

Application to DHCD Submitted through CAMS

City of Hampton

Virginia Peninsula Collaborative

Application ID: 54903282018102834
Application Status: Pending
Program Name: VHSP and HOPWA 2018-2020
Organization Name: City of Hampton
Organization Address: 1320 LASALLE AVE
HAMPTON, VA 23669-3810
Profile Manager Name: Angel Hill
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Project Name: Virginia Peninsula Collaborative
Project Contact Name: Angel Hill
Project Contact Phone: (757) 727-1907
Project Contact Email: angelique.hill@dss.virginia.gov

Project Location: 1320 LaSalle Ave
Hampton, VA 23669-3801

Project Service Area: James City County, York County, Hampton City, Newport News City, Poquoson City, Williamsburg City

Total Requested Amount: \$1,337,593.00

Required Annual Audit Status: Pending Review

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Budget Information:

Cost/Activity Category	DHCD Request	Other Funding	Total
Outreach	\$0.00	\$0.00	\$0.00
Centralized or Coordinated Assessment/Entry	\$75,000.00	\$0.00	\$75,000.00
Centralized or Coordinated Assessment/Entry	\$75,000.00	\$0.00	\$75,000.00
Targeted Prevention	\$350,000.00	\$0.00	\$350,000.00
Targeted Prevention	\$350,000.00	\$0.00	\$350,000.00
Emergency Shelter Operations	\$258,125.00	\$0.00	\$258,125.00
Emergency Shelter Operations	\$258,125.00	\$0.00	\$258,125.00
Rapid Re-housing	\$480,000.00	\$0.00	\$480,000.00
Rapid Re-housing	\$480,000.00	\$0.00	\$480,000.00
CoC Planning	\$81,418.00	\$0.00	\$81,418.00
CoC Planning	\$81,418.00	\$0.00	\$81,418.00
HMIS	\$58,156.00	\$0.00	\$58,156.00
HMIS	\$58,156.00	\$0.00	\$58,156.00
Administration	\$34,894.00	\$0.00	\$34,894.00
Administration	\$34,894.00	\$0.00	\$34,894.00
Total VHSP Funding Request	\$1,337,593.00	\$0.00	\$1,337,593.00
HOPWA	\$0.00	\$0.00	\$0.00
Total:	\$1,337,593.00	\$0.00	\$1,337,593.00

Budget Narrative:

SHELTER OPERATIONS - \$258,125 • \$40,000 - Year-Round Emergency Shelter Operations for Transitions • \$45,000 – Year-Round Emergency Shelter Operations for Hampton-Newport News Community Services Board • \$65,000 - Year-Round Emergency Shelter Operations for Menchville House • \$35,000 Hotel/Motel Vouchers to support Rapid Re-Housing Initiatives for The Salvation Army Peninsula • \$58,125 - Thermal Emergency Shelter Operations for LINK of Hampton Roads • \$15,000 – Hotel/Motel Vouchers to support Rapid Re-Housing Initiatives for James City County Office of Housing and Community Development RAPID RE-HOUSING - \$480,000 – Hampton Department of Human Services • \$275,000 - Rental Assistance/Rent Arrears and Housing Stabilization Financial Assistance • \$145,000 - Housing Stabilization Services/Case Management for two Regional Housing Stabilization Case Managers • \$50,000 - Part-time Housing Stabilization Case Management and Housing Stabilization services for veterans • \$10,000 – Rent, Rental Arrears, and Housing Stabilization Financial Assistance for veterans PREVENTION– \$350,000 - Hampton Department of Human Services • \$45,000 - Housing Stabilization Case Management • \$305,000 - Housing Stabilization Services CENTRALIZED/COORDINATED ASSESSMENT - \$75,000 – ForKids, inc. • \$50,000 - Coordinated Assessment and SCAAN Oversight and Administration • \$25,000 – Intake Specialist, Call Center Coordinator and Crisis Response Director for the GVPHC Housing Crisis Hotline COC PLANNING – \$81,418 (7% of total request) - Hampton Department of Human Services • \$81,418 – Personnel, training, supplies associated with CoC planning for VHSP HMIS - \$58,156 (5% of total request) - Hampton Department of Human Services • \$58,156 - Cover user license fees, costs associated with data collection, entry and reporting, and staff associated with the operation of the HMIS for Hampton Department of Human Services ADMIN - \$34,894 (3% of total request) - Hampton Depart

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Questions and Responses:

1. Part I. Emergency Crisis Response System

1. Summarize the funding request. This summary must specifically list the total requests for each budget/activity category and list each proposed grantee including the amount of funds requested and proposed activities. If this request represents a community-wide ten percent difference (greater or lesser) over current VHSP and HOPWA funding, please explain.

Answer:

The Greater Virginia Peninsula Homelessness Consortium (GVPHC) and associates of the Virginia Peninsula Collaborative (VPC) present this funding request for \$1,337,593 to administer services under the 2018-2020 Virginia Homeless Solutions Program (VHSP) across the six jurisdictions that make up the GVPHC: Hampton, Newport News, Williamsburg, James City County, York County and Poquoson. The Hampton Department of Human Services (HDHS) will be the grantee and assume the responsibility of “Fiscal Agent” along with DHCD culpability and transmittals.

VPC is a united effort between nine service provider agencies, including HDHS (as the lead and fiscal agency), to provide shelter, Rapid Re-housing, prevention, central intake and CoC planning across the region. The VPC remains committed to ensuring the ease and accessibility of services for those experiencing homelessness or at imminent risk of homelessness across the CoC’s geographical area. The partnerships that make up the VPC exist between HDHS, James City County Department of Social Services Housing Unit (JCC Housing), Newport News Department of Human Services (NNDHS), Hampton-Newport News Community Services Board (HNNCSB), The Salvation Army of the Peninsula, Menchville House, LINK of Hampton Roads, Transitions and ForKids, along with GVPHC member agencies throughout the community.

HDHS will be the grantee and will initiate Memorandums of Understanding (MOU) between all of the identified partners to ensure clarity and accountability. Partners will continue to meet monthly to discuss grant administration, system delivery and leveraging of resources and funds.

The GVPHC total funding request under the 2018-2020 Virginia Homeless Solutions Program is \$1,337,593. The proposed use of funds includes:

SHELTER OPERATIONS - \$258,125

- \$40,000 - Year-Round Emergency Shelter Operations for Transitions
- \$45,000 – Year-Round Emergency Shelter Operations for Hampton-Newport News Community Services Board
- \$65,000 - Year-Round Emergency Shelter Operations for Menchville House
- \$35,000 Hotel/Motel Vouchers to support Rapid Re-Housing Initiatives for The Salvation Army Peninsula
- \$58,125 - Thermal Emergency Shelter Operations for LINK of Hampton Roads
- \$15,000 – Hotel/Motel Vouchers to support Rapid Re-Housing Initiatives for James City County Office of Housing and Community Development

RAPID RE-HOUSING - \$420,000 – Hampton Department of Human Services

- \$275,000 - Rental Assistance/Rent Arrears and Housing Stabilization Financial Assistance
- \$145,000 - Housing Stabilization Services/Case Management for two Regional Housing Stabilization Case Managers

VETERANS RAPID RE-HOUSING - \$60,000 - Hampton Department of Human Services

- \$50,000 - Part-time Housing Stabilization Case Management and Housing Stabilization services total

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- \$10,000 – Rent, Rental Arrears, and Housing Stabilization Financial Assistance
 - PREVENTION– \$350,000 - Hampton Department of Human Services
 - \$45,000 - Housing Stabilization Case Management
 - \$305,000 - Housing Stabilization Services
 - CENTRALIZED/COORDINATED ASSESSMENT - \$75,000 – ForKids, inc.
 - \$50,000 - Coordinated Assessment and SCAAN Oversight and Administration
 - \$25,000 – Intake Specialist, Call Center Coordinator and Crisis Response Director for the GVPHC Housing Crisis Hotline
 - COC PLANNING – \$81,418 (7% of total request) - Hampton Department of Human Services
 - \$81,418 – Personnel, training, supplies associated with CoC planning for VHSP
 - HMIS - \$58,156 (5% of total request) - Hampton Department of Human Services
 - \$58,156 - Cover user license fees, costs associated with data collection, entry and reporting, and staff associated with the operation of the HMIS for Hampton Department of Human Services
 - ADMIN - \$34,894 (3% of total request) - Hampton Department of Human Services
 - \$34,894 - Cover reasonable and appropriate costs associated with administration
- The GVPHC proposal does not represent a community-wide request that is 10% greater or lesser than the previous award.

2. Provide the anticipated source(s) of match funding by agency to ensure community match requirement is met.

Answer:

Agency	Match Source	Match Amount
Hampton Department of Human Services	Newport News Housing Broker Team	\$207,500
Transitions Family Violence Services	Volunteer/Intern Hours	\$10,400
ForKids, inc.	Community Contributions	\$6,250
Hampton-Newport News CSB	Staff not funded under VHSP	\$39,000
Menchville House	In-Kind Donations	\$7,500
	Volunteer Hours	\$2,000
	Financial Contributions	\$7,500
LINK of Hampton Roads	Community Support Agency Grant (CSAG)	\$47,000
The Salvation Army	Cash Match	\$8,750
Total Match		\$335,900

\$335,900 in total match meets the 25% match requirement.

3. Describe the process used by the CoC/LPG to determine the service providers and funding request as well as the process for making adjustments as needed.

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Answer:

The GVPHC has made extensive efforts to analyze and communicate HMIS data through presentations at General Membership meetings, including System Performance Measures, Annual Reports, Point In Time Count Reports, and special report requests made available through The Planning Council's website, to aid the CoC in assessing system-wide gaps and accomplishments. The Housing Crisis Hotline, which makes all referrals to Emergency Shelters (non-Domestic Violence) and Targeted Prevention within the CoC, shares data reports at Hotline Committee meetings, which are reviewed by participating agencies to identify service delivery needs and gaps. The Service Coordination and Assessment Network (SCAAN), made up of all housing and support service providers, now processes all cases through HMIS to create an automated housing registry for homeless households and the required prioritization of resources for the most vulnerable of the homeless population, as well as to demonstrate the effectiveness of the Coordinated Entry System (CES).

The GVPHC released a Supplemental Application in an electronic grants management portal on February 16, 2018 via email, and the Supplemental Application along with all required attachments was posted to the CoC's website - www.gvphc.org - for agencies interested in pursuing funding from the 2018-2020 Virginia Homeless Solution Program. The availability of VHSP funds was announced several times via the GVPHC email listserv and during General Membership meetings, subcommittee meetings, and on the CoC Team's Facebook page. Supplemental Applications were collected by the March 8, 2018 deadline by the CoC Program Administrator and presented at the open Program Monitoring Committee meeting on March 15, 2018. Members conducted a peer review of each application and the funds requested based on project type using a CoC Evaluation Tool which assessed program capacity, reductions in length of time homeless and recidivism, and the expenditure of funds. All project applications were first presented by and reviewed by the Program Monitoring Committee members. Non-conflicted members of the Committee, as well as the Leadership Team (the CoC's Governing Body), utilized the Review Tool to score and rank the proposed project requests with the determination that the CoC will prioritize higher scoring projects should the CoC not be awarded full funding. The recommendations, along with the 2018-2020 VHSP Draft Application, was submitted to the General Membership for final approval electronically March 28, 2018.

Projects receiving funding under the 2018-2020 VHSP agree to attend 70% of the Program Monitoring Committee meetings and will review quarterly reports with the Committee to evaluate project function and the expenditure of funds. Additionally, the GVPHC will conduct the periodic solicitation and review of project-based performance data through an annual peer review process, completed by the GVPHC Program Monitoring Committee.

- 4.
4. Do any service providers within the CoC receive allocations of Emergency Solutions Grant (ESG) funding that are administered locally (not by DHCD)? If yes, list the service providers, funding activity categories, amounts, and ESG source as well as the coordination of these activities at the CoC/LPG level.

Answer:

Not applicable. There are no ESG entitlement jurisdictions within the CoC.

- 5.
5. Describe the process used by the CoC/LPG to engage stakeholders. Examples include DSS, CSBs, persons currently or formerly experiencing homelessness, jails, schools, etc.

Answer:

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Local Departments of Human Services and the Hampton-Newport News Community Services Board (HNNCSB) have partnered in the effort to end homelessness since 2007 through the Service Coordination and Assessment Network (SCAAN) to address barriers and provide wraparound services for those needing housing stability. Currently local Departments of Social and Human Services, HNNCSB, re-entry programs, a local sheriff's department, school liaisons, faith-based partners, day centers, SSVF, VA and a formerly homeless representative participate in the SCAAN process, meeting biweekly to make housing referrals and develop housing stabilization plans for the community's most vulnerable homeless population. Specific staff persons at each agency are identified to work with local education authorities to enroll and monitor the progress of children residing in a homeless program. Staff remain in contact with counselors, teachers and social workers to discuss the family status, challenges and barriers as well as ensure transportation to and from school. Local school homeless liaisons also participate in biweekly meetings of the SCAAN to assist in the identification of homeless families within the local schools.

The CoC also hosts Project-HOPE-Virginia, a federally-funded program authorized by the McKinney-Vento Homeless Education Assistance Act that ensures the enrollment, attendance, and success of homeless children in school through public awareness and sub-grants to local school divisions. Project HOPE actively participates in CoC strategic planning activities and closely collaborates with school liaisons to address the needs of the homeless families in each school district. Interagency collaboration has also started with On-Time Graduation committee and the GVPHC. This group works with youth between the ages of 17 and 21 to support youth in completing high school requirements while also addressing housing instability issues for those displaced from the family home. The GVPHC is also working to serve youth that have aged out of foster care through partnerships with Independent Living Foster Care, Offices of School Social Work, and Seton Youth Foundation and through Housing Trust Fund monies, which will support the CoC's Impact event initiative. Impact events, in partnership with the Hampton Department of Human Services, Newport News Department of Human Services, McKinney-Vento school staff, and local Workforce Development offices attached to community colleges will target homeless or at-risk of homelessness households, parenting youth, and youth graduating from foster care through offering a one-stop location of housing and wraparound services. Newport News Public Schools received a McKinney-Vento grant to partner with the CoC to advance the efforts to target at-risk and homeless youth.

Local Departments of Human and Social Services, HNNCSB, the City of Newport News and a formerly homeless representative are all active members of the GVPHC and are working closely with the Newport News Police Department to develop a plan for reducing homelessness as it relates to crime. Additionally, the GVPHC has worked to engage local police and fire departments: officers participate annually in the Point in Time Count, in subcommittee meetings, and the CSB incorporates mental health training for the Crisis Intervention Team. Newport News City Jail along with the HNNCSB has integrated a diversion program for individuals exiting an institutional setting to actively place them into a more appropriate community based treatment setting. The Department of Corrections coordinates community releases with SCAAN to lower potential criminal justice system recidivism rates and ensure stable transitions into the community.

The GVPHC hosts semi-annual Landlord Workshops to recruit and educate landlords on the availability of housing resources and the services provided for housing stability. During the workshop, current landlords who work with the CoC are provided an opportunity to present the benefits of working with the GVPHC and housing formerly homeless clients, along with permanent housing providers including SSVF, RRH providers and PSH providers. Each of the housing providers presents an overview of their program, highlighting the funding received and the required support services. A Housing Locator also provides an overview of his/her responsibilities and presents

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information on tenant and landlord rights, Fair Housing and housing inspection requirements. Hosted in the summer and the winter, the Landlord Workshops have had tremendous success recruiting new landlords, with approximately forty landlords attending each event.

The GVPHC holds monthly meetings for the general membership and advertises meetings via email and on the CoC website to encourage participation from agencies, businesses, and individuals of the Greater Virginia Peninsula. DSS, HNNCSB, and a formerly homeless representative each participate as chairs of CoC Committees and are active on the CoC Leadership Team. Additionally, in 2016, the GVPHC successfully recruited stakeholders to participate on the Leadership Team, to include the Hampton Veteran Affairs Medical Center, local Housing Authorities, and the local United Way. Community partners are invited to present at monthly membership meetings to forge partnerships across systems of care. The CoC Lead agency works to schedule a minimum of five trainings annually which involve a wide variety of topics that apply to case management in the multitude of settings, including SOAR, Mental Health First Aid, Trauma Informed Case Management, Confidentiality and Boundaries, Outreach, Burnout prevention, etc. Training needs are solicited from all GVPHC committees and are offered free of charge for all homeless services providers and any businesses, faith-based organizations, or local citizens interested in ending homelessness. Trainings are advertised via email and on the CoC website.

- 6.
6. Describe the local coordinated assessment/entry system (please list specific tools and/or best practices that will be used). Provide instructions for accessing your CoC/LPG centralized or coordinated assessment/entry system. These instructions must provide appropriate access to your centralized/coordinated assessment/entry system to ensure that all referrals from DHCD, other communities, and providers link to the local system. This must include clear and appropriate method for individuals and families to access initial intake, evaluation, and services. A Homeless Services Flow Chart is a required attachment (each proposed grantee and sub-grantee must be depicted in the flow chart).

Answer:

In January 2018, GVPHC adopted the Coordinated Entry System Written Standards to provide policies and procedures to be applied consistently across the entire defined geographic area of the CoC. Additionally, it is required that all CoC and Emergency Solution Grant (ESG) funded programs administer their assistance in compliance with the CoC's written standards. The CoC strongly encourages housing and homeless service providers that are not CoC or ESG funded to participate in the Coordinated Entry System (CES) and follow the written standards. The CES is a centralized, community-wide process designed to identify, engage, and assist households experiencing, or at risk of experiencing, homelessness; coordinate the intake, assessment and referral for services that meet the level of assistance that is most appropriate to resolving their housing crisis; and prioritize the households with the most severe service needs for assistance in a timely manner.

The GVPHC utilizes the Housing Crisis Hotline for households experiencing homelessness, which fosters an "anywhere" service strategy that allows clients to call one number to request assistance across the Peninsula. The Hotline is managed by ForKids, inc. and affords the opportunity for the Continuum to enhance the quality of client screening and assessment, better administer shelter diversion strategies, and target program assistance where it can be most effective. Utilizing the HMIS modules for CallPoint and ResourcePoint, the Hotline provides direct HMIS input of all callers and tracks encounters and referrals for services and emergency shelter. The Hotline also makes direct referrals for prevention services to area Departments of Human Services, as well as prioritizes and facilitates shelter placements into emergency shelter programs. The Hotline number is advertised on the following websites: GVPHC, VA-501 and VA-503 websites, ForKids, all local cities, and on sheriff eviction and court summons

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notices, and Virginia 2-1-1. The Hotline assesses all callers, regardless of household size, orientation, and mobility limitations and has immediate access to translation services for callers who do not speak English. Households identified at access points as attempting to flee or fleeing domestic violence, dating violence, sexual assault or stalking situation are immediately connected to the community's 24-hour domestic violence hotline. If the DV hotline determines the household is not at imminent risk or if the household chooses not to utilize DV specific services, the household will be transferred back to a CES access point to be assessed and referred to SCAAN.

The Hotline works in conjunction with the two Services Coordination and Assessment Network (SCAAN) Committees. Members currently meet biweekly to present homeless households needing assistance, including RRH, Transitional Housing, and PSH, to participating members from social/human service departments, housing providers, and programs that offer wraparound services. Essential housing and service providers are always present, and related agencies within the CoC are encouraged to attend meetings and present cases.

Once households are referred to outreach or shelter via the Hotline, or encountered on the street or in winter shelter, GVPHC workers complete the Vulnerability Index-Service Prioritization Decision Assistance Tool (VI-SDPAT) as the CoC's universal assessment tool for all housing referrals. Beginning February 1, 2016, SCAAN required the submission of completed VI-SPDATs along with HMIS release forms and SCAAN release forms on all persons experiencing homelessness to be presented and discussed at meetings, including those found through outreach and those in shelter seeking permanent housing. All referral packets are submitted to a central fax or email and are entered into HMIS to generate a Housing Registry. Clients in need of a referral are identified in order of vulnerability, with those scoring highest on the VI-SPDAT receiving preference for any appropriate vacancies.

The CoC prioritizes chronically homeless persons and families for all vacancies. Members work to develop a coordinated plan for each household or individual to identify and access mainstream resources and housing placement. The presenting agency continues to act as the head case manager with partnering agencies providing additional services as needed. SCAAN has developed a by-name registry identifying households and individuals needing TH, RRH or PSH placement, those who have been placed into housing, and those who have been referred but may be in the housing search process. Housing programs that participate in the CES no longer maintain their own waitlists and do not actively recruit households for their respective programs. This ensures housing providers are able to serve the most vulnerable households in the community. Additionally, households no longer need to advocate for themselves at multiple agencies in order to access homeless services.

The developed coordinated assessment system has successfully decreased duplication among service providers, reduced the time required to identify resources needed for success, and promoted community coordination in the effort to prevent and end homelessness.

GVPHC implements the CES based on the following guiding principles, which are described in detail in the CoC's CES Policies and Procedures:

- Housing First
- Fair Housing
- Prioritizing the Most Vulnerable

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- Low Barrier Screening
- Non-Discrimination
- Data Driven Decisions

7.

7. Describe the local need in the CoC/LPG service area. Be sure to include local data that demonstrates the gap and/or demand in homeless services. Identify how the proposal will address these needs.

Answer:

The six jurisdictions of the Greater Virginia Peninsula make up just under 6% of the state of Virginia's population with 476,846 persons compared to 8 million. Residents of the GVP have a lower per capita income than both Virginia and the U.S., averaging just \$32,763 as opposed to \$52,957 in Virginia, and \$49,246 in the U.S. The unemployment rate is 4.4%, higher than the state rate of 3.6%. Persons living below the poverty rate vary widely across jurisdictions - from 4.2% to 22.4% - giving the GVP an average poverty rate of 13%, higher than the state poverty rate of 11.5%. The GVP also exceeds Virginia in households earning less than \$25,000 annually, demonstrating an average rate of 20% versus the state rate of 18%. 10.8% of the population is medically uninsured, a bit less than the state rate of 11.4%.

The cities of Hampton and Newport News, the largest jurisdictions of the GVP, host the worst outcomes for most categories named above but are closely followed by the City of Williamsburg. The homeless population is also centered in the cities of the Lower Peninsula. With 512 persons counted in January 2017, 78% (397) were identified in Hampton and Newport News, which host urban settings, unlike the other jurisdictions which are more rural/suburban. 4% of those counted were unsheltered while another 68% were located in either an Emergency Shelter or Safe Haven. The number identified as unsheltered was a 40% increase from the previous year (2016), demonstrating the need for Emergency Shelter and Rapid Re-housing. The number of chronic persons increased, as well, with 72 chronic individuals and 1 chronic family counted, compared to 53 individuals and 0 families the previous year. From February 2017 through January 2018, the Regional Housing Crisis Hotline received 13,698 calls from over 7,500 unduplicated callers seeking prevention, shelter or financial assistance.

This proposal aims to address gaps in homeless housing units by providing funding for the following activities:

- Emergency DV shelter for 95 households
- Emergency shelter for 138 households
- Emergency shelter for 48 seriously mental ill individuals who cannot live in traditional shelter
- Seasonal winter shelter for 550 households
- TOTAL Emergency Shelter 831 households (potentially duplicated)

By ensuring funds for shelter operations and personnel at five different shelter programs serving the GVP (including hotel/motel vouchers), there is an increased chance those families and individuals in need of a safe place to sleep will find it, therefore being connected to longer-term services and possible permanent housing.

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Through a centralized application managed by the Hampton Department of Human Services that serves all jurisdictions in partnership with local social services, the following will be provided:

- Rapid Re-housing for 227 households (27 are veteran-specific)
- Prevention assistance for 154 households
- Coordinated Assessment and Outreach for 390 households brought to the Services Coordination and Assessment Network in both upper and lower Peninsula meetings where screenings and needs for each identified household is discussed and matched with housing and services offered by service providers.
- Planning funds to support personnel that manage the HDHS program, including monitoring and reporting.

Through the Regional Housing Crisis Hotline, screening, information and referrals for 6,500 households that call and need some type of assistance to solve their housing crisis.

- 8.
8. How is the CoC/LPG using HMIS data and community-level homeless data in project design, to make changes, and inform decisions? Detail how data is used to prevent homelessness, shorten the length of homelessness, and prevent recidivism. In addition, explain how the CoC/LPG is using data from non-HMIS users.

Answer:

explain how the CoC/LPG is using data from non-HMIS users.

Since 2007, the GVPHC has been very proactive about data collection in HMIS and has 27 provider agencies with over 70 users entering client level data into HMIS. The GVP faith-based collaborative, in particular, has demonstrated leadership and support of HMIS data by bringing on more agencies to use HMIS than in any other CoC within the Hampton Roads HMIS. The HMIS Lead Agency – The Planning Council – monitors the data quality by reviewing the project APRs every month that agencies run in order to inform the users where data is missing or incorrect. A Data Quality Plan was adopted in 2017 that ensures the HMIS Committee targets the data quality as part of its regular activities.

The data is utilized in many ways to help with planning of services by both GVPHC leadership and within subcommittees. Starting with the PIT Count each January, a comprehensive report about the count methodologies and full analysis for each subpopulation – by jurisdiction – is shared widely with CoC membership, analyzed at subcommittees, reported out to the Mayors and Chairs Commission on Homelessness, and online at www.gvphc.org. Data is compared to previous years to identify any noted trends that should be addressed. The Housing Inventory Chart, which includes all numbers and types of shelter/housing units, is reported each spring in HDX and then shared and discussed to identify decreases and increases in housing. The System Performance Measures are also reported out, both online and in different meetings, to look at where there is room for improvement in current homeless services, prevention and recidivism.

The SPMs are a key activity of the Program Monitoring Committee, which also conducts quarterly peer review of funded programs, as well as during applications for state or federal funding. Agencies have the opportunity to describe the stories behind their data and try to collectively find solutions when failing to meet targets. The overall rates of returns to homelessness, the length of time to house each client, numbers and characteristics of those in need of prevention services, and others, are not only discussed within planning meetings at all levels, but included in supplemental applications required for each agency to complete. Agency performance with all required measures are taken into account in order to recommend each project for funding, and to rank in order or priority when necessary.

In December 2017, the Mayors and Chairs Commission on Homelessness engaged Virginia Housing Alliance to facilitate a one-day retreat for planning purposes and analyzed not only data in HMIS, but included social indicators to paint a full picture of the economic and housing situations within the GVP jurisdictions. The Planning Council also completes an annual report for the general public, funding agencies, and CoC membership to highlight progress made toward preventing and ending homelessness, new services and housing programs, funding updates and other CoC activities. All information is focused around the mission of making homelessness rare,

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brief and nonrecurring.

9. Describe your system's performance and outcomes in reducing the number of households entering the homeless assistance system, reducing the length of shelter stays, and reducing the number of households returning to homelessness.

Answer:

Based on the most recent submission of the HUD System Performance Measures (SPMs), the GVPHC reported a 1% decrease in the number of persons experiencing homelessness for the first time (focusing on Emergency Shelter, Safe Haven, and Transitional Housing programs) between Fiscal Year 2015 and 2016 (SPM 5.1); when Permanent Supportive Housing and Rapid Re-housing programs are included, the decrease was 9% (SPM 5.2). This decrease coincides with increasing outreach and adopting improved Coordinated Entry and Assessment policies.

Additionally, the GVPHC reported a 20% increase in the average length of time homeless (based on Emergency Shelter bed nights) between the two fiscal years (SPM 1a.1). Reducing the average length of shelter stays is a goal that also must be considered alongside exits to permanent housing; given the region's lack of affordable housing and the need for increased Rapid Re-housing and Permanent Supportive Housing capacity, some persons and households are staying in shelter longer to develop a permanent housing plan. Further evidence of the gap in housing and capacity lies in the increasing number of persons experiencing chronic homelessness in the 2017 Point in Time Count; often, this population requires more intensive case management as they are living with multiple issues that impact their ability to obtain and maintain housing.

The SPMs also indicate a decreasing rate of returns to homelessness within 2 years post permanent housing exit. The overall rate of return for 2015 was 29% (this high rate is largely due to a historical data quality issue for a specific provider, which has since been addressed); in 2016, the overall rate decreased to 10%. Out of each program type, the highest rate of return was reported for Emergency Shelter. The CoC is planning to target prevention based on characteristics of past clients of Emergency Shelter programs, in the hopes of further reducing the rate of returns and promoting stability.

10. Part II. Virginia Homeless Solutions Program (VHSP)

1. Provide the anticipated number of households served (July 1, 2018 – June 30, 2019) in the community (CoC/LPG) by activity type (outreach, shelter, rapid re-housing, and prevention). The numbers served must be based on the spending plan and all anticipated resources.

Answer:

The anticipated number of households served annually in the community through VHSP funds will leverage local programs and promote a continuum of services for households in need when combined with other programs such as: Support Services for Veterans Families, Department of Human Services, Family Stabilization Program, HUD CoC, HOWPA, etc.

The GVPHC anticipates serving the following number of households by activity type:

Shelter	831 Households
Rapid Re-Housing	200 Households
Veterans Rapid Re-Housing	27 Households
Prevention/Diversion	154 Households

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Centralized/Coordinated Assessment	6,890 Households
Total anticipated number of households served	8,102 Households

- 11.
2. Provide the average cost to serve a household based on the anticipated number of households served (July 1, 2018 – June 30, 2019) in the community (CoC/LPG) by activity type (shelter, rapid re-housing, and prevention). The numbers served must be based on the spending plan and all anticipated resources.

Answer:

The project proposes the following average cost to serve a household based on the anticipated number of households served in the community by activity type:

Shelter	\$388 per household
Rapid Re-Housing	\$2,625 per household
Veterans Rapid Re-Housing	\$2,778 per household
Prevention	\$2,841 per household
Coordinated Assessment	\$13.60 per household (unique callers and households)

- 12.
3. Describe how the CoC or LPG is meeting the requirement of reducing barriers to homeless services programs and the specific barriers that have been reduced. Additionally, describe in detail how the CoC/LPG will meet the Prohibition Against Involuntary Family Separation and Equal Access and Prohibited Inquiries.

Answer:

The GVPHC has worked to reduce all barriers to housing and prioritizes households and individuals based on vulnerability, regardless of household size, composition, gender, age, sexual orientation or mobility limitations. Program gaps and barriers are reduced through collaboration with partner agencies and advocacy on behalf of the client. Transparency of client management is apparent through the presentation and discussion of each client at the SCAAN meetings.

The Housing Crisis Hotline is open to all eligible individuals and families and includes a toll-free number for callers with limited phone access, translation services for non-English speaking callers, and TTY access. Hotline staff are also educated on client rights under the Fair Housing Act and Landlord-Tenant Law and direct callers to appropriate resources should issues arise.

Large families can be accommodated through Rapid Re-Housing programs, where agencies advocate for larger units, or through emergency shelter. When emergency shelter vacancies are not available, multiple programs work to provide hotel/motel accommodations to ensure the household remains intact. The GVPHC Hotline Committee and Leadership Team work closely with the Hotline to identify the service needs of callers and reviews yearly HMIS data, which includes area emergency shelter data and the established prioritization of homeless prevention for persons that are formerly homeless, persons with a disability, and large households.

All programs have worked to reduce barriers for entry regardless of family size, orientation, composition or mobility limitations. The CoC has worked to create options for single father and intact households: Menchville

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House accepts these households as the only non-DV emergency shelter for families on the Peninsula. Accessible rooms are available at each shelter for clients with mobility limitations, in addition to large rooms for families with five or more children. All programs accept clients as they present with their defined household as occupancy levels permit, and comply with Equal Access in Accordance with an Individual's Gender Identity (81 FR 64763).

13.
4. Describe the prioritization process for targeted prevention.

Answer:

In addition to the VHSP program eligibility criteria, the CoC has prioritized households who have previously received Rapid Re-Housing assistance in order to assist them in maintaining their housing, in addition to large families to decrease the difficulty in finding accommodating units. The CoC is continuing to review Emergency Shelter data to identify any additional populations that should be prioritized for targeted prevention funds.

14.
5. Describe the prioritization process for rapid re-housing.

Answer:

Rapid Re-Housing (RRH) emphasizes housing search and relocation services and short- and medium-term rental assistance to move homeless persons and families (with or without a disability) as rapidly as possible into permanent housing. In order to be eligible for RRH, households must meet the HUD definition of homelessness. The amount of rent each program participant must pay is determined by the household's budget and will be the least amount of financial assistance necessary based on household needs and housing barriers. The GVPHC prioritizes households with chronic homeless status and the most severe service needs (according to the VI-SPDAT score). SCAAN Committees use biweekly case conferencing to identify those most vulnerable and assign housing placements. Financial readiness does not impede a household's ability to obtain housing through RRH.

15.
6. What systems are in place to ensure that households experiencing homelessness are quickly moved into permanent housing and remain stably housed?

Answer:

Prior to entering the homeless service system, the GVPHC has identified multiple levels of diversion in order to prevent households from experiencing homelessness. The Housing Crisis Hotline conducts a diversion assessment on each caller that is referred to emergency shelter and attaches the assessment to all shelter referrals. Upon intake, each shelter conducts an additional diversion assessment to further attempt to prevent entry into the system. Each assessment is attached to the household in HMIS.

All of the GVPHC programs have adopted the housing first approach, conducting outreach and receiving referrals directly from the Hotline, the PATH team, SCAAN committees and emergency and winter shelter programs for placement directly into housing. Persons experiencing homelessness currently have options for shelter placement in three of the six jurisdictions, with limited access to shelter in Williamsburg, York and Poquoson. Upon entry into shelter, all clients undergo a diversion assessment to determine if other options are available, in addition to the VI-SPDAT to determine their chronicity and vulnerability. Each seasonal winter shelter has a worker identified at its

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respective Department of Human Services (DHS) to contact should households with children present. Shelter providers, including those securing placements in hotel/motels, are active participants in the GVPHC coordinated assessment and referral committee, the Service Coordination and Assessment Network (SCAAN), and attend biweekly meetings to present all active shelter placements. SCAAN then works to develop a coordinated plan for each household through the identification and connection to compulsory services, all in an effort to quickly exit households from shelters to Permanent Housing.

The GVPHC is committed to ensuring that homeless households quickly obtain permanent housing and receive the services necessary to remain housed. Placements for shelter are facilitated through the Hotline, which requires shelter providers to sign a Memorandum of Understanding that states the requirements for shelter placements, including the staffing of all placements at SCAAN and the expected outcomes for exits to permanent housing. Additionally, the GVPHC is requiring presentations and approval of all applications for Rapid Re-Housing (funded under VHSP and all future eligible grants) to be presented at SCAAN. This will ensure collaboration amongst service providers but also ease accessibility of RRH funds for all participating shelter providers, allow for discussions around housing barriers with the Housing Locator, and promote expedited housing placement and stability.

16.

7. How does the CoC/LPG assist program participants in locating housing? If the CoC/LPG has a Housing Locator, describe the job duties of this position(s).

Answer:

Case managers are dually trained as housing locators and stabilization service providers. HDSS has been funded for the past 29 years and has developed an extensive network of housing providers that readily work with the agency. Annual landlord/vendor recruitment events are planned to educate and enlist new housing providers which has been successful in increasing the availability of housing stock. Landlords are now reporting unit vacancies to agencies. Additionally, the City of Newport News established a Housing Broker Team (HBT) in 2009, which works to expand the availability of existing affordable housing to those families facing housing barriers. The HBT is located within the Newport News Department of Human Services, and includes a Housing Specialist that is responsible for connecting with landlords to build relationships and expand rental opportunities for individuals and families. This Housing Specialist conducts outreach to landlords, establishes relationships to expand affordable housing opportunities for homeless persons, and shares the benefits of housing families and individuals approved for assistance. While the Housing Specialist will advocate for the landlord, the Housing Coordinator works directly with the homeless families to assess their needs, works to create an individualized housing plan, and provides initial intensive case management, with ongoing case management. The Specialist and Coordinator work as a team to match homeless families with the appropriate housing option, and also work with local emergency shelters, including The Salvation Army, to assist with housing searching.

Transitions Family Violence Services employs a Housing Case Manager who assists residents with finding and obtaining affordable permanent housing on the Peninsula. The Housing Case Manager works with local landlords and apartment complexes to accommodate the needs of residents and provides advocacy around credit or financial limitations. The Housing Coordinator also uses a grant through HUD to rapidly rehouse families providing three to nine months of rent to assist with establishing stability and retain their permanent housing. Lastly, the Housing Coordinator also host agency landlord events to establish new relationships or update landlords on trends. Currently, ten landlords partner with TFVS to rapidly rehouse residents with financial and/or credit barriers.

Menchville House has a paid staff position for one full-time professional Case Manager/Housing Locator. Additionally, Menchville House retains the services of three Student Social Work Interns through partnership with local universities who also conduct case management operations under the supervision of the professional Case

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Manager/Housing Locator.

Hampton-Newport News CSB Emergency Shelter and PORT Emergency Shelter staff work internally with their agency's other housing program personnel who have developed extensive housing resources. Both agencies operate Permanent Supportive Housing programs whose frequent interactions with local landlords allow for speedy and efficient accessibility to housing options for Emergency Shelter program participants. Additionally, these landlords are frequently willing to be more flexible concerning income, criminal history, credit and/or eviction barriers, and have not been known to discriminate. Shelters also utilize GVPHC collaborative forums to identify housing resources, and agencies share housing resources at SCAAN and other inter-agency forums.

As mentioned prior, the GVPHC also hosts semi-annual Landlord Workshops to recruit and educate landlords on the availability of housing resources and promote the GVPHC's vision that homelessness will be rare, brief and non-recurring. During the Workshop current landlords are provided an opportunity to present along with permanent housing providers including SSVF, RRH providers and PSH providers. Each of the housing providers presents an overview of their program, highlighting the funding received and the required support services. A Housing Locator also provides an overview of his/her responsibilities and presents information on tenant and landlord rights, Fair Housing and housing inspection requirements. Hosted in the summer and the winter, the Landlord Workshops have had tremendous success recruiting and retaining new landlords. The GVPHC has increased average attendance at these events from fifteen landlords to approximately thirty at each event.

17.

8. How will the CoC/LPG leverage mainstream resources? Provide program and community level examples.

Answer:

The CoC Program Manager and the chairs of the SCAAN committees continue to offer half- and full-day trainings focused on best practices for case management and schedule presentations at monthly GVPHC meetings to provide ongoing education about benefits and programs in order to maximize effective enrollment for clients. Anyone who requests housing services is screened by local social service staff to ensure they have sought out and applied for all benefits available through the department. These services include; TANF, SNAP, Medicaid (adults and Children) and employment services through the VIEW and SNAPET programs. Applications taken by local Departments of Human Services staff are fast tracked to ensure benefits are delivered quickly. These agencies also often run employment centers that are accessible to those seeking housing services. The CoC also partners with Gordon Wellness, a private health partner, to add support and capacity to completing SOAR applications.

Additionally, each HUD-funded agency (LINK, HNNCSB, LGBT Life Center, and Transitions) focuses on increasing participation in benefits programs for their respective clients. After the assessment at program entry of all current benefits, case managers work to assist clients with completing and submitting applications to the proper agencies. Transportation and assistance is available to all clients and the progress of these applications is monitored on an ongoing basis. Provider staff also target and obtain mainstream benefits within all jurisdictions and utilize CoC SSI/SSDI Outreach, Access and Recovery (SOAR) trained members to expedite benefits applications for persons experiencing homelessness. Victims of domestic violence and ex-offenders now have increased access when seen at any Department of Human Services, and winter shelters now have SOAR trained staff on-site to complete applications for those in emergency shelters.

To advance the accessibility of mainstream resources, the GVPHC requires the presentation and approval of all applications for RRH (funded under the VHSP) to be presented at SCAAN. The use of SCAAN for RRH referrals ensures that RRH participants quickly receive appropriate mainstream resources to promote expedited housing placement and stability. The system was implemented during the FY14 ESG application process and resulted in the accessibility of RRH resources for all persons who qualified across the catchment area. The housing first model has been especially successful with hard-to-serve clients that presented the past year. From March 2017 through

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March 1, 2018, the VPC collectively rapidly re-housed 133 households. The SCAAN Committee is a forum for inter-agency case management that meets biweekly and secures necessary resources for each household to obtain self-sufficiency. The CoC believes that addressing client issues through case management and housing has been the driving force in meeting the objective to remain in housing.

- 18.
9. Provide evidence of the organizational capacity of each proposed grantee to include governance, leadership, experience, and financial management.

Answer:

Hampton Department of Human Services is a State mandated locally administered social service agency. Funding sources are federal, state and local. The department is led by a local director appointed by the City Manager and approved by City Council. The department is divided into three areas of operation; child welfare services, benefits and fiscal. The Community Partnership Team (housing) operates within the service division and the program manager reports directly to the agency director. Grants are submitted to the director and approved by the city council. Fiscal oversight for grants is both with the agency's fiscal department and the city's fiscal department. To ensure a checks and balance system, all monetary distributions are sent to the fiscal department for approval. No monetary distributions are allowed without the fiscal department's approval. As the department receives money from the federal, state and local sources audits are completed by all entities. The city is also required to complete a yearly independent audit. There are no current findings.

The Hampton-Newport News Community Services Board (HNNCSB) provides comprehensive mental health, intellectual and developmental delay (IDD) and substance abuse services for citizens of Hampton and Newport News. The CSB is one of the largest in the state in terms of clients served, area population, staff employed and revenue. The Board is governed by fifteen citizen Board members: eight appointed by Newport News City Council; seven appointed by Hampton City Council. Seven programs at HNNCSB were nationally accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF) and became the first CSB in Virginia to have such accreditation. Currently there are approximately 1,000 full-time and part-time staff positions. Services are provided annually to over 16,000 unduplicated individuals. Currently, the CSB has a budget of \$58 million which is distributed by the Department of Mental Health, Mental Retardation and Substance Abuse Services, the cities of Hampton and Newport News, fees, third party reimbursements, federal funds and miscellaneous sources. The agency has operated supportive housing programs since 1999 and in 2015, began the Road2Home program sponsored by the State Department of Behavioral Health and Developmental Services.

LINK's executive director has overseen the growth and management of LINK for 27 years and continues to provide the agency with the oversight along with the fifteen-member Board of Directors; the governance needed to maintain the organizational capacity and financial management to A133 auditing standards. Seven of LINK's Board of Directors are heavily involved in the PORT Shelter program through fundraising, advising, and managing the program volunteers for weeks at a time during the course of the 5 month season. LINK currently operates five programs serving approximately 18,660 individuals annually.

Menchville House is governed by a twelve to fifteen member Board which provides oversight of the Executive Director, policy, finance, and major operational decisions. The Menchville House Executive Director is a full-time paid position with a prerequisite for experience in leadership and management positions. A professional bookkeeper manages all financial accounting for the organization. Menchville House has repeatedly received local, state and federal grant funds and has passed all independent audits and expended all funds.

The Salvation Army Peninsula structure consists of a Divisional Headquarters, Board of Trustees, Advisory Board, a Corps Officer, Corps Accountant and Case Manager. The Corps Officer serves as the Executive Director and has

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experience in shelter management; the Case Manager provides oversight and case management services to program participants and has seven years of experience. The Accountant has 32 years of experience and maintains all financial documentation and processes payments for services.

Transitions Family Violence Services, originally an all-volunteer organization, now has fifteen full-time and fifteen part-time staff members with more than 212 years of combined experience in shelter administration and program implementation, and 21 volunteers who donate approximately 2,000 hours of volunteer time annually, enabling the agency to provide services at the lowest possible cost. Transitions nine-member Board of Directors sets policy for the agency. Transitions has a forty-year history of compliance with funding requirements and is a quality organization as acknowledged by certification from the United Way and accreditation from the Virginia Sexual and Domestic Violence Action Alliance. Monitoring visits result consistently in positive reports.

ForKids successfully manages multiple federal, state, and local government grants annually totaling over \$3 million, including five supportive housing programs and two Coordinated Assessment grants. The Housing Crisis Hotline has been in operation since October 2010 and as of October 2017, serves all fourteen cities and counties in Hampton Roads, including the Peninsula. The Board of Directors consists of thirty-two members from the community, to which the Chief Executive Officer directly reports. Compliance with the agency budget and monthly financial statements are produced by the CFO and are reviewed by the CEO, the Finance Committee of the Board, then presented to the full Board of Directors.

19. 10. Provide a description of the program staff capacity to include experience, training, and staff to program participant ratio.

Answer:

Hampton DHS – 1 Senior Family Services worker (acting program manager) – experience 28 years – ratio 1 to 10
1 Family Services worker – experience 7 years – ratio 1 to 25
2 Admin Asst
1 Family Services worker - position currently vacant - ratio will be 1 to 25

Newport News Human Services
1 Supervisor – experience 12 years
3 housing Specialist – experience 5 years average – ratio 1 to 17
1 Admin Asst

James City County
1 Housing Supervisor –24 years of experience
1 Senior Housing Specialist– Experience 20 years – ratio 1 to 6
4 Housing Specialist – average experience 4 years– ratio 1 to 6
1 Admin Coordinator
1 Admin Assistant (part-time)

CoC Housing Stabilization Case Managers
1 Senior Family Services Specialist - experience 30 years - ratio 1 to 20
2 Family Service Specialist - average experience 6 years - ratio 1 - 25

Several workers have certifications in Certified Housing Counselors, Homeownership Counseling Comprehensive Certification and Rental Counseling and Homeless Counseling.

The Hampton-Newport Community Services Board has provided services for over 43 years to the target population and has provided services through the PATH program for 21 years. The directors most involved with homeless

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services have over 30 years' experience each with related housing and services, and the Homeless Services Supervisor has over 25 years' experience. Agency administration consistently demonstrate a high degree of knowledge of the needs of the target population and the resources available throughout the region and the willingness and support to advance new models and embrace and create best practices in the field of housing and homelessness.

Menchville House has a paid staff position for one full-time professional Case Manager/Housing Locator and retains the services of Student Social Work Interns through partnership with local universities. The program can serve up to 16 households which results in a total program to staff ratio is 1:4.

The ForKids Housing Crisis Hotline currently has a staff to caller ratio of approximately 1:2,300. Regional Housing Crisis Hotline staff have Bachelor's or Master's degrees in related human services fields and typically one year of experience or more in crisis counseling or homeless shelter or other relevant work experience prior to joining the team. In addition, one Intake Specialist is a Certified Domestic Violence Coordinator and a Qualified Mental Health Professional with over ten years of hotline experience. The Hotline operates eleven hours a day and relies on volunteers during peak call times.

The Salvation Army Virginia Peninsula program staff consist of a Corps Officer, Corps Accountant and Case Manager. The Corps Officer serves as the Executive Director and has experience in shelter management; the Accountant has thirty-two years of experience and maintains all financial documentation and processes payments for services. The Case Manager provides oversight and case management services to program participants and has seven years of experience. The staff to program participant ratio is currently 1:12.

Transitions FVS employs executive, grants, finance, and directors; shelter, outreach, legal, children's, and volunteer managers, coordinators, and advocates; an art therapist; and administrative support staff. The Emergency Shelter Coordinator has extensive experience with the homeless population and collaborating with community partners to end homelessness on the peninsula. She also rapidly re-houses individuals and families. She is an active participant on the Shelter Coordinated and Assessment Network (SCAAN) team assessing cases, working with other allied professionals to assess challenges and barriers to obtaining and maintaining permanent housing. She continues to obtain training and manage other Emergency Shelter Advocates on updates about trauma-informed care, shelter best practices and other issues that may impact the population we serve (mental health issues, substance abuse etc.). The Shelter Coordinator has been with Transitions Family Violence Services for 30 years, working as an Emergency Shelter Coordinator for 19 of those years. The staff to program participant ratio is 1:15. PORT staffing includes registration, intake, housing, drivers and shelter management personnel. The Newport News Sheriff's Department ensures safety of the shelter guests, volunteers and staff. The ratio based upon 80 persons per night equals a client to staff ratio of 16:1. In addition to staff there are a minimum of 15 volunteers who are available nightly to assist with registration and other guest needs. Applicants are minimally required to have two or more years of direct experience working with homeless and indigent populations. Training requirements include four hours of shelter operations, interviewing procedures, client rights and confidentiality. Most program staff and volunteers have worked in PORT for multiple years.

20.

11. Outreach: list the proposed grantee(s)/sub-grantee(s), the eligible activities to be provided by the proposed grantee, and how each will coordinate these activities on a CoC/LPG level.

Answer:

Not applicable; there are no requests for outreach funding.

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- 21.
12. Targeted Prevention: list the proposed grantee(s)/sub-grantee(s), the eligible activities to be provided by the proposed grantee, and how each will coordinate these activities on a CoC/LPG level.

Answer:

Targeted Prevention funds are requested in the amount of \$350,000 to continue diversion efforts in each jurisdiction. The continued service administration at select identified sites will ensure ease of accessibility and use for all diversion and prevention assistance across the six jurisdictions. Prevention funds are also managed by HDHS in collaboration with partner service providers, including Newport News Department of Human Service (sub-grantee) and James City County Office of Housing and Community Development (sub-grantee), and utilized to prevent evictions and maintain stable housing. Referrals for prevention assistance will continue to be processed on an ongoing basis. All referrals for prevention or diversion assistance are screened through the GVPHC Housing Crisis Hotline and referred to community resources, including SSVF for veteran households. Prevention funds will also be available to provide case management/housing stabilization, rent arrears and rent, and utility assistance to domestic violence victims that are housed but are in danger of losing permanent housing through the Transitions 24-hour crisis hotline.

- 22.
13. Emergency Shelter Operations: list the proposed grantee(s)/sub-grantee(s), the eligible activities to be provided by the proposed grantee, and how each will coordinate these activities on a CoC/LPG level.

Answer:

Shelter operations are recognized by the GVPHC as viable and essential pieces to the continuum's efforts to reduce the length of time an individual remains homeless and the CoC's commitment to expediting housing stability through Rapid Re-Housing. Shelter operations provided under this grant will assist an estimated 831 households including homeless single adults and families in the catchment area. With Hampton Department of Human Services (DHS) as the fiscal agent, selected shelter programs will be implemented by the Hampton-Newport News Community Services Board (HNNCSB), The Salvation Army of the Peninsula, Menchville House, LINK of Hampton Roads and Transitions.

- The HNNCSB Homeless Services program provides an 8-bed year-round shelter for persons experiencing homelessness with mental illness with other possible co-occurring disabilities. Four beds are dedicated to women and four are dedicated to men. The shelter serves a specific target population and accepts people that have been banned by other shelters. The shelter is extremely low barrier and provides assessment of needs, intensive case management services and all household provisions and food that are needed for the client. The shelter served 35 individuals in 2017, and plans to serve 48 clients under this application, for an increase of 37%. At present, no other emergency shelter on the Peninsula is dedicated to specifically serving individuals with mental illness and/or substance abuse disorders. The program provides intensive case management, including activities of daily living and assistance with the completion of applications for benefits. Program participants also have access to an array of services dedicated to improving the lives of those affected by mental illnesses, Intellectual or

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Developmental Disabilities (IDD) and substance abuse through the HNNCSB. The program assists participants with engaging in services outside of the HNNCSB including the Southeastern Virginia Health System.

- Transitions Family Violence Services (TFVS), works to ensure that victims of domestic violence throughout the CoC's vast geography continue to receive the help needed to live a violence-free life. Program participants in both shelters receive safe respite, counseling, referrals to appropriate resources, housing barrier assessment and development of individual service plans focused on immediate re-housing and self-sufficiency. Without TFVS, persons fleeing domestic violence, sexual assault, stalking or poverty-driven homelessness would have to leave the area to receive shelter. The Transitions Emergency Shelter plans to serve 38 households experiencing domestic violence and homelessness in Hampton, Newport News, York County and Poquoson. Utilizing VHSP funds from 2016-2018, Transitions served 53 families, with 68% (36) of those households exiting to permanent housing.
- Menchville House is the only emergency shelter program for families not designated for households experiencing Domestic Violence on the Peninsula. Menchville House addresses the gap in homeless services by providing an emergency shelter with a housing- focused case management model. Menchville House provided emergency shelter to 272 clients in 2017, with an average stay of 40 days. Upon exiting Menchville House, 90% of clients had a manageable budget, 72% entered a Permanent Housing solution, and 28% increased overall income.

LINK of Hampton Roads, PORT Winter Shelter program completes an intake on each client that enters the program and ensures that every person's statistical data is entered into HMIS. Intakes include housing barrier and diversion assessments and the VI-SPDAT. PORT clients are "followed" to measure their success and/or challenges throughout the year. Every person is provided with transportation, hygiene items, two hot meals, bagged lunches, clothing, and diapers (if needed). If a guest is transitioning into housing, furniture and household items are provided; any needed community resource referrals and linkages are made. PORT provides a continuum of comprehensive services to homeless men, women and children. In the 2016/2017 season PORT served a total of 460 guests with 8,947 unduplicated bed nights. Thirty-nine households were placed in Permanent Housing through VHSP RRH funds, and 129 guests independently located housing.

Shelter Operation funds will also be used to advance RRH initiatives on the Peninsula through brief hotel/motel placements for singles and families experiencing homelessness in areas with limited or no shelter beds. The Salvation Army Virginia Peninsula and Hampton Department of Human Services both currently administer hotel/motel vouchers to homeless persons on the Upper and Lower Peninsula. Placements will be made only in the absence of available emergency shelter beds and are limited from three nights to one week with staff actively working to administer diversion practices and family reunification to prevent shelter placement. All placements are immediately presented to SCAAN to ensure the delivery of case management and other services needed to obtain and maintain housing, including RRH and other HUD permanent housing programs, as quickly as possible. Extended stays in hotels/motels may be offered if the participant is deemed eligible for an existing permanent housing program and is awaiting placement.

23.

14. Rapid Re-housing: list the proposed grantee(s)/sub-grantee(s), the eligible activities to be provided by the proposed grantee, and how each will coordinate these activities on a CoC/LPG level.

Answer:

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The GVPHC is requesting \$420,000 in Rapid Re-Housing funds to be administered by the Hampton Department of Human Services (HDHS) in collaboration with partners established through MoUs. The program is open to all eligible homeless persons in the Greater Virginia Peninsula catchment area through a universal assessment presented and staffed through the Service Coordination and Assessment Network meetings that occur in both the Upper and Lower Peninsulas. Once requests for RRH are presented at SCAAN and approved, the application process will be completed by HDHS with the referring agency maintaining case management responsibilities. The group of case managers, program managers and outreach workers of SCAAN meet biweekly to discuss placements, ongoing case management and other support. SCAAN determines the appropriate housing and level of support for each household, as well as collaborates to maximize resources. Although it is preferred that cases be staffed at SCAAN, if housing has been identified prior to a SCAAN meeting, placement can occur. In this instance, a case would be staffed at SCAAN for additional housing stability resources.

HDHS is also requesting \$60,000 in Veterans Rapid Re-Housing funds to assist 27 Veteran households. The Veterans Rapid Re-Housing program will continue to focus on housing stabilization and case management services, housing locator services and housing stabilization financial assistance for Veteran specific households. All referrals for this program will come from SCAAN.

From March 1, 2017 through March 1, 2018, the SCAAN Committees processed and staffed a total of 423 cases, with 133 cases referred to rapid re-housing. In 2016, 96% of participants were retained in Permanent Housing. To respond to the identified community need and continue to support the success of the GVPHC's RRH program, the CoC is requesting funding to provide services to an anticipated 200 households within a year.

24.

15. Centralized or Coordinated Assessment/Entry System: list the proposed grantee(s)/sub-grantee(s), the eligible activities to be provided by the proposed grantee, and how each will coordinate these activities on a CoC/LPG

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level.

Answer:

The Virginia Peninsula Collaborative is requesting \$75,000 total in centralized/coordinated assessment funds for the GVPHC Housing Crisis Hotline, in addition to support for the Upper and Lower Peninsula SCAAN processes. In 2010, ForKids launched the Regional Housing Crisis Hotline, a centralized point of contact for families and individuals experiencing or at-risk of homelessness in South Hampton Roads. ForKids launched the GVPHC Housing Crisis Hotline in 2014 to assess each caller's needs and eligibility. The Hotline works to connect callers with emergency shelters through direct shelter placement, prevention assistance or other critical services and mainstream resources for which they are eligible. In 2017, the Hotline answered 13,500 calls from 7,000 unduplicated callers on the Peninsula and made approximately 16,200 referrals for services of all types. Of those referrals, 35% (5,615 referrals) were referrals for singles and families to emergency shelter. The CoC is requesting \$25,000 to continue to support the Coordinated Entry of GVPHC residents experiencing a housing crisis through the Hotline.

Due to the new SCAAN processes requiring both the Upper and Lower SCAAN committees to complete VI-SPDATs, maintain by-name registries in HMIS and track services provided, agencies coordinating on each case, and SCAAN outcomes, the CoC is proposing a \$50,000 request to provide administrative support to the SCAAN committees. From March 1, 2017 through March 1, 2018, the SCAAN Committees processed and staffed a total of 423 cases. Of these cases, the CoC records household status including: chronic, veterans, single, family, LGBT, and Domestic Violence, and referral status including housed in PSH, RRH, TH, self-resolved, matched to housing, awaiting referral, or MIA. Because cases may require longer periods of case management and wraparound services, administrative support would aid in keeping track of clients, as well as SCAAN outcomes.

25.

16. CoC Planning: list the proposed grantee(s)/sub-grantee(s), the eligible activities to be provided by the proposed grantee, and how each will coordinate these activities on a CoC/LPG level.

Answer:

HDHS is requesting \$81,418 for CoC Planning activities. HDHS is the lead agency and fiscal agent for the GVPHC, which encompasses four cities and two counties - York, Poquoson, James City County, Hampton, Newport News, and Williamsburg. The funding would be utilized for the following activities:

- Submit HUD competitive application for homeless funds punctually and accurately;
- Submit DHCD and other state applications for homeless funds punctually and accurately;
- Ensure an open and transparent process for all community partners requesting funding;
- Ensure all community partners fit within the GVPHC design process to end homelessness;
- Ensure that all community partners abide by regulations for application;
- Partner with the Housing Crisis Hotline to identify gaps and incorporate best practices;
- Procure funds from outside and community agencies to support efforts of GVPHC;
- Attend GVPHC regular membership and leadership meetings;
- Actively participate in Program Monitoring Committee to ensure compliance;

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- Execute MOU's with State and local partners;
- Ensure local government involvement with homeless grant process;
- Develop budgets for various local, State, and Federal grants;
- Develop tools to ensure accurate reimbursement, remittance, and reporting;
- Complete all CAMS reports for region;
- Lead new initiatives, including IMPACT events, which serve homeless and at-risk families;
- Address inquiries from the media and funders, and
- Expand and promote the GVPHC's mission through community partnerships engagements.

26.

17. HMIS: list the proposed grantee(s)/sub-grantee(s), the eligible activities to be provided by the proposed grantee, and how each will coordinate these activities on a CoC/LPG level.

Answer:

HDHS is requesting \$58,156 to cover reasonable and appropriate costs associated with operating a HMIS, including user license fees, costs associated with data collecting, entry and reporting, and staff associated with the operation of the HMIS across the GVPHC. All HMIS users are required to attend quarterly meetings to address data quality, data security, and reporting. Emergency shelters that receive VHSP funding receive referrals via HMIS.

27. Part III. Housing Opportunities for Persons With AIDS (HOPWA)

1. How are HOPWA services coordinated with the CoC?

Answer:

Not applicable.

28.

2. HOPWA: list the proposed grantee(s), the eligible activities to be provided by the proposed grantee, and how each will coordinate these activities on a CoC/LPG level.

Answer:

Not applicable.

29.

3. What safeguards or provisions are in place to protect clients' HIV/AIDS status from landlords and other third parties?

Answer:

Not applicable.

30.

4. Describe how clients are connected with community resources and which community resources will be

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leveraged for the HOPWA program.

Answer:

Not applicable.

31.
5. How is data being used to inform program design?

Answer:

Not applicable.

Attachments:

Spending Plan

VirginiaSpendingPlanTemplate221201814310Final330201834315.xlsx

CoC Certification and Assurances

CoCcertificationSigned330201893451.pdf

Organizational Certification and Assurances

GVPHCOrganizationalCertificationsandAssurances3302018120535.pdf

Year One Request (proposed grantees and activities)

VHSPyearonerequest20192220183190423302018103739.xlsx

Community Metrics (agency-specific data is required for each proposed emergency shelter operations grantee)

GVPHCCommunityESMetricsReport20182020HSNHApplication3302018101309.xlsx

CoC/LPG Level Policies and Procedures/Services Standards (including Coordinated Entry)

GVPHCPoliciesandProcedures3302018110552.pdf

CoC/LPG Governance Charter/By-Laws

GVPHCBylaws101717330201814005.pdf

Application to DHCD Submitted through CAMS

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CoC/LPG HMIS Policies and Procedures

HMIS Policies Procedures Hampton Roads Shelterlink 2017330201893347.pdf

Job Description (case managers and housing locator positions)

GVPHC Housing Locator Job Descriptions 330201814122.pdf

Homeless Services Flow Chart

GVPHC System Flow Chart 2018330201894445.pdf

Board of Directors Listing

GVPHC Board of Directors List 3302018121512.pdf

MOUs

GVPHC Example MOU 3302018111002.pdf