

2017 City of Madison Homeless Services RFP Questions for Agencies

All Agencies

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.); and

The CDD funds will be used to fund 1 FTE that is responsible for the prevention and diversion portion of the community's coordinated entry system. It will also be used to provide funding match for the coordinated entry system overall. The coordinated entry system will consist of 5 FTE at four agencies in the community providing prevention, diversion, and permanent housing location and acquisition services to the more than 2000 persons and households that the coordinated entry system will interact with each year. These funds will ultimately enable the coordinated entry system to receive more than \$267,000 annually from HUD.

2. Your agencies' steps toward the inclusion and empowerment of marginalized people in both services provided and employment to provide those services

The coordinated entry system is designed by the CoC, which is called the Homeless Services Consortium (HSC) in Madison/Dane County. The HSC is an open membership organization and is comprised of individuals and agencies interested in preventing and ending homelessness. Members of the HSC are currently experiencing homelessness or have been homeless in the past. Once funded, the coordinated entry system will continue to be reviewed and improved by the members of the HSC, and special consideration will be given to the experience of individuals who have used the coordinated entry system.

Institute of Community Alliances Dane CoC Coordinated Entry

1. Clarify what this funding is for. This funding seems to be duplicative of the funding in the HUD CoC NOFA process. What positions and how many FTEs would the City request fund? Which agencies would hire the staff?

The funding will be used for two different activities. \$26,317 to support 1 FTE who will oversee the prevention component of coordinated entry from January 1, 2018 until the

CoC grant is executed, and \$40,000 will be used as match for the CoC grant once the grant is executed.

The activities are the same as were applied for under the CoC competition. A portion of the City funding will be used prior to start of the CoC grant. The remainder of the CoC funds will be used as match once the CoC grant starts. The CoC grant requires a 25% local match. The City funding is a portion of that match. In order to qualify as match, the activities must be eligible under the CoC grant.

2. In one part of the proposal, one of the staff is referenced as a prevention/diversion coordinator, and in another, as a mediation/prevention position. Is this the same position?

It is the same person. This FTE will oversee the prevention and diversion components of coordinated entry.

3. What is your plan for expending the funds in 2018 if the CoC grant does not start until later in the year? /Why did ICA choose to request funding for the prevention/diversion position instead of a more general CE case manager to fill the gap until their program begins? Is this because other agencies are asking for their CE funds through the City process?

We will expend the funds during 2018. If the grant is not executed until late in 2018, the portion of the City funding that was to be used as match will be used to continue to support the prevention position.

We requested funding to support the prevention position because this component of coordinated entry can operate with one FTE. We did not apply for a more general CE case manager because it would be too difficult to operate the CE system with only one person employed. Regardless of the number of CE employees, the number of persons seeking assistance will be the same. It would be too difficult for one person to handle this level of client inflow and successfully operate coordinated entry without the additional FTE support that will be available with the start of the CoC grant.

4. What portion of the request would be used to meet the required CoC match vs. additional fund to operate CE in 2018 prior to CoC funding kick-in?

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5. Once the CoC funding starts, what would be the ongoing need amount?

The ongoing amount needed from the city will be \$40,000 per year. This is a part of a matching amount to the coordinated entry project, which as a HUD Continuum of Care funded project requires 25% match.

6. What is the plan for after hour needs or calls?

Continua of Care are required to operate coordinated entry systems under the ESG and CoC Program Interim Rules. Earlier this year HUD provided CoCs additional guidance on the requirements of coordinated entry in a Notice Establishing Additional Requirements for a CoC Centralized or Coordinated Assessment System.

From the Notice, Section I. Purpose:

Under the authority of 24 CFR 578.7(a)(8), this Notice establishes new requirements that Continuums of Care (CoC) and recipients of CoC Program and Emergency Solutions Grants (ESG) Program funding must meet related to the development and use of a centralized or coordinated assessment system. It also provides guidance on additional policies that CoCs and ESG recipients should consider incorporating into written policies and procedures to achieve improved outcomes for people experiencing homelessness.

One of the requirements is that the CoC have a plan for access to emergency services outside of the operational hours of coordinated entry. It is the responsibility of the CoC to determine how it will meet this requirement. While ICA and the CE agencies will help in crafting this plan, we cannot do so unilaterally.

This requirement is stated in the HUD Notice, Section B.7 Emergency Services:

Additionally, persons must be able to access emergency services independent of the operating hours of the coordinated entry's intake and assessment processes. Written policies and procedures must:

b. document a process by which persons are ensured access to emergency services during hours when the coordinated entry's intake and assessment processes are not operating and how they will be connected, as necessary, to coordinated entry as soon as the intake and assessment processes are operating.

7. What if HUD funding is received later than expected—what is the backup plan?

If awarded from HUD, the CoC grant will need to be executed by the end of calendar year 2018. ICA is not in a position financially or contractually to implement the full coordinated entry system proposed in the CoC application until the contract with HUD is executed.

8. As a lead agency for the Dane County CoC Coordinated Entry, ICA's presence in Dane County will grow significantly. Is ICA plan on recruiting board members in Dane County?

ICA is not opposed to having a board member from Dane County, but at this time we're not planning on actively recruiting someone specifically from Dane County to fill a position on our board. While it may seem that ICA will play a large role in the HSC to other HSC agencies, ICA has had its Wisconsin administrative office located in Madison since early 2014, with 3.5 FTE employed and living in the city of Madison during that time. ICA will have two staff positions dedicated to work in Dane County – one position will be the new CE manager position; the second is the current Dane CoC HMIS System Administrator, who has been serving an integral role in the CoC for several years. ICA is a national organization, and currently has nearly 60 employees working in 11 different states. While we are interested in having geographical representation on our board, we cannot commit to having a person represent each individual region or city in which we work without a change to the agency's governance charter.