



**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](mailto: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](mailto: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	<b>Tellurian</b>
Project Name	<b>Willy Street SRO</b>

Project Contact Name	Courtney Spears
Phone Number	608-405-2963
E-Mail	cspears@tellurian.org

Funding Request	\$82,944
Proposed # of Units	15
Proposed # of Beds	15

<b>Threshold Criteria</b>	
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 <a href="#">CoC Interim Rule 24 CFR 578</a> ?	<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? If no, please explain how the agency plans on becoming an HMIS agency by the YHDP project implementation start date in the narrative below.	<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 <a href="#">Coordinated Entry System</a> and follow Coordinated Entry <a href="#">policies and procedures</a> ?	<input checked="" type="checkbox"/> _Yes <input type="checkbox"/> _No
Does the agency agree to follow the <a href="#">Dane CoC Written Standards</a> ?	<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.

Tellurian has over forty years of experience in providing homeless services and is well equipped to administer the proposed projects successfully. Tellurian was part of the small group of initial applicants from Madison/Dane County CoC that applied and received the HUD Supportive Housing Program funds. Since then, Tellurian has operated a continuum of homeless services including emergency shelter, transitional housing, permanent supportive housing, and street outreach programs, with funds from federal agencies such as HUD and SAMHSA. Tellurian is familiar with requirements in operating with federal funds, and has had good standing with the federal agencies with no unresolved issues or conditions. As a behavioral health organization, we have the ability to train our staff to work with residents on high risk behaviors and to support residents on their path to recovery. This is achieved by utilizing our highly trained clinicians, social workers, and peers. We approach recovery and stability from many angles, allowing residents to feel that they have many resources to utilize as they choose their path.

Since our single room occupancy program(SRO) works with individuals experiencing chronic homelessness that are living with serious persistent mental illness, we place high importance on the need to “meet people where they are at” and always base our policies and decisions around our residents getting to choose what their housing and support looks like. Tellurian provides supportive services and utilizes the Housing First model as well as a harm reduction approach to provide a safe and supportive environment for residents that increases their independence. We have successfully built a program that allows and encourages residents to live in their chosen neighborhoods throughout the community and prevents them from feeling forced to seek institutions. This program successfully aligns with our Community Plan to Prevent and End Homelessness.

Our team includes one full-time case manager and a program supervisor. Our case manager has over forty-four years of experience working in homeless services with a focus on mental health resources. Our tellurian housing team consists of certified peer specialists with lived-experiences of mental health recovery and lived experience with homelessness. They successfully use their expertise to provide community supportive services and assist residents in their goals of recovery and stability. Their training and lived-experiences allow them to offer creative solutions as we offer support to residents on a path to recovery. Tellurian’s Homeless Services Program Supervisor who oversees the daily and administrative operations has a Bachelor’s Degree in Sociology

and a history of working with individuals in various settings of homelessness. In addition to her time overseeing permanent supportive housing, street outreach, and peer support programs at Tellurian, she has also worked at The Salvation Army of Dane County to focus on women experiencing sheltered homelessness and participating in Rapid Re-Housing. She has also worked at the Ohio Department of Job and Family Services to investigate cases of child abuse and provide case management for families experiencing separation because of child welfare concerns. Her past work also includes time with individuals experiencing unsheltered homelessness in Toledo, Ohio and she has trained over 500 volunteers to provide street outreach services. She is a certified peer specialist that has four years of experience utilizing her lived-experience with mental health recovery to support others. She also has lived-experiences as an individual experiencing homelessness as a child and runaway teen.

The Homeless Services Program Supervisor and SRO staff are active participants in the local Continuum of Care, Homeless Services Consortium of Dane County (HSC). The Homeless Services Program Supervisor sits on the Board of Directors for the HSC in a lived-experience seat, serves as the chair of the newly founded Outreach Committee, serves as a member of the COC's Core Committee, the Point-In-Time committee, as well as other committees of her choice. Our case manager serves on the Point-In-Time Committee as well, which plans and coordinates the January and July PIT counts. All members of the team also attend the monthly HSC general membership meetings.

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

As a program that serves individuals with serious persistent mental illness and substance use, our goal is to provide services to individuals in our community that have the highest vulnerability and the longest length of homelessness. Consistent engagement is a key component to helping residents minimize or overcome barriers to housing retention. We place high importance on the need to "meet people where they are" and always base our policies and decisions around our residents getting to choose what their housing and support looks like. We ensure that our case managers are available for in-home and face-to-face visits to overcome barriers that residents might have to utilizing services remotely.

Staff work closely with the consumer to establish a good working relationship and ensures that we are working on goals that clients establish. Our SRO team and larger Tellurian case management staff are certified peer specialists and plan our programming around creative solutions to mental health recovery and housing stability. Some clients require weekly appointments, but case managers are expected to connect with clients bi-monthly unless the client requests the minimum of monthly visits in person. We invite clients to address high-risk behavior, but work in a no-judgment mindset to follow their path to recovery. An individualized service plan is created annually, and reviewed quarterly. This plan assesses the participants' choice and goals for obtaining services such as HUD/Section 8 housing, mental healthcare, employment referrals, education, referrals and coordination of services, and accessing mainstream resources. Participants decide what they want their short and long term goals to be, and the case manager helps facilitate. Our staff uses their peer skills along with other evidence based practices such as motivational interviewing, harm reduction, and cultural competency to offer services and meet residents where they are.

Staff work to help residents feel safe and stable which promotes the idea that they can utilize our supportive services to address high risk behaviors that put their housing at risk. Our staff also work with residents to act as a mediator with their landlord, make referrals for resources, ensure their housing-related needs are met, develop payment plans for rental arrears, utilize team meetings for lease violations so notice with cures are a last resort, and help mediate issues amongst residents.

Our team meet weekly to case conference and bring in other tellurian members like clinicians, substance use counselors, and peer specialists.

3. In your last operating year:
  - a. How many households exited the program?  
Two households exited our program in the last operating year.
  - b. Why did the households exit? (i.e. one was terminated from the program & one moved into subsidized housing & one was evicted):  
One of these households completed an internal transfer to move to an independent one-bedroom unit. We also had an individual pass away in this program.
  - c. If the participant(s) was evicted, please list the reason?  
We had no evictions in our program.
  - d. Did the program attempt an agency transfer for any of the leavers? If so, what was the outcome?  
One of our households completed an internal transfer. None of our residents requested or completed an agency transfer.
  - e. How many new households entered the program?  
We had three new households enter our program this operating year.
  - f. How many transfers were accepted into the program?  
We received one transfer request and accepted that household into our program.
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, the program was not found to be in non-compliance with the Written Standards at any point from 2020 to the present.
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.

It is the policy of Tellurian to review the quality, which is the appropriateness and effectiveness of the services we provide to our clients. Our mission for the quality assurance we conduct is to assure that our clients are receiving appropriate and consistent care and services. Tellurian created a quality assurance committee that consists of the Quality Assurance Director, Director of Treatment Services, Director of Mental Health, and Program Supervisors from each of our programs. During these quarterly meetings a random sample of files are reviewed for accuracy and compliance as well as any changing applicable laws. Discussions during these quarterly reviews form training needs for continual staff development and program improvements. This allows Tellurian to stay consistent with all standards and practice guidelines relevant to state standards and regulations, contract specifications, and known best practice guidelines and evidence based practices within the field of care.

Our tenant handbook highlights our grievance and appeal process. But this year our program supervisor individually offered "check in " meetings with every resident to see if they had any concerns, questions, or suggestions. These meetings were very successful and the team learned to document preferences for individual residents about how they like to receive communication, what they were looking for from their case manager, what their expectations were from the supervisor, and general feedback about permanent supportive housing programs. Client experience is an important element of quality assurance that we use at Tellurian. Client satisfaction is determined by both informal feedback on a daily basis and through formal surveys at discharge.

Client input is important to ensure the reliability and responsiveness of the program. Staff provides positive feedback to consumers for any given feedback and work to incorporate this information to ensure clients feel heard. Our surveys touch on staff promptness and efficacy in response times, meeting needs, and feeling like staff is available, feeling respected and non-stigmatized by staff, and the ability to participate in one's own recovery and independence.

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

This program employs one case manager and one supervisor. Due to the small staff size, 0% of the staff in this program identify as Black, Indigenous, or as a Person of Color.

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

As a program that serves individuals experiencing chronic homelessness that are living with serious persistent mental illness, we strive to overcome barriers that our client's face. As part of our community's written standards and in an effort to reduce bias, we do not select clients and take referrals from the community priority list. This eliminates individual staff biases that effect who get housing. This allows us to provide no barrier entry and guarantee that no residents will be denied due to income, current or past substance abuse, a criminal record, denying supportive services, behavioral health symptoms, or victimization. We receive referrals for those that have the highest vulnerability and longest lengths of homelessness. We do not screen out for criminal histories and know that these disproportionally affect our BIPOC community members.

Our program also enrolls individuals on the life-time sex offender registry and those without immigration paperwork to ensure that permanent housing is accessible by every person in our community. We acknowledge that Public Housing Authorities deny for immigration concerns and lifetime registry assignment. We strive to be a safe housing program that promotes stability and human rights for all members of our community.

Our Client Right's Specialist and Diversity and Inclusion Director do a yearly audit of our polices and procedures and grievance and appeal process. We require ongoing staff training on cultural competency.

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

Tellurian serves individuals of varied backgrounds and cultures and adapts to provide services that are culturally sensitive and relevant. Tellurian strives to be mindful of individual's experiences and culture, we recognize that each individual has a story and honor that in our process and care. In efforts to ensure the program remains culturally relevant and promotes racial equity, our PSH staff work to be vigilant and open to feedback from clients and staff. Tellurian has worked to increase training opportunities and ways to make units more accessible. Tellurian also utilizes interpretation and translation services so that we are able to serve people of all languages. All Tellurian staff receives training on cultural competency and sensitivity as well as EEOC regulations and company policies relating to non-discriminatory service delivery. These include but are not limited to Cultural and Historical Traumas: Invisible Barrier to Healing and Change as well as an 8 parts series about understanding diversity, bias, and fostering inclusion. Staff receives regular supervision regarding the need to treat consumers in a client centered approach from a cultural perspective, and with dignity and respect. Staff is to make no assumptions of need, but to ask and engage empathetically in determining consumers' needs. All staff is encouraged to attend any additional training aimed at improved cultural sensitivity.

Our SRO team works to educate clients on racial equity through interactions through both demonstration of how we treat others who are different than ourselves and formally by addressing any problematic situations

that may occur. Any violence, bullying or harassment, including, but not limited to, threats towards any neighbor, program participant, staff or visitor; demeaning language including, but not limited to, comments about one's race, religion, disabilities, ethnic background, sexual orientation, or gender identification or expression are not tolerated. PSH staff is equipped with knowledge and empathy to respond to remarks that may be damaging from one client to another by providing education about why statements may be harmful and supporting the individual(s) of whom the statement was directed.

Our SRO team respects and celebrates the diversity of our consumers and staff. Tellurian encourages consumers and staff alike to share their cultural traditions with others, as they feel comfortable doing so. Tellurian facilitates a safe space for consumers and staff to discuss any concerns they may have regarding anything within the program, but especially including racial barriers or inequities.

Over the last 50 years, Tellurian has provided a full continuum of care for individuals struggling with behavioral health, substance use, and homelessness. Tellurian serves individuals of varied backgrounds and cultures and adapts to provide services that are culturally sensitive and relevant. Tellurian strives to be mindful of individual's experiences and culture, we recognize that each individual has a story and honor that in our process and care. Tellurian has a long standing working relationship with Dane County and is prepared to collaborate and adopt the county's new strategic plan for inclusion and racial equity. Tellurian has hired a Director of Diversity and Inclusion in 2020 to evaluate current practices and provide education. There is a Cultural Sensitivity Committee (CSC) which is attended by employees outside of the leadership team, to look at the practices in the organization and provide suggestions and action plans to make changes. Currently, this group is rewriting the Employee Handbook to ensure the language is accessible to all and reevaluating the hiring practices. An employee co-leads this group with the Director of Diversity and meets monthly with Tellurian's CEO to provide feedback and updates on what the CSC is focused on.

Tellurian's Human Resource department has taken an active role in being a member of the CSC and lending support to all employees during this past summer of social unrest. Tellurian has created optional employee calls that started twice a week and transitioned to meet twice a month as demand lessened. Tellurian's CEO and HR Director facilitate this call and provide transparent direct feedback and support to any pressing concerns/questions submitted via an anonymous Survey Monkey or via the call itself. Additionally, Tellurian offers free access for all employees to an Employee Assistance Program, which provides anonymous counseling and support for a variety of topics.

Tellurian is constantly striving to achieve a balanced workforce. Tellurian's Director of Human Resources, CEO, and Director of Diversity and Inclusion have met, reviewed, and discussed opportunities to improve Tellurian's ability to recruit more diverse individuals for our staff, including but not limited to those who identify as BIPOC or with lived experience. The following are goals that Tellurian has to help achieve that directive:

- Hire and retain an increased number of bilingual staff.
- Reviewing job descriptions to ensure that they reflect actual job duties with reasonable work-related requirements for employment.
- Broadening recruitment notices to include community organizations likely to refer women, minorities, and individuals with disabilities.
- Advertising position vacancies in minority media.
- Identifying an informal equal employment opportunity complaint resolution procedure.

One member on Tellurian's Board of Directors, a major governing body of the organization, has lived experience of homelessness. At least 33% of members on the Board identifies as having lived experience with mental illness or a family member with mental illness. The Board has 6 female members, 2 black members and an indigenous member. The Board is responsible for setting program missions and overseeing the following process of the organization: program planning, training and staffing, informed consent, rights protection, program administration, governance, and policy determination, and program evaluation. Tellurian is actively working to

continue to be and to grow as an inclusive organization. One of the steps to doing this is to have more BIPOC representation in the room.

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?

Our local CoC has identified that our assessment for vulnerability, the VI-SPDAT, is disproportionately excluding single black males from our community que. Tellurian as an agency strives to battle this in our street outreach program. However, we receive our housing referrals from Coordinated Entry and do not select residents. We as an agency have decided that the best way to fight barriers that the BIPOC population has to accessing our housing is to commit to helping our CoC eliminate these biases. Our program supervisor diligently assists the Core Committee and HSC Board of directors in these matters. Tellurian has utilized it’s research partners at the UW Institute for Research on Poverty and has asked their team to help provide a statistical analysis about our Coordinated Entry system.

**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.

	<b>Name of Document/File</b>	<b>Page Number</b>
Having too little or no income	Tellurian PSH Tenant Handbook – Willy St SRO	Page 3
Active, or history of, substance use or a substance use disorder	Tellurian PSH Tenant Handbook – Willy St SRO	Page 3
Having a criminal record *	Tellurian PSH Tenant Handbook – Willy St SRO	Page 3
History of domestic violence (e.g., lack of a protective order, period of separation from abuser, or law enforcement involvement)	Tellurian PSH Tenant Handbook – Willy St SRO	Page 3

\*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** 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.

	<b>Name of Document/File</b>	<b>Page Number</b>
Failure to participate in supportive services	Tellurian PSH Tenant Handbook – Willy St SRO	Page 3
Failure to make progress on a service plan	Tellurian PSH Tenant Handbook – Willy St SRO	Page 3
Loss of income or failure to improve income	Tellurian PSH Tenant Handbook – Willy St SRO	Page 3



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

It was noted that Tellurian did not have representation at all twelve Core Committees. This program had a small time period of hiring for the supervisor role. I began supervising the program in May of 2021 and was able to attend all Core Committees upon taking the position.