



**FY2021 Continuum of Care
Renewal Project Application**

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 Renewal Project Application for each program.

This form is due on **October 4, 2021 at Noon** by e-mail to hsc@cityofmadison.com. **Late or incomplete applications will not be considered. Please do not wait until the deadline to submit the application. No grace period will be granted.** If you have questions, please contact Torrie Kopp Mueller, tkoppmueller@cityofmadison.com or call 608-266-6254.

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

Agency Name	Porchlight, Inc.
Project Name	Housing First Leasing Project (HFLP)

Project Contact Name	Kim Sutter – Director of Services
Phone Number	(608) 257-2534 ext. 39
E-Mail	ksutter@porchlightinc.org

Funding Request	\$151,021
Proposed # of Units	12
Proposed # of Beds	12

Please answer the following questions:

Project applications will be reviewed based upon adherence to the HUD CoC Program Interim Rule, FY21 CoC NOFA, and FY21 CoC NOFA Policy Priorities, as well as results of the Project Performance Scorecard.

1. Describe the grantee's (and any sub-grantee's) experience in administering this type of program. Describe the qualification of the staff assigned to the proposed program, including their knowledge and experience.

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 over 30 years. Porchlight manages two emergency shelters, a homeless prevention program, a structured employment program, and manages over 350 units of affordable housing at 26 locations throughout Madison and Sun Prairie. Specifically, Porchlight currently operates 41 units of permanent supportive housing (PSH) with HUD funds.

Porchlight management 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 30 years of experience with the agency.

The Director of Services also has an MSW from the University of Wisconsin-Madison with 13 years of experience with the agency. 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, which they have held for four years.

The Housing First Leasing Project (HFLP) has been in operation for over ten years. Porchlight has cultivated and maintained relationships with community landlords over the years in order to ensure the success of the scattered site model. The HFLP case manager has a degree in social work and has been working for Porchlight for 14 years. She is particularly skilled in working with individuals with severe and persistent mental illness, and has been trained in harm reduction and trauma-informed care. This case manager was also Porchlight's earliest adopter of the Housing First program and philosophy several years ago, and continues to stay abreast of and train others in best practices.

2. Please describe how your project takes proactive steps to minimize or overcome barriers to housing retention.

Porchlight's permanent supportive housing (PSH) projects operate on Housing First and harm reduction models. In practice, this means meeting participants where they are at and helping them identify and address the specific aspects of their substance use that may put their housing in danger, rather than prescribing treatment or sobriety goals that the participant may not want. Case managers also work with participants to address a variety of other needs that pose barriers to maintaining housing, including mental health concerns and physical health needs. Case managers may make referrals or directly connect participants to other services in the community that may provide additional support. Case management staff trains in Housing First, harm reduction, motivational interviewing, and trauma-informed care. Case managers work closely with participants to establish trust, and develop and work toward goals based on the participant's unique needs and desires. This consistent engagement with staff is integral in helping participants minimize or overcome barriers to housing retention.

Case management staff also acts as liaison between the program participant and their landlord. This may mean helping the participant understand their lease, ensuring their housing-related needs are being met, or developing payment plans for rent arrears. The case manager may also help resolve issues between participants and address housing-related issues to prevent further incidents. All case management staff meets on a weekly basis to discuss both challenges and successes, in order to gain outside perspectives on effective ways to connect with and serve program participants.

Since the Housing First Leasing Project (HFLP) is dependent on landlords in the community, the case manager focuses not only on the needs of the residents, but also on the needs of the individual landlords. In extreme circumstances, the case manager will move a resident into a different unit in order to prevent eviction. However, the case manager continually engages with all of the HFLP program participants to find unique solutions to any potential barriers they may have. The case manager also works closely with each resident to ensure that their units are clean and well maintained, for the benefit of both the client and the landlord.

3. In your last operating year:

- a. How many households exited the program?
No one left the program.
- b. Why did the households exit? (i.e. one was terminated from the program & one moved into subsidized housing & one was evicted):
N/A
- c. If the participant(s) was evicted, please list the reason?
N/A
- d. Did the program attempt an agency transfer for any of the leavers? If so, what was the outcome?
N/A

- e. How many new households entered the program?
Four (4) households entered the program.
 - f. How many transfers were accepted into the program?
The program did not accept any outside transfers, and was not offered any outside transfers.
Two (2) households entered from shelter, and two (2) households entered from unsheltered locations.
4. Was the program found to be in non-compliance with the Written Standards by the CoC from September 1, 2019-Present? If yes, describe the nature of the issue and how the issue has been addressed.
No.
 5. Describe your agency's efforts to improve service quality and outcomes for the program. Please include how you solicit and incorporate feedback from program participants.

The case manager for HFLP has been with the program and some of its participants for many years. She tailors the services she provides to each individual participant, and develops trust by consistently following through. When they provide her with feedback or ask for different services or assistance, she delivers whenever possible. The case manager also facilitates communication between tenants and their landlords as often as needed to keep participants housed.

In the past two years, Porchlight has also thought about how best to utilize our own resources, and has made multiple internal transfers, both between properties and between PSH programs when necessary. This has prevented negative outcomes in some cases, and helped us avoid seeking outside agency transfers for some participants.

6. What percentage of staff members working for this program identify as Black, Indigenous or a Person of Color? (Info only, to be scored in FY22)
This program has only one (1) case manager, who does not identify as BIPOC (0%).
7. How does this program work against systematic racism and other structures of oppression? (Info only, to be scored in FY22)

HFLP practices Housing First with no preconditions for entry and does not screen out participants with histories of incarceration or evictions, which disproportionately affect BIPOC community members in Dane County. All participants are selected from the Coordinated Entry system. After participants join the program, the case manager assures each of them that she values the time she spends with them, and will do her best to provide comprehensive and equitable services to all. She also builds community amongst participants, and immediately addresses any issues that may result in a participant feeling discriminated against, harassed, or othered based on their identity.

8. How is this program and its practices culturally responsive to the population(s) who participate? (Info only, to be scored in FY22)

The HFLP case manager strives to use inclusive language, and keep an open dialogue with each of her program participants. She is responsive to varying needs and preferences regarding communication, provides flexibility in how and when she meets participants, and remembers that each participant is the expert in their own experience.

Alignment with Housing First Principles

- 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 to which project or projects each one applies.

	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	"	"	"

Please provide any information that will give context to any areas project scored low on for performance.

HFLP scored low on the cost-effectiveness measure. However, there is a lot of variation in costs across PSH projects due to several factors, including whether the program is project-based or scattered site, has leasing dollars, supportive services, etc. HFLP is the original housing first model – scattered sites with community landlords and comprehensive supportive services. That is a more expensive model, but an important one for our CoC to have.

The utilization rate was lower than usual for this program, partially due to an uncharacteristically high number of internal unit transfers for our aging residents who needed to move to first floor or ADA units. In multiple cases, that resulted in two turnovers for each open unit, which doubled the typical vacancy time. The pandemic did have an impact on our typical speed when it comes to filling units. We also accepted our first couple into the program, which was a new process for us. We expect the utilization rate will go back up now that the program is full again.