



**FY2022 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 **Wednesday August 31, 2022 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	\$223,568
Proposed # of Units	29
Proposed # of Beds	29

Threshold Criteria	
Does the agency have any outstanding HUD monitoring findings? If yes, please provide explanation.	<input type="checkbox"/> Yes <input checked="" 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)?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Does the agency have any delinquent federal debt? If yes, please provide explanation.	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> 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.	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Does the agency currently enter data into the Homeless Management Information System (HMIS) or comparable database for Domestic Violence providers?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Does the agency commit to participating in system-wide continuous quality improvement activities?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Does the agency agree to participate in the Coordinated Entry System and follow Coordinated Entry policies and procedures ?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Does the agency agree to follow the Dane CoC Written Standards ?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

Please answer the following questions:

Project applications will be reviewed based upon adherence to the HUD CoC Program Interim Rule, FY22 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.

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 14 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 five 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 15 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 have experience in remote outreach. The senior case manager did outreach with Porchlight for six years, and has done case management for five years. The other case manager has been with Porchlight for five 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 past 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 biweekly 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?
Seven (7) households 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 exited to permanent housing in the community, one (1) individual passed away, three (3) individuals moved to assisted living, one (1) individual moved to a group home, and one (1) individual transferred to another PSH program (Rethke).
- 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?
Yes, one attempt was made, and the individual successfully transferred.
- e. How many new households entered the program?
Four (4) individuals entered the program.
- f. How many transfers were accepted into the program?
Two (2) transfers were accepted from other agencies, and two (2) new participants were unsheltered.

4. Was the program found to be in non-compliance with the Written Standards by the CoC from October 1, 2020-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 few 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.

Porchlight is also currently hiring an Assistant Director of Services whose job duties will include developing, distributing, and collecting resident surveys; working with case management staff to establish and support a resident action council; and making recommendations for service improvements based on participant feedback.

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

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?

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.

9. 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?

Porchlight has not identified any barriers for participation by BIPOC folks that can be specifically addressed by the program. All program participants are selected from the Coordinated Entry list. Though there are likely racial disparities caused and/or perpetuated by our community's assessment tool and ranking process, those issues should be addressed on the front end of the Coordinated Entry system. In the meantime, the program will continue to accept participants from the Coordinated Entry list. That said, if any barriers to participation for BIPOC folks were brought to our attention by participants, funders, or the community, we would certainly work to resolve any issues and eliminate barriers as necessary.

Alignment with Housing First Principles

1) Please **attach your agency and/or project written policies** 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. If applying for more than one project, submit the policies one time if they apply to all projects seeking funding.

	Name of Document/File	Page Number
Having too little or no income	Porchlight Application Procedure and Tenant Selection Process for HUD-Funded Permanent Supportive Housing (PSH) Units	1
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.

N/A

2) Please **attach your agency and/or project written policies** 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. If applying for more than one project, submit the policies one time if they apply to all projects seeking funding.

	Name of Document/File	Page Number
Failure to participate in supportive services	Brief Case Management Guide to Housing First Policies for HUD-Funded Permanent Supportive Housing (PSH) Units	1
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 low scores on the Project Performance Scorecard.

The HOSTS program lost points for unspent funds. This had historically been an issue with the Thierer Road program that we thought would partially resolve by consolidating our three project-based PSH programs, but we found we were still underspending. Last application cycle Porchlight voluntarily reallocated \$25,000 of HOSTS funding for other CoC programs, but the project year is one fiscal cycle behind, so those changes had not yet gone into effect during the period analyzed for this performance scorecard. Even considering reallocation, we were still underspending to a certain degree, but decided not to reallocate additional funding yet, because we are currently exploring a community partnership to bring recovery counseling on-site at our programs. We are not sure yet how highly utilized this service will be, so we are waiting to see how much funding this initiative will require.