

**2017 City of Madison Homeless Services RFP**  
**Questions for Agencies – Porchlight**

Please come prepared to discuss the following:

- 1. Specifically how the City CDD funds will be used in the program (i.e. Case Manager 0.4 FTE wages and benefits \$22,000, security deposit assistance \$10,000, etc.)**  
See attached (Budget Question 1).
- 2. Your agency's steps toward the inclusion and empowerment of marginalized people in both services provided and employment to provide those services**  
Porchlight has three residents or former residents on its Board of Directors. Porchlight hires many employees who have lived experience with homelessness, mental illness, history of substance abuse, and physical and learning disabilities among its direct service staff as well as in management positions. The Porchlight Products program is dedicated to employing individuals with disabilities. Additionally, Porchlight intends to create a Resident Advisory Council as part of its three-year agency strategic plan.

**Porchlight Dwelling Intervention Grants & Sustenance (DIGS)**

- 1. How would the DIGS programming change with the new coordinated entry system? Would the phone screening be done by the Coordinated Entry staff? Would the in-person screening be needed in the new coordinated entry system?**  
The new Coordinated Entry prevention system is currently still in the development phase. We are working closely with the Tenant Resource Center (TRC) to create a screening process and tool, but it is not yet set in stone. I expect that Coordinated Entry staff at TRC will do initial phone screenings and upload eligible clients to a joint database, but the need for in-person meetings will depend on documentation for eligibility requirements.
- 2. 0.5 FTE staff reduction was indicated if funded with City GPR instead of ESG due to decreased documentation requirements (habitability inspection, etc.). Depending on the answers for the question 1, provide justification for the proposed FTEs.**  
Porchlight will certainly need a .5 FTE to maintain the current system until Coordinated Entry (CE) is in place (likely end of 2018), but we would need to reevaluate when the CE prevention system is fully designed and implemented.  
We would intend to maintain a separate procedure for our separate funding sources, which would include gathering documentation of need, proof of living situation, etc. However, it is unclear at this point whether all functions could be completed by 1.0 – 1.25 FTE once CE is fully implemented. All of that is assuming that DIGS is funded through GPR. If it is funded through ESG, we would need to continue the 2.0 FTE we currently have, in order to complete all ESG requirements.

## 2017 City of Madison Homeless Services RFP

### Questions for Agencies – Porchlight

- 3. Is Porchlight going to have a two pot system, one with public funds and one with private funds with different eligibility and priority criteria?**

Yes. Porchlight will ensure that public funds meet CoC Written Standards and are eventually funneled through Coordinated Entry. We will also continue to serve other unmet needs that are important to our mission and the missions of the private and faith communities with whom we collaborate.

### Porchlight Transit for Jobs/Transit for Economic Self-Sufficiency

- 1. Provide further justification of the needs. Provide quantifying information if possible.**

I will bring this with me.

- 2. Who are the partnering agencies? Provide a breakdown of the agencies/programs that used this funding in the previous year and the amount paid out to those agencies.**

The 2016 partnering agencies were Community Action Coalition, The Road Home, The Salvation Army, and the YWCA. We anticipate increasing allocations to each of those agencies in 2017, but would advertise to the HSC if other agencies were interested in distributing passes to eligible clients. We have already reached out to The Beacon about receiving a large allocation.

Community Action Coalition - \$7,300

The Road Home - \$4,995

The Salvation Army - \$11,000

YWCA - \$10,700

Porchlight: Hospitality House - \$8,340

Porchlight: Safe Haven - \$1,500

Porchlight: CCS - \$1,534

Porchlight: Housing - \$20,631

Porchlight: Personnel Costs - \$14,000

- 3. With the Hospitality House closing, what would be the main distribution outlet/methods for Porchlight? If the Beacon is going to be one of the main partnering agencies, what is the distribution plan at the Beacon (who would give out the tickets, how would the staff determine who gets how many tickets, etc.)?**

Safe Haven will continue to distribute passes until it is closed. We also intend to allocate a new amount to the Men's Drop-In Shelter. We will continue to take monthly requests from case managers for the 242 housing units that do not have other funding for bus passes for clients who work, as well as for CCS clients in Porchlight housing and a few in the community who have Porchlight as their service facilitation agency.

The Beacon will be in charge of determining exactly how they would like to distribute their passes, but we will revise our MOU to include a suggested distribution plan for each of the partnering agencies. We will also meet specifically with the Beacon closer to the end of the year to talk them through the process and make sure they are comfortable. They are very interested in participating, but requested that we wait until they have been open for at least a month to talk through the details.

## **2017 City of Madison Homeless Services RFP Questions for Agencies – Porchlight**

### **Porchlight Eliminating Barriers to Stable Housing**

**1. Does this program also fund rental application fees for clients?**

We have paid a limited number of rental application fees for clients in the past. Because this fund does not pay for security deposit or rent, we would only consider smaller application fees (\$20-\$30) that are not applied to the security deposit. This amounts to approximately 3-5 clients per year. We do try to avoid application fees if they can be paid by another source.

**2. “Porchlight will adopt screening to ensure that one-time assistance will rectify the financial hardship for which each request for assistance is being made”. What would the screening look like?**

We would revise the current check voucher to include a screening question that inquires about the total amount of the need. If the total amount is higher than the request for funding from PLEBSH, it will ask what other sources will be used to meet the full need. The voucher will also continue to ask whether the barrier to housing is being eliminated by this request for funds.

**3. Who are the partnering agencies? Provide a breakdown of the agencies/programs that used this funding in the previous year and the amount paid out to those agencies.**

The 2016 partnering agencies were The Road Home, The Salvation Army, and YWCA, but any HSC agency is welcome to make requests. At the start of the new funding cycle, we will advertise to the HSC and inform potential new partnering agencies about program requirements and the process for requesting funds. We have specifically reached out to The Beacon already.

The Road Home - \$6,511

The Salvation Army - \$6,551

YWCA - \$862

Porchlight (Hospitality House, Safe Haven, Case Management, & Admin) - \$6,910

### **Porchlight Street Outreach**

**1. Are there unique characteristics, demographics, needs of the people who camp or sleep in vehicles remotely vs. experiencing unsheltered homelessness in downtown Madison?**

Yes, the folks located in remote areas are typically less likely to engage initially. They have chosen to be isolated and less visible, and are therefore less likely to seek help or access resources like food and shelter. It may take repeated visits and offering of supplies to gain trust. There is a high occurrence of severe mental health issues and substance abuse, often co-occurring. The majority are single men 25-45, and some in their 60s.

## **2017 City of Madison Homeless Services RFP Questions for Agencies – Porchlight**

- 2. Please provide an estimate of how many people camp in remote sites in Madison who will benefit from having an outreach program specifically targeting them.**

Our best estimate is about 150 people sleeping in remote locations in Dane County. Our current outreach workers do a lot of coordinated with other outreach teams to eliminate duplication of services. Additionally, one of the outreach workers was previously a park ranger, so he receives frequent referrals and knows where to look for individuals. Our outreach workers estimate that about 85% of remote campers eventually participate and engage.

- 3. What time and what days is outreach provided?**

The outreach team's hours vary depending on need. They take calls from 6:00am-10:00pm Monday – Friday, as well as weekends in the winter. They receive referrals or tips from citizens, Friends of the State Street Family, police, park rangers, churches, job center personnel, hospitals, Journey, and other outreach workers.

- 4. Staff are part time – do they cover other geographic areas the other half of their time? If so, where?**

The other half of their time, the two outreach workers do case management at our Thierer Road HUD units. We discovered that a team approach worked better in both positions, and that the population was similar. This also allows them to have a “home base” where they can store supplies for outreach.

### **Porchlight Shelter Case Management**

- 1. Porchlight is receiving \$25,000 in ETH for shelter case management. Additionally, Porchlight will have a Coordinated Entry staff placed at Men's Shelter funded with HUD CoC which will likely start end of 2018. With the existing county and state government funding, upcoming CoC grant, and this City request, how would the staffing at the Men's Shelter change? Provide a list of position titles, FTEs, responsibilities, and where they would work (which shelter) for all staff who would work at the Shelter including the shelter operation staff.**

I will bring a more detailed breakdown with me.

- 2. How will the CDD fund be used? Specify what FTE will be devoted to case management and what FTE will be used for shelter operation functions, such as data entry.**

The CDD fund would be used for part of the current case manager's salary (about .53 FTE, the other half to be covered through ETH), and that would continue to be devoted to case management. The new .5 FTE would be dedicated to shelter operations, specifically data collection and entry. That part-time position would support data improvement for both regular shelter intake and case management, and would also focus on follow-up data collection for exits from shelter, which has been an ongoing request from the CoC.

## **2017 City of Madison Homeless Services RFP Questions for Agencies – Porchlight**

**3. Where would additional part time case manager work? (What shelter?)**

The additional part-time case manager would work at Shelter 1. All guests are checked in at Shelter 1 before splitting off to other shelter(s), and guests rotate between Shelters 1 and 2 every other night unless they have a medical exception, so being based at Shelter 1 in the office by intake would be the most effective for interacting with intake staff and being accessible to guests.

**4. Outreach Supervisor is budgeted for 0.01 FTE for supervision. That is 24 minutes a week. Would that be sufficient level of supervision? Is there additional supervision time budgeted with some other funds?**

We were admittedly conservative with supervision allocation because our focus was on the need to increase services. We are not entirely sure what the increased ongoing supervision needs will be, but would be willing to increase the amount of direct supervision. Additionally, during initial implementation of the changes, both the Director of Services and the Agency WISP Administrator will be involved in supervision, which is not accounted for in the budget.

### **Porchlight Permanent Housing Case Management**

**1. Would income be required to enter into these units? If yes, what is the level of income required? Other than amount of income, are there any barriers to entry?**

Yes, income would be required. The units vary from SROs to one-bedroom apartments, and the rent ranges from \$300 - \$525. Porchlight only requires verification that the applicant's income is twice the rent.

Porchlight does complete background checks, and will deny for a sex offense against an adult in the past five years. Since children are not allowed on Porchlight non-family properties, individuals will not be screened out for sex offenses against minors or for sex offenses older than five years.

**2. There is no mention of housing first in the best practice section. Please describe the extent housing first approach will be incorporated into this project including participant selection, provision of case management, and participant termination process.**

Porchlight will employ a housing first approach with this project. There will be minimal barriers to entry, as folks will come from the Coordinated Entry priority list and case managers will contact them ahead of time to ensure their paperwork is ready to go as quickly as possible. We will employ a Harm Reduction philosophy and work with clients toward the goals that they identify. Level of service and services provided are dependent on the individual needs and desires of the client. Porchlight has made a change in the last year to separate housing operations and case management, which allows case managers to be better advocates for their clients.

## **2017 City of Madison Homeless Services RFP Questions for Agencies – Porchlight**

If clients are struggling in housing, case managers do everything they can to reduce harm and prevent lease violations. If clients are behind on rent, the case manager will work with them on budgeting and develop a payment plan for back rent. Porchlight as a landlord gives tenants many chances, including court-ordered payment plans as a last resort. Eviction is a last resort and is avoided in every way possible. Our hope is that with appropriate caseloads and increased training and focus on best practices, we can improve clients' experiences with Porchlight and reduce negative exits.

**3. Is there any plan to leverage other funding sources such as CCS in funding these positions?**

Porchlight's CCS service facilitation team will also work with individuals in some of these units, which is why we requested a grant amount to support three case managers, rather than four. Supplementing services with the CCS team allows us to keep caseloads manageable.

**4. What sites are included in this proposal?**

Nakoosa (non-HUD), Thierer (non-HUD), Warnerview, Sherman, North, Hamilton, Broom, Midvale, Mifflin, and Johnson

**5. "If this program is fully funded, Porchlight's housing department will commit to changing its application procedure entirely and taking referrals from the Coordinated Entry priority list 4-7 score range for all single scattered site permanent housing (101 units)." If this proposal were to be partially funded, how would it change the program description?**

The current proposal is for three case managers serving 101 units at 10 different sites. If we received partial funding, we would reduce staff as well as dedicated units. Because we would first remove the new efficiency apartments, a reduction in one staff member would result in a reduction of 43 units and 2 sites, leaving 58 dedicated units at 8 sites remaining. Two staff members would reduce by another 29 units and 3 sites, leaving 29 dedicated units at 5 sites remaining. Each reduction in staff would therefore reduce client choice and increase wait times for folks on the priority list.

If only some of the scattered site properties are taking from the priority list, Porchlight would keep its current housing application process for the remaining units. Fully funding the proposal will allow us to streamline the process, hire more qualified staff, provide a higher degree of case management, and improve retention among both clients and staff.