

Greater Virginia Homelessness Consortium  
2016 Continuum of Care Submission

No.	Organization	Project	Description	Units	New, Renewal	Grant Term	HUD-SHP Dollars Request
1	ACCESS AIDS CARE	CHAP Peninsula	Provides permanent supportive housing for individuals and families with disabilities, specifically HIV/AIDS.	22	Renewal	1 Year	\$ 298,809
2	Hampton Newport News Community Services Board	Onward	Provides permanent supported housing for chronically homeless individuals that come directly from the streets but still need supports in place to be successful.	16	Renewal	1 Year	\$ 191,183
3	Hampton Newport News Community Services Board	Safe Harbors	A low demand Safe Haven model program for individuals with mental and physical disabilities who have come directly from the streets or emergency shelter.	12	Renewal	1 Year	\$ 293,280
4	Link of Hampton Roads Inc.	CANLINK I	Provides permanent supportive housing for individuals and families with disabilities.	57	Renewal	1 Year	\$ 731,607
5	Link of Hampton Roads Inc.	CANLINK IV	Provides permanent supportive housing for individuals with disabilities.	7	Renewal	1 Year	\$ 63,705
6	Newport News Housing and Redevelopment Authority	Shelter Plus Care	Tenant Based Rental Assistance for homeless single males and females afflicted with mental illness, intellectual development delay, and/or substance abuse who need an array of support services to live independently.	12	Renewal	1 year	\$ 117,550
7	The Planning Council	ShelterLink Peninsula	Dedicated Homeless Management Information System (HMIS) database for the Peninsula	n/a	Renewal	1 Year	\$ 55,172
8	Transitions	Next Step	Provides transitional housing for single females and households with children	8	Renewal	1 Year	\$ 66,490
9	Transitions	HOME DV Rapid Re-Housing Program	Rapid Re-Housing program to serve homeless households with children either living on the street or in emergency shelter	4	Renewal	1 Year	\$ 74,984
10	Hampton Department of Human Services	Coordinated Assessment	Provide staff support for the Regional Housing Crisis Hotline, the CoC's designated point of entry for shelter and prevention.	n/a	Renewal	1 Year	\$ 65,682
11	Hampton Department of Human Services	Planning Project Funds	Planning funds will be utilized to coordinate the CoC application process for the SVHC	n/a	Renewal	1 Year	\$ 58,754
12	Hampton Newport News Community Services Board	Onward 3	Provides permanent supported housing for chronically homeless individuals that come directly from the streets but still need supports in place to be successful.	4	New (PH Bonus)	1 Year	\$ 97,000
Total							\$ 2,114,316

**REGIONAL HOUSING CRISIS HOTLINE (PENINSULA) FY16 (7/1/2017 – 6/30/2018)  
2016 GVPHC Coordinated Assessment Application due July 6, 2016**

**\*1. Sponsor and Project Information**

Contact Person **Mary Holup**  
Name of Lead Agency **City of Hampton Department of Human Services**  
Address 1 **1320 Lasalle Ave**  
City: **Hampton**  
State: **Virginia**  
Country: **United States**  
Zip / Postal Code: **23369**

Email Address [Mary.Holup@dss.virginia.gov](mailto:Mary.Holup@dss.virginia.gov)  
Phone Number **(757) 727-1859**

\* 2. Project Name **Regional Housing Crisis Hotline FY 16 Coordinated Assessment**  
\* 3. HUD Grant Number **VA0283L3F051500**  
\* 4. DUNS Number **06601902**

\* 5. If you are submitting on behalf of a group of agencies/organizations, list below any agencies you are including in your proposal as sub-recipients or sub-contractors:

**ForKids, inc.  
P.O. Box 6044  
Norfolk, VA 23508**

\* 6. Total Project Cost **\$173,113**

\* 7. Total HUD Funds Requested **\$65,682**

\* 8. What percentage of this project's annual budget (services, leasing, operation, HMIS, administration) is represented by HUD McKinney-Vento Funding? **38%**

\* 9. Total Agency Budget **\$27,866,009.00**

\* 10. HUD program from which funding is being requested under Supportive Housing Program (SHP) (choose component below):

**Coordinated Assessment (SSO)**

\* 11. Operating Year Start Date **7/1/2017**

\* 12. Operating Year End Date **6/30/2018**

\* 13. Does this project provide client level data to HMIS as required by the Standards of Care?  
**Yes**

**\*14. HMIS Data Quality (Table Q7. Data Quality in APR)**

Total number of Clients entered into the system:

Total number of Adults entered into the system:

Total number of Leavers entered into the system:

**Initial grant began July 1, 2016 – data not available as of this writing.**

**\* 15. Housing Type**

**N/A**

**16. Target Population A**

**N/A**

**17. Target Population B**

**N/A**

**\* 18. Project Description: Provide a brief description of the project in the space below and identify all CoC partners. The description should also include information about supportive services, unit configuration, key partnerships, leveraging of community resources, etc.**

**Hampton Department of Social Services (HDSS) is the lead agency and fiscal agent for this project, and ForKids is the sub-recipient.**

**The Regional Housing Crisis Hotline, operated by ForKids, serves as the central point of contact for intake, coordinated assessment, and systematic referrals for Greater Virginia Peninsula households experiencing homelessness or at risk of becoming homeless. The Peninsula's portion of staffing of the Hotline at the current volume is .35 FTE Hotline Manager, 1.4 FTE Intake Specialists who assess and provide referrals to households experiencing a housing crisis and follow-up to close referrals, .04 FTE Call Center Relief Staff, .25 FTE Director of Crisis Response, as well as .05 FTE of supervision.**

**The responsibilities of the Regional Housing Crisis Hotline include:**

- Answer calls from GVPHC service area during the regular call center hours of operation (11 hours/business day)**
- Maintain a referral database within a module of the Homeless Management Information System (ResourcePoint) of available services including their eligibility requirements, contact information and application process**
- Complete initial standardized assessment for persons seeking assistance within our regional HMIS**
- Use initial phone assessment to screen and refer clients to appropriate emergency shelter, prevention, or outreach programs for which they are eligible**
- Return messages left outside of business hours**
- Follow up with callers to gather data on referral status**
- Support staff to provide monthly reporting on call volume, callers, identified needs, and referrals with additional reports as requested**

**Coordinated Assessment is a requirement of HUD and Virginia DHCD and is a critical component of the service delivery for the CoC. ForKids staff in the Hotline make an initial assessment of each caller's needs and eligibility and work to connect callers with**

emergency shelter, housing, or other critical services and mainstream resources for which they are eligible.

Callers identifying with a need for shelter are first assessed for diversion options, which helps individuals and families who are seeking shelter find alternative housing options. This means fewer households will be entering homelessness and also can reduce the stress and disruption that shelter entry may cause in a household's daily life. Successful diversion can ease the demand for shelter beds and helps communities ensure that shelter beds are reserved for those households that literally have nowhere else to go. The goal of the initial assessment is to learn more about callers' specific current housing situations and what they need so that staff can help identify the best possible way to get callers a place to stay that night and to find safe, permanent housing as quickly as possible. A standardized coordinated assessment tool is completed through CallPoint, and this data is collected within HMIS.

During a 12-month pilot period June 1, 2015 – May 31, 2016, the Hotline received 9,401 calls from 6,291 households within the Greater Peninsula. During the proposed grant period of July 1, 2017- June 30, 2018, we expect to provide assistance to at least 6,000 households, of which we project that 50% will be literally homeless or at imminent risk, from the GVPHC service area including: Hampton, Newport News, Williamsburg, James City County, York County and Poquoson. This is accomplished through dedicated partnership with emergency shelter and prevention providers within the GVPHC to ensure that the Hotline remains the single point of entry and that clients access ongoing housing services through the Services Coordination and Assessment Network (SCAAN).

During FY17 (July 1, 2016 – June 30, 2017), the Regional Housing Crisis Hotline will be established as an LLC to include a Hotline Advisory Board comprised of community stakeholders, including: cities, non-profit partners, and external experts from the regional service area.

\* 19. Program selection: Provide a brief description of the method used to select participants for the program.

Program participants directly contact the Regional Housing Crisis Hotline, which is physically located at ForKids' administrative office building in Norfolk. Households meeting HUD's definition of Literally Homeless or at Imminent Risk of Homelessness will receive follow-up to collect progress towards housing.

Program participants can easily call from their current location and go through the initial assessment and referral process over the phone. From there, prospective clients are referred to the appropriate emergency shelter or prevention program based on household needs, size and family composition.

\* 20. Housing First: Describe the project's policies in the following Housing First practice areas: are applicants required to have income prior to admission? Are applicants required to be "clean and sober" or "treatment compliant" prior to admission? And are tenants terminated from the program for not following through on their services and/or treatment plan?

**Households identifying with a housing crisis that call the Regional Housing Crisis Hotline are offered information and/or resources without preconditions or participation requirements.**

\* 21. Housing Stability: Provide a brief description of the services in place to assist persons in the program with securing mainstream resources and ensuring housing stability.

**Households identifying with a housing crisis who call the Regional Housing Crisis Hotline are immediately assessed and referred to available resources. A standardized coordinated assessment is completed for these calls. Data from this assessment is collected within HMIS and used to efficiently determine which community resources will be most beneficial. The assessment provides information about callers' specific housing situations and needs so that staff can help identify a place to stay that night and find safe, permanent housing as quickly as possible. Callers identifying with a need for shelter are first assessed for diversion options, which work by helping individuals and families who are seeking shelter find alternative housing options. This means fewer households will be entering homelessness and also can reduce the stress and disruption that shelter entry may cause in a household's daily life. Successful diversion can ease the demand for shelter beds and helps communities ensure that shelter beds are reserved for those households that literally have nowhere else to go.**

**Following the initial phone assessment, Intake Specialists then refer callers to shelter, outreach programs, or community resources/mainstream benefits depending on the level of need and eligibility. The Regional Housing Crisis Hotline maintains a prioritized waiting list for area shelters so that needs can be quickly met with shelter supply, and persons can be moved toward housing stability.**

\* 22. Prioritization to end chronic homelessness: HUD's guidance is that CoC's should prioritize admission for the chronically homeless, especially in Permanent Supportive Housing. Provide a brief description on how the project works to prioritize admission for the chronically homeless and most vulnerable homeless population, including the percentage of beds currently dedicated to serving the chronically homeless and the number of beds the project will commit to prioritize for the chronically homeless and most vulnerable through turnover in the future.

**The project is intended to increase and streamline access to housing and services for households experiencing homelessness. In accordance with HUD 24 CFR 578.3, Appendix A (Coordinated Assessment Tool and Implementation: Key Considerations), this project matches appropriate levels of housing and services based on callers' needs, and prioritizes persons with severe service needs for the most intensive interventions.**

\* 23. Increase Income: Briefly describe how the project helps participants increase cash income and non-cash income.

**Callers to the Regional Housing Crisis Hotline are made aware of the mainstream benefits for which they are eligible, based on the initial assessment, and what documentation they**

will need to obtain benefits. Available employment services are recommended as needed, as well as any other available community resource that meets the participant's eligibility and needs. The Regional Housing Crisis Hotline will not have the means to measure changes in income.

\* 24. Program Challenges and Barriers: Briefly explain any challenges and barriers impacting project performance and indicate how your agency plans to overcome those challenge and barriers.

**Because the FY15 project (July 1, 2016 – June 30, 2017) is our region's first endeavor in HUD-funded coordinated assessment, challenges and barriers are unknown as of this writing.**

\* 25. HUD Monitoring: When was your last monitoring visit from the Department of Housing and Urban Development (HUD)? **Hampton DSS has not had a monitoring visit from HUD, as FY15 Coordinated Assessment funding is the first HUD grant awarded to the agency.**

\* 26. Please describe any findings and corrective actions acknowledged within the last 24 months (if none, please enter "NA" for Not Applicable). N/A

\* 27. Significant program accomplishments: Please describe any significant accomplishments achieved by your program during the last operating year.

**The FY15 Coordinated Assessment project is the first ever project of its kind awarded to an agency in our region through the HUD Continuum of Care Homeless Assistance Program. The Regional Housing Crisis Hotline program has begun taking calls and identifying resources for callers from the Greater Virginia Peninsula. Because that project (July 1, 2016 – June 30, 2017) has just begun as of this writing, there are no other significant accomplishments.**

\* 28. Project Changes and Quality Improvement: Please check all that apply.

Email additional documentation as necessary to explain changes to Maddi Zingraff.

- No Changes
- **Number of persons served 6,000 Households with 3,000 receiving Hotline follow-up to collect progress towards housing**
- Number of units
- Location of project site(s)
- Line item or cost category budget changes more than 10%
- Change in target population
- Change in project sponsor
- Change in component type

Provide a Brief Description of any and all significant changes proposed for the project, including the changes in the numbers of person served or units (from 4,500 to 3,000). **The change in projected households from 4,500 to 3,000 is the result of clarification from HUD on the expected APR requirements. Households identifying as Literally Homeless or at Imminent Risk will receive follow up for referral outcome.**

**\* 29. SHP & SPC: HUD Request & Leveraging**

Enter the amount of **SHP grant funds** requested for each activity. Enter a 0 if you are not requesting that funding type for this program.

Leasing	\$0
Supportive Services	\$61,084
Operating Costs	\$0
Administration	\$4,598
<b>TOTAL</b>	<b>\$65,682</b>

**\* 30. SHP & SPC: HUD Request & Leveraging**

Enter the amount of **Cash Match** for each activity. Enter a 0 if you are not requesting that funding type for this program.

Leasing	\$0
Supportive Services	\$15,271
Operating Costs	\$0
HMIS Activities	\$0
Administration	\$1,150
<b>TOTAL</b>	<b>\$16,421</b>

**\* 31. Please add together the totals of questions 29 and 30 and enter the amount here: \$82,103**

**\* 32. SHP & SPC: Cost Efficiency (Units only) Not Applicable for SSG or HMIS Projects**

A. Projected # of units	<b>Total of 6,000 households with 3,000 households receiving Hotline follow-up to collect progress towards housing</b>
B. Annual project cost	<b>\$173,113</b>
C. Annual cost per unit	<b>\$28.85</b>

The following questions are applicable for all project types.

**\* 33. Describe all budget changes or reallocations that have been made to the project in the past year: No Changes**

**\* 34. Is your agency drawing down CoC funds from HUD at least quarterly? Explain.**

**Yes, ForKids usually draws CoC funds from HUD monthly, but in rare cases we are at least drawing down funds quarterly.**

**\* 35. In the past year, did HUD deobligate any unexpended grant funds or require the return of funds? If so, what was the amount and what were the challenges and barriers that resulted in the unexpended grant funds? No**

\* 36. Project Leveraging - HUD homeless program funding is limited and can provide only a portion of the resources needed to successfully address the needs of homeless families and individuals. HUD encourages applicants to use supplemental resources, including state and local appropriated funds, to address homeless needs. Please be aware that undocumented leveraging claims may result in a re-scoring of your application and possible withdrawal of your conditional award(s). Renewal Projects are expected to demonstrate the extent to which the amount of assistance to be provided is supplemented with resources for other public and private sources, at a minimum of 150 percent in total leveraging. **Hampton Department of Social Services uses Volunteer hours to provide 150% Leverage**

Use the following headings as your guide:

Type of Source Contribution

Source of Contribution

Identify Source as (G) Government or (P) Private

Date of Written Commitment

Value of Written Commitment