

608-371-WARM

by

Shine608

and



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1. PROPOSAL

a. Overview

Shine608 proposes to operate an information and referral hotline which will simultaneously collect information from callers (referred to as “clients” through remainder of this document) and enter said information into the Homeless Management Information System, Wisconsin Service Point (WISP). The Shine608 line will be staffed at least 4 hours a day, every day of the week, and be able to give information and referrals to the client while gathering standardized information from each client and capturing key individual information. Shine608 staff will also be available for walk-in services initially at the Tenant Resource Center and later at the Day Warming Center, and/or in other locations as determined necessary by the homeless service providers and clients. The information we gather will be stored in two areas: One for data sharing and reporting outcomes (WISP) and the other for tracking longer-term individual client goals. This information will be accessed by Shine608 staff and volunteers* and stored in a secured physical location or in a password-protected electronic file system. All file documents will be made available to a client at any time, at client’s request. When a client receives services from another homeless service provider, Shine608 client files will be transferred upon request to that homeless service provider, in a timely manner. We will complete Releases of Information (ROIs) as needed to ensure appropriate and frequent sharing of information.

The hotline will be staffed 7 days/week at hours identified by the Homeless Services Consortium (HSC). Shine608 will use the phone number **608-371-WARM (9276)** as the hotline number, which is currently in use by members of the homeless community and staffed by volunteers. It was started by the Day Warming Shelter in November 2012 and when the shelter closed, Sarah Gilmore and Z! Haukeness responded to requests from homeless clients that the highly useful number remain active. This Google phone number can follow Shine608 whenever it moves out of Tenant Resource Center. It can be used as a landline or as a mobile phone line and the voicemail system is fully functioning.

*Shine608 will work with Tenant Resource Center staff and several community volunteers, many of whom will be returning community volunteers from this winter’s successful Daytime Warming Shelter which was located at 827 East Washington Ave., managed by Sarah Gilmore and Z! Haukeness (LTE Staff, Porchlight, Inc.) Volunteers are trained in confidentiality/HIPPA, boundaries, Universal Precautions, communication expectations, and other homeless services before accessing client information and assisting in entering data into WISP. Any volunteer or staff who enters data into WISP will complete a WISP training session with the State agency.

The Tenant Resource Center will provide phone back-up services, serve as the fiscal agent for the developing non-profit, and provide limited administrative support, work space, computers, copiers, payroll and accounting services, primarily in the beginning of the grant while Shine608 continues to develop. Shine608 staff will be dealing with needs of clients more in depth while working at the Day Warming Center, so the Tenant Resource Center will take the initial calls and ensure the phone calls are returned in a timely manner.

Additionally, the Tenant Resource Center will enhance its services at the Housing Help Desk and through the Housing Mediation Services where we are in contact with many tenants at-risk of losing their housing, primarily through the Housing Mediation Service where we send postcards to every tenant in Dane County who has an eviction hearing (2,766 tenants at-risk of homelessness in 2012). Every year the Tenant Resource Center provides services to 178 currently homeless persons, 691 persons at risk of homelessness, and counsels 563 persons at risk of eviction (unduplicated with Mediation clients who receive postcards). While in contact with clients who qualify for services for the pilot project, we will provide additional intake services, information and referrals, enter information into WISP, and set up a meeting with Shine608 staff as necessary.

Finally, the Tenant Resource Center staff have been participating in the Coordinated Intake and Assessment Committee since being invited. We worked with Shine608 staff to create and distribute the recent Homeless Survey, with the help of volunteers who were currently and formerly homeless, and also helped compile the results of the survey. We have also started working on a uniform application based on the many applications we have at the Housing Help Desk and we have participated in that small workgroup that assisted in the draft of the uniform assessment and intake tool with other members of the Coordinate Intake and Assessment Committee.

b. Marketing Plan

Shine608 is a concept that Gilmore and Haukeness have been developing for some time with the homeless community and the Homeless Services Consortium, and they will be able to easily gather assistance in spreading the word through their personal and professional contacts. While successfully running the Daytime Warming Shelter, they identified and worked with 104 homeless volunteers, and they will be able to spread the word directly with the homeless community through these relationships. Gilmore has routinely attended the Homeless Services Consortium meetings, acting as the Legislative Committee Chair since 2011; Gilmore has maintained independent participation in the Homeless Services Consortium, as a Concerned Citizen, while not employed by a Homeless Service Provider. Haukeness has formed many relationships within the homeless community through several years as a leader of Operation Welcome Home, which is a strong group of homeless community members and allies. Shine608 will also assist homeless clients who need to complete community service by providing opportunities to advertise Shine608 services and do outreach to homeless communities and/or individuals.

In addition to word of mouth and the work done in the community to be served, we will do extensive outreach to homeless services agencies. Shine608 and Tenant Resource Center staff will do a “world tour” of homeless services, visiting each of the primary agencies where they make referrals to affirm with each agency what referrals are appropriate and to properly prepare the client for that interaction. During this “world tour” we will experience what a client experiences when they visit at each of the agencies so that we can provide better information and referrals and we will educate the staff about the new services available. We will also develop and stock a Shine608 brochure to be left at each of the agencies for staff and clients. The brochure will detail the services 608-371-WARM will provide along with some basic resource information for those new to homelessness. The information provided will need to be brief as it changes frequently, but it will reference the website, walk-in services and phone number that people can call for current information.

Shine608 and Tenant Resource Center staff and volunteers will also develop a website. The website will have basic information about services available to homeless individuals and families. Tenant Resource Center will also modify their website to serve as a link to 608-371-WARM. They will also develop a Google document for staff to share information and referral information that can be updated in real time to make sure Shine608 and Tenant Resource Center staff have shared the most up to date information. This information will be updated as staff learn new information when working with various agencies. This Google doc can then also be shared with staff from other agencies to ensure that they also make good referrals.

Shine608 and Tenant Resource Center staff will work with the Homeless Services Consortium, Coordinated Intake and Assessment Committee, and the Continuum of Care Board of Directors and participate in all their meetings. Staff will provide updates and get input on the services so that we can improve services and ensure that the services are coordinated with other agencies.

In addition to the brochure we will develop business cards that have the number, to be distributed at the Men’s Shelters through Porchlight, the single women’s and family shelter at the Salvation Army, shelters at DAIS, YWCA and The Road Home, as well as outreach workers at Porchlight, Tellurian, Youth Services of Southern Wisconsin, Feeding the State St. Family, Stone Soup, and any other homeless services that would like them.

c. Timeline

July/August

- Develop marketing materials (brochure, card, other materials). - Develop the website.
- Develop information and referral materials to hand out to clients. - Additional staff trained in WISP.
- Train the Tenant Resource Center staff to be able to access Shine608 files. - Organize and begin the “world tour.”
- Investigate other options for using WISP, including the CallPoint feature. - Refine the intake and assessment tool.
- Continue answering and responding to needs and requests from people who continue to call 608-371-WARM on an as needed basis.
- Outreach to homeless services agencies to ensure that the new number is working for them as well as for the clients.
- Continue working with the homeless services committees to update them on progress.
- Develop client complaint system incorporating volunteer mediators to help resolve any conflicts between clients and staff.
- Establish procedures for Shine608 and Tenant Resource Center related to the fiscal agency.
- Develop agency survey to ensure meeting Outcomes in section e.
- Contact past volunteers and get them re-connected to the project and trained where necessary.
- Finish the Google document started by the Tenant Resource Center to ensure referrals are accurate and complete.

September/October

- The regular hours for 608-371-WARM will begin. - The website will go live.
- The google document will be made available to other agencies. - Staff and volunteers will complete the “world tour.”
- Marketing and outreach will continue. - Continue to recruit and train volunteers.
- The hotline will be answered from the Shine608 office at the Tenant Resource Center and walk-in services will begin there.
- Staff will continue working with the committees involved in this project and do presentations about the new services.
- Staff will do an intentional check-in with clients who have used the service to determine if it is meeting their needs (this may be done as a survey or a focus group or face-to-face interviews).
- Tenant Resource Center will begin integrating processes and procedures for the Housing Help Desk and Housing Mediation Service to make sure that those clients also know about Shine608 services and are offered an intake and assessment.
- Continue working with WISP to determine if modifications for our local use are necessary.
- Tenant Resource Center will provide a link to 608-371-WARM on their website.

November/December

- Continue revising information and referral information. - Adjustments to the intake and assessment tools.
- 6 month follow up with clients and service providers to measure outcomes. - Outreach and marketing will continue.
- Shine608 will begin services at the Day Warming Center and move all operations there if granted the RFP for the Day Warming Center.
- Tenant Resource Center staff will continue to provide phone support; Shine608 staff will conduct more face-to-face interviews.
- Staff will again do an intentional check-in with clients who have used the service to determine if it is meeting their needs (this may be done as a survey or a focus group or face-to-face interviews).

- Staff will continue working with the committees involved in this project and seek input about the new services.
- Regular hours for 608-371-WARM will be adjusted as necessary based on input from committees and based on experience.

d. Where pilot project will be housed/unique identity

Shine608 is its own brand. Shine608 has its own designated, private office space within a highly trafficked local social service agency suite at Tenant Resource Center. Shine608 has its own separate signage, letterhead, logo, and posting of mission statement. As Shine608 expands, this project will be able to travel with Shine608 (i.e. when Shine608 moves into its own center).

Once the permanent Day Warming Center opens or Shine608 moves, the **608-371-WARM** number will continue to be the intake and assessment phone number to call. Shine608 will have its own administrative phone number and website and identity separate from the **608-371-WARM** number. The phone number will be used exclusively for this service. The Coordinated Intake and Assessment program will take on its own program name and have dedicated staff time and resources.

e. Outcomes

There are several layers to homelessness and it is not a situation that can be measured solely on outcomes; Shine608 will collect and share data on clients served with the ultimate goals:

Homeless Service Providers will self-report that the Shine608-collected information was already in WISP 75% of the time when the Homeless Service Provider began work with a new client. This will save agency and client time, the client will not have to repeat same basic information over and over while dealing with the crisis of homelessness or threat of homelessness.

Homeless Service Providers will self-report that they had a “heads-up” that a new client was coming their way at least 75% of the time during this project. From Gillmore’s personal experience of both direct-service and Director of Social Services at The Salvation Army of Dane County (2007-2011) Gillmore notes a common experience by homeless families in this community: “I remember leaving one night in 2010 and seeing a family sitting by the main reception area. I knew that Warming House was full and that we were already over what was supposed to be our limit. I stopped and asked the family some basic questions, including ‘How did you get here?’ The family told me that they had contacted a local public agency and that public agency told them to just go to Salvation Army. It was clear the family assumed that they would have a place to sleep that night. It was also clear that that local public agency could have, and should have, contacted us and given us a heads up. This ended with the parents and kids scared, angry, and hungry. We only had sack lunches left, because dinner had ended already. We had to find old mattresses that everyone calls ‘jail mats’ and the family slept in the only open space we had in a hallway, which had an emergency light that we couldn’t shut off and just was awful. I have no idea if the kids stayed awake at school the next day. If we had known earlier in the day, when the family was at the local public agency, we could have avoided all of the fear and trauma and problem-solved.”

75% Target Group clients will be connected to appropriate emergency shelter, case management or other resources by a Homeless Services Provider (HSP) within 3 business days of contacting Shine608 coordinated Intake and Assessment. This is contingent upon the resources and capacity of these HSPs to provide care. A short-term relationship beyond the initial call or face-to-face intake with some clients will be needed to assist them in making the connection from Shine608 to appropriate HSP partners. Shine608 will need volunteers to meet this goal and so Shine608 will work to recruit and train volunteers with an ultimate sub-goal of providing the coordinated intake and assessment service during weekend days (Shine608 available daily). Gillmore and Haukeness will recruit volunteers from within their many personal and professional networks including, but not limited to: Our local homeless community members, UW-Madison; Madison College (MATC); city and rural faith communities; Communities of Color; the LGBTQ community; professional organizations; social service providers, medical/dental provider community, and civic groups.

Clients will self-report (surveys, discussions/dialogues) an increase in feeling of hope. Self-esteem has always been tied into the barriers that keep people in homelessness and also related to behaviors that seem to result in becoming homeless. This is a new goal we, as a whole community, could try with a coordinated intake – making people feel more hopeful about themselves and their situation.

50% of Non-Target Group clients will self-report their self-identified basic needs have been met within 21 days of contacting hotline. Examples: Obtaining State ID and birth certificates, obtaining car seat and learning how to use it, enrolling children in school, obtaining diapers and/or formula, eating meals, getting tampons, seeing a dentist, transportation, or foodshare application.

Madison Police Department (MPD) and Outreach Groups partner with Shine608 on identifying and connecting with homeless clients who are not currently know to Homeless Service Providers. This proposal includes mileage reimbursement as Shine608 would like the option of completing work in vivo. Shine608 is aware that several members of our homeless community are not interested in contacting a HSP or other potential supports for a variety of reasons, including mental illness symptoms. Shine608 would like to be able to travel and visit with homeless people who have been identified by MPD, Outreach Groups, or other homeless people, whom, for whatever reason, are not using the hotline phone number.

Clients whom are reported to be receiving emergency shelter with case management or just case management services with a Homeless Service Provider will not re-contact Shine608 for assistance. In the spirit of local communities keeping Homeless Service

Providers accountable to service provision expectations, Shine608 will record data on clients who contact Shine608 for additional basic needs assistance after being reported to be receiving services from a Homeless Service Provider. The spirit here is the belief that Homeless Service Providers are meeting basic needs and/or providing education on how to use United Way's First Call for Help / 211 number for locating resources and therefore clients do not need to continue contacting Shine608 for these reasons. – Exceptions will be noted and shared, as needed (ex a client speaks Spanish and the Homeless Service Provider does not; Shine608 may be repeatedly involved with client in order to insure communication issues are solved and this will not be recorded as a repeated requested for basic needs assistance).

50% of clients who are at risk of homelessness that are clients of the Housing Mediation Service or Housing Help Desk and qualify for services under the pilot program will be connected to resources through Shine608 to prevent eviction or reduce length of homelessness. Currently the Tenant Resource Center staff focus on eviction prevention funds, the legalities of the eviction process, and mediation as a way to prevent homelessness, but we will provide additional information to everyone being evicted in Dane County to be connected to Shine608 much earlier in the process to prevent or lessen the time that they are homeless.

Long-Range/Ultimate Goals include: Each Homeless Service Provider designates a staff and/or trained volunteer to be that agency's "Coverage" person for the Shine608 Coordinate Intake and Assessment shift. After Shine608 gathers information and performs assessment/"triage", Shine608 will contact the agency's Coverage person directly and transfer the client's call; from the moment a client calls Shine608, that call will be handled until a successful referral and transfer to appropriate agency's Coverage person.

2. Agency and Staff Experience

a. Staff Qualifications

Shine608 - Sarah Gillmore made her name while changing culture of service delivery of The Salvation Army social services department upon her return to Madison in the end of 2007. Achievements include but are not limited to: competent grant writing and reporting (Federal, State, local, civic, faith-based, and academic), competent Wisconsin Service Point (WISP) user and reporter, competent steward of public monies for homeless services provision, competent ethical decision maker, strong communicator, and reliable colleague. Gillmore effectively and comprehensively made the change from a first-come, first-serve stand in line for our community's emergency family shelter, Warming House, to that of a safer, call-in/get a call-back system; this won Gillmore several local awards for her strong communication and follow-through. Gillmore has been and continues to be an active member of the Dane County Homeless Services Consortium (HSC); currently serving as Chair of the Legislative Committee and former Chair (2010). Gillmore was instrumental in developing the HUD supported House-ability and United Way sponsored Rapid Rehousing, Housing First program in our community. Gillmore still acts as a volunteer consultant. Gillmore's reliable and accurate communication and reporting have received regular public commendations, including most-recently at the City-County's Homeless Issues committee for her steadfast and reliable communication while managing the Daytime Warming Shelter (Winter 2012-2013). Gillmore has also worked with several homeless services providers, including The Road Home Dane County (as an LTE direct service provider on Madison's north-side in Vera Court; she retains relationships with that neighborhood); she worked as an LTE with Porchlight, Inc. for the Daytime Warming Shelter and maintains ties with that large service provider.

Z! Haukeness has been a direct service provider and service manager for homeless or low income families and individuals for the past 9 years. Z! started this work at Head Start (Dane County Parent Council) as a Family Outreach Worker in 2004. There ze did intake, assessment, and case management with strength based goal setting to improve living situations for families with pre-school children. For the past 5 years ze has managed temporary and permanent housing units with Operation Welcome Home serving 32 adults and 13 children. These projects were based on a housing first model of securing housing for single adults and families then working with them to attain self-sustaining resources to maintain permanent housing. Most recently ze worked closely with Gillmore to manage the Daytime Warming Shelter. Ze assisted clients with referrals, and short term case management, as well as volunteer coordination, leadership development, community justice programming, and other program operations.

Gillmore and Haukeness have proven in a few short months with the Daytime Warming Shelter that they are able to, effectively market themselves and attract clients both within and outside of the Target Group of homeless people in our community; work was honored by the City of Madison on March 19, 2013:

NOW THEREFORE BE IT RESOLVED that the Mayor and Common Council honor and congratulate the Daytime Warming Shelter for its successful 2012-2013 operations.

Tenant Resource Center - Brenda K. Konkel has been the Executive Director of the Tenant Resource Center for 18 years and has another 4 years experience working for the agency. She has served on the Board of Directors of multiple other non-profits, contributed to starting several non-profits (Social Justice Center, Occupy Madison) and has extensive experience in all aspects of running a non-profits including budgeting, grant writing, grant administration, staffing and personnel issues, starting new programs (mediation, 800#, housing help desk, Milwaukee office), running multiple offices and locations (Housing Help Desk, Campus, Milwaukee) including supervising off-site staff and running multiple daily programs. She also has a vast amount of other experience, including graduating from UW-Madison Law School in 1993, owning her own solo law practice for 2 years, being a trained mediator, helping develop the

Social Justice Center, serving on the Madison City Council for 8 years, helping run a community access television station and volunteering at Bubbles (homeless laundry service) and with Occupy Madison (working directly with homeless persons to help make them self-sufficient and allowing them to direct their own services to meet their needs.)

Anders Zanichkowsky became a housing counselor at Tenant Resource Center in 2009, joined the staff as a program assistant in 2011, and was promoted to Program Director in 2013. In 2008 he graduated from Hampshire College where he was a campus activist and volunteer coordinator for reproductive and racial justice through the Civil Liberties and Public Policy Program. He is an active speaker and writer in Madison's LGBTQ community, has trained locally with the Groundwork anti-racist collective, formerly worked in non-profit development for AIDS Network, and has presented at social justice conferences in Massachusetts and Georgia.

Other Tenant Resource Center staff have had 12 hours of training to be housing counselors they are fully trained in housing law, most critically for homeless or at-risk of homelessness persons in the areas of eviction and ending leases, as well as discrimination and application issues for people looking for housing. They are also trained to work at the Housing Help Desk where they provide eviction prevention funds, help people apply for subsidized and affordable housing, assist in information people need for housing searches and make referrals to many agencies. This staff is bilingual in either Spanish or Hmong.

b. Non-profit experience

Shine608 is in process of incorporation. During the processes of incorporation and future planning, Shine608 will be completing the Coordinated Intake and Assessment, and other Shine608 work, out of our designated office/space located within Tenant Resource Center. Tenant Resource Center is Shine608's fiscal sponsor only and Shine608 functions independently with no formal decision making from the Tenant Resource Center staff or board of directors. However, Shine608 will be contracting with the Tenant Resource Center for services.

Shine608 Mission Statement: "To expand opportunities for neighbors in Madison and Dane County, Wisconsin, to recover from, or avoid, homelessness" **Shine608 Primary Staff Members:** Sarah Gillmore, CRC and Z! Haukeness

Tenant Resource Center - The Tenant Resource Center has been a non-profit since 1980. We have served an average of 53,623 tenants through our housing counseling services for the past 10 years. During that time period we served an additional 35,732 people at the Housing HelpDesk (started in 1998) and another 4,083 persons through the Housing Mediation Services (started in 1995). Each year we serve 178 people who are recently or currently homeless and 691 persons at risk of homelessness. Since October 2011 over 150,000 people have visited our website for information, and we each year we provide training for landlords and service providers in housing law. **Tenant Resource Center Mission Statement:** The Tenant Resource Center is a nonprofit, membership organization dedicated to promoting positive relations between rental housing consumers and providers throughout Wisconsin. By providing information and referrals, education about rental rights and responsibilities, and access to conflict resolution, we empower the community to obtain and maintain quality affordable housing. **Tenant Resource Center Primary Staff Members:** Brenda K. Konkol, ED; Anders Zanichkowsky, Program Dir.; Giovanni Lopez & Yvonne Geerts, Housing Resource Specialists; Cristina Lor, Office Manager, Website Designer and Trained Housing Counselor.

c. Financial Capacity

While Shine608 is still getting started as a non-profit, the Tenant Resource Center has the capacity to share space, copiers, phones, computers and other infrastructure as well as to serve as the fiscal agent for Shine608 to provide payroll and accounting services. If Shine608 is successful in getting the RFP for the Daytime Warming Center, they will then also have free rent from Dane County and will be able to share infrastructure costs with that program.

The Tenant Resource Center has been funded by the City of Madison since 1980. It has been getting ESG (federal money) since 1995 and is familiar with compliance issues involved with federal funding. Tenant Resource Center has also received federal funding from HUD independently from the City or County off and on since 1998 and has been a HUD approved housing counseling agency. It has been funded by the County since 1998. The Tenant Resource Center has also been funded by UW-Madison, State Division of Housing, State Division of Health Services, and has been successful in getting grants from Dane County Bar Association, the Leck Grant and many other smaller grants. Additionally, the Tenant Resource Center is able to fund its programs by selling books, teaching seminars and fundraising. This funding is xx% of our budget.

A strong component of both Shine608 and the Tenant Resource Center is the large numbers of volunteers that we work with. Shine608 has a strong network of volunteers from its work at the Daytime Warming Center. The Tenant Resource Center has over 25 volunteers that provide housing counseling, office assistance and mediation services. These volunteers are critical to the daily functioning of both of the services and allow us to reach and serve many more clients than the staff alone is able to. Additionally, they bring a wealth of knowledge of the community to the services and as stakeholders, are able to help in networking for fundraising efforts as well. We believe that with the combined broad base of networks we have, the growing awareness of homelessness issues and past fundraising efforts we have done, we have a strong base to additionally fundraise for this program and our clients needs as necessary. Additionally, the collaboration between Shine608 and Tenant Resource Center has gotten major donations (pledge \$25,000) from private donors in 2012.

3. Collaboration

a. Collaboration with other community resources

The staff listed above have worked closely with and developed relationships with many community agencies, service providers, leaders, and community members over the years of work related to housing and homeless service providing. Gilmore's work with the Homeless Services Consortium has given her the chance to build close working relationships with Homeless Services Consortium agencies across the City and County. At the Daytime Warming Shelter Gilmore and Haukeness connected closely with many agencies both on-site and off-site. Examples include: Briarpatch in-reach and case-management, Outreach mental health and AODA intake and case management, Second Harvest Foodshare Specialists providing intake and Foodshare renewals, League of Women Voters for birth certificates and IDs, Feeding the State Street Family providing clothing and other hardgoods, Trac Phone to sign people up for free phones, Legal Action Wisconsin for legal support, St. Vincent De Paul for prescription support and food pantry, to name a few.

We will be communicating City-wide via Sarah Gillmore's professional networks she has developed, strengthened and maintained through her work with Madison Metropolitan School District (MMSD), including their homeless workers with the federally mandated, Transition Education Program (TEP). Through consulting and presenting with MMSD-TEP, Gillmore has met and developed relationships with County-wide school social workers who perform their district's TEP program. Additionally, County-wide, Gillmore expanded a County-wide faith network and local action teams while working at The Salvation Army; all of these teams include a social worker from Dane County Human Service's Joining Forces for Families (JFF) - this network encompasses several other networks, including Sheriff department and local police officials in the rural Dane County. This will allow for a communication flow in re: learning of people being served eviction notices and/or, ideally, about to be, with goal of prevention. Finally, Gillmore operates a food pantry on Madison's south side which allows for access to the entire Dane County Food Pantry Network and south-side communities.

The Tenant Resource Center also works closely with the Joining Forces for Families Social Workers, Hasan at the Hospitality House, Community Action Coalition and faith communities through eviction prevention activities through the Housing Crisis Fund. We work closely with Legal Action of Wisconsin making direct referrals to their staff when appropriate. We also work directly with landlords that receive funds from the Housing Crisis Fund. The Tenant Resource Center also has trained many landlords and service providers in housing law in Dane County. Finally, the Tenant Resource Center is also a member of the Homeless Services Consortium and has been for at least 15 years.

Konkel, through her work with Occupy Madison and other volunteer activities is also plugged in to the grassroots group of volunteers that are involved with groups such as Feeding the State St. Family (meals and homeless outreach), Karen Andro at First United Methodist Church, Pastor Allison and Mark Wilson at Bethel Church, Stone Soup (outreach), Project Babies (clothes, car seats, etc) and Donna Asif at Bubbles (laundry). This group of people provide a lot of practical daily assistance to people such as showers, meals, personal care items, blankets and sleeping bags, boots, etc. The people that these folks help are largely not connected to traditional homeless services such as those provided by agencies in the Homeless Services Consortium.

The list is long and Gilmore and Haukeness as well as Tenant Resource Center staff are well known in the service providing community and have relationships to streamline efficient collaboration. It is also important to note that Gilmore and Haukeness have developed an extensive community of volunteers they are able to call upon to support a variety of needs for their efforts.

b. Efforts to connect with mainstream resources

In addition, Gilmore and Haukeness worked closely with mainstream agencies to bridge homeless people and these resources. Examples include: Porchlight men's shelter and transitional housing programs, the Salvation Army's night shelter, warming house and transitional housing, the YWCA housing programs, CDA and other subsidized housing, Journey Mental Health including Crisis. They also worked closely with the Madison Police Department (MPD) to avoid unnecessary ticketing and unnecessary work for MPD, as well as connect engage them as a resource to support homeless people and people with mental health issues to be connected to resources such as Crisis.

Additionally, through her volunteer services, Konkel has assisted in getting people connected to resources like Journey Mental Health for mental health and AODA services, Crisis for emergency situations, ABC for Health and Legal Action of Wisconsin for help applying for SSDI, various AODA treatment programs, Access Health Services for dental and medical services, helping get to WIC appointments, assisted in applying for FoodShare on-line, assisted in getting low-income bus passes, assisted in getting assistance in writing resumes and applying for jobs and many other mainstream resources necessary for daily living.

c. Quantify collaboration efforts

Between Shine608 Staff and TRC staff the list of past and potential collaborators throughout Dane County is in the hundreds. The core collaborating organizations at the Day Warming Shelter were around 25. These were agencies that provided on-site services or were daily or weekly collaborators in providing services for the clients of the Day Warming Shelter and will be continued collaborators for the Coordinated Intake and Assessment program.

Activities	2013	2014 Total	
One Time Start-up Costs (quantity description)			
a. Marketing	\$6,000		\$6,000
b. TRC material development & support (July - Dec)	\$10,000		\$10,000
c. Shine608 staff salary (2 FTE starting July 15, 2 FTE Aug)	\$7,480		\$7,480
d. Staff taxes and benefits	\$1,398		\$1,398
e. Computer donation from Tenant Resource Center (12)	\$0		\$0
f. Office Supplies/Copies/Computer Printer/Misc	\$5,000		\$5,000
Start-up Costs Subtotal	\$29,878		\$29,878
Staff (quantity description)			
a. Shine608 Coordinator (.5 FTE)	\$6,300	\$19,282	\$25,582
b. Shine608 Assistant Coordinator (.5 FTE)	\$5,600	\$17,139	\$22,739
c. Tenant Resource Center phone support (.5 FTE)	\$5,250	\$16,078	\$21,328
d. Tenant Resource Center Administrative Support (.125 FTE)	\$1,225	\$3,775	\$5,000
e. Staff taxes and benefits	\$2,120	\$5,152	\$7,272
Staff Subtotal	\$20,495	\$61,426	\$81,921
Operations (quantity description)			
Space			
a. TRC rental to Shine608 -for start up (rent, phone, computers, copier)	\$1,000	\$0	\$1,000
b. TRC space til Warming Shelter Opens (Sept, Oct)	\$1,000	\$0	\$1,000
c. Warming Center Rental	\$0	\$0	\$0
d. TRC rental for TRC staff	\$600	\$1,200	\$1,800
Supplies			
a. Office Supplies	\$2,000	\$5,000	\$7,000
b.			\$0
c.			\$0
d.			\$0
Operations Subtotal	\$4,600	\$6,200	\$10,800
Other (quantity description)			
a. Phone/Internet	\$1,000	\$3,000	\$4,000
b. Copier	\$700	\$4,200	\$4,900
c. Marketing	\$2,500	\$4,500	\$7,000
d. TRC phones, copier, etc for TRC staff	\$800	\$2,400	\$3,200
e. Service Point Fees	\$500	\$500	\$1,000
f. Milage	\$1,000	\$3,200	\$4,200
Other Subtotal	\$6,500	\$17,800	\$24,300
Total Budget	\$61,473	\$85,426	\$146,900