



**FY2017 Continuum of Care  
Supplemental Questionnaire  
New Projects, Renewals and Permanent Housing Bonus**

Agencies that apply for funds through the CoC Funding Process must complete an application for each program in E-snaps. In addition, agencies must complete this Supplemental Questionnaire for each program.

This form is due on August 25, 2017 at Noon by e-mail to [hsc@cityofmadison.com](mailto:hsc@cityofmadison.com). If you have questions, please contact Torrie Kopp Mueller, [tkoppmueller@cityofmadison.com](mailto:tkoppmueller@cityofmadison.com) or call 608-266-6254.

- **Agencies with more than one CoC project must submit a separate form for EACH project.**

Name of Agency: Porchlight, Inc.

Name of Project: Pheasant Ridge Trail

Proposed Amount: \$52,878

**Please answer the following questions:**

*Project applications will be reviewed based upon adherence to the HUD CoC Program Interim Rule, FY17 CoC NOFA, and FY17 CoC NOFA Policy Priorities, as well as results of the Performance Measure Ranking Criteria.*

1. Describe experience of each grantee (and sub-grantee) for administering this type of HUD-funded program. Please describe experience for all staff involved with this program.

Porchlight is the only agency involved in the implementation of the program. Porchlight has been providing affordable housing and services to Dane County's homeless population for 30 years. Porchlight manages two shelters, an outreach team, a homeless prevention program, a structured employment program, and manages 330 units of affordable housing at 25 locations throughout Madison and Sun Prairie. Specifically, Porchlight currently operates 41 units of permanent supportive housing with HUD funds.

Porchlight staff has extensive experience in addressing the needs of the homeless population. The Executive Director has an MSSW from the University of Wisconsin-Madison with 25 years of experience with the agency. The Director of Services also has an MSW from the University of Wisconsin-Madison with nine years of experience with the agency, and the Director of Housing has been with the agency for five years and has over 20 years of experience in property management. The Case Management Supervisor worked in both singles and family case management for Porchlight for nine years before moving into this administrative and training role.

The Pheasant Ridge Trail case manager has a degree in social work and has been working for Porchlight for 10 years. This case manager was Porchlight's earliest adopter of the Housing First program and philosophy several years ago, and continues to stay trained and train others in best practices. She also supervises Porchlight's outreach team and trains other staff on homeless status eligibility documentation.

2. What is the total cost of this program? Please provide a breakdown of funding sources and amounts for this program.

HUD	\$52,878
Program Income	\$57,000
Contributions	\$37,522
<b>TOTAL Cost</b>	<b>\$147,400</b>

3. The HSC Board of Directors has identified the following priorities for the CoC funds:

- Non-Chronic Veterans for Rapid Rehousing
- Chronically Homeless Singles
- Youth 18-24
- For Coordinated Entry Proposals: defined access point, follow-up system for referrals to list, experience completing VI-SPDATS, HMIS training is up to date, Involvement in Placement Meetings, Language Access

How does your program address HSC Board priorities?

All four of Porchlight's HUD programs are categorized as permanent supportive housing (PSH) and will fill program openings with individuals from the top of the community-wide priority list, which means that all new program participants will be singles experiencing chronic homelessness.

4. Please describe how your project takes proactive steps to minimize or overcome barriers to housing retention. For Coordinated Entry, please describe how your project takes proactive steps to minimize barriers to access of the Coordinated Entry System.

Porchlight's permanent supportive housing (PSH) projects operate on Housing First and Harm Reduction models, utilizing best practices of both. Case managers work with clients to address a variety of needs that pose barriers to maintaining housing, including history of alcohol and drug abuse, mental health concerns, and physical health needs. Case managers work closely with clients to establish trust, and develop and work toward goals based on the clients' unique needs and desires. This consistent engagement with staff is integral in helping clients minimize or overcome barriers to housing retention.

At Pheasant Ridge Trail specifically, there is a sense of community among the tenants in the 16-unit building. For example, there is a garden with raised beds on property that several residents maintain together. Beyond that, the residents often look out for each other and reach out when other clients are struggling. The case manager has a consistent presence at the property, and is extremely proactive in establishing supports that promote stability for individual residents.

5. In your last operating year: (N/A for New Projects) (Not scored, for information only)

How many households exited the program?

- 1 individual exited the program

Why did the households exit? (i.e. one was terminated from the program & one moved into subsidized housing):

- The individual passed away

How many new households entered the program?

- 2 individuals entered the program

Did the program attempt an agency transfer? If so, what was the outcome?

- No agency transfers were needed

6. Describe how your proposal is consistent with the Written Standards approved by the HSC Board of Directors. Specifically address the following sections:

Section I: General Requirements

1. Program Standards

Porchlight participates in Housing Placement groups and brings open PSH units to the meetings so potential applicants can decide in advance if they are interested in Porchlight housing. The case manager attached to the PSH unit provides assistance in accessing the unit. Porchlight's PSH units take from the Coordinated Entry priority list, which means all applicants have completed and been prioritized by the VI-SPDAT, and the tenant selection process is consistent with community priorities of ending chronic homelessness.

2. Case Management Services

Porchlight case managers continually engage with PSH program participants, but services are based on participant need. Services are intensive and include the creation of an Individual Service Plan (ISP) that is developed in conjunction with the participant and incorporates both long- and short-term self-identified goals. The ISP is updated quarterly and addresses any barriers to housing retention.

3. Personnel

Porchlight strives to recruit and retain case managers who have experience working with individuals who have experienced or are experiencing homelessness. The case managers who work with PSH program participants have many years of experience in case management and/or outreach. Porchlight trains case managers and supervisors in Housing First, Harm Reduction, and HMIS use, as well as other best practices that apply to PSH program participants. The Case Management Supervisor and Director of Services both have nine years of experience at the agency, including both supervision and direct service.

4. Housing First

Participants are selected from the Coordinated Entry priority list with the help of the Housing Placement group, and are given the option of selecting Porchlight PSH. After selecting and applying for Porchlight housing, participants are not screened out for substance use, credit, income, or criminal history. Participants are also not terminated from the program solely for failure to make progress toward goals or participate in a service plan. The PSH programs operate under a philosophy of harm reduction, focusing on avoiding risky behaviors and preventing lease violations related to substances. Case managers continually engage with clients to help prevent them from being terminated for lease violations, such as failure to pay rent, and work with participants to create payment plans or identify other support systems that may mitigate the issue that is threatening their housing stability. If a PSH tenant is in imminent danger of losing their unit, staff will make every effort to secure another permanent placement to prevent the individual from returning to homelessness.

5. Coordinated Entry

Porchlight PSH is taking the highest needs clients with the longest lengths of homelessness by accepting referrals from the top of the Coordinated Entry community priority list. Participants are not screened out for income, substance use, or criminal background. The Porchlight WISP Administrator works to clean up data on the priority list, and removes individuals from the list when they have successfully moved into Porchlight housing. Porchlight as an agency also participates in Coordinated Entry activities by completing and entering VI-SPDATs, making referrals to the list, locating individuals on the list, and attending Housing Placement groups.

6. Termination and Grievance Procedures

Porchlight case managers make every effort to prevent termination for their program participants, and engage with the housing department to make sure all options are identified and pursued (see Housing First). Participants sign and are given a copy of the Porchlight Guest/Applicant/Resident Appeal Process upon intake into the PSH program. The Appeal Process clearly indicates how to appeal an adverse decision, including eligibility and termination, as well as a timeline for response. The process includes an opportunity for the individual to request a copy of a written statement setting forth the basis for the decision. The Appeal Process is

also posted on the website. If an individual is terminated from a Porchlight property, their belongings are stored for 30 days before being discarded.

## 7. Record Keeping Requirements

Each Porchlight PSH program participant has a hard copy client file that includes standard information regarding the client's intake, goals, and housing stability plan, as well as applicable releases of information, applications, etc. Files are kept in a locked room, information is not disclosed without client permission, and files are kept for six years. At minimum, case managers create entries/exits and complete interim reviews and case notes in HMIS, and some use HMIS more comprehensively. The finance department meets all grant and financial recordkeeping requirements and is in line with accepted accounting practices.

### Section II: Program Requirements

Please address the section for your project type: Transitional Housing, Rapid Rehousing, Permanent Supportive Housing

Porchlight accepts referrals for PSH openings according to priority from the Coordinated Entry community priority list. Prior to acceptance, Porchlight confirms that the program participant's chronic homeless status and disability has been documented according to HUD standards. Once accepted, there is no predetermined length of stay, and case managers continually engage the participant throughout. The overriding goal of case management is to help the client maintain stability in their housing or to exit to permanent housing in the community if they choose. Services are catered to the participant's needs and desires and may include application for benefits or employment training to increase income, or connection to mainstream resources.

7. Please describe your agency's involvement with the CoC. Include specific staff who regularly participate in committees. Please include who attends placement meetings, how often and if they are able to speak to all of your programs that use the list.

Porchlight has been an integral part of the Dane County Homeless Services Consortium (HSC) since its inception 30 years ago. Several staff members participate in monthly membership meetings on a rotating basis, and the agency has had representation on several ad-hoc committees, including steering committees for the Community Plan to Prevent and End Homelessness, the Zero: 2016 Initiative, and the early development of the Coordinated Access/Entry program.

Currently, Kim Sutter (Director of Services) sits on and attends all meetings of the HUD Homeless Assistance Application Committee, Coordinated Entry System Committee (including two subcommittees), Performance Review Committee, Written Standards Committee, and will be a member of the newly formed HSC Core Committee.

Marjorie Lewis (Safe Haven Coordinator) sits on the Shelter Providers Committee and attends regularly.

Betty Kuhlman (DIGS Program Aide) sits on the Coordinated Entry System Committee and chairs the Assessment Hub Subcommittee.

Glenn Ruiz (Shelter Case Manager) and Will Brewer (Street Outreach Worker) sit on the Point In Time (PIT) Committee and the Coordinated Entry System Committee, as well as regularly attend both the Outreach and Housing Placement Group meetings.

Wendy Siewert (Case Management Supervisor & WISP Administrator) sits on the Data Committee, the Coordinated Entry System Committee (including two subcommittees), and will be a member of the newly formed Core Committee. Wendy also attends Housing Placement meetings on behalf of Porchlight when there are program openings and can speak to all permanent supportive housing programs.

## Alignment with Housing First Principles (N/A for Coordinated Entry)

- 1) Please attach your agency and/or project written policies or procedures that **clearly demonstrate participants are NOT SCREENED OUT based on the following criteria**, and indicate the document and page number where the panel can find each provision.

**Please Note:** if a policy or procedure applies to all CoC-funded projects or agency-wide, you may submit one copy per agency. If you have different policies or procedures for different projects or project types, submit one copy of each relevant policy and specify to which project or projects each one applies.

	Name of Document/File	Page Number	Name of Project(s) (or "All Projects")
Having too little or no income	Porchlight Application Procedure and Tenant Selection Process for HUD-Funded Permanent Supportive Housing (PSH) Units	1	All HUD-funded PSH projects
Active, or history of, substance use or a substance use disorder	"	"	"
Having a criminal record *	"	"	"
History of domestic violence (e.g., lack of a protective order, period of separation from abuser, or law enforcement involvement)	"	"	"

\*1A) Please note if there are specific criminal records the program denies for, what they are and the reason for denial.

- 2) Please attach your agency and/or project written policies or procedures that **clearly demonstrate participants are NOT TERMINATED from the program for the following reasons**, and indicate the document and page number where the panel can find each provision.

**Please Note:** if a policy or procedure applies to all CoC-funded projects or agency-wide, you may submit one copy per agency. If you have different policies or procedures for different projects or project types, submit one copy of each relevant policy and specify which project or projects each one applies to.

	Name of Document/File	Page Number	Name of Project(s) (or "All Projects")
Failure to participate in supportive services	Brief Case Management Guide to Housing First Policies for HUD-Funded Permanent Supportive Housing (PSH) Units	1	All HUD-funded PSH projects
Failure to make progress on a service plan	"	"	"
Loss of income or failure to improve income	"	"	"
Being a victim of domestic violence	"	"	"

**Policy for Funding Consideration**

To be eligible for funding consideration, Project Applicants must meet the following criteria:

**All Project Sponsors**

- Must meet all HUD eligibility criteria
- Must meet all pre-application deadlines set by the CoC.
- Must have met all program requirements for most recent program year to be eligible for application.
- Must be a 501(c)3, 501 (c)4, PHA or local government
- Must possess legal authority to apply for and receive funds and carry out activities authorized by the CoC Program.
- Must provide supplementary match funds required by HUD.
- Must participate fully in the Dane County CoC process to coordinate and integrate with other mainstream programs for which homeless populations may be eligible.
- Must assume responsibility for preparing an accurate and complete application for submission to HUD that meets all federal rules and regulations.
- Must be in compliance with all local, state, and federal civil rights laws and Executive Orders as well as all standards outlined in the U.S. Department of Housing and Urban Development CoC NOFA.
- All project applicants must meet any HUD certification requirements as outlined in the 2017 CoC NOFA.
- Project applicants for new projects will be required to enter data into the HMIS system, with the exception of Domestic Violence programs that are exempted by the Violence Against Women Act.



Signature: \_\_\_\_\_ Date: 8/25/17

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