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

APPLICANT NAME AND INFORMATION

Organization Name:	Shelter House Community Shelter and Transition Services
Renewal Project Name:	Rapid Rehousing
Project Name(s) as appearing in HMIS/DVIMS:	Shelter House - CoC & ESG Rapid Rehousing (RRH)
Grant Identifier:	IA0086L7D011803
Project Type:	Rapid Rehousing (RRH)
Projected number of clients to be served in renewal grant period:	400
Anticipated Renewal Amount:	560862.00
Verify current registration in federal System for Award Management:	Yes
DUNS #:	827151770
Counties Served by Project:	The project primarily services the Johnson and Washington County CSR region, but serves all 96 counties in the Balance of State CoC through Coordinated Entry
Address of Administrative Office:	429 Southgate Avenue Iowa City, IA 52240
Primary Contact Name:	Crissy Canganelli
Primary Contact Phone:	(319) 351-0326
Primary Contact Email:	Crissy@shelterhouseiowa.org
Secondary Contact Name:	Mark Sertterh
Secondary Contact Phone:	(319) 351-0326
Secondary Contact Email:	mark@shelterhouseiowa.org

THRESHOLD ASSURANCES

Having too little or no income:	NOT a Barrier
Having a criminal record with exceptions for state, and/or federal restrictions:	NOT a Barrier
Fleeing domestic violence (e.g., lack of a protective order, period of separation from abuser, or law enforcement involvement):	NOT a Barrier
Having (or not having) a previous address within Iowa:	NOT a Barrier
Failure to comply with HUD's 2016 Gender Identity Rule: (https://www.hudexchange.info/resource/1991/equal-access-to-housing-final-rule/)	NOT a Barrier
Failure to comply with Non-Discrimination and Equal Opportunity Requirements including assuring non-discrimination on the basis of age, race, creed, color, national origin, religion, sex/gender, sexual orientation, gender identity, and familial status and disability.	NOT a Barrier
Attach project Policies & Procedures to verify barrier statuses selected above:	https://s3.amazonaws.com/files.formstack.com/uploads/3367170/74759947/510873477/74759947_excerpt_from_coc_policies_and_procedures_manual.docx

CONTINUUM OF CARE PARTICIPATION

1. a. What percentage of your clients served do you feel were referred through coordinated entry? Explain your response.	While difficult to know the exact percentage of people served through Coordinated Entry in the project, the Shelter House Rapid Rehousing project was committed to fully participating in Coordinated Entry once it was operational. With Coordinated Entry in the Johnson/Washington becoming partially functional in June of 2018 and fully operational by September 2018, the estimate is that about 25% of clients served in the project were referred through Coordinated Entry. After the Region became fully operational in September 2018, 100% of the clients served were referred through Coordinated Entry and that will continue moving forward into the current and future program years.
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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.

Coordinated Entry in the Johnson/Washington County Region was fully operational in September 2018. The region first started doing regional pull meetings in June 2018 and was fully active with weekly meetings 3 months later (hosted and facilitated by Shelter House). The region has a wide variety of representatives that regularly attend meetings and participate in the Coordinated Entry initiative. There is one access point for emergency shelter (Shelter House) and there is active participation through the pull meetings from the Shelter House's rapid rehousing and PSH program, region's domestic violence provider, jail diversion staff, youth services, street outreach, SSVF, other rapid rehousing, and the VA. There is also a representative from the project (Mark Serterth) who is an active member of the Iowa Council on Homelessness Coordinated Entry Committee. Mark also has gone to other regions (Quad Cities) to help them improve their Coordinated Entry system.

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.

Shelter House consistently has at least one staff member that participate in the bimonthly Iowa Council on Homeless meetings. The following dates verify attendance and participating in at least 3 of the meetings since January 2018:
March 20, 2018: Crissy Canganelli and Mark Serterth
May 18, 2018: Mark Serterth
July 20, 2018: Crissy Canganelli

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.

Shelter House provides extensive opportunities for staff development and offers diversity in trainings which consist of a combination of internal trainings, webinars, external trainings, and conferences. Below is an abbreviated list of trainings that various staff representing the Rapid Rehousing project completed in the past year:
6/13/18 - Peer to Peer Homeless Symposium Des Moines (Debbie Peck and Rachel Lehmann)
7/21/18- National Alliance to End Homelessness Conference in Washington DC (Mark Serterth and Crissy Canganelli)
8/21/18- Trauma Informed Care and Equal Access/Cultural Competency Des Moines (Debbie Peck and Mark Serterth)
9/4/18- Iowa Finance Authority Housing Iowa Conference in Des Moines (Mark Serterth, Tanner Emerson, Cady Gerlach)
3/27/19- Safety Planning for Women Experiencing Homelessness-Webinar (Rachel Lehmann/Abby Freese)
4/12/19- Trauma 101 by Johnson County DHS (Abby Freese)
5/21/19- National Healthcare for the Homeless Conference in DC (Erin Sullivan)

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

The National Alliance to End Homelessness Conference was very useful in that there were several sessions dedicated to developing landlord relationships. The project has since hosted events where we've brought landlords in to talk about RRH and foster new relationships. The agency has already used 10 new property owners in 2019 as a result of this. Safety Planning for Women Experiencing Homelessness was useful as it helped the case management team better understand the needs of clients they were working with who were victims of domestic violence as the agency has seen an increase in this population served in the project--most notably an increase in women. This has led to an increase in housing retention in this specialized population served by the project. The Housing Iowa Conference had a session on peer support and it has led the project to start utilizing peer support specialists to assist case management staff in housing search and retention activities in the project.

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:

Shelter House Director, Canganeli, collaborated with ICHA Director, Rackis, to create a Targeted Preference for the HCVP for individuals referred by Shelter House for PSH and further to Project Based Vouchers for the Housing First/PSH/FUSE initiative-Cross Park Place. To this end, the Iowa City City Council voted to amend the ICHA Administrative Plan on October 2, 2018. Please see attached excerpt from the ICHA Administrative Plan p26-27 & p75-85. The Council resolution # & adoption date are referenced in the footer. Furthermore, the ICHA adopted the following Goal per the PBV Program: 1. Collaborate with local agencies participating in the Continuum of Care/Coordinated Entry service delivery system to promote the development of Permanent Supportive Housing options and ensure prioritization of placement for individuals/households demonstrating highest needs. Please see attached memos from the ICHA dated 9/12/18, 9/21/18, and 1/4/19 & email exchanges as evidence of collaboration.

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

https://s3.amazonaws.com/files.formstack.com/uploads/3367170/74770101/510873477/74770101_4a.evidence_for_homeless_preference_to_pha.pdf

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>):

Shelter House, Canganelli, worked side-by-side with Iowa City Housing Authority ED, Rackis, to develop the following policy approved in January of 2019 that initiates the first iteration of a Move-On Strategy in Johnson County. Please refer to item #11 Family Right to Move from page 12 of the attached HAP Contract between Shelter House and the ICHA for tenants in Shelter House PSH at Cross Park Place. Family in the context of the HAP means household and relates to individuals or family households alike. The Family Right to Move clause ensures the vacating household continuation of assistance through tenant based rental assistance and should TBRA not be immediately available upon lease termination the vacating household is given priority for the next available opportunity of TBRA. While there are no meeting notes or email chains to submit as evidence, Steve Rackis (ICHA) has requested the committee contact him to verify Shelter House involvement if needed: steven-rackis@iowa-city.org

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

https://s3.amazonaws.com/files.formstack.com/uploads/3367170/74770192/510873477/74770192_iowa_city_public_housing_authority_hap_contract_question_4b.pdf

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)?

The following is a sample of activities undertaken by Shelter House staff to educate our local community and effectuate policy and system change in the context of ending homelessness:

- 5/23/18, 7/12/18, 9/28/18, 12/19/18, 3/7/19 Meetings with Iowa City City Manager, PHA ED, & Director of Neighborhood Services to develop Risk Mitigation Fund, HCV Preference for Homeless, Move-on strategies.-Canganelli, Sertterh
- 9/18/18, 10/11/18, 11/13/18, 12/7/18, 3/28/19 Data Driven Justice with Iowa City Policy, Johnson County Sheriff, Johnson County Attorney, decriminalization and diversion strategies for individuals experiencing homelessness and a behavioral health crisis-Canganelli
- 10/18/18, 1/17/19, 5/24/19 Presenter Crisis Intervention Team Training for Johnson County and other area first responders on working with someone experiencing homelessness that is having a mental health crisis-Sertterh
- 2/19/19 Presentation to Iowa City Area Association of Realtors on Housing First/PSH-Canganelli

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?

In the past year, Shelter House has worked with local systems of care to prevent discharge to homelessness, and mostly getting people entry into Coordinated Entry and referred to a housing project before being released. Specifically, the agency has worked with University of Iowa Hospitals and Clinics Psychiatry department to allow Coordinated Entry staff to meet with folks on site to enter them into Coordinated Entry so that at discharge, they are already enrolled with a housing project--or at a minimum, to shelter as opposed to the street. This same type of work happens with the Emergency Room at UIHC also.

The Johnson County Jail now has a jail diversion staff regularly participating in Coordinated Entry. This staff meets with folks who are jailed and gets them referred to Coordinated Entry and is even doing the VI-SPDAT with them while in jail with the hopes of getting them referred to a housing project before their release.

7. a. Did your agency participate in the street (unsheltered) count in counties served by your project and how?

Shelter House participated in the street counts in Johnson and Washington Counties. First of all, the agency did all of the planning and organizing in anticipation of the street counts and hosted numerous meetings to ensure that a thorough count was done in the region. The agency also had 2 staff members as part of the team the night of the street count and also ensured that data entry was completed for all individuals found in the count. Shelter House also provided supplies for the team completing the count to hand out to people they found during the count (i.e. bottled water, hand warmers, socks, gloves, etc).

7. b. Did your agency submit the PIT/HIC information for your projects by the set submission deadline? If not, why?

The PIT/HIC information was submitted by the deadline for the CoC projects up for renewal.

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.

Mark Sertterh, Associate Executive Director, and Erin Sullivan, Housing Services Director, both attended the April 2019 Annual Meeting of Iowa Balance of State CoC Grantees. There was no official special participation that the agency performed in regards to the meeting, but the staff actively participated in the discussion and asked a lot of questions and gave input on how to make the application more clear and more effective in its purpose.

PROJECT MANAGEMENT

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

9. b. Project grant year end-date completed:

Dec 31, 2018

9. c. Grant amount:	474377.00
9. d. Total funds expended:	474377.00
9. e. Funds remaining (unexpended funds):	0.00
9. f. Unexpended funds % (unexpended funds/grant amount):	0.00
APR Sage Submission Requirement (days)	90
APR Deadline in SAGE:	Mar 31, 2019
10. a. Date APR submitted to HUD in SAGE:	Mar 08, 2019
10. b. Did your project meet the 90-day requirement?	Yes
11. a. Has HUD monitored the project within the past two years?	Yes
11. b. Have you received your official monitoring/finding report from the HUD field office?	Yes
11. c. Date of monitoring visit:	Jun 25, 2018
11. d. Please attach HUD monitoring report/findings:	https://s3.amazonaws.com/files.formstack.com/uploads/3367170/74777784/510873477/74777784_shelter_house_monitoring_letter.pdf
11. e. How many findings of noncompliance were documented by HUD?	6
11. f. How many findings of noncompliance have NOT been resolved within the required time frame?	6
12. a. Failure to participate in supportive services and/or failure to make progress on a service plan:	No
12. b. Loss of income or failure to improve income:	No
12. c. Active substance abuse:	No

12. d. Any other activity not covered in a lease agreement typically found in the project's geographic area:	No
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?	Yes
12. f. Attach the project's written termination policy. The effective date must be evident on the policy.	https://s3.amazonaws.com/files.formstack.com/uploads/3367170/74776944/510873477/74776944_termination_policy---rrh.docx
13. a. Transportation assistance is provided to clients to attend mainstream benefit appointments, employment training, or jobs.	True
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.	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.	The number of clients served (399) exceeded the estimated amount (146). The number is significantly more as project staff were able to provide less deposit and rental assistance than was estimated as the follow up supportive services connected people with mainstream and community resources to help people sustain their housing. This allowed the project to serve more people as the estimated amount of assistance for each household was less than was originally anticipated.

PROJECT PERFORMANCE/EVALUATION

BONUS QUESTION

***Bonus - Describe any specific services provided by your project specifically for youth/mental health/substance abuse:**

Shelter House has partnered with University of Iowa Hospitals and Clinics to provide psychiatric services to those in the project. 2-3 times per month, a psychiatrist comes to Shelter House to meet with clients in need, and helps them by prescribing medication, general psychiatric help, and warm handoff referrals to appropriate services. The attending psychiatrist also does counseling for substance use disorders for those needing that service.

With regards to substance abuse, Shelter House hosts Alcoholics Anonymous meetings for clients in the project in helping them with their sobriety and recovery from substance use.
