other community housing needs.

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

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

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

1. 2018 Peer to Peer Homeless Symposium, Des Moines, Iowa June 13&14- Ben Brustkern (Executive Director), Jessica Jepsen-Rupp (Homeless Resource Specialist), Genna Schilling (Housing Support Specialist), KarLee Kearns (Housing Services Manager) and William Bird (Housing Support Specialist)  
2. Access Point Trainings on August 23, 2018- KarLee Kearns and Jessica Jepsen Rupp- National Alliance to End Homelessness Webinar-Closing a Case: Knowing when to end Rapid Rehousing Assistance-2018  
3. National Conference on Ending Homelessness, Washington DC, July 23-25, 2018- Ben Brustkern, Kelley Schmitz (Director of Operations)  
4. Iowa Housing Conference, Des Moines, IA September 5-7, 2018- Ben Brustkern and KarLee Kearns  
5. Iowa Balance of State Governance Strategy Session, Des Moines, IA November 16, 2018- Ben Brustkern and Karlee Kearns

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

2018 Peer to Peer Homeless Symposium - Rural homelessness and landlord recruitment - FOF is working to strengthen its plan to recruit and retain landlord partners. The symposium provided us with tips on landlord engagement. We are now creating a brochure and an outreach plan for recruiting new landlords and implementing an email publication to engage current landlords.

National Alliance to End Homelessness Webinar - "Closing a Case: Knowing when to end Rapid Rehousing Assistance" - This webinar provided guidance for staff to quickly identify when participants can maintain permanent housing without our ongoing assistance.

2018 National Conference on Ending Homelessness - FOF staff have realigned shelter services based on a presentation given by OrgCode. Shelter programming has shifted to be housing-focused, which has led to a decrease in the average length of shelter stay. We also were able to identify key training for shelter staff in de-escalation, harm reduction, and case management.

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

We currently have two section 8 programs that work within the northeast Iowa CSR. Friends of the Family met with Upper Exploreland Regional Planning Commission's new Housing Department Head, Katie Nolte. Katie shared that Upper Exploreland does not currently have a wait list for their section 8 program and plans to continue operations without a wait list. Friends of the Family introduced the idea of a homeless admission preference list if a wait list were to form and Katie was open to exploring that idea in the future.

Friends of the Family's Executive Director is on the Iowa Northland Regional Housing Authority (INRHA) Board and has begun conversations with board members and staff at INRHA about a homeless preference. The topic of a homeless preference will continue to be discussed within the INRHA board meetings and FOF will use leverage as a board member to move this forward. This topic was part of new business in the April 5th Board meeting.

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

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**4. b. In the past year, describe your agency's activities/engagement/involvement with local affordable housing providers (e.g. multifamily assisted housing owners, PHAs, Low Income Housing Tax Credit developments, or local low-income housing programs) about implementing a Move On strategy (Informational resource: <https://www.csh.org/wp-content/uploads/2016/07/Moving-On-Chapter-6-Final.pdf>):**

Friends of the Family met with Upper Explorerland Regional Planning Commission and introduced the idea of a move on strategy. As Upper Explorerland currently has a very short processing time, participants who are ready to exit the program can apply for a housing choice voucher and receive it before reaching the maximum amount of stay. We have also partnered with Commonbond who will be working to complete a 50-unit apartment complex. Friends of the Family will be providing case management to 5 set-aside units for low-income households and 5 set-aside units for families that were homeless prior to entering the complex. Construction will begin summer of 2019 and we will be working with them to create policies and procedures that allow for the move on strategy to be implemented.

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

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**5. In the past year, to what extent has your agency taken steps locally to educate communities on the issues of homelessness: (e.g. decriminalization of homelessness engaging local policymakers, law enforcement, or business leaders; implementing community plan)?**

Friends of the Family works to educate community leaders on homelessness throughout the nine counties we serve. We have participated in the Iowa Council on Homelessness Day on the Hill since its inception and take that time to meet with our state legislators. We discuss state and local issues that affect the homeless population such as criminalization, right to assistance bills that penalize tenants who call the police multiple times, and programming that moves us closer to ending homelessness.

Locally, we meet with several Boards of Supervisors and community funders/leaders about homeless services. This includes education on Housing First, Coordinated Entry, Prioritization, and Rapid Rehousing. We have found high levels of support from our local government officials which has helped avoid any damaging policies being brought forward that would hurt homeless families and individuals.

**6. In the past year, to what extent has your agency taken steps locally to prevent the discharge of persons from local systems of care (foster care, health care, mental health care, correctional facilities) into homelessness?**

Friends of the Family met with Pillars, a housing program for girls and young women aging out of foster care. FOF has added questions to our housing follow up calls to find out if callers are eligible for the Pillars program as a measure to prevent people aging out of foster care from discharging into homelessness. FOF has also connected with Plugged-In Iowa, a program facilitating the incorporation of peer support services into mental health systems in more than 20 counties. These supportive services result in better adherence to follow-up treatment, unnecessary re-hospitalizations, incarceration avoidance, and significant cost-savings for local governments. FOF has worked with Foundation 2, a crisis stabilization organization, to safety plan and connect with housing services upon discharge. FoF has also reached out to local mental health and intellectual disability service providers, such as Exceptional Persons Inc. to collaborate on permanent housing solutions.

**7. a. Did your agency participate in the street (unsheltered) count in counties served by your project and how?** Friends of the Family was the lead agency for the 2019 unsheltered count for Northeast Iowa. Friends of the Family organized teams of employees, volunteers, and other service providers to ensure all counties served were covered for the point in time count.

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**7. b. Did your agency submit the PIT/HIC information for your projects by the set submission deadline? If not, why?** Yes, this was submitted on 2/13/2019.

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**8. List at least one representative of your project participate in the April 2019 Annual Meeting of Iowa Balance of State CoC Grantees. Describe any special participation your agency performed in regards to the meeting.** Ben Brustkern and KarLee Kearns. KarLee is a voting member for the Continuum of Care Committee and assisted in reviewing and updating the appeals process for this years competition.

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## PROJECT MANAGEMENT

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**9. a. Has this project completed it's first grant full grant cycle? (i.e. 1st year renewal with end date after application date?)** Yes

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**9. b. Project grant year end-date completed:** Nov 30, 2018

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**9. c. Grant amount:** 206692.00

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**9. d. Total funds expended:** 200667.78

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**9. e. Funds remaining (unexpended funds):** 6024.22

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**9. f. Unexpended funds % (unexpended funds/grant amount):** 2.91

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**APR Sage Submission Requirement (days)** 90

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**APR Deadline in SAGE:** Feb 28, 2019

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**10. a. Date APR submitted to HUD in SAGE:** Jan 17, 2019

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**10. b. Did your project meet the 90-day requirement?** Yes

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**11. a. Has HUD monitored the project within the past two years?** Yes

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<b>11. b. Have you received your official monitoring/finding report from the HUD field office?</b>	Yes
<b>11. c. Date of monitoring visit:</b>	Jul 11, 2017
<b>11. d. Please attach HUD monitoring report/findings:</b>	<a href="https://s3.amazonaws.com/files.formstack.com/uploads/3367170/74777784/510819432/74777784_tppsh_monitoring_report.pdf">https://s3.amazonaws.com/files.formstack.com/uploads/3367170/74777784/510819432/74777784_tppsh_monitoring_report.pdf</a>
<b>11. e. How many findings of noncompliance were documented by HUD?</b>	2
<b>12. a. Failure to participate in supportive services and/or failure to make progress on a service plan:</b>	No
<b>12. b. Loss of income or failure to improve income:</b>	No
<b>12. c. Active substance abuse:</b>	No
<b>12. d. Any other activity not covered in a lease agreement typically found in the project's geographic area:</b>	No
<b>12. e. Ensure that every effort is made to help participants transition to other housing options when continuation in this project is jeopardized or about to expire?</b>	Yes
<b>12. f. Attach the project's written termination policy. The effective date must be evident on the policy.</b>	<a href="https://s3.amazonaws.com/files.formstack.com/uploads/3367170/74776944/510819432/74776944_psh_manual.pdf">https://s3.amazonaws.com/files.formstack.com/uploads/3367170/74776944/510819432/74776944_psh_manual.pdf</a>
<b>13. a. Transportation assistance is provided to clients to attend mainstream benefit appointments, employment training, or jobs.</b>	True
<b>13. b. At least semi-annual follow-ups are attempted with participants after project exit to ensure that mainstream benefits are received and renewed (and for RRH projects, to verify that housing stability is maintained) for a period of X years.</b>	True

**13. c. Annual interim reviews with current clients are being completed with 30 days of anniversary date to check on client well-being and update all relevant data including: income, disability status, health care, etc.**

True

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

True

**14. Did the number of clients served by your project achieve or exceed your estimated levels of service when you last applied/renewed this grant? Explain, success/difficulties.**

Friends of the Family's PSH project proposed serving 25 participants and we not only achieved the estimated level of service but also exceeded that proposal and served 40 individuals.

## **PROJECT PERFORMANCE/EVALUATION**

**Attach "2019 BOS CoC Renewal Application Report" from HMIS/DVIMS**

[https://s3.amazonaws.com/files.formstack.com/uploads/3367170/74778606/510819432/74778606\\_2019\\_bos\\_coc\\_renewal\\_application\\_report\\_06072019.pdf](https://s3.amazonaws.com/files.formstack.com/uploads/3367170/74778606/510819432/74778606_2019_bos_coc_renewal_application_report_06072019.pdf)

**15. Does the agency maintain an average of 14 days or less between clients' project start and entry into HMIS?**

No, however we have reduced the number significantly as last grant year the average was 105 days with one person entering all participants within three different programs. This year it is 31.5 days because many of the participants within the permanent housing program have been in the program several years. We did not use DVIMS/HMIS until the last two years because of federal regulations. Many clients that were entered after the start of DVIMS still reside in the program and are negatively affecting the numbers. As a domestic violence agency these numbers skewed on entry compliance due to factors outside of our control.

**16. Does your agency maintain an average data completeness score of less than 2% missing data?**

We are Less than 2%.

**17. PSH: Does your project sufficiently prioritize literally homeless clients or those fleeing domestic violence?**

We are 80% or higher. The actual number is 100%.

**18. RRH/PSH: Was program average time to permanent housing under 30 days?**

We are under 30 days. The average time is 26 days.

**19. RRH/PSH: Is the total move-in date error less than 5%?**

We are under 5%. The actual number is 0%.



<b>20. RRH/PSH: Is the total exit destination error less than 10%?</b>	We are under 10%. The actual number is 0%.
<b>21. PSH: Percentage of all adult participants remaining who increased total income?</b>	We currently had 11% of the adult participants increase income. However, there are 2 more clients that have increased income and this will be reflected in their annual assessment. This would bring the percent up to 33%.
<b>22. PSH: Percentage of successful exits/retention?</b>	We are above 85%. The actual number is 100%.
<b>23. PSH: Chronic population served in project?</b>	Less than 29%. Actual number is 21%. However, this number is affected by Coordinated Entry. The Permanent Housing Program does not have a great amount of client turnover. We would select a chronically homeless person from the priority list when a spot becomes available. However, many of the chronic homeless individuals are being picked up by are rapid rehousing program because of the frequency of openings.

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## BONUS QUESTION

<b>*Bonus - Describe any specific services provided by your project specifically for youth/mental health/substance abuse:</b>	<p>This program offers supportive services for adults and children to access mental health and substance abuse services. We have set aside funds that cover the cost of driving to or attending mental health and substance abuse appointments. This allows 100% of the clients in the program the ability to attend needed services.</p> <p>We have also engaged in creating a referral process with Northeast Iowa Behavioral Health Medication Assisted Treatment (MAT) Clinic to create a partnership that allows participants experiencing substance use disorders the ability to maintain their permanent housing. We have plans in place to create further relationships with mental health professionals to further the referral process. This is a unique opportunity as MAT clinics are not often operating in rural areas and will be a benefit to participants in our service area.</p>
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