

**2018 Iowa Balance of State Continuum of Care (CoC)
Final Coordinated Entry Project Application: Due Friday June 15, 2018**

Instructions:

- Up to \$400,000 may be available for CE in the 2018 CoC competition, for a project anticipated to renew or begin in late 2019.
- This application may be used for either a renewal of the existing CE project from HACAP or for a new CE project application from a different agency.
- Note that the questions below will be used by the CoC in scoring and selecting a project. If selected, the project will also be required to complete HUD's online Esnap application and separate questions.
- The Iowa Council on Homelessness makes all decisions regarding selection and ranking of projects to submit to HUD.
- Submit by email to amber.lewis@iowa.gov by the deadline of Friday, June 15, 2018. Submit as one PDF document that includes any attachments.

Points possible: 100

Please be concise. Narrative responses should generally be limited to 1,000 characters or less.

Name of Agency: Hawkeye Area Community Action Program, Inc.

Name of Project: Iowa Balance of State Coordinated Entry Project

Primary Application Contact Name, Email, Phone:

Heather Harney, hharney@hacap.org, 319-393-7811 ext 1056

Secondary Application Contact Name, Email, Phone:

Dusty Noble, dnoble@hacap.org, 319-393-7811

PROJECT SUMMARY (10 points)

- 1) **Provide a brief introduction to your agency.** *(Not scored, but will help orient reviewers to your agency.)*

HACAP is a community-focused non-profit dedicated to improving the lives of low-income families. We are part of the Iowa community action network that provides human services in its ninety-nine counties. Since 1965 HACAP has been providing a portfolio of health and human services in six counties: Benton, Iowa, Johnson, Jones, Linn and Washington County. Four years ago we expanded our rapid rehousing and supportive services for veterans to include Cedar, Black Hawk, Buchanan, Delaware and Dubuque Counties, this service area contains 30% of the people living in the CoC. A statewide coordinated entry system for housing services aligns with

our efforts to end veteran homelessness in the balance of state as well as continuing to reach all other benchmarks set by HUD. HACAP also serves a 46 county area with a call center based in Hiawatha and partners with other community action programs across the state, with services in all 96 counties. HACAP will be partnering with the Institute for Community Alliances, Home Forward Iowa, and Waypoint Services for the project.

2) **Summarize the scope of the project.** *(Not scored, but will help orient reviewers to your project.)*

The Iowa Balance of State Coordinated Entry project is joint project with Hawkeye Area Community Action Program, Inc. (HACAP) as the recipient and Institute for Community Alliances, Home Forward Iowa, and WayPoint Services as sub recipients of the funds. These four entities along with guidance from the Coordinated Entry subcommittee of the Iowa Council on Homelessness work together to make sure the mandatory Coordinated Entry system for the CoC is operational, administered across the entire CoC, and all mandatory agencies are participating in the system. Outreach and technical assistance is provided to homeless providers and communities, homeless by name lists that prioritize those that are most at risk have been created, and a hotline to help support the coordinated service regions across the CoC will soon be in operation.

3) **RENEWAL APPLICANT ONLY: Briefly describe the goals and plan of the original Coordinated Entry application. Then describe successes and challenges so far, any changes from the original goals and plan, and the reasons for any changes. Consider: assessment, navigation and access to the system, call center vs. physical intake sites, regional organization, diversion, and any other relevant topics.** *(10 points for renewal; new applicant automatically awarded 5 points)*

The original application for Coordinated Entry was submitted in August of 2016. In the initial application the goal was to have a startup date for some regions of the system occur within 60 day the start date of the CoC award and have all regions in the system either operational or have made significant progress by the end of the first operating year. The goals outlined included; outreach to areas of the state that have not traditionally been very involved in homeless planning, technical assistance and trainings on the VI-SPDAT as the assessment tool, written standards for CE being developed for the CoC, enhanced collaboration between providers, a functional by name list that covers the CoC and regions, and gathering information on where gaps of service may exist.

The grant contract stated January 1, 2018 and 5 months of full operation have been completed to date. The largest success to date is the amount of outreach that has been conducted in areas of the state that have been previously not engaged with the state wide homeless system and education on what the system is about and why it is needed across all communities in the CoC. In increase

in engagement in the system from Western, Northern and Southern Iowa has increased tenfold from just a few years ago. A homeless system that previously was dominated by Central and Eastern Iowa now has engagement throughout the system and more attention and resources have been focused on rural homeless. The by name list and the HMIS system developed to host that list is also a large success. The system is easy to use, transparent, and a like system has been developed for DV providers so they can participate in the pull list meetings in the regions. The list can be sorted by region or run for the entire CoC. By name lists and the prioritization of homeless households for specific services is the foundation of ending homelessness in CoC. The Iowa Balance of State now has a great start in reaching that goal.

The system though is not without challenges. Although significant progress has been made on education and outreach of the system, some homeless providers and communities have not been as willing to be a part of the process. Regions have changed leadership or have wanted to disband. Political forces at times overtakes the progress that education and outreach has made. Change is difficult, particularly when trying to educate small communities that being part of a 96 county system is to their benefit. The word “regionalization” when speaking about services or even coordination of services can initially make organizations and communities defensive.

Another challenge of onboarding the system has been the delay of onboarding the Balance of Counties region and subsequently the start of the assessment hotline. Although 211 staff have been referring to appropriate areas of the state of homeless services use of the HMIS system has not started yet. Policies and procedures for the Balance of State took longer to draft and finalize than planned, delaying that process. Those delays can be contributed to the flow of counties in and out of the Balance of State Region and conflicting time management priorities between the Balance of State region versus the support of other regions in the CoC. The policies and procedures have now been completed and trainings have been conducted by ICA for staff. A live date for the Balance of State and the hotline will be in July.

PROJECT DETAIL (40 points)

For each of the following questions, describe how the current or proposed project will support each item to the extent possible. New proposed projects may focus more on future specific plans with timelines, and include past achievements when possible or relevant. A renewal project should describe both past achievements and future specific plans with timelines. A renewal project should also address additional items as specified.

- 4) **Support for the work of the Coordinated Entry Committee. *Renewal*: Also include number of meetings attended in the past 12 months, who attended, and level of involvement in meetings. (5 points)**

Since July 2017 HACAP staff has attended 10 Coordinated Entry Committee meetings. Of the meetings held in 2017 discussions involved regional development, committee development and community buy in strategies and assistance in developing policies and procedures. In 2018, Dusty has provided regional updates and training schedules to the committee as well as updates on completed trainings. He also volunteered to review statewide to review regional policy and procedures for newly formed regions.

For subcontracted partners, Courtney Guntly attended all four Committee meetings since beginning her position at the end of January (February, March, April, and May meetings). She has been an active participant in the Committee, offering updates on trainings and working with other Coordinated Entry staff to organize required trainings for access points. She has also volunteered to review the statewide Policies and Procedures to ensure they match the HUD guidelines for Coordinated Entry Policies and Procedures. Additionally, Courtney has passed along information relevant to regions to the chair of the committee to distribute to the entire mailing list. ICA was also very active on the committee prior to the start of the project in 2018 providing support to the committee in developing the CoC Coordinated Entry policies and procedures. Home Forward Iowa and Waypoint have also been active members of the Committee providing guidance on trainings, outreach, and education and assurances on how the system is actively working in a region.

- 5) **Furthering goals of individual Coordinated Services Regions, including in implementing referral protocols that utilize CoC-funded and other service providers, providing 24-hour access to rapid emergency services to the extent possible, and assisting in coordination between regions. *Renewal: Also include number of meetings attended in the past 12 months, who attended and in which regions, and level of involvement in regional work. (5 points)***

Dusty Noble has attended meetings in all 12 regions across the state since June 2017 and has attended 143 meetings: Mid Sioux – 23, North Central – 29, Two Rivers – 9, Balance of Counties – 12, Linn/Benton/Jones – 8, Johnson/Washington – 5, South Central – 11, Southeast – 7, Scott – 8, Upper Des Moines – 18. These meetings were attended in person or via conference call. Dusty continues to provide technical support and training opportunities for all the regions and regularly fields phone calls for regions for various concerns. Dusty also leads the Balance of Counties meetings and works closely with counties within the BoC to develop new regions.

Since June 2017, Tim has attended meetings in Mid-Sioux (3 planning; 2 with leaders), Upper Des Moines (1 planning, 2 with leaders), North Central (2 with leaders, 3 planning), Two Rivers, (3 planning), and South Central/West (1 with leaders, 3

planning). In addition, he has engaged in several calls and emails with regional leadership and other agencies participating in planning.

Courtney Guntly has attended meetings in 11 of the 12 regions across the state since the end of January. Of the 41 total meetings she has attended, she attended 1 in Mid-Sioux, 1 in Upper Des Moines, 2 in North Central, 3 in Northeast Iowa, 2 in Two Rivers, 1 in Black Hawk/Tama, 16 in Linn/Benton/Jones, 4 in Eastern Iowa, 1 in Quad Cities Bi-State, 3 in Southeast Iowa, and 4 in South Central/West. Most of these meetings have been in person, but some have been via phone. Courtney is present for each weekly pull meeting in Linn/Benton/Jones and Eastern Iowa, ensuring that any questions with data and the list can be answered immediately or by the next week. Due to her engagement in meetings, assessment questions have changed due to regional experiences and challenges. Courtney is the first person in the state to review each region's Policies and Procedures and has reviewed a draft for Mid-Sioux, North Central, Northeast Iowa, Two Rivers, Linn/Benton/Jones, Eastern Iowa, Johnson/Washington, Quad Cities, Southeast Iowa, and the Balance of Counties. Of the documents she has reviewed, six have been approved by the Coordinated Entry subcommittee (Northeast Iowa, Two Rivers, Linn/Benton/Jones, Eastern Iowa, Johnson/Washington, and the Balance of Counties) and three regions are live (Linn/Benton/Jones, Eastern Iowa, and Johnson/Washington). Outside of regularly scheduled meetings, Courtney fields calls from nearly every region about Coordinated Entry and other data questions.

Three of the regions have presented unique needs and opportunities for different reasons. Thus Dusty, Courtney and Tim have worked more closely and "hands on" in these regions, including spending a good deal of time planning how best to serve each of these CSRs. Mid-Sioux experienced a change in leadership organizations in 2018. This was unexpected and is complicated by a lack of any HUD-funded services for general population. Upper Des Moines was designated as a CSR but because no planning funds were provided the initial applicant withdrew from leadership in the spring of 2018, before any sort of organizing had taken place. Tim stepped in and convened a meeting in May. At this meeting, Dusty, Tim and Courtney explained Coordinated Entry, assessment and data, the configuration of service providers within the Balance of State and funding opportunities. This meeting was attended by 18 people representing agencies serving all of the region's ten counties. A follow-up meeting will take place in late July or August. North Central had held a series of planning meetings in 2017 and enjoyed wide engagement. However, the lead agency experienced the sudden loss of the two employees coordinating CE and regional planning early in 2018 and it has taken some time for remaining staff to be updated on the Coordinated Entry the goals of the system.

- 6) **Support for the Balance of Counties Region, and any other steps to develop full coverage of the 96 counties of the Balance of State. *Renewal: Also include number of meetings held in the past 12 months, number of people in attendance, level of outreach completed, and number of meetings held with agencies not previously engaged in Coordinated Entry. (5 points)***

The balance of Counties has met 9 times in the last 12 months. These meetings average around 8 attendees. Since the initial planning dollars were made available, outreach efforts to the western and southern parts of the state have reduced the size of the Balance of Counties by half. The elimination of a need for a Balance of Counties regions is one of the main goals of the system and efforts are continuing to be made for local communities to adopt the process on their own.

Coordinated Entry staff has initiated and attended five meetings with individuals or agencies located in the western/southwestern part of the Balance of Counties outside of the set monthly meetings. They have engaged in phone conversations with many others whose agencies provide housing or related services in the area. These parties were identified as potential leaders in the planning and development of Coordinated Entry through creation of one or two CSRs. Tim, in collaboration with Dusty and Courtney, convened a meeting of parties in this 11 county area in May 2018. This was attended by over 20 people representing 17 agencies present at the Atlantic meeting and there was interest in becoming part of a region instead of the all-encompassing Balance of Counties. Some other regional meetings have brought in partners that had previously not been engaged in Coordinated Entry, such as the Upper Des Moines region. Approximately 20 agencies not previously involved in the CE process have been engaged and educated about coordinated entry.

In addition to working with counties in the Balance of Counties to become their own regions, work was done to write policies and procedures for the region. This allows for the region, as long as it is needed, to function like all other regions in the state with an assessment process and a master list in HMIS. A key component of Coordinated Entry is that there is access to the system no matter a homeless household's location in the CoC. Onboarding of the system and the assessment hotline is an essential piece for meeting this requirement.

- 7) **Increased access to housing across the Balance of State, especially through a low-barrier and housing-first orientation. Provide a timeline and specific steps. (5 points)**

Outreach on the housing first homeless philosophy and access to low barrier housing is a topic at community meetings and outreach efforts across the CoC. As more and more communities become engaged in the homeless system than in prior years the idea of

housing first is spreading across the Balance of State. Acceptance and understanding of the housing first philosophy can take time in some communities and be adopted quickly in others. Obtaining data and success stories of coordinated entry in regions that were early adopters of the process will assist in the work of increased access to housing in more reluctant communities. One of the goals of coordinated entry is to assist to CoC in identifying gaps of service. That includes locating areas where homeless households are but have a lack of services and where services are but they do not meet the needs of the homeless population. Once Coordinated Service Regions become live in the HMIS system data can be obtained to help identify these gaps. One region has been live since fall of 2017 and another 3 in June of 2018. This data will allow a deeper analysis of needs and gaps in the latter half of 2018 with assistance from ICA. As more regions come online, more data analysis can occur. Information gathered on where gaps occur in the state will assist the Iowa Council on Homelessness on where additional allocations for homeless funds and projects should be located.

- 8) **Outreach and marketing of the Coordinated Entry system throughout the Balance of State, especially through a person-centered, culturally-competent approach that respects client choice. Provide a timeline and specific steps for moving forward.** (5 points)

Official outreach material has been developed in is under final review to help educate the public on access to the system. This material will be distributed to program leads throughout the Balance of State for distribution to the appropriate sites and can be modified by region for specific locations and access information. Formal outreach materials will have different choices for layouts and use language and photos that do not alienate specific populations from the system.

Outreach and marketing also includes informal process and word of mouth of the system. Through the efforts of the project and its partners an increase in coverage for the PIT for the Balance of State has occurred. Homeless households are being engaged in areas where they had not been before and with different methods. This was highlighted by Warren County, which had never undertaken a street count. Tim met with the leadership group there three times beginning in October 2017 and Dusty provided an informal training in January 2018. As a result, Warren's street count tied with Linn for the most persons found that night.

Outreach and marketing also includes the local communities being more aware of homelessness. In December 2017, Tim prepared and sent a press release to over 30 Iowa newspapers highlighting the PIT and HUD's annual report to Congress, which showed that Iowa leading all states in percentage of homeless who were housed. The press release explained that the low numbers reflected gaps in PIT participation leading to the

misleading conclusion that practically everyone experiencing homelessness in Iowa was sheltered due to poor counting, especially in rural areas. More formal and informal outreach and marketing to homeless households and the community will continue throughout the project.

- 9) **Providing trainings related to Coordinated Entry. Provide a timeline and training plan for moving forward. *Renewal: Also identify subjects and number of trainings hosted or coordinated in the past 12 months, format of trainings (phone, webinar, in-person), level of involvement with trainings, and number in attendance. (5 points)***

Since June 2017 Dusty Noble with other community partners have had 23 Coordinated Entry Overview trainings with 71 people present, 15 VI-SPDAT trainings in multiple Coordinated Service regions where 63 people were trained, 8 PIT trainings where 51 people were trained. These trainings took place in person, webinar and via conference call.

The Institute for Community Alliance has trained over 40 people in the Coordinated Entry process in HMIS since the beginning of March 2018, which encompasses staff from five regions: Northeast Iowa, Linn/Benton/Jones, Eastern Iowa, Johnson/Washington, and the Balance of Counties. Four of the trainings were in person and seven were via webinar. Courtney Guntly has been responsible for the content of the training and carrying out each of the 11 trainings.

Trainings are being scheduled for the summer of 2018 to train all regions on Cultural Competency, Equal Access and Trauma Informed Care, Coordinated Entry staff have been working with the CE committee on the planning of these trainings. Additional trainings will be scheduled for the winter months after feedback from the summer sessions has been provided.

- 10) **Data collection and quality, including ensuring proper consent and use of client information, and connection to the HMIS system to improve access for all consumers. *Renewal: Also highlight any relevant data collected in the past 12 months. (5 points)***

Throughout the meetings attended, agencies are reminded of the importance of keeping client data confidential. Two new agencies have been added to the BOS sharing group and part of that process is training them on consent forms and the importance of engaging properly with clients. Reports have been written that ensure clients are signing an ROI before they are being added to the Prioritization List. Additionally,

Courtney is monitoring all data that goes into the system to ensure that the data quality is satisfactory. On a weekly basis, she follows up with providers that have made errors in HMIS data entry to fix those errors. As contact is made with new agencies that are unfamiliar with Coordinated Entry, she is explaining HMIS and the data standards to ensure that all regions and access points fully understand the data quality elements. In the last 12 months, data has been collected on the Prioritization List of the number of clients that have been assessed for Coordinated Entry as well as the number of clients referred to various projects through Coordinated Entry. Successful placements can be tracked through the Prioritization List as well.

11) Evaluation of the CE system and/or Coordinated Services Regions system, including any evaluation tools to ensure quality. *Renewal:* Also describe any evaluations or evaluation tools used in the past 12 months. (5 points)

Data monitoring reports have been developed by ICA staff to ensure that data is being entered into HMIS correctly and that the Prioritization List accurately represents all those individuals who are seeking assistance through Coordinated Entry. The monitoring reports are run multiple times per week and agency staff that have made errors are contacted in order to correct their mistakes. Evaluation of the Coordinated Entry process is also done through evaluating client outcomes from the Prioritization List, as it captures the number of successful and unsuccessful outcomes for clients. This can be broken into regions or agencies to see how they compare to others.

As more regions come online evaluation can begin to be conducted on CoC and ESG funded agencies and how they are involved in the process. This could include if specific agencies are using side door methods of enrolling homeless households, how many homeless households an agency pulls from the list, average VI-SPDAT score and other reports the committee, ICH, and the CoC would find useful in evaluating the process.

Reports are being made with a newly established dashboard to the ICH and the Executive Committee on the where regions are in the process for full implementation and number of meetings and trainings conducted. After the hotline is live data can be given on number of phone calls taken for the Balance of Counties region and the number of referrals to other active regions.

IOWA COUNCIL ON HOMELESSNESS PARTICIPATION (5 points)

12) In the past 12 months, have representatives of your project attended at least three bimonthly meetings of the Iowa Council on Homelessness? Note that anyone may

participate in Council meetings even if not a voting member. (1 point for each meeting attended, up to 3 points)

Yes, information is below:

Heather Harney	5/18/2018
Heather Harney	3/20/2018
Heather Harney	1/19/2018

13) Did any project staff attend either the 2017 HUD Peer-to-Peer Symposium OR comparable training conference (list which one)? (2 points for attending)

Yes, information is below:

2017 HUD Peer-to-Peer	Heather Harney, Dusty Noble
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CAPACITY (20 points)

14) Describe the basic organizational structure of the agency and its financial capacity. Include evidence of an adequate financial accounting system, any experience in effectively managing federal funds, and capacity to leverage local resources in support of this project. (5 points)

HACAP is governed by a tripartite board, which consists of private, public, and consumer seats. The board approves the annual budget, outcome reports, agency policies, grant submissions, and large contracts. Day to day operations is overseen by the CEO and members of the Executive Team. HACAP's Administrative Division Director oversees compliance on all federal, state, and local programing and internal controls. The CEO directs the business office which is responsible for financial accounting for the agency. Monthly financial reports are provided to program managers and coordination between the business office is crucial for each program's success. All members of the Strategic Leadership team, which includes all division directors, have attended OMB circular trainings regularly, are up to date on changing federal and local priorities and policy, and coordinate to present clients with individualized service packages. HACAP's annual agency audit is conducted in November by WipFli, a nationally recognized provider.

Part of the outreach efforts for the Coordinated Entry project is to talk to local communities about how sustain coordinated entry on their own. HACAP and its partners realize that the goal of the project is to have local investment in each regions efforts. Once regions are live and the training, staffing, and technology capacity on their own to maintain the process a

CoC wide funded system may not be needed. Coordinated Entry staff late last year spoke at a quarterly meeting of all the state of Iowa's Community Foundations about Coordinated Entry at its efforts. Individual United Ways are also beginning to become part of the process. Once specific regions have been operating long enough, at least one year, data can then begin to be put together about the reductions in number of homeless households, reductions in lengths of homeless stay, and the reductions in number of days to house a homeless individual. This data can then be supplied to local funders in grant applications to assist in local funding of this project.

15) Identify the project's lead staff member and supporting staff members, and the responsibilities and qualifications of each. Indicate the approximate percentage of time that each staff member spends/will spend on this project. (5 points)

Dusty Noble is the lead staff member for HACAP's Coordinated Entry project. Dusty has worked in homeless services for 15 years including working with emergency shelters, rapid rehousing, and homeless prevention programs. Dusty is passionate about ending homelessness and using outreach, data, and community collaboration to achieve this goal. Dusty spends 100% of his time on the Coordinated Entry project.

Kichia McDore is a part of the 211 Call Center and will be the main staff member for the assessment line for the Balance of Counties and hotline for the entire CoC. She currently provides homeless diversion services for 46 counties and will do assessments, referrals, and diversion for the Balance of Counties and support calls for the other regions once the hotline fully operational in July 2018. One full FTE is devoted to the Coordinated Entry project with other support staff in 211 taking overflow and homeless services calls as in-kind match. All members of the call center have been trained in HMIS and Coordinated Entry processes.

Heather Harney is the Regional Housing Director and oversees all homeless and affordable housing projects at HACAP. She has been working in the homeless services division of HACAP for 8 years including working with transitional housing, homeless prevention, and rapid rehousing. Heather spends 20% of her time on the project.

16) If subcontracts or subawards with partner agencies are/will be used to carry out the project, describe the roles of each agency and the funding that is/will be allocated to each agency. Are there written agreements in place that describe the responsibilities of each partner agency? If yes, include a copy of each with the application. (10 points)

Three subcontracts are in place with partner agencies for the Coordinated Entry work. Written agreements with each partner are in effect and started with when HACAP was awarded the contract on January 1, 2018. These agreements are attached with the application.

Institute for Community Alliances: \$100,000

ICA provides training and technical assistance for agencies and communities participating in the coordinated entry system. ICA also provides support for the technology used in maintaining the CE system in HMIS and hosting the by name lists. ICA will be a key partner in developing reports for regions and the ICH about the effectiveness of coordinated entry across the region once more data can be obtained as regions come into the system.

Home Forward Iowa: \$50,000

Home Forward Iowa and its main staff member Tim Wilson assist HACAP in outreach and technical assistance for regions in the Western part of Iowa. Tim provides outreach to homeless service providers and all organizations and individuals that are interested in Coordinated Entry and homelessness. Future roles could include assistance in making arrangements for transportation homeless individuals in underserved regions to regions that have capacity to quickly house the household.

Waypoint Services: \$40,000

Waypoint Services will assist HACAP in providing 24/7 hotline access for the system. Waypoint will field calls for homeless services from 5pm to 8am on weekdays, weekends and holidays. Waypoint currently provides a 24/7 hotline for DV support and Coordinated Entry services for the Linn/Benton/Jones region.

BUDGET & JUSTIFICATION (25 points)

- 17) **RENEWAL APPLICANT ONLY: Provide a copy of the original CE application budget. Explain funds spent to date in each budget category, and any changes from the original budget. (10 points for renewal; new applicant automatically awarded 5 points)**

The budget from the initial application for CE services in August 2016 to the Continuum Committee is attached with the application.

Since the project has only been in operation since January 2018 no large changes have been made to the budget at this time. In the contract process HACAP did allocate an additional \$4,000 to contracted partners bringing that total from \$186,000 to \$190,000.

Spending in each budget category through May 2018 is below.

Support Services: Total budget \$372,000

HACAP- \$64,248.90

Contracted partners- \$34,759.84 (this figure does not include May expense due to the reimbursement process) Contract with Waypoint will start to be drawn on in July.

Administration: Total budget \$28,000

Drawn to date- \$10,728.01

- 18) Provide a copy of the proposed project budget and total funding request, either below or as a separate attachment. Include a budget narrative that clearly explains each item. (10 points)**

With less than 6 full months of operations for the project HACAP at this time will be applying for the same allocation of \$400,000 to be split between HACAP and its partners. During the contract process in late 2019 if needs are determined to be different, HACAP can change the division of funds between HACAP and its partners. Additional partners and services could also be added depending on the needs of the system at that time.

Support Services- \$372,000

HACAP staff (1 FTE Coordinated Entry System Coordinator, 1 FTE Housing Specialist) plus travel and client expense (transportation from regions for programs to fit client needs) -\$182,000

Coordinated Entry partners (this currently includes ICA, Home Forward Iowa, and Waypoint Services) -\$190,000

Administration -\$28,000

Total: \$400,000

- 19) Describe the rationale for funding of a dedicated CE project continuing/beginning in late 2019: What will this project offer that will not be feasible for Coordinated Services Regions or the Iowa Council on Homelessness to do on its own at that time? (5 points)**

When first developing the application for the Balance of State CE system a three year process was envisioned. Going into the system it was anticipated the first year include an extensive amount of outreach to current homeless service providers across the Balance of State and the communities where they are located. This has remained true, especially for the Northern, Southern, and Western parts of the state. Coordinated Entry Regions have been receiving different levels of support depending on the resources of their own local systems. The second year of the system hoped to see more regions being developed and the need for a Balance of Counties system eliminated and more non-traditional partners would be brought into the system including hospitals, Department of Natural Resources and the county sheriff's offices. These partners would help with full coverage of the CoC for the PIT count and homeless outreach and referral. Reports and evaluation of the system could start to be conducted on a larger scale with over 12 months of data being available at that time. The third year would focus on long term sustainability including being able to provide outreach and data so local communities could start

to apply and fund operations on their own. An analysis of consolidation of regions might need to happen at that time to ensure long term sustainability occurs for the entire CoC.

At this time a dedicated CE project is needed to ensure there is coverage of the entire region while long term planning takes place. Coordinated Entry will remain a focus for HUD and it is critical to piece to maintain current CoC and ESG funding. At the present time the Iowa Council on Homelessness and the coordinated entry subcommittee is all volunteer driven. Although there are plans to look and possibly change the governance structure, that time frame or what those changes may be are unknown. Coordinated Service Regions are also funded by CoC funds through a TA grant through IFA. It is also unknown on how long that money may be available and if it does not remain, a backup plan to help support these regions needs to be in place until the system reaches self-sufficiency.

**Iowa Balance of State Coordinated Entry Network
Memorandum of Understanding Between
The Hawkeye Area Community Action Program and
The Institute for Community Alliances**

A. Purpose and Scope

The purpose of this Memorandum of Understanding is to confirm agreements between the Hawkeye Area Community Action Program and the Iowa Institute for Community Alliances about provision of technical and program support for the Iowa Balance of State Coordinated Entry Network. As such, the Memorandum of Understanding sets forth the general understandings, and specific responsibilities of each party relating to key aspects of the implementation, operation and management of the Iowa Balance of State Coordinated Entry Network. Nothing in this MOU should be construed to alter either party's obligations and responsibilities with respect to either the Iowa Balance of State Continuum of Care (CoC) or HUD, as defined in the HEARTH Act or the CoC's policy or governance documents. This agreement is effective on December 1, 2017.

B. Background

In accordance with 24 C.F.R. § 578.7(a)(8) of the Homeless Emergency Assistance and Rapid Transition to Housing (HEARTH) Act, each Continuum of Care ("CoC") is required to "...establish and operate [a coordinated entry] system that provides an initial, comprehensive assessment of the needs of individuals and families for housing and services." Coordinated entry systems are designed to ensure that housing and service resources are allocated as effectively and efficiently as possible to individuals and families experiencing homelessness, based on vulnerability and the severity of service needs. Through the allocation of available federal, state, and local funding, CoCs ordinarily designate an agency, organization, or group of agencies or organizations to oversee the development and implementation of coordinated entry.

In 2016, the Hawkeye Area Community Action Program (HACAP) was selected by the Iowa Balance of State CoC as the Lead Agency for the development of coordinated entry process for the CoC.

To facilitate this process, HACAP allocated available Department of Housing and Urban Development ("HUD") CoC Program funding to the Institute for Community Alliances (ICA) to develop, implement, and operate the technical aspects of coordinated entry through the Iowa Statewide HMIS network.

C. General Understandings

1. Grant Compliance: HACAP and ICA shall comply with all terms of the HUD grant agreement and with all relevant portions of the CoC Interim Rule, HEARTH Act, and McKinney-Vento Act.
2. Compliance with CoC Coordinated Entry Policies and Procedures: HACAP and ICA shall comply with all operational responsibilities outlined in the current "Iowa Balance of State Coordinated Entry System Policies and Procedures" adopted by the CoC Board. Both parties agree that the CoC shall have the authority to ensure their compliance with all agreed-upon roles, responsibilities, requirements, and obligations regarding the operation of the coordinated entry system.

D. Specific Responsibilities of the Parties

Hawkeye Area Community Action Program (HACAP):

HACAP serves as the CoC's Coordinated Entry Lead Agency, providing project direction, implementation and guidance of the Coordinated Entry Network. HACAP exercises these responsibilities at the direction of the Iowa Council on Homelessness and the Coordinated Entry Task Force. HACAP will meet their responsibilities by:

1. Conducting outreach to and encouraging participation by all homeless assistance programs and other mainstream programs serving homeless people.
2. Developing and executing all operational agreements, and working in collaboration with the Coordinated Entry Task Force to implement CE policies, and procedures.
3. Working collaboratively and communicating with ICA regarding all aspects of Coordinated Entry.

4. Providing training and technical assistance for communities on Coordinated Entry with collaboration of ICA.
5. Operate a virtual coordinated entry line that covers the Iowa Balance of State region.

Institute for Community Alliances Responsibilities (ICA):

Iowa Institute for Community Alliances serves as the lead agency for the State of Iowa HMIS network and provides technical and program support to HACAP and the CoC in their efforts to implement the technical design and function of Coordinated Entry across the Iowa Balance of State. ICA exercises these responsibilities at the direction of the Iowa Council on Homelessness and the Coordinated Entry Task Force. ICA will meet their project responsibilities by:

1. Providing overall staffing of the project.
2. Providing all CE system technical support
3. Development of required network software design to support CE.
4. Provide all training and user guidance needed to ensure effective CE network utilization including:
 - a. Training documentation
 - b. Confidentiality (ROI) and Intake/Assessment Training
5. Manage User Licenses
6. End User Support/Helpdesk
7. Work collaboratively with HACAP and the Iowa Council to design relevant reports on the outcome and performance of the CE
8. Preparing/updating project policies and procedures that relate to CE Network technical function (approved by the Iowa Council).
9. Obtaining and Maintaining Signed Partner Agency Data Sharing Agreements

E. Satisfactory Assurances Regarding Confidentiality and Security:

It is understood that ICA will receive from client information that may be subject to the privacy and security protections and requirements of HUD HMIS Standards, HIPAA Privacy

Rule, other law, and local HMIS privacy and security policies and procedures. ICA hereby agrees that it will use protected client information only for purposes permitted by partnership agreements and as permitted by the applicable law and Standards.

Further, ICA agrees it will make use of all safeguards required by HUD Privacy Standards, HIPAA Privacy Rule, where appropriate, other law, and local HMIS privacy and security policies and procedures to prevent any unauthorized disclosure of protected client information.

F. Reimbursement:

HACAP agrees to reimburse ICA the amount of **\$100,000.00** for the services outlined during this period; 12/1/2017 – 11/30/2017. ICA will bill HACAP monthly for 1/12 of the total amount.

G. Period of Agreement and Modification/Termination

1. Period of Operation and Termination: This MOU will become effective upon signature of the parties and shall remain in effect until terminated by the parties. Each party shall have the right to terminate this agreement as to itself only upon 90 days prior written notice to the other party.

2. Amendments: Amendments, including additions, deletions, or modifications to this MOU must be agreed to by all parties to this Agreement. The signatures of the parties indicate their agreement with the terms and conditions set forth in this document.

For Hawkeye Area Community Action Program

By *Jeanne Anderson, CEO*
(Insert Name, Title Here)

Date *10/12/17*

For Institute for Community Alliances

By *David Eberbach*
David Eberbach, Executive Director

Date *Dec 12, 2017*

**Contract for Provision of Services
FY 2018
Hawkeye Area Community Action Program, Inc.
and
Home Forward Iowa**

I. Identification of Parties:

Administrative Agent:

Hawkeye Area Community Action Program, Inc. (HACAP)
1515 Hawkeye Drive
PO Box 490
Hiawatha, Iowa 52233

Contractor:

Home Forward Iowa
P.O. Box 13187
Des Moines, IA 50310-4000

II. Terms of Agreement

The Administrative Agent will pay the Contractor not to exceed \$50,000 plus eligible mileage reimbursement for the personnel, benefits, and operating expenses for outreach and training services for the implantation of the Coordinated Entry System for the Balance of State Continuum of Care (CoC).

Personnel Expenses

Home Forward Iowa Outreach and Training Coordinator for 1,792 hours
\$27.90 per working hour (including benefits) Duties include but are not exclusive to: Outreach, technical assistance and training to homeless providers and potential Coordinated Service Region (CSR) Services Regional providers as well as technical assistance to established CSR's as necessary. Where a CSR has not been established west of Des Moines, the Contractor shall routinely conduct meetings (by phone or internet if necessary) with entities able to place persons from a priority list in permanent housing.

Total Staff Expense:

\$50,000

Other Expense

Personnel mileage attributed with the provision outreach and case management services

\$0.39 per mile

- a. The Contractor will perform the services described above during the period beginning with the Contractor's receipt of the Balance of State CoC Coordinated Entry Grant for a period of one calendar year.
- b. The Administrative Agent will communicate any program updates and program guidance regarding the provision of personal financial services with the Contractor as needed.
- c. The Contractor is required to have all staff paid from this contract complete the required trainings as deemed necessary by the Administrative Agent.
- d. The Administrative Agent and Contractor agree to meet on an as needed basis to review the provision of services.
- e. The Contractor will bill the Administrative Agent on a monthly basis for services and will retain all actual cost records for review by auditors, if requested. Monthly billing will include name personnel, total hours worked for the month, and mileage expense. Monthly billing should be received by the 15th of the following month for all contracted services.
- f. The Administrative Agent will reimburse the Contractor within 14 business days upon receiving an invoice.
- g. The Administrative Agent will provide monitoring of the Contractor to ensure compliance with program rules

Additional Terms:

- The Administrative Agent and the Contractor agree to hold each other harmless for any damage suits that arise in connection with the operation and activities described herein for injury or other losses to any person or organization.
- This agreement constitutes the entire agreement between the parties for HUD eligible personal financial services, and shall be binding upon true successors and assignees of the parties to this agreement.
- This agreement shall be construed and enforced in accordance with the laws of the State of Iowa and federal regulations.
- The parties acknowledge and agree that if any paragraph, provision, or term of this agreement is deemed illegal or void by any court or any other appropriate authority, the remaining provisions of this agreement shall remain in full force and effect.
- The parties acknowledge and agree that they have carefully read and have had an opportunity to review with legal counsel all the provision of this agreement, that they completely understand the terms and conditions as set forth in the agreement, and that they have voluntarily executed this agreement of their own free will, act, and deed. This contract and the documents incorporated by reference constitute the sole agreement between the parties for Coordinated Entry-related personal financial services. Any prior agreements between the parties relating to the operation of these activities are made null and void by this contract. Contractor will maintain professional liability insurance coverage for any professional staff assigned to work under this Contract, and will list the Administrative Agent as additional insured parties. A certificate of insurance will be provided to the Administrative Agent by the Contractor.

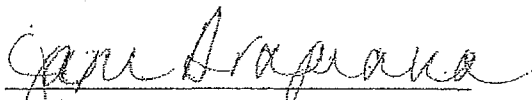
Termination of Contract:

This contract is subject to the availability of funding for the activities described herein. Either party may terminate this contract for cause by providing the other party within thirty (30) days written notice, sent to their legal address shown above. The financial liability for the Administrative Agent to the Contractor, in the event of early termination, is limited to (a) the actual cost of scheduled contracted services proved up to the date of notice (b) the actual cost of contracted services provided during the 30 day notice period which are agreed upon as operationally essential. Other than these stated financial liabilities, the Administrative Agent is not liable for any damages which may result from early termination of this contract.

Amendments To Contract:

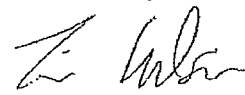
Amendments to this contract must be made in writing and signed by both parties.

For Administrative Agent



Hawkeye Area Community Action Program, Inc.
Chief Executive Officer

For Contractor



Home Forward Iowa
Authorized Representative

**Contract for Provision of Services
FY 2018
Hawkeye Area Community Action Program, Inc.
and
Waypoint**

I. Identification of Parties:

Administrative Agent:

Hawkeye Area Community Action Program, Inc. (HACAP)
1515 Hawkeye Drive
PO Box 490
Hiawatha, Iowa 52233

Contractor:

Waypoint
318 Fifth St SE
Cedar Rapids, IA 52401

II. Terms of Agreement

The Administrative Agent will pay the Contractor not to exceed \$40,000 plus eligible mileage reimbursement for the personnel, benefits, and operating expenses for outreach/afterhours staffing of the Balance of State Continuum of Care (CoC) Coordinated Entry System telephone hotline.

Personnel Expenses

Waypoint staff will be paid for 1,433 hours using the staff wage calculation HACAP is paying an Outreach Coordinator, \$27.50 per working hour (including benefits). Duties include but are not exclusive to: to take all calls from HACAP from 5:00PM until 8:00AM weekdays, all weekend hours and Holidays observed by HACAP. Outreach may include administering the VI-SPDAT Assessment to callers, entering data into HIMS, making appropriate referrals to divert callers from homelessness and other homeless prevention actives.

Total Staff Expense:

\$40,000

Other Expense

Personnel mileage attributed with the provision outreach and case management services
\$0.39 per mile

- a. The Contractor will perform the services described above during the period beginning with the Contractors receipt of the Balance of State CoC Coordinated Entry Grant for a period of one calendar year.

- b. The Administrative Agent will communicate any program updates and program guidance regarding the provision of personal financial services with the Contractor as needed.
- c. The Contractor is required to have all staff paid from this contract complete the required trainings as deemed necessary by the Administrative Agent.
- d. The Administrative Agent and Contractor agree to meet on an as needed basis to review the provision of services.
- e. The Contractor will bill the Administrative Agent on a monthly basis for services and will retain all actual cost records for review by auditors, if requested. Monthly billing will include name personnel, total hours worked for the month, and mileage expense. Monthly billing should be received by the 15th of the following month for all contracted services.
- f. The Administrative Agent will reimburse the Contractor within 14 business days upon receiving an invoice.
- g. The Administrative Agent will provide monitoring of the Contractor to ensure compliance with program rules

Additional Terms:

- The Administrative Agent and the Contractor agree to hold each other harmless for any damage suits that arise in connection with the operation and activities described herein for injury or other losses to any person or organization.
- This agreement constitutes the entire agreement between the parties for HUD eligible personal financial services, and shall be binding upon true successors and assignees of the parties to this agreement.
- The Contractor may use the balance of the hours of the Outreach Coordinator(s) compensation as match for the Balance of State CoC Coordinated Entry Grant
- This agreement shall be construed and enforced in accordance with the laws of the State of Iowa and federal regulations.
- The parties acknowledge and agree that if any paragraph, provision, or term of this agreement is deemed illegal or void by any court or any other appropriate authority, the remaining provisions of this agreement shall remain in full force and effect.
- The parties acknowledge and agree that they have carefully read and have had an opportunity to review with legal counsel all the provision of this agreement, that they completely understand the terms and conditions as set forth in the agreement, and that they have voluntarily executed this agreement of their own free will, act, and deed. This contract and the documents incorporated by reference constitute the sole agreement between the parties for Coordinated Entry related personal financial services. Any prior agreements between the parties relating to the operation of these activities are made null and void by this contract. Contractor will maintain professional liability insurance coverage for any professional staff assigned to work under this Contract, and will list the coverage for any professional staff assigned to work under this Contract, and will list the Administrative Agent as additional insured parties. A certificate of insurance will be provided to the Administrative Agent by the Contractor.

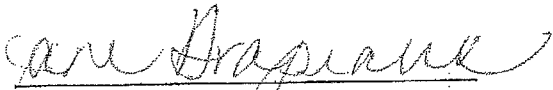
Termination of Contract:

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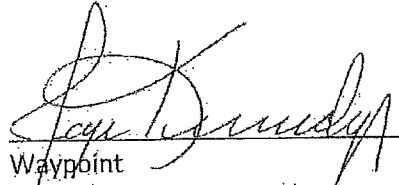
Amendments To Contract:

Amendments to this contract must be made in writing and signed by both parties.

For Administrative Agent


Jane Drapane
Hawkeye Area Community Action Program, Inc.
Chief Executive Officer

For Contractor


Waypoint
Authorized Representative

2016 Iowa Balance of State Continuum of Care (CoC)

Letter of Intent Form

For New Projects and Voluntary Reallocation New Projects

All New Projects	
a. Name and Location of Agency	Hawkeye Area Community Action Program, Inc. Hiawatha, IA
b. Name and Location of New Project	Iowa Balance of State Coordinated Entry Project, 96 Iowa Counties
c. Type of Project	<input checked="" type="checkbox"/> New Project <input type="checkbox"/> Voluntary Reallocation New Project
d. Project Component	<input checked="" type="checkbox"/> Supportive Services for centralized/coordinated assessment
e. Amount Requested	\$ 400,000
f. Primary Agency Contact Person	Name: Heather Harney Email: hharney@hacap.org Phone: 319-393-7811
g. Alternate Agency Contact Person	Name: David Hagen Email: dhagen@hacap.org Phone: 319-393-7811
h. Federal identification/ registration	DUNS #: 039311399 Date of IRS 501(c)(3) status determination letter: 9/25/1968 SAM Registration Current? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no
i. Two-three sentence description of project	The project will develop and operate a virtual intake center, using a single statewide hotline for housing services, and integrate multiple physical access points into the system. Physical sites will be strategically selected across the CoC, partnering with HUD-funded grantees, VA-funded grantees, local homeless planning groups, community action agencies or faith-based organizations, to develop a viable network of access points across the geographic area of the CoC. Lead agency [HACAP] with the Institute for Community Alliances will coordinate training elements to standardize training for all intake sites and provide intake monitoring to ensure the quality of client contact and accuracy of the housing service referrals.
Additional Items for Voluntary Reallocation Projects	
j. Name of renewal project being reallocated	
k. Eligible current renewal amount	\$ _____
l. Retained by renewal project: \$ _____	Reallocated for new project: \$ _____ Additional requested for new project: \$ _____

BUDGET (10 points)

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. *Note that CoC funds for this year are limited to a maximum of \$400,000. Any costs above this must be accounted for from other income sources.*

Additional \$45,000: Provide a summary budget for the additional \$45,000 appropriation.

Initial \$45,000:

Staff time and travel for beginning of regional coordination and pre set up meetings for HACAP and Institute for Community Alliance staff.

CoC Budget:

HACAP staff (1 FTE Coordinated Entry System Coordinator, 1 FTE Housing Specialist) plus travel- \$186,000

Institute for Community Alliances staff (1 FTE BoS Coordinated Entry System Specialist) plus travel- \$100,000

Other partners- Outreach partners, Housing line staffing evening and weekends, DV partners, other identified needs- \$86,000

Support Services-\$372,000

Administration- \$28,000

Total: \$400,000