



**FY2023 Continuum of Care  
New Project Application – Supplemental Questions**

Agencies that apply for funds through the CoC Funding Process must complete an application for each program in E-snaps by September 11, 2023 at Noon. Agencies may choose to complete the alternative word document application, New Project Application (E-snaps), for the due date of **Tuesday, August 29, 2023 at Noon**. In addition, agencies must complete this New Project Application –Supplemental Questions for each program.

This form is due on **Tuesday, August 29, 2023 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>Community Action Coalition for South Central Wisconsin</b>
Project Name	<b>Dane Rapid Re-Housing Project – Expansion</b>
Project Type	<u>  </u> Permanent Supportive Housing (PSH) <u>  </u> <u>  </u> Rapid Rehousing (RRH) <u>  </u> Joint Transitional Housing – Rapid Rehousing (TH-RRH)

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

Funding Request	<b>\$80,300</b>
Proposed # of Units	NA
Proposed # of Beds	NA
DV Bonus Project – Yes or No?	No

**Threshold Criteria**

<p>Does the agency have any outstanding HUD monitoring findings? If yes, please provide explanation.</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Findings were related to policies and procedures, current case management duties, and training needed, CAC is redrafting policies and procedures to ensure they align with HUD recommendations, and Case Managers are attending trainings held by managers and partners.</p>
<p>Does the project comply with the <a href="#">CoC Interim Rule 24 CFR 578</a>?</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>Does the agency have a SAM.gov registration?</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>Does the agency have an active Unique Entity ID (formerly DUNS Number)?</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>Does the agency have any delinquent federal debt? If yes, please provide explanation.</p>	<p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>
<p>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.</p>	<p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>
<p>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.</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>Does the agency commit to participating in system-wide continuous quality improvement activities?</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>

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 and FY23 CoC NOFA.*

1. 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.

Our RRH program has existing positive relationships with landlords but is seeking a Landlord Liaison position to create new and maintain current landlord relations. CAC Caseworkers and Landlord Liaisons are very knowledgeable on affordable housing options in the county and have been assisting clients with locating and applying for housing options in the county for many years. The addition of a Landlord Liaison to our RRH program will make it easier for clients to stay in housing throughout the course of the project and after. A Landlord Liaison is especially equipped to take the time to explain our program and the barriers our clients face to individual landlords to make it easier for our clients to access and stay in housing. Landlord Liaisons can also help mediate issues or arguments between landlords and tenants to help our clients stay in their housing. If necessary, CAC will partner with agencies such as the Tenant Resource Center or Legal Action WI to assist clients with justice related backgrounds remove barriers to housing. CAC will work very closely with clients to identify and eliminate any barriers that exist between them and housing options. 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.

2. Describe your agency's overall quality improvement efforts. 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.

We are currently working on updating our surveys to make them easier for clients to utilize.

3. CoC-funded projects are required to comply with the Dane County Written Standards. Describe how the agency plans on ensuring compliance with the Written Standards including plans for internal review and monitoring of project policies and practices.

Our Dane Rapid Re-housing program complies with the Dane County Written Standards. CAC staff are trained on Dane COC policies and procedures, as well as internal policies and procedures. All client files are reviewed, audited, and approved by Housing Managers to ensure compliance with programs.

4. All projects, including non-housing projects, must operate with the Housing First approach as described in the CoC Written Standards general requirements. Describe how the Housing First approach will be applied to the proposed project. Include aspects of project policies and staff training that can support the Housing First approach such as trauma-informed care and harm reduction.

CAC is a Housing First agency and all of our housing programs follow housing first principles. The Coordinated Entry process that CAC utilizes to identify and enroll participants utilizes housing first principles. While the household is enrolled in RRH, services and resources will first seek to help individuals stay in housing. Our Caseworkers are also all trained on trauma informed care and harm reduction practices. The addition of a Landlord Liaison will make it easier to quickly get our clients into housing.

5. Describe key partnerships your agency has established that will help with implementation of this project.

Our Caseworkers have created many existing relationships with landlords that will be strengthened by the addition of a Landlord Liaison. CAC has existing relationships with the other organizations running COC programs in the county that will make it easy to loan out our Landlord Liaison to them.

6. What percentage of staff members identify as Black, Indigenous or a Person of Color?  
30%

7. 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.

8. How will this program and its practices be 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.

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 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.

10. **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.

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

12. How did you hear about the CoC funding opportunity? (INFO ONLY)

#### **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.