



**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 Opportunities and Supportive Team-Focused Services (HOSTS)

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

Funding Request	\$220,089
Proposed # of Units	29
Proposed # of Beds	29

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.

Housing Opportunities and Supportive Team-Focused Services (HOSTS) consists of 29 units of permanent supportive housing at three sites (Nakoosa Trail, Pheasant Ridge Trail, Thierer Road) with four case managers providing services. The Nakoosa Trail case manager has a degree in sociology and worked with adults with disabilities prior to joining the Porchlight team in 2018. She gained experience as a shelter case manager and a CCS service facilitator. Since taking over this role, the Nakoosa Trail case manager has participated in several trainings, including Housing First, harm reduction, documentation, and de-escalation.

The Pheasant Ridge Trail 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.

The case management team at Thierer Road consists of two case managers who currently also do remote outreach. The senior case manager has been doing outreach with Porchlight for six years, and has done dual case management for four years. The other case manager has been with Porchlight for four years. Prior to that, he had many years of experience as a park ranger in the Madison area, where he worked extensively with individuals experiencing unsheltered homelessness. Several Thierer Road residents had previous relationships with the Thierer case management staff from street outreach contacts.

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.

All 29 HOSTS units are located on larger Porchlight properties. The Nakoosa Trail HUD units are located within 34 permanent housing units on the Nakoosa campus. The Nakoosa case manager is resourceful and repeatedly engages with each client to ensure that their needs are being met, and that any issues that arise are addressed. At Pheasant Ridge Trail, 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.

The Thierer HUD program has a team approach. The case management team works together to identify potential barriers and come up with solutions catered to each client. The team actively engages with program participants and attempts to reduce harm from risky behaviors and connect clients to resources in the community that may provide more stability in housing. The Thierer team is also creative about different ways to engage with clients who are not currently interested in case management.

3. In your last operating year:
 - a. How many households exited the program?
Five (5) individuals exited the program.
 - b. Why did the households exit? (i.e. one was terminated from the program & one moved into subsidized housing & one was evicted):
One (1) individual passed away, one (1) individual moved into assisted living, one (1) individual transferred to family housing (Tree Lane) to reunite with their child, one (1) individual internally transferred to Porchlight's other PSH program, and one (1) individual left the program to avoid eviction.
 - c. If the participant(s) was evicted, please list the reason?
The participant was not evicted, but was asked to leave due to multiple violent incidents on property in addition to non-payment of rent.
 - d. Did the program attempt an agency transfer for any of the leavers? If so, what was the outcome?
Yes, for the one participant who was asked to leave. They initially accepted a transfer to another agency, but changed their mind after receiving their keys, and said they would not accept a transfer.
 - e. How many new households entered the program?
Four (4) individuals 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) individuals were internal transfers from Porchlight's other PSH program, and two (2) individuals 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 HOSTS program provides individualized case management that is catered to the needs of each participant. The case management team works to improve their own service delivery by participating in internal case conferencing and group case management meetings. When staff is unsure how best to serve or provide support to a participant, they do not hesitate to ask the team for guidance. Because HOSTS has housing units in congregate settings, case managers are also able to receive feedback from individual participants about specific services or offerings, and then make those things available to all PSH tenants at that property, including food pantries and community gardens. Prior to the pandemic, it also included classes, support groups, and recreational activities.

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 five (5) staff members, 40% of whom identify as BIPOC.
7. How does this program work against systematic racism and other structures of oppression? (Info only, to be scored in FY22)

HOSTS 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. Porchlight staff participate in trainings and informational workshops to better serve a diverse population. The HOSTS program also has a diverse case management team, which may make some participants feel more comfortable.

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

HOSTS case managers are responsive to varying needs and preferences regarding communication, provide flexibility in how and when they meet participants, and remember that each participant is the expert in their own experience. Case managers help participants navigate resources based on their individual goals. Porchlight also has a strong nondiscrimination policy, and does not tolerate any sort of harassment or discrimination based on race, gender, sexual orientation, gender identity, disability status, or membership in any other protected class.

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.

The HOSTS program lost points for unspent funds. This has historically been an issue with the Thierer Road program that we thought would resolve by consolidating our three project-based PSH programs. The unspent funds this time around were partially due to reduced staffing during the pandemic. One staff person who would normally split time between HOSTS and outreach was called to do additional outreach hours to support encampments. Another full-time HOSTS staff was called to support emergency shelter for an extended period of time in 2020. Two more staff members continued to support HOSTS participants during the pandemic, but reduced hours to care for family members at home. However, even accounting for those unanticipated reductions in staff time, there was still a surplus, which is why Porchlight is voluntarily reallocating \$25,000 of HOSTS funding to other CoC programs.