



**FY2023 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 **Tuesday, August 29, 2023 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	Community Action Coalition for South Central Wisconsin
Project Name	Rapid Rehousing
Project Type	<input type="checkbox"/> Permanent Supportive Housing (PSH) <input checked="" type="checkbox"/> Rapid Rehousing (RRH)

Project Contact Name	Sandy Hahn
Phone Number	608-712-9482
E-Mail	sandyh@cacscw.org

Funding Request	\$116,798
Proposed # of Units	5
Proposed # of Beds	7

Threshold Criteria	
Does the agency have any outstanding HUD monitoring findings? If yes, please provide explanation. CAC is currently in the process of closing out findings from our 2023 monitoring and do not have any concerns about the audit being closed shortly.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Does the project comply with the CoC Interim Rule 24 CFR 578 ?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Does the agency have a SAM.gov registration?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

Does the agency have an active Unique Entity ID (formerly DUNS Number)?	X Yes __ No
Does the agency have any delinquent federal debt? If yes, please provide explanation.	__ Yes __X No
Is the agency under debarment or suspension from doing business with the Federal Government and/or on the Federal do not pay list? If yes, please provide explanation.	__ Yes _X_ No
Does the agency currently enter data into the Homeless Management Information System (HMIS) or comparable database for Domestic Violence providers? If no, please explain how the agency plans to become an HMIS agency by the project start date in the narrative below.	_X_ Yes __ No
Does the agency commit to participating in system-wide continuous quality improvement activities?	x_ Yes __ No
Does the agency agree to participate in the Coordinated Entry System and follow Coordinated Entry policies and procedures ?	x_ Yes __ No
Does the agency agree to follow the Dane CoC Written Standards ?	x_ Yes __ No

Please answer the following questions:

Project applications will be reviewed based upon adherence to the HUD CoC Program Interim Rule, FY23 CoC NOFO, 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.

Community Action Coalition for South-Central Wisconsin (CAC) has a long history of administering various types of HUD-contracted housing assistance programs for low-income and homeless participants in its tri-county service area. In Dane County, CAC has operated a Rapid Rehousing Program (RRH) for the past 2 years. In 2017, CAC launched a permanent supportive housing program for chronically homeless single adults in Waukesha County. Since 2013, CAC has offered a transitional housing program in Jefferson County. CAC also currently operates a RRH program for veteran families in both Dane and Jefferson counties called Supportive Services for Veteran Families. All programs operate with a Housing First mindset and provide participants with housing navigation services, supportive services, case management, and referrals to mainstream benefits. In the past year, our RRH program has helped 20 individuals including 16 chronically homeless persons.

Lindsey Kraemer, CAC Caseworker, has managed the RRH program for the past year. She received a Bachelor of Social Work in 2022 from University of Wisconsin – Milwaukee and volunteered for Hope House Homeless Shelter in Milwaukee where she helped clients locate resources. She became Mental Health First Aid certified in May of this year.

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

In all of CAC’s housing programs, CAC utilizes the Housing First approach to reduce barriers to housing. The RRH program takes a comprehensive approach to assisting homeless participants in securing and maintaining permanent housing. To begin this process, new participants are identified and contacted through the CoC’s Coordinated Entry system. Caseworkers will work with clients to conduct needs assessments for case management and financial assistance. All interactions and programs are based in harm reduction and trauma informed care, evidence-based strategies that both meet participants’ needs and conserve program resources. In addition to program resources, other resources, like natural supports, community resources, and participant resources, will be utilized to achieve self-sustaining housing.

The Dane County Rapid Re-Housing program operates on a flat subsidy model. CAC does rent calculations and clients are responsible for a portion of the rent. Caseworkers use the Fair Market Rate for Dane County as a reference point to identify affordable housing. The goal of this model is to encourage program participants to save money during the duration of the program and increase their chances of staying in the rental unit after the program ends. Caseworkers also complete a budget with each household, a goal plan, and an exit plan that supports housing retention. CAC caseworkers remain engaged with program graduates with brief check-ins at 1 month, and 2-12 months post-exit. If any issues or concerns arise that threaten housing retention, services will be increased accordingly to provide support and referral services to re-stabilize participants' housing. CAC is also looking to expand our Dane RRH program with a Landlord Liaison position, as we have found that oftentimes the biggest barrier our client faces is communication with landlords. We have implemented this position in Jefferson County and our Landlord Liaison has helped to house 5 households and is currently working with an additional 20 households. We believe that this position would find similar success in Dane County as CAC will work closely with all COC funded projects in Dane County to assist their households in locating housing as well.

3. In your last operating year:

- a. How many households exited the program?

5

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

One individual exited to transitional housing for homeless persons, one is staying or living with friends for a temporary tenure, one entered jail, prison, or a juvenile detention facility, and two entered emergency shelter: a hotel or motel paid for with an emergency shelter voucher.

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

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

Anyone who did not locate housing with us was referred to other agencies that we believe will be able to help them.

- e. How many new households entered the program?

12

- f. How many transfers were accepted into the program?

0

4. 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.

CAC staff attend all required case management trainings and new Caseworkers go through a specific onboarding training for their position.

CAC solicits participant feedback through a Customer Satisfaction Survey and a Community Member Survey. The Customer Satisfaction Survey allows clients to rate CAC on factors such as providing services that met their needs and experiences with CAC staff. They are also given the opportunity to write their own comments. Feedback is then sent to the appropriate department/program so that we can learn what we are doing well and what needs to be improved.

The Community Member Survey is very similar but provides more opportunities for clients to provide comments. Clients can describe services they would like to see at CAC and suggestions for improvements to the services they received. Feedback to this survey is also sent to the appropriate department/program.

5. What percentage of staff members working for this program identify as Black, Indigenous or a Person of Color?

30%

6. How does this program work against systematic racism and other structures of oppression?

CAC is acutely aware of the interconnected relationship between racial and economic inequalities. A UW-Madison report found that Black Wisconsinites were three to four times more likely to live in poverty than White Wisconsinites. In Dane County specifically, on average, Black households make roughly half the amount White households do and Hispanic households make two-thirds of the amount White households do. This can be seen in our RRH program. In the past year, $\frac{3}{4}$ of our RRH clients have identified as Black with the majority of the rest identifying as multi-race. By providing immediate housing for individuals in need we can help them move out of this cycle of oppression and begin creating generational wealth.

Entry to this program is determined via the Coordinated Entry process. Clients are assessed on their immediate needs and granted entry to the program based on who has the most immediate and severe needs. This process helps to eliminate unconscious bias from the admission process and ensure that those most in need receive the services that can help them.

7. How is this program and its practices culturally responsive to the population(s) who participate?

CAC will ensure that the program is culturally responsive by intentionally hiring case workers who represent and come from our target population. This includes staff who are bilingual and live and work in Dane County. Recently we applied for funding to update our website to make it fully available in Spanish and ADA compliant to ensure that our website is culturally competent.

8. What barriers does your project have for participation by Black, Indigenous and Persons of Color (e.g. lack of outreach)? What steps has your agency taken or will take to eliminate the identified barriers?

Our project was carefully created to avoid creating barriers for BIPOC individuals. Nationally, BIPOC individuals face more barriers to housing services than white Americans. We utilize Coordinated Entry to ensure that participants are selected based on highest need to avoid any bias or similar barriers. Our Caseworkers are also trained in racial equity practices and trauma informed response.

To eliminate barriers in getting into housing CAC has Tenant Resources and Legal Action WI to ensure that our clients do not face racial barriers from landlords or housing options.

9. **FOR RRH Projects** – Please describe the method the project uses for providing rental assistance (progressive engagement, flat fee for all participants, tiered payments, etc.) and the rationale for this approach.

CAC's RRH program utilizes both progressive engagement practices and Coordinated Entry. Utilizing Coordinated Entry eliminates bias from the selection process by identifying participants based on their degree of need. Coordinated Entry allows us to help those in the greatest need regardless of how long they have been waiting for services.

Progressive engagement is utilized because it is a person-centered approach to ending homelessness. Caseworkers identify and serve the greatest need and can then increase or decrease the level of support they provide based on the client's situation, increasing support for those in greatest need. This allows our Caseworkers to ensure that each individual is getting the degree of support that they require.

~~10. For PSH Projects – Please describe any resources, formal partnerships or best practices the project has to serve participants with the most severe needs.~~

Please provide any information that will give context to any low scores on the Project Performance Scorecard.

We have improved dramatically and are at full capacity at the time of writing this application. We worked very closely with HUD and Dane County COC to understand the issues with filling the program and have made great progress in making sure this program is successful.

BONUS POINTS

PSH and RRH projects that leverage housing and healthcare resources are eligible for up to 20 bonus points. For housing leverage, please attach a letter of commitment, contract, or other formal documents that demonstrate the number of subsidies being provided or units being provided to support this project. For healthcare leverage, please attach a written commitment that includes the value of the commitment and dates the healthcare resources will be provided.

Information for Bonus points, from p. 103-104 of the NOFO

Leveraging Housing Resources: CoCs will receive full points by demonstrating that they have applied for at least one PSH or RRH project that utilizes housing subsidies or subsidized housing units not funded through the CoC or ESG programs. The CoC must demonstrate that these housing units will:

-in the case of PSH, provide at least 25% of the units included in the project

-in the case of RRH, serve at least 25% of the program participants anticipated to be served by the project

Housing leverage can come from the following sources: private organizations, state or local government (including through the use of HOME funding provided through the American Rescue Plan), Public Housing Agencies (including through the use of a set aside or limited preference), faith-based organizations or federal programs other than the CoC or ESG programs.

Leveraging Healthcare Resources: CoCs must demonstrate through a written commitment from a healthcare organization that:

-in the case of a substance use disorder treatment or recovery provider, it will provide access to treatment or recovery services for all program participants who qualify and choose those services; or

-the value of assistance being provided is at least an amount that is equivalent to 25% of the funding being requested for the project, which will be covered by the healthcare organization.

Sources of healthcare resources include: direct contributions from a public or private health insurance provider to the project (e.g. Medicaid) and provision of health care services by a private or public organization (e.g., Ryan White funded organization) tailored to the program participants of the projects.