

**Report To:** Board of Supervisors **Meeting Date:** April 6, 2017

**Staff Contact:** Nicki Aaker (naaker@carson.org)

Agenda Title: For Possible Action: To approve Carson City Health and Human Services (CCHHS) in re-

applying for the Emergency Solutions Grant.

#### **Staff Summary:**

This Emergency Solutions Grant (ESG) period is July 1, 2017 to June 30, 2019. The funding request is \$56,171.52. CCHHS has been operating the ESG program since 2011. ESG provides funding for case management services and data collection/reporting. ESG is matched with Low Income Housing Trust Fund grant to provide rent dollars for participants in the ESG program. Priority for ESG is to rehouse the homeless and to prevent homelessness for households at risk.

**Agenda Action:** Formal Action/Motion **Time Requested:** 5 minutes

#### **Proposed Motion**

I move to approve Carson City Health and Human Services re-applying for the Emergency Solution Grant through the Nevada Housing Division.

#### **Board's Strategic Goal**

Quality of Life

#### **Previous Action**

This is a renewal application

#### **Background/Issues & Analysis**

Availability of affordable housing is a barrier to rehousing individuals. Previously Homeless Prevention was not a priority of ESG; however, programs to prioritize prevention will be allowed in this grant cycle. Homeless Prevention definitions will open up ESG services to a larger population that may not have qualified previously as homeless.

#### Applicable Statute, Code, Policy, Rule or Regulation

None

Financial Information
s there a fiscal impact? 🛛 Yes 🔲 No
f yes, account name/number: 275-0767-444 Emergency Solutions Grant (ESG)
s it currently budgeted? 🛛 Yes 🔲 No

(Vote Recorded By)

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NEVADA
HOUSING
DIVISION
2017-2018
EMERGENCY
SOLUTIONS
GRANT (ESG\_
APPLICATIONS

# NEVADA HOUSING DIVISION REQUEST FOR ESG APPLICATIONS

# **Application Submission Timeline:**

Application Released	February 13th, 2017
Letter of Intent to Apply Due	February 17th, 2017
Technical Assistance Call 2	March 7th, 2017
Application Submittal Deadline	March 24th, 2017 @5pm
Notification of Approval	May 5th, 2017
Grant Agreement to Sub-recipients	July 1st, 2017

# **Submit Applications to:**

ATTENTION: DALE HANSEN

1830 COLLEGE PARKWAY SUITE 200

CARSON CITY, NEVADA 89706

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# 2017 ESG APPLICATION

For application instructions please refer to **the 2017 ESG Application Guide**. Applications that do not meet the application formatting and submission instructions or do not include all the documents required in the **Application Checklist** will be considered **non-responsive**.

# **Applicant Agency Information**

# General Information: Name of Applicant: **Carson City Health and Human Services** County/Service Area: Carson City, Nevada Street Address: 900 East Long Street Carson City, Nevada 89706 City, State, Zip Code: Federal Tax Identification Number: 88-6000189 Data Universal Numbering System (DUNS): 073787152 Website Address: Gethealthycarsoncity.org TYPE OF ORGANIZATION (MARK AS MANY AS APPLY): Please mark which type of organization type: ☐ Private Non-Profit 501(c) (3) ☑ Unit of General Purpose Local Government ☐ Victim Services Provider ☐ Legal Services Provider

## Key Applicant Agency Contacts

Please identify key organizational and program contacts for this grant:

#### AUTHORIZED REPRESENTATIVE INFORMATION:

First, Middle and Last Name:	Nicki Aaker
Agency Official Title:	Director of CCHHS
Mailing Address:	900 East Long St
City, State, and Zip Code:	Carson City, Nevada 89706
Area Code and Phone Number:	775-887-2190
Fax Number:	775-887-2539
Email Address:	naaker@carson.org

# PROGRAM MANAGER CONTACT INFORMATION (IF DIFFERENT FROM AUTHORIZED REPRESENTATIVE):

First, Middle and Last Name:	Mary Jane Alison Ostrander
Agency Official Title:	Human Services Division Manager
Mailing Address:	900 East Long Street
City, State, and Zip Code:	Carson City, Nevada 89706
Area Code and Phone Number:	775-887-2110
Fax Number:	775-887-2539
Email Address:	mostrander@carson.org

#### APPLICANT FISCAL REPRESENTATIVE (I.E., CFO, ACCOUNTANT/BOOKKEEPER):

First, Middle and Last Name:	Bretta Inman
Agency Official Title:	Business Manager
Mailing Address:	900 East Long Street
City, State, and Zip Code:	Carson City, Nevada 89706
Area Code and Phone Number:	775-887-2190
Fax Number:	775-887-2539
Email Address:	binman@carson.org

### Proposed ESG Activities and Funding Request

Please mark each activity in **Table 1** that the applicant agency is applying for, enter in the requested funding amount, and the estimated number of clients the applicant agency is expected to serve for Program Year 2017.

Table 1

Activity	Request Amount	*Estimated No. of Clients to be Served
☐ Street Outreach	\$ Click here to enter text.	Click here to enter text.
☐ Emergency Shelter	\$ Click here to enter text.	Click here to enter text.
	\$ 12,000.00	12
☑ Rapid Re-Housing	\$ 29,851.48	15
☑ HMIS	\$ 12,950.00	27

- \* 1. Please describe how the applicant agency determined the estimated number of clients to be served. Maximum length 750 characters. Projections are made by looking at the average number of clients served for the previous year; number of VISPDATs completed along with the number of applicants pending in the Community Que. Case Management caseloads and housing units available in the community are considered as well.
- 2. Does the applicant agency follow a "Housing First" approach that prioritizes providing people experiencing homelessness with permanent housing as quickly as possible, as well as providing them with voluntary support services as needed. If so, please describe how you have integrated this approach into your organization's practices and policies? If no, please explain why the applicant agency has not adopted a Housing First policy? Maximum length 1500 characters. CCHHS does adhere to a Housing First approach for homeless individuals and families seeking assistance with housing. CCHHS is the designated agency for Coordinated Entry for the Carson City community. Nevada Rural Housing Authority acts as the "match maker" for the Community Que in CMIS; this approach ensures that housing for the most vulnerable are a priority. The Housing First approach targets housing a person first and setting priorities for case management services. Due to the lack of affordable housing which is causing a delay in placement, the Case Manager works on a case plan with the applicant in preparation for

housing as well as other resources. Simultaneously, a housing search is implemented as well. The initial case plan will have action steps such as securing identification, check on debts owed to utility companies, review of credit and criminal history as landlords are requiring this in their criteria, and securing verifications needed for eligibility of ESG. Medical history of the applicant is also reviewed with the CCHHS Community Health Worker; this may include setting up annual exams, immunizations, establishing a primary care physician, etc. The initial case plan is voluntary and not required for housing. The applicant actively participates in developing the case plan as steps that can be taken during the apartment search.

### Previous Emergency Solutions Grant Funding:

3 3	J			
<ul><li>1. Did the applicant agency receive I</li><li>2017 Program Year?</li><li></li></ul>	Nevada Balance of the State ESG funds during the 2016-  □ No			
2. If yes, as of February 1, 2017 who reimbursement to the Nevada Housi	at percentage of funds have been submitted for any Division?  ☐ 75% to 100% ☐ 50% to 74% ☒ 25% to 49% ☐ 0% to 24%			
Outstanding Issues:				
3				
<ol> <li>Has your organization received any HUD findings, resolved or unresolved, within the last 5 years?</li> </ol>				
☐ Yes	⊠ No			
1A. If yes, please attach the approved Corrective Action Plan?				

2.	<ol><li>Has your organization returned any HUD findings, including Nevada Balance of State ESG funds, in the past 2 years?</li></ol>				
	☐ Yes			⊠ No	
	2A. If yes, identify the HU returned. Click here to ent	_	ource and identify	the amount that was	
3.	Does your organization have a	any unresolv	ved audit issues?		
	☐ Yes			⊠ No	
	3A. If yes, please identify here to enter text.	the unresol <sup>,</sup>	ved audit issues a	nd their resolution status. Click	
4.	Has your organization ever de	clared bank	ruptcy?		
	☐ Yes			⊠ No	
	4A. If yes, what is or what	was your o	discharge date? Cl	lick here to enter text.	
	Orga	ınizati	onal Capa	acity	
Λ	untinent Francisco				
Αļ	oplicant Experience				
1. How many years of experience does the applicant agency have operating the <b>ESG funded activity or activities</b> proposed in the application?					
		⊠ 6+	· Years		
			o 5 Years		
		□ 3 t			
		□ 3 t □ 1 t	o 5 Years		

2. If the applicant does not have any experience with ESG program, how many years does the applicant agency have in experience operating a similar activity?

$\boxtimes$	6+ Years
	3 to 5 Years
	1 to 2 Years
	Less than 1 Year

- 3. Describe the similar activity? Maximum Length 1000 characters. Click or tap here to enter text.
- 4. List up to three (3) similar activities in **Table 2** for the time period being reported. If less than a full year, include months. (*Note: Allocations refer to a grant award and the time period associated with that particular grant award*).

Table 2

Activity	Funding Source	No. of Allocations in past 3 years
Shelter Operations	Click here to enter text.	Click here to enter text.
Rental Assistance	Shelter Plus Care Low Income Housing Trust Funds	3
Case Management/Services	Community Services Block Grant	3
HMIS	SPC, ESG, LIHTF	3
Other:	General fund mandates	3

#### Personnel

#### STAFFING

#### 1. Overall Organization

Total FTEs:	9
Number of Paid Staff:	9
Number of Volunteers filling a position that would	1
otherwise be filled by paid staff:	

#### 2. ESG Program:

Total FTEs:	3
Number of Paid Staff:	3
Number of Volunteers filling a position that would	1
otherwise be filled by paid staff:	

#### 3. Program Positions

Please **mark** the appropriate column in **Table 3** for each positon that will have a role in carrying out your ESG program.

Table 3

Position	Filled with Paid Staff	Filled with Volunteer Staff	Unfilled	Positon Doesn't Exist
Executive Director	$\boxtimes$			
Intake Worker	$\boxtimes$	$\boxtimes$		
HMIS/Data Entry	$\boxtimes$			
Fiscal Officer/Bookkeeper	$\boxtimes$			
Shelter Director/Manager (shelters only)				

- 4. For each position marked in **Table 3** provide the following for the incumbent in that position:
- 1) educational background, 2) work experience and 3) duties assigned to that position. Maximum length 2500 characters. The Human Services Division Manager has a Bachelor Degree in Human Services/Management; with over 20 years of experience with developing and overseeing case plans with client populations; 13 years of working with homeless populations. The duties assigned to the Division Manager are to oversee the program and grant management. The Housing Case Manager/Intake Worker is a licensed social worker and has 4

years' experience with the ESG program. The duties assigned to the Housing Case Manager is to individualize case plans with participants, apartment searches and inspections, meet with participants a minimum of once per month; and encourage participants to meet goals. An additional Intake Worker is a certified Community Health Worker that assists the Case Manager with identifying medical needs that may be preventing moving forward. The volunteer Intake

inputs into HMIS /Data Entry has been trained in the data bases and has 8 years' work experience inputting data into HMIS and other Data Bases, is experienced and assists in office management. Fiscal Officer for CCHHS has a BBA in Business and Finance, 24 yrs. experience in her professional field; Department Business Manager grant analyst
5. What type of training is offered to your staff? Mark all that apply.
⊠ HMIS
□ Fair Housing Training
□ Program Development
⊠ Other
<ul><li>6. Organizational Chart. Please attach to application your agency's organizational chart, identifying the staff listed above.</li><li>Target Populations</li></ul>
Target Populations (All Activities)
1. In <b>Table 4</b> please mark what population(s) is/are being targeted most likely to become homeless in the applicant's service area? CCHHS does not target a specified demographic. CCHHS manages other housing grants that have specific criteria such as chronic homeless. The ESG program is used to fill in the gaps for the households that meet ESG criteria and are not eligible for other housing programs.
Table 4
☐ Specific Geographic Area (streets, neighborhood, block, etc.)
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	Employees laid off by a specific employer
$\boxtimes$	Families
$\boxtimes$	Chronically Homeless
$\boxtimes$	Youth
$\boxtimes$	Veterans
$\boxtimes$	Substance Abusers
$\boxtimes$	Mentally III
	Developmentally Disabled
	TANF Eligible Families
$\boxtimes$	Survivors of Domestic Violence
	Persons receiving another specific service (ex. Section 8 recipients)
$\boxtimes$	Persons with HIV/AIDS
	Other:

1a. Please explain why the applicant agency has decided to target the populations that were marked in **Table 4**? Maximum length 1000 characters

Coordinated Entry requires CCHHS to house the most vulnerable first; this requirement targets the chronically homeless. The Shelter Plus Care (SPC) Grants, managed by CCHHS, target chronically homeless individuals, therefor ESG is utilized for chronically homeless families. When SPC programs are at full capacity ESG is also utilized for individuals if no other programs are available. Substance Abuse users and Mentally III persons are targeted through the partnership between the Carson City Department of Alternative Sentencing and CCHHS. Many participants in Alternative Sentencing are unable to return to the environment they resided prior to arrest or were in fact homeless prior to arrest. CCHHS also works closely with the Domestic Violence shelter to rehouse survivors once the maximum stay is met at the shelter. This partnership allows CCHHS to re-house with assistance from the Domestic Violence Advocates for intense case management. Veterans are not a priority target of CCHHS ESG only because of other options available for Veterans through the Veterans Resource Center, when those options cannot be utilized CCHHS will assist with the Veterans as well. Again, by partnering with the Veteran's Resource Center that provides the case management services it allows CCHHS caseloads to be manageable.

### Community Partnerships (All Activities)

1. In **Table 5** please list the applicant agency's current community partnerships for each of the following services/resources listed. In addition, identify what type of relationship the

applicant agency has with each partner: 1) Contact/MOU; 2) Informal Agreement; and 3) Verbal Agreement. (**Applicant agency** can list more than 10 partnerships, if needed):

Table 5

Resource/Services	Community Partnership(s)	Type of Agreement
TANF	Nevada State Welfare Division	Verbal Agreement
Food Stamps	Nevada State Welfare Division	Verbal Agreement
Medicaid	Nevada State Welfare Division	Verbal Agreement
HOME	Click here to enter text.	Choose an item.
CDBG	Click here to enter text.	Choose an item.
Local Public Housing Authority	NV Rural Housing Authority	Infomal Agreement
Workforce Development	Community Services Block Grant	Contract/MOU
Veteran's Administration	Nevada Veterans Resource Center	Verbal Agreement
Education	Nevada State Bank	Contract/MOU
Other: GED	Northern NV Dream Center	Infomal Agreement
Financial Advisory	Financial Guidance Center	
JOIN	Job skill building	

#### Funding and Match Capacity

#### TOTAL FUNDING AND SUSTAINABILITY

1. In Table 6 please list the applicant agency's major sources of funding include funding source name, source of fund (ex. HUD), purpose of funds and the total percent of the applicant total annual budget. All non-profits are required to attach their most recently completed IRS Form 990.

Table 6

Funding Source Name	Source of Funds	Purpose of Funds	Percent of Total Budget
General Funds	Carson City	Statute mandates	50%
Community Services Block Grant	State of NV	Low income community needs	12%
Women's, Infants, Children	State of NV	Nutrition supplement program	23%
Shelter Plus Care	HUD	Chronically Homeless	6%
Welfare Set Aside	State of NV	One time assist	2%
Low Income Housing Trust Fund		30%-60% median income	7%

2. Describe the applicant agency's operating plans if ESG funds are not awarded to your agency? Maximum Length 1000 characters. A loss of ESG funds could result with CCHHS losing staff positions that provide case management and data collect/reporting services. Through the CSBG funds it would be explored to see if the positions could be saved however the CSBG Advisory Board would need to approve changes in the priorities of CSBG. ESG provides clients with a time period to truly move themselves out of emergency situations and begin to reset personal goals for a stable future. Without the ESG, our assistance would be limited to working with families a shorter period of time and not strive for long term success.

#### MATCH

In **Table 7** please list out the specific sources that will be used by your organization as match for the ESG Grant. Indicate whether they are firmly committed or tentative. All non-ESG project funds require written verification submitted with the proposals. Unverified sources will not be counted as committed.

Table 7

Source	Cash Match Contribution	In-Kind Match Contribution	Status of Commitments	Date Available
Low Income Housing Trust Funds	\$75,000		Have reapplied for funding	July 1, 2017
Welfare Set Aside	\$16,000		Have reapplied for funding	July 1, 2017
General Funds			Portion of Division Manager salary	July 1, 2017
Nevada State Bank		\$6,000.00	Financial Literacy and Careers classes	January 1, 2017
Totals:			N/A	N/A

Percent that Emergency Solutions Grants Program funds that make up 50% the total **project's** budget:

Note: Total project budget does not refer to total agency budget, but to the project budget that ESG funds will be allocated to if the applicant is awarded ESG funds.

#### Required Documentation of Match for Application

- 1. If funds received from units of local government, churches, foundations, United Way, or federal or state government agencies are to be used as match to ESG funds then the following is needed:
  - Attached copies of funding award and/or commitment letters from these sources on their official letterhead and signed by their authorized official;
- 2. If the value of donated volunteer hours, donations from businesses or individuals, client rent/boarding fees or client programs fees will be used to match ESG funds, the applicant organization must provide:

- A letter on official letterhead signed by its board chairperson or Department head describing the records which will be maintained on these match sources, the amount of the match expected to be received and, in the case of volunteer hours, the number of hours expected to be donated.
- 3. If the value of a donated building or any lease will be used to match ESG fund, then the applicant organization must provide:
  - Documentation of the fair market values of the building or lease.
- 4. If staff salaries are used to match ESG funds, then the applicant organization must identify the source of the funds that are funding staff salaries:
  - A letter on official letterhead signed by its board chairperson or Department head identifying the salaries of those staff members and the source of funds for these salaries.

# Community Needs

- 1. Please attach the 2016 Point in Time (PIT) Count for the applicant agency's county or jurisdiction.
- 2. In **Table 9** please enter the number of beds and units reported in the Continuum of Care's 2016 Housing Inventory Count (HIC):

Table 8

Activity	Family Units	Family Beds	Adult-Only Beds	Child-Only Beds
Emergency Shelter	N/A	N/A	N/A	N/A
Rapid Re-Housing	N/A	N/A	CoC 13/CCHHS 8	N/A

- 3. Total number of clients in HMIS that qualified for rapid re-housing in your service area from July 1, 2015 to June 30, 2016: Qualified: ESG Prevention: 1 Client = 1 Household; ESG Rapid Rehouse: 12 clients = 6 Households
- 4. Total number of available housing units for rapid re-housing in your service area: As of July, 2016, there were 9950 rental units (all price range) 3.6% occupancy availability units = 350 units. Rental units at, or below the FMR is approximately 950, and at July 1, availability was 35 units. Due to increasing rent within the service area, rental properties that were within the FMR range have decreased. As of this date, per Nevada Rural Housing Authority's latest statistic, this service area has less than 1% occupancy availability, or less than 3 units. (Per NRHA)
- 5. Total number of persons who were turned away due to lack of funding from July 1, 2015 to June 30, 2016: 0
- 6. Describe current gaps in programs and services in your "Area of Service" for homeless and at-risk of homelessness populations. Maximum length 1500 characters. Carson City has a lack of affordable housing. Rental vacancy rates are shown at 2% by Nevada Rural Housing Authority and 7.7% with the Census Bureau. This has caused a challenge for the ESG program and availability of units meeting the Fair Market Rent amounts. Economic Development has brought in new manufacturers to the area as well as new workers. This has caused an increase in rent amounts and given landlords additional criteria for stable tenants such as credit reports and criminal histories.
- 7. Describe target population(s) in most need of assistance in your service area. Maximum length 1000 characters. CCHHS proposes increasing homeless prevention services to keep people housed when applicable. With a lack of available housing units and additional criteria required by the landlords, preventing the eviction will benefit the household. When the household becomes homeless it will be much more difficult to rehouse.
- 8. Please describe what are some of the major problems or obstacles that the homeless and chronic homeless face in your service area? Property managers and landlords are adding additional criteria for approving tenants. This includes background checks, credit reports, rent amounts outside of the Fair Market Rents, month to month leases, and additional security deposits.

# Plan of Action and Narrative

#### Plan of Action

In **Table 10** the following is a summary of some of the Rural Nevada Continuum of Care and State ESG Program Objectives and Performance Measures:

#### Table 9

Objectives	Performance Measure(s)
Assist harder to serve homeless populations	1. <b>All Activities:</b> At least 50% of homeless persons served will be "harder to serve" homeless populations.
2. Reduce the length of time clients are homeless; Reduce the first time homelessness; and reduce returns to homelessness.	1. Emergency Shelters Only: At least 10% of homeless persons served will be placed in temporary or permanent housing units upon discharge from a shelter;
	2. <b>Emergency Shelters Only:</b> At least 20% of persons exiting from a shelter into temporary or permanent housing units stayed less than 45 days in the shelter;
	3. <b>Rapid Re-Housing Only:</b> At least 80% of the persons placed in permanent housing remain in a unit for at least 7 months after program exit;
	4. <b>Homeless Prevention Only:</b> At least 80% of persons who exit the program do not become homeless for at least 6 months.
3. Increase jobs, incomes, and self- sufficiency of program participants	1. <b>All Activities:</b> At least 20% of adults will have increased or sustained <b>employment</b> income; and will have an increase in income from <b>all</b> sources of income.
	2. <b>All Activities:</b> At least 54% of adults will have increased or sustained other cash income;
	3. <b>All Activities:</b> At least 56% of adults will have increased or sustained mainstream noncash benefits;
	4. <b>All Activities:</b> At least 10% of adults improved education by program exit;
4. Comply with HMIS quality standards	1. All Activities: 90% of persons who exit

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	programs will have "known destinations" fields completed.
	2. <b>All Activities:</b> 90% of person will have income data collected at program entry and program exit and updated at least annually.
	3. <b>All Activities:</b> No more than 10% of persons reflect "Don't Know", "Refused", or "Missing" as entries.
5. Increase the availability of Emergency Shelter, Temporary Shelter, and Permanent Housing Beds	1. <b>All Activities:</b> Average utilization rate for transitional, permanent and emergency shelter beds are greater than or equal to 65% and no greater than 105%.
6. Assist families and youth defined as homeless under other Federal Programs	1. <b>Homeless Prevention:</b> At least 50% of households provided Homeless Prevention assistance met the definition of homeless under other Federal Programs.
7. Provide assistance to priority households	1. <b>Rapid Re-Housing:</b> At least 25% of households provided access to Rapid Re-Housing will be homeless families with children.
	2. <b>All Activities:</b> At least 25% of homeless veterans will be provided access to transitional or permanent housing.
8. Engage other community partners to address issues of homelessness and provide program participants access and referrals to	1. <b>All Activities:</b> Participate in at least 4 local Workforce Investment Boards or Community Coalition meetings annually.
available resources.	2. <b>All Activities:</b> Participate in local coordinated or centralized intake and assessment systems in order to provide program participants with access to other available resources.
9. Oversee local efforts to develop community-wide discharge plans	1. <b>All Activities:</b> Participate in community discharge planning initiatives that is documented via a formal agreement with other participating agencies.

- 1. Based on the objectives and performance measures listed in **Table 10** please describe what actions or changes the applicant agency will make to ensure **each** relevant objective and **each** corresponding performance measures are met. In your description, you **must** please be sure to include the following **elements**: (Maximum Length 1 Page):
  - · Identify unmet needs in your service area;

- · Identify who will be responsible for carry out each action step;
- Identify community partners;
- · Identify other funding sources beside ESG that will be used;
- · Identify how the applicant agency will monitor and evaluate its progress;
- Identify previous performance for each objective; and,

.

· Identify any potential barriers the applicant agency might encounter.

CCHHS will continue as the Coordinated Entry agency for the Carson City Community. CCHHS will use the VI-SPDAT to determine the most vulnerable residents. Nevada Rural Housing Authority acts as the match-maker for the Community Que and will assist in screening for best housing options. The harder to serve applicants should score higher on the VI-SPDAT; therefor become a priority for housing. CCHHS will continue to adhere to the Housing First model with acknowledgement to the barrier of a less than 1% vacancy rate in Carson City for rental units. CCHHS currently has five paid staff and one volunteer intern trained to conduct the intake process and VI-SPDAT. Once the VI-SPDAT is completed the applicant is given a case plan and instructions on what verifications are needed to determine eligibility. Once the applicant brings back homeless or other verifications the documents are scanned and downloaded onto the CMIS database so the verifications can follow the person should they leave the area before housing is available.

The Housing Case Manager implements an apartment search once verifications and eligibility is determined. The Welfare Set Aside grant is utilized to assist with Security Deposits and the Low Income Housing Trust Fund grant is used to pay the rent. ESG pays for supportive services such as case management services. CCHHS has added a certified Community Health Worker to the case management team. The duties for this position are to assist participants and applicants with medical barriers they may be facing. This includes making sure prescriptions are filled, appointments are made, transportation is available to appointments, and any doctor orders are understood and followed up on. This service is not required but an option for participants. Medical stabilization can be a critical element to long term success. CCHHS also has SOAR certified staff to assist with Social Security Disability applications when applicable. The Housing program partners with Nevada State Welfare, Aging Disability Resource Center, Financial Guidance Center, Nevada Rural Housing Authority, the local shelters, and the McKinney-Vento representatives with the school district.

CCHHS offers a Workforce Program. The Workforce Case Manager will work with individuals to identify the barriers keeping them from stable employment. The case manager will connect participants to educational opportunities to help develop work skills. In addition, the program offers Life Skill workshops that include employment soft skill training, interview skills, utilizing resources, Nutrition, Organizational Skills, financial literacy, and Time Management. The Workforce Program partners with JOIN, Job Connect, WNC, and Carson City Library to bring the community

unduplicated services to move persons from poverty to stable environments. In addition, private business partners such as Nevada State Bank and nutrition representatives to bring education and information to participants.

CCHHS participates in the Community Coalition monthly meetings. This coalition addresses discharge planning with the jail, Behavioral Health Services, local hospital, as well as the shelters. Each entity at the table brings concerns they have with clients in the community utilizing services frequently. Using a shared case management approach, housing placements and stability have shown to be successful. Participant progress is monitored through CMIS with reports reviewed quarterly.

#### **General Program Narrative Questions**

#### All applicants <u>must</u> answer the following questions:

- 1. Describe in detail the applicant agency's mission and how homelessness programs fit within that mission. Maximum Length 1000 character: Mission: Carson City Health and Human Services Division is to provide progressive leadership to enhance the well-being of individuals and families across a lifespan. The Tripartite Advisory Board helps fulfill this mission through its role in assessing local needs and working to address the causes of poverty. CCHHS provides services to the community that cover nutrition support for pregnant women to assisting indigent residents with burial services after death. The mission of CCHHS is not limited to homeless and a homeless person qualifies for services under this current mission statement.
- 2. Describe the applicant agency's client intake process?
  - a. Are client intakes standardized? Yes.
  - b. How does the applicant agency prioritize program funding? Maximum Length 1500 characters: The client intake is standardized at CCHHS. A Request for Assistance is completed by the applicant; basic information for screening purposes. The applicant is seen by a case manager at this time regardless of the person being homeless or not. The client is entered into the CCHHS database, eLogic Delivery System. In addition, homeless persons will be entered into the CMIS and the ViSPDAT will be conducted for the coordinated entry process. The case manager will conduct the Nevada Intake Assessment. This assessment will measure how stable the household is in the areas of: childcare, healthcare-insurance, healthcare-primary care, education/training, employment, financial competency, housing, transportation, food/nutrition, and energy needs. The assessment is reviewed with the participant and case plans are developed to identify the steps needed to stabilize the household. The case plan is reviewed at future appointments and updated as needed. Case plans will include referrals that have been given, employment goals, education goals, and steps to maintain the mainstream resources. After first visit with an applicant, they will be given an action plan with goals attached. Assessments are repeated a minumum of every 6 months or when goals have been achieved. The case manager will screen eligibility to prioritize program funding for the situation presented. Until

verifications are presented by the applicant and reviewed by the case management team, funds are not expended.

- 3. Describe the applicant agency's process for receiving and giving referrals? Maximum Length 1000 characters: CCHHS receives referrals from various agencies in the Carson City Community. During the initial contact with an applicant, a case plan is developed with the applicant; at this point in time it is primarily connecting them with other resources in the community such as SNAP, Medicaid, food pantries, etc. The hard copy of the case plan is given to the applicant and will include the name of the referrals, address, contact person, and phone number. CCHHS receives referrals from other agencies by phone, fax requests, email requests, and through shared case management coalitions. CCHHS participates in community coalitions that allow CCHHS to give program updates and information on availability.
- 4. How does the applicant agency keep clients informed of the status of their assistance request? Maximum Length 1000 characters: Applicants are asked to check in with the case manager that conducted the intake process weekly and to keep CCHHS current on his/her contact information. This is included in the case plan. In addition, CCHHS holds Life Skill workshops weekly and all applicants are invited to participate in the workshops. When a homeless applicant can immediately qualify for ESG assistance there is a delay in being able to place the person into an apartment due to lack of affordable housing at this time. The Case Manager is actively assisting the applicant in finding a location that meets the fair market rents. To keep the applicant engaged daily contact may be necessary as verifications are gathered. During this period of time is also when the applicant is encouraged to meet with Financial Guidance Center to conduct a review of his/her credit report as many landlords are now requiring this before approving tenancy.
- 5. Describe how the applicant agency tracks the program participants housing status once ESG assistance has ended? Maximum Length 1000 characters: A formal process has not proven to be successful as it is entirely voluntary on the former participant. An informal process is used for follow up. The Case Manager will attempt a 3 month and 6 month call however; many times the contact information has changed. The case manager visits with landlords and apartment complexes monthly. Many times it is during these random visits that a former participant is seen at the complex and will have a causal conversation with the Case Manager. When applicable, the casual conversation is used to get updated information and it is placed in a case note in the database.
- 6. Does the applicant agency have a homeless person on their board or include them in the operations of the agency's ESG-funded programs?
  - a. If yes, please describe their role and their function on your board and/or organization.

As a public organization, there is not a separate Board specifically for ESG activity. CCHHS does have a Tripartite Advisory Board for a Community Services Block Grant. This Board works closely with all programs offered by CCHHS including ESG. The CSBG provides support programs to the low income including ESG participants. This Board has two formerly homeless persons serving; this makes up 1/3 of the Advisory Board.

- b. If no, please describe your plans to include a homeless person on your board and/or in the operations of your ESG-funded programs? Maximum Length 1000 characters: Click or tap here to enter text.
- 7. Please enter requested data in **Table 11** to determine permanent housing efficiency for agency.

#### Table 10

Total Expenditures (July 1, 2015 to June 30, 2016)	Divided by	No. of Individual Leavers who exited to permanent housing	Equals	Average Cost per Permanent Housing Outcome
\$12420	/	10	=	\$1242

8. What efforts has the agency made with to coordinate discharge of at-risk individuals from other institutions in your service area to ensure discharged individuals don't become homeless? Maximum Length 1500 characters. CCHHS is actively involved in community activities that are identifying at risk individuals and households. The monthly Community Coalition meeting is a shared case management meeting with the hospital, Behavioral Health Services, Sheriff's Department, Public Guardian, Fire Department, CCHHS, shelters, and the jail staff. The high utilizers are identified and discussed between the agencies to develop a plan of action to stabilize the individuals. CCHHS has partnered with the Carson City Courts system and is actively involved in weekly court appearances and meetings involving participants of the Alternative Sentencing process which includes housing needs. This partnership allows us to assist with housing options while offering limited case management needs because the participants have court officers to case. Partnerships such as this allow us to house more with manageable caseloads. The Carson City Sheriff's Department has implemented a Mobile Outreach Special Team (MOST). The MOST team is a crisis trained deputy and a mental health counselor. MOST visits community members that are at risk and/or homeless; this partnership assists ESG with identifying vulnerable residents. CCHHS also participates in a Veterans Coalition and Behavioral Health Taskforce monthly.

RAPID RE-HOUSING (FOR RAPID RE-HOUSING FUNDING REQUESTS ONLY)

- 1. Describe how the applicant agency will use requested funds to assist program participants in moving to stable housing and link them to resources that will increase their ability to maintain stable housing once ESG assistance ends? Maximum length 1500 characters. Upon first contact with an applicant a case plan is developed and reviewed continuously. Offering immediate case management services through ESG funding ensures goal setting and lifetime changes. ESG partially funds a certified Community Health Worker to assist participants and applicants with medical follow up as well as routine medical needs. Initially, there are many steps an applicant can take to prepare for the application process with landlords. This may include consults on credit reports and criminal history. These have become issues that have prevented landlord approvals. CCHHS has developed weekly Life Skill workshops that include financial literacy, budgeting, nutrition, employment soft skill training, and accessing resources. The Life Skill workshops are not funded through ESG. CCHHS has partnered with Nevada State Welfare who has intake workers on the premises two days per week to process applications for SNAP and Medicaid. Two days per week the Aging Disability Resource Center is located at CCHHS to assist seniors and disabled with resources for independent living. While these services are offered through CCHHS, the ESG Case Manager is actively working with the applicant in obtaining verifications, apartment search, and preparing for placement.
- 2. How does or how will the applicant agency locate and identify individuals for rapid re-housing services? Maximum length 1000 characters. CCHHS is the designated Coordinated Entry agency for the Carson City community. This involves working closely with Rural Nevada Housing Authority and the local shelters.
- 3. Specify the average time between client intake and start of service delivery? Service delivery is starting during first contact with applicant. Lack of housing units have slowed down the process of housing first however, immediate goal setting and preparing for tenant application processes engage the applicant earlier for long term success.
- 4. Specify the average time between client intake to placement of permanent housing? Lack of affordable housing has lengthened the time for placement to an average of 30 days.
- 5. Does the applicant conduct client intake at the shelters?

6. Please mark in **Table 12** whether or not the applicant agency provides the following services directly or makes referrals for the service:

Table 11

Rapid Re-Housing Component	Direct Service	Referral Only
Rental Application Fees	$\boxtimes$	
Security Deposits	$\boxtimes$	

Last Month's Rent	$\boxtimes$	
Utility Deposits		$\boxtimes$
Utility Payments		$\boxtimes$
Moving Costs		$\boxtimes$
Housing Search and Placement	$\boxtimes$	
Housing Stability and Case Management	$\boxtimes$	
Mediation		$\boxtimes$
Legal Service		$\boxtimes$
Credit Repair		$\boxtimes$
Short-Term Rental Assistance	$\boxtimes$	
Medium-Term Rental Assistance	$\boxtimes$	
Payment of Arrearages	$\boxtimes$	

7. Do you have experience running a rapid re-housing program? If yes, please indicate the funding source and the amount. Maximum Length 500 characters. CCHHS has been managing an ESG program for 6 years and Shelter Plus Care programs since 2009.

#### HOMELESS PREVENTION (FOR HOMELESS PREVENTION FUND REQUESTS ONLY)

1. Describe how the applicant agency will use Homeless Prevention funding to assist program participants in moving to stable housing and link them to resources that will increase their ability to maintain stable housing once ESG assistance ends. Maximum length 1500 characters. Upon first contact with an applicant a case plan is developed and reviewed continuously. Offering immediate case management services through ESG funding ensures goal setting and lifetime changes. ESG partially funds a certified Community Health Worker to assist participants and applicants with medical follow up as well as routine medical needs. Initially, there are many steps an applicant can take to prepare for the application process with landlords. This may include consults on credit reports and criminal history. These have become issues that have prevented landlord approvals. Homeless Prevention funds target individuals and/or families that do not meet the homeless criteria for RRH, but may meet other Federal definitions of homeless such as couch-surfing, living in motels, or systems of care discharges. CCHHS will also focus on keeping families in their homes when applicable and at risk of losing their home. CCHHS has developed weekly Life Skill workshops that include financial literacy, budgeting, nutrition, employment soft skill training, and accessing resources. The Life Skill workshops are not funded through ESG. CCHHS has partnered with Nevada State Welfare who has intake workers on the premises two days per

- week to process applications for SNAP and Medicaid. While these services are offered through CCHHS, the ESG Case Manager is actively working with the applicant in obtaining verifications, apartment search, and preparing for placement.
- 2. Describe in detail how the applicant's program is targeting these resources in a way that they can reach those who would otherwise end up homeless unless they receive ESG Homeless Prevention assistance. Maximum length 1000 characters. CCHHS is actively involved in community coalitions that have educated other agencies on services and programs that are available. Building this reputation with the community has allowed the CCHHS ESG program to be well known and dependable.
- 3. Describe the criteria the applicant uses to determine if the household is at-risk of homelessness. Maximum length 1000 characters. Risk of homelessness is determined by an eviction notice, arrearages due, and resources available. The household must show an income of below 30% median income for Carson City.
- 4. Please mark in **Table 13** whether or not the applicant agency provides the following services directly or makes referrals for the service:

Table 12

<b>Homeless Prevention Component</b>	Direct Service	Referral Only
Rental Application Fees	$\boxtimes$	
Security Deposits	$\boxtimes$	
Last Month's Rent	$\boxtimes$	
Utility Deposits		$\boxtimes$
Utility Payments	$\boxtimes$	
Moving Costs		$\boxtimes$
Housing Search and Placement	$\boxtimes$	
Housing Stability and Case Management	$\boxtimes$	
Mediation		$\boxtimes$
Legal Service		$\boxtimes$
Credit Repair		$\boxtimes$
Short-Term Rental Assistance	$\boxtimes$	
Medium-Term Rental Assistance	$\boxtimes$	
Payment of Arrearages	$\boxtimes$	

#### EMERGENCY SHELTER (FOR EMERGENCY SHELTER FUND REQUESTS ONLY)

- 1. Describe how the applicant agency will use Emergency Shelter funding to assist program participants in moving to stable housing and link them to resources that will increase their ability to maintain stable housing once ESG assistance ends. Maximum length 1500 characters. Click here to enter text.
- 2. Describe strategies for prioritizing services, removing barriers to services and using **diversion**. Maximum length 1500 characters. Click here to enter text.
- 3. Describe rapid re-housing service available on-site. If the applicant does not provided on-site rapid re-housing services, describe how those services are provided through another agency. Maximum length 1500 characters. Click here to enter text.

4. IS the facility considered and	emergency sheller or tra	ansitional nousing facility?	
☐ Yes		□ No	

- 5. What are the hours of operation for the homeless facility? Click here to enter text.
- 6. Provide the number of days/weeks/months that clients will be allowed to stay at the shelter: Click here to enter text.
- 7. What was the average length of state for a person sheltered in the facility from July 1, 2015 to June 30, 2016? Click here to enter text.
- 8. What was the total number of homeless persons sheltered from July 1, 2015 to June 30, 2016? Click here to enter text.
- 9. Number of beds reported as occupied from the 2016 Point-in-Time count. Click here to enter text.
- 10. How many of the total number of homeless sheltered from July 1, 2015 to June 30, 2016 where moved into permanent housing? Click here to enter text.
- 11. How many of the total number of homeless sheltered from July 1, 2015 to June 30, 2016 exited back to the streets or unknown? Click here to enter text.
- 12. What is the applicant agency's cost per day to shelter a homeless person? Click here to enter text.

- 13. If your utilization rates to emergency shelter and/or transitional beds for the homeless did not exceed 80%, the applicant must provide an explanation as to why funding is being requested in the area below. Maximum Length 1000 characters. Click here to enter text.
- 14. Please **mark** in **Table 14** whether or not the applicant agency provides the following services directly or makes referrals for the service:

Table 13

<b>Emergency Shelter Component</b>	Direct Service	Referral Only
Case Management		
Child Care		
Education Services		
Employment Assistance and Job Training		
Outpatient Health Services		
Legal Services		
Life Skill Training		
Mental Health Services		
Transportation		

#### EMERGENCY SHELTER-PHYSICAL STRUCTURE

Please fill out the physical structure checklist in **Table 15** if you are applying for emergency shelter funds:

Table 14

Checklist Item	Yes	No	Don't

		Know
1. Has lead based paint?		
2. Building is structurally sound?		
3. Building is handicap accessible?		
4. Shelter provides an acceptable place to sleep, adequate space and security for each shelter resident and their belongings?		
5. There is a natural or mechanical means of ventilation?		
6. Shelter residents have access to sanitary facilities that are in proper operating condition, are private, and are adequate for personal cleanliness and the disposal of human waste?		
7. All necessary heating/cooling facilities are in proper working condition?		
8. Shelter has adequate natural and artificial illumination to permit indoor activities and support health and safety of residents?		
9. Shelter has sufficient electrical sources to permit safe use of electrical appliances?		
10. Food Preparation areas contain suitable space and equipment to store, prepare, and serve food in a safe and sanitary manner?		
11. Shelter is maintained in a sanitary condition?		
12. Shelter has at least one working smoke detector in each occupied unit?		
13. Smoke detectors are located near sleeping areas?		
14. All public areas in shelter have at least one smoke detector?		
14. Shelter has a fire alarm system?		
15. Fire alarm system is designed for hearing impaired persons?		
16. Shelter has a second means of exiting the building in the event of a fire or other emergency?		
17. Shelter conducts fire drills on a quarterly		

basis?			

#### OUTREACH (FOR OUTREACH FUND REQUESTS ONLY)

- 1. Describe how the applicant agency will use Outreach funds to assist program participants in moving to stable housing and link them to resources that will increase their ability to maintain stable housing once ESG assistance ends. Maximum length 1000 characters. Click here to enter text.
- 2. Does the applicant agency have the capacity to immediately house unsheltered persons encountered on the street? If not, how will they be provided shelter? Maximum length 1000 characters. Click here to enter text.
- 3. Please **mark** in **Table 16** whether or not the applicant agency provides the following services directly or makes referrals for the service:

Table 15

Outreach Component	Direct Service	Referral Only
Engagement		
Case Management		
Emergency Health Treatment		
Mental Health Services		
Transportation		
Services for Special Populations		

#### Cost per Client

Please enter the requested information in **Table 17** to determine your estimated cost per client for Program Year 2017.

Table 16

Item	Program Year 2017 Request
1. ESG Funding Request:	\$ 56,171.52
2. Total Program Budget:	\$112,343.04

3. ESG Funding Request as % of Program Budget (item 1 divided by item 2):	50%
4. Unduplicated Clients to be Served:	27
5. Total Program Costs Per Client (item 2 divided by item 4)	\$4,160.85
6. Total ESG Cost Per Client (item 1 divided by item 4)	\$2,080.43

# **Budget Narrative**

Apart from filling the ESG 2017 Budget Form, each applicant is required to fill out the Budget Narrative section question #1-6.

- 1. Personnel Costs Indicate the positions' title(s), the name of the staff member(s), hourly wage, and the number of estimated hours to be charged to each proposed ESG activity. For Fringe Benefits, identify all the benefits and how they are calculated. Maximum Length 1000 characters. Enter in N/A if narrative not required. Housing Case Manager is 50% funded by ESG; \$20,625.46 salary; fringe is calculated at 54.43% or \$11,226.02; total funded by ESG is \$31,851.48. Community Health Worker/Case Manager is a contract position with no fringe benefits; the CHW will average 40 hours per month on ESG activity for a total of \$10,000 funded by ESG. Data Collection/Reporting salaries is split between two administrative assistance: (1) funded 10% by ESG; \$4070.64 salary; fringe is calculated at 56.8% \$2,311.79; total funded by ESG is \$6,382.42. (2) funded 11% by ESG; \$4,153.84 salary; fringe is calculated at 58.05% or \$2,411.13; total funded by ESG is \$6,564.97. Fringe benefits include insurance, longevity, PERS, and Medicare.
- 2. Operational Costs These costs include any non-personnel costs for shelter maintenance, operations, rent, repairs, security, fuel, insurance, utilities, food and furnishings. Donated food does not count as costs towards the ESG program. However, cost associated with storage, preparation, and service can be included. Operational costs not included in the budget form need to be justified in the budget narrative. Maximum Length 1000 characters. Enter in N/A if narrative not required. N/A
- 3. Equipment Equipment for this project means purchased items that cost \$5,000 or more and have a life expectancy of more than one year. The applicant agency must include an estimate for the equipment purchase. The narrative must justify the purchase of the equipment, identify the purpose of the purchase, how it will benefit the program, and identify the useful life of the equipment. Maximum Length 1000 characters. Enter in N/A if narrative not required. N/A

- **4. Contracts** The narrative must include a short description of the services provided by each contractor, identity the deliverables, the total cost of the contracts, the length of the contract and when the contract expires. Additionally, the narrative must include how the contract will be monitored to ensure ESG program goals will be meet. Maximum Length 1500 characters. Enter in **N/A** if narrative not required. N/A
- 5. Renovations If proposing renovation activities (including rehabilitation or conversion), describe the renovations to be completed and justify the need for the renovations for this grant period. Also estimates for renovations or repairs need to be included. For example, if the applicant agency is proposing to replace a roof identify the age and condition of the current roof. Maximum Length 1500 characters. Enter in N/A if narrative not required. N/A
- **6. Other Costs** All other costs not identified in the ESG Application Guidelines or in the ESG Budget form need to be justified in the budget narrative. The applicant agency must show quantity, price and how it will benefit the ESG program. Maximum Length 1000 characters. Enter in **N/A** if narrative not required. N/A

# Applicant Agency Signature

I CERTIFY THAT THE INFORMATION CONTAINED IN THIS APPLICATION IS TRUE AND CORRECT AND THAT IT CONTAINS NO FALSIFICATIONS, MISREPRESENTATIONS, INTENTIONAL OMISSIONS, OR CONCEALMENT OF MATERIAL FACTS. I FURTHER CERTIFY THAT NO CONTRACTS HAVE BEEN AWARDED, FUNDS COMMITTED, OR CONSTRUCTION BEGUY ON THE PROPOSED PROGRAM AND THAT NONE WILL BE DONE PRIOR TO ISSUANCE OF A RELEASE OF FUNDS BY THE NEVADA HOUSIND DIVISION.

PRINTED NAME OF AUTHORIZED REPRESENTAT	ΓIVE	TITLE		
SIGNATURE				
DATE				
DATE				

