



**FY2019 Continuum of Care  
Supplemental Questionnaire  
New Projects, Renewals, DV Bonus and Permanent Housing Bonus**

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

This form is due on August 26, 2019 at 12:00pm 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: Housing Opportunities and Supportive Team-Focused Services (HOSTS)

Proposed Amount: \$236,344

**Please answer the following questions:**

*Project applications will be reviewed based upon adherence to the HUD CoC Program Interim Rule, FY19 CoC NOFA, and FY19 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 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 27 years of experience with the agency. The Director of Services also has an MSW from the University of Wisconsin-Madison with 11 years of experience with the agency. The Director of Housing is new to Porchlight, but has worked in affordable housing for 10 years. 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 she has held for two 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 and Harm Reduction. She also meets weekly with other case managers to improve her practice and learn from her peers.

The Pheasant Ridge Trail case manager has a degree in social work and has been working for Porchlight for 12 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 also do remote outreach. The senior case manager has been doing outreach with Porchlight for four years, and has done dual case management for two years. The other case manager has been with Porchlight for two 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. Out of total program budget, including leveraged funds, what percentage are HUD funds? Please provide a breakdown of funding sources and amounts for this program. (Not scored, for information only)

HUD funds represent 76% of funding for this program.

HUD	\$236,344
Program Income	\$74,000
<b>TOTAL Cost</b>	<b>\$310,344</b>

3. 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. 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.

4. In your last operating year: (N/A for New Projects)

How many households exited the program?

- Eight (8) individuals exited the program

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 was exited to a nursing home, five (5) individuals were transferred to other agencies, and one (1) individual left the program to avoid eviction

If the participant(s) was evicted, please list the reason?

- One (1) participant left to avoid eviction, and was asked to leave due to owing \$1,503 in back rent and not following through on multiple payment plans

Did the program attempt an agency transfer for any of the leavers? If so, what was the outcome?

- An agency transfer was not attempted in this case because there were no open units at the time (nor any on the horizon), and the participant had already had one agency transfer

How many new households entered the program?

- Eight (8) individuals entered the program

How many transfers were accepted into the program?

- One (1) transfer was accepted from another agency

5. If a participant exits to a non-permanent destination does your agency have the capacity to provide ongoing support services? If so, for how long? Please describe the scope of services provided (Not scored, for information only)

Case management staff would be able to provide a warm handoff to another arm of the agency if a participant exited to a non-permanent destination. Safe Haven serves individuals who are experiencing homelessness and mental illness, and has a Crisis Stabilization program to assist those who are in acute crisis. The Men's Drop-In Shelter has housing-focused case management services for male-identified individuals experiencing homelessness. Porchlight also has a remote street outreach team to help folks who are experiencing unsheltered homelessness. None of those services are time-limited while the individual is experiencing homelessness. Shelter case management and outreach also have a window after a participant is re-housed to help them transition. Informally, Porchlight has a long history of continuing to provide support to individuals who have exited our housing or other programs, even after time has passed. Outside the agency, Porchlight has strong relationships with other programs who serve similar populations. Porchlight staff is in frequent communication with Coordinated Entry, Salvation Army, and Beacon staff to coordinate services and ensure participants do not fall through the cracks.

6. What is the status of the program's written standards checklist submission? Check one box below.

- The program has submitted the applicable written standards checklists to CoC Coordinator. All sections were answered with yes or N/A.
- The program has submitted the applicable written standards checklists to CoC Coordinator. One or more questions were answered with no. Specify the section: \_\_\_\_\_
- The program receives EHH or CoC funds but has not submitted the checklists to CoC Coordinator. They are submitted with this application.
- The program is currently operating but not receiving EHH or CoC funds. Applicable checklists are submitted with this application.

- The proposed program is new and currently not operating. Applicable checklists were filled out based on the agency's plan for compliance and are submitted with this application.

**7. New Projects and those operating less than one fiscal year only.** Please provide a data narrative on what your project has accomplished thus far or what you hope the project will accomplish once in operation. Data points to include are those found on the performance spreadsheet and include: expenditure of funds, data quality, cost per exit, utilization rate, increase in participant income, successful exits, and returns to homelessness. ([https://docs.google.com/spreadsheets/d/1uYsK2uru\\_ggf085cJfmuK\\_6RTipc5xOOU5xDv3I9tZc/edit?usp=sharing](https://docs.google.com/spreadsheets/d/1uYsK2uru_ggf085cJfmuK_6RTipc5xOOU5xDv3I9tZc/edit?usp=sharing))

N/A

**8. Is your agency actively participating in the Homeless Services Consortium (HSC)? List names of staff who participates in HSC Committees or Work Groups below.**

Porchlight staff actively participates in the HSC, on both official and ad-hoc committees. Porchlight has two representatives on the HSC Board of Directors, and the Director of Services is the current Chair of the HSC Membership. Additionally, agency leadership is committed to increasing the level and quality of collaborations with other agencies within the HSC, and has demonstrated willingness to address barriers to creating and sustaining successful relationships.

<b>Committee Name</b>	<b>Staff Name</b>
Community Plan to Prevent and End Homelessness Oversight Committee	
CORE Committee	Kim Sutter, Wendy Siewert (as needed)
Education and Advocacy Committee	
Point-In-Time Committee	Glenn Ruiz, Will Brewer, Ben Jackson
Nominating & Governance Committee	
Committee to End Youth Homelessness	
Shelter Providers Committee	Liz Duffie, Preston Patterson
HSC General Membership Meetings	Kim Sutter (Membership Chair), Fred Hill, Shanita Lawrence, Marjorie Lewis, Liz Duffie
HSC Board of Directors	Kim Sutter, Liz Duffie
Built for Zero	Hannah Anderson
Outreach Providers Group	Will Brewer, Ben Jackson
Family Placement Group	Wendy Siewert
Housing and Health (H2)	Kim Sutter, Liz Duffie

**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.

	<b>Name of Document/File</b>	<b>Page Number</b>	<b>Name of Project(s) (or "All Projects")</b>
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.

	<b>Name of Document/File</b>	<b>Page Number</b>	<b>Name of Project(s) (or "All Projects")</b>
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 2019 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: 8/21/19

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