

Response to RFP # 8282-0-2013/SW
Coordinated Intake and Assessment Proposal

Employment & Training Association, Incorporated

1819 Aberg Avenue

Madison, WI 53704

Jon Danforth, Executive Director

(608) 242- 7527

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1. Proposal

a. Overview of Program Design, Staffing & Persons Served

The Employment & Training Association (EATA) will follow 24 CFR part 578 Homeless Emergency Assistance and Rapid Transition to housing Continuum of Care Program Regulations, which is to create a centralized needs-based assessment system to coordinate program participant intake, assessment and referrals in Dane County, Wisconsin. This coordinated system of intake will be easily accessible to individuals and families with children who have been homeless for less than 6 months.

In order to qualify, participants must be:

1. Living in Dane County at the time of their first call for assistance; and
2. Be literally homeless; or
3. Are imminently homeless (within 14 days will lose their nighttime residence); or
4. Are fleeing domestic violence, sexual assault, stalking or other violence against the persons in the household.

All households will be screened for compliance with HUD's definition for homelessness or at-risk of homelessness, since many service programs receive HUD funding.

EATA proposes 1.6 FTEs to staff the call center and respond to the needs of the community, through the mobile unit. EATA plans on hiring staff that can quickly and efficiently triage each call or appointment and make arrangements for that individual or family to either prevent or shorten their homelessness, or their time in emergency shelters.

b. Marketing Plan

EATA proposes to name this Coordinated Intake & Assessment effort STOP Homelessness; which stands for: Services for Transition Or Prevention of Homelessness. Public Service Announcements will be created and widely distributed. STOP Homelessness will have a website for information in addition to its call center. STOP Homelessness marketing materials will also be widely distributed throughout Dane County to help those outside of the metropolitan area access information and services.

STOP Homelessness services will be widely advertised to existing partners through e-mails, presentations to various Dane County staff and consortia, Job Center Partners, Probation and Parole Officers, Day Reporting Center, Joining Forces for Families & Early Childhood Initiative staff, United Way's call center staff, School District Homeless Coordinators, as well as Libraries, Churches and Community Centers. The STOP Homelessness lead staff will also use local news and radio programs to get the message out about the new system for referrals.

c. Implementation Timeline

- May 6, Proposal due
- May 9, Presentation to Community Development Division
- June 6, Approved
- June 7- July 5
 - Post positions/hire staff
 - Creation of Public Service Announcements
 - Website creation
 - Google account created
 - Marketing materials created- posted to website
 - Presentations to community groups and partners
 - Train homeless service providers in using Google cloud
 - July 8, STOP Homelessness call center & mobile unit open for business
- On-going:
 - Weekly visits to locations outside the Madison metropolitan area, such as Sun Prairie, Verona, Stoughton, etc.
 - Monthly review of the Intake & Assessment process during Homeless Service Provider meetings with suggestions for better service delivery
 - Quarterly reporting of the numbers of individuals served

d. Program Housed & Project Identity

STOP Homelessness will be based out of the EATA offices located at the Dane County Job Center and will offer a mobile unit that will provide services at homeless shelters in Madison, as well as locations outside of the metropolitan area on a weekly basis.

Program identity will be ensured several ways. The Employment & Training Association is accustomed to having staff mostly identified with either the programs or locations they serve, as opposed to being identified with our agency. The best way to currently illustrate this is that approximately 2/3 of EATAs staff are known as WorkSmart staff; the name associated with the Workforce Investment Act (WIA) services for South Central Wisconsin. Staff introduce themselves, answer their phone, have business cards, marketing materials and signatures on their e-mails that identify them as WorkSmart staff. The WorkSmart logo is the only one associated with them. The second example is when the Dane County Job Center first opened its doors, again all staff at that time were to use the Job Center logo on business cards, letterhead and answer the phone in that manner.

The program identity will be marketed with its own logo, website and marketing materials. The Homeless Service Consortium and STOP Homelessness will also work out of a single Google cloud to ensure after intake and assessment that referrals are made to the programs that make the most sense for that individual or family.

The Employment & Training Association has been using a Google cloud in WorkSmart since 2008 and it allows more than one user, from different agencies to actually enter key information into the system at the same time. This transparency in reporting means truly just-in-time data is seen, collected and acted upon. The other beauty of the system is its flexibility; some areas remain protected as "read only," while in other areas rights to enter information can be used.

e. Anticipated Outcomes & Source of Data

In addition to the use of WISP, the Homeless Service Consortia and STOP Homelessness will also use a Google cloud to collect just in time data in order to allow front-line staff to make the best referral for that person or family. So in addition to the data collection on demographics, etc. that is already collected in WISP, by using this new technology, anticipated outcomes are as follows:

- More realistic & detailed view of the Dane County at-risk of homelessness and those who are homeless population.
- Data collected will allow government agencies to identify needs and target funds.

- Streamlined referral process will allow staff at all agencies to work more efficiently; providing the actual service instead of time inputting data.
- Reduce customer frustration of having to call or go to multiple sources for services, thus saving what little resources they do have.
- Reduce waiting lists – once a person is placed, the system will be able to remove the person’s name/household from multiple lists at a time.
- Shared data for all consortia members.
- Use of the Google cloud is flexible to allow more data to be collected without adding to the cost of programming, so can easily collect and supplement the data of WISP.

2. Experience of Agency and Staff

a. Staff Qualifications

The Employment & Training Association has several key staff members who have experience in providing assessment, advocacy and case management skills for the Intake and Assessment Coordination positions. These are seasoned professionals who have worked in Emergency Assistance, Early Childhood Initiative, W2, FSET and WIA programming and know how to work with people in crisis to move them into a place of hope while helping them to access services.

b. Experience

The Employment & Training Association has been in existence since 1966 and has participated in and administered local, state and federal programs over the years. EATA has worked with homeless individuals directly in such programs as: W2, FoodShare, Homeless Employment Support Program, WIA, Youth Opportunities, Re-Entry Program for ex-offenders and Children First. EATA processed Job Access Loans for rent or security deposits for 20 years as well as administering the Emergency Assistance program in Dane County. Through the administration of these programs comes experience in timely, accurate reporting of confidential information to both federal and local agencies. EATA participates in annual audits of all of the programs it administers both from the funding agents, but also through the single audit process.

c. Agency Capacity & Financial Capability

EATA has never in all of its 47 years had an audit exception for any of its single audits. Each year an independent audit is conducted by an outside agency to monitor our fiscal integrity. EATA can produce fiscal audits from WIpfli for

review as needed and will provide its last audit if granted the Coordinated Intake and Assessment program.

3. Collaboration

a. Community Collaborations

Since 1966, EATA has been providing employment and training programming and services to Dane County's economically disadvantaged youth, adults, families and homeless. EATA has provided these services in multiple locations including the Dane County Job Center, low income neighborhoods, community centers and in locations where the homeless population is served. EATA has long fostered collaborations with Dane County partner agencies in order to best serve the residents of Dane County. EATA has done this through its job placement, job training and work programs and has been instrumental in developing specialized curriculum for the economically disadvantaged, as well as the culturally and linguistically diverse. Programs that EATA has administered include: the Homeless Employment Support Program, Locally Matched Child Care (LMCC)/Latino Respite Program, WIA Funded programming (Low Income Adult, Low Income Youth, Dislocated Worker Program), Children First (another Deferred Prosecution program), Wisconsin Works (W2), the Corrections Re-Entry Program, Food Share Employment and Training (FSET), the Early Childhood Initiative Project (ECI) and various specialized programs for English Language Learners, such as the Cuban Refugee Program, the Kosovar/Albanian Refugee Job Placement and Community Integration Program; El Contacto Latino, and the Hmong Employment and Training Program.

Presently, EATA is the primary vendor for the Workforce Investment Act (WIA) program contracting with the Workforce Development Board of South Central Wisconsin. This program provides employment and training services to low income adults and youth, in addition to dislocated workers throughout the six county workforce development area. EATA also contracts with Dane County Human Services to operate the Children First Program; a court ordered, deferred prosecution employment and training program for non-custodial parents. Additionally, EATA contracts with Madison Urban Ministries to operate the FSET Re-Entry Program serving individuals with criminal backgrounds, as they reintegrate into the community from prison. Finally, EATA is a vendor for the Division of Vocational Rehabilitation providing training, assessments, job placement and job coaching services to individuals with disabilities within the six county workforce development area.

Because of EATAs long-standing presence in Dane County and the partnerships we have with the agencies mentioned above, collaboration is second nature to our staff. The central focus while training front-line case management staff is to meet the customer's needs. Since we can't provide everything to all customers, collaboration is the key to ensure that customers receive wrap-around services. EATA believes this Coordinated Intake and Assessment project will streamline the process dramatically for those in a housing crisis and fully supports this initiative.

b. Resource Connections

Working out of the Dane County Job Center allows the STOP Homelessness team to walk folks down the hall to get them hooked up to other services such as: Emergency Assistance grants, the Tenant Resource Center, W2, FoodShare, DVR services. Working out of neighborhoods allows us to connect folks with JFF, ECI, START in Stoughton, the Sunshine Place in Sun Prairie, Porchlight, the Salvation Army, Grace Lutheran, Nehemiah, MUM, the Urban League, Centro Hispano and Central Guadalupe. EATA will use the resources available in the customers community to assist them in accessing the services they need; when necessary staff will access 211 for additional information.

c. Quantified Collaborations

EATA collaborates with the following Homeless Services Consortium members in the following ways:

	Porchlight, YWCA, Salvation Army, Road Home	DAIS, Seton House, Briarpatch, Elizabeth House	CDA, Housing Initiatives, CAC	Tenant Resource Center, Fair Housing Center	Tellurian, Journey Mental Health, ADRC	Veterans Services	DCHS, CDBG, W2/EA, JFF, ECI Center/Families	Aids Network, Aids Resource Center
Housing/ Homelessness	x	x	x	x		x	x	
Human Services	X	x	x		x	x	x	x
Employment/ Work Experience	x	x	x			x	x	X
Mental Health/AODA	x	x			x	x		x

4. Budget

Activities	2013	2014	Total
One Time Start-Up Costs (quantity description)			
a. Advertisement Production for Public Service Announcement	2,000.00		2,000.00
Start-up Costs Subtotal	2,000.00		2,000.00
Staff (quantity description)			
a. 1.60 FTE staff	26,047.00		26,047.00
b. Administrative Wages	2,981.00		2,981.00
c. 1.60 FTE staff		55,324.00	55,324.00
d. Administrative Wages		6,702.00	6,702.00
e. Payroll Taxes and Staff Fringe	9,453.00	21,323.00	30,776.00
Staff Subtotal	38,481.00	83,349.00	121,830.00
Operations (quantity description)			
Space			
a. 2 cubicles at \$125/month x 5.5 months x 2 staff	1,444.00		1,444.00
b. Admin allocation based on non admin staff	116.00		116.00
c. 2 cubicles at \$125/month x 5.5 months x 2 staff		3,150.00	3,150.00
d. Admin allocation based on non admin staff		263.00	263.00
Supplies			
a. Program: \$136.36/month x 5.50 months	750.00		750.00
b. Admin: \$7.636/month x 5.50 months	42.00		42.00
c. Program: \$140.00/month x 12 months		1,680.00	1,680.00
d. Admin: \$4.583/month x 12 months		55.00	55.00
Operations Subtotal	2,352.00	5,148.00	7,500.00

Other (quantity description)			
a. Liability and Bonding Insurance	116.00	269.00	385.00
b. Payroll & Professional Fees	244.00	450.00	694.00
c. Audit & 990 Preparation	282.00	606.00	888.00
d. Communications	606.00	1,212.00	1,818.00
e. Staff Travel	3,408.00	7,240.00	10,648.00
f. Software & Miscellaneous	295.00	590.00	885.00
g. Equipment	252.00		252.00
Other Subtotal	5,203.00	10,367.00	15,570.00
Total Budget	48,036.00	98,864.00	146,900.00

Budget Narrative 2013

START-UP COSTS: PSA and Advertising **2,000.00**
ADMINISTRATION: 9.80%

Personnel

Executive Director @ \$63,960.00/year x 2.207% 1,411.500
Fiscal Coordinator @ \$58,188.48/year x 2.697% 1,569.500
Total Admin Wages **2,981.00**

Payroll Taxes and Staff Fringe: 37.50% 1,118.00
Total Admin Personnel **4,099.00**

Operations

Space: \$19.33/month x 6 months 116.000
Supplies: \$7.00/month x 6 months 42.000
Total Operations **158.00**

Other

Liability and Bonding Insurance: \$13.455/month x 5.5 months 74.000
Payroll & Professional Fees: \$12.545/month x 5.50 months 69.000
Audit & 990 Preparation: Revenue based Allocation (1/2 yr)

	282.000
Communications: \$1.09/month x 5.50 months	6.000
Travel: \$3.273/month x 5.50 months	<u>18.000</u>
Total Other	449.00
Total Administration Budget	4,706.00
<u>PROGRAM: 90.20%</u>	
<u>Personnel</u>	
Team Leader: \$57,342.58/year x 10.00%	2,867.00
Specialist: \$16.00/hours x 40 hours/week x 24.40 weeks	15,616.00
Specialist: \$15.50/hours x 20 hours/week x 24.40 weeks	<u>7,564.00</u>
Total Admin Wages	26,047.00
Payroll Taxes and Staff Fringe: 32.00%	<u>8,335.00</u>
Total Admin Personnel	34,382.00
<u>Operations</u>	
Space: \$125.00/cube x 2.10 staff x 5.50 months	1,444.00
Supplies: \$136.36/month x 5.50 months	<u>750.00</u>
Total Operations	2,194.00
<u>Other</u>	
Liability Insurance: \$7.636/month x 5.50 months	42.00
Payroll & Professional Fees: \$31.82/month x 5.50 months	175.00
Communications: \$100.00/month x 5.50 months & Setup	600.00
Travel: 250 miles/week x 24.00 weeks x \$0.565/mile	3,390.00
Equipment & Software	<u>547.00</u>
Total Other	4,754.00
Total Program Budget	41,330.00
GRAND TOTAL	48,036.00

Budget Narrative 2014

ADMINISTRATION: 10.58%

Personnel

Executive Director @ \$63,960.00/year x 5.149%	3,293.500
Fiscal Coordinator @ \$58,188.48/year x 5.858%	<u>3,408.500</u>
Total Admin Wages	6,702.00
Payroll Taxes and Staff Fringe: 37.50%	<u>2,513.00</u>
Total Admin Personnel	9,215.00

Operations

Space: \$21.916/month x 12 months	263.000
Supplies: \$4.583/month x 12 months	<u>55.000</u>
Total Operations	318.00

Other

Liability and Bonding Insurance: \$14.083/month x 12 months	169.000
Payroll & Professional Fees: \$8.50/month x 12 months	102.000
Audit & 990 Preparation: Allocated based on revenue	606.000
Communications: \$1.00/month x 12 months	12.000
Travel: \$3.00/month x 12 months	<u>36.000</u>
Total Other	925.00

Total Administration Budget 10,458.00

PROGRAM: 89.42%

Personnel

Team Leader: \$57,342.58/year x 10.00%	5,734.00
Specialist: \$16.00/hours x 40 hours/week x 52.20 weeks	33,408.00
Specialist: \$15.50/hours x 20 hours/week x 52.20 weeks	<u>16,182.00</u>
Total Admin Wages	55,324.00
Payroll Taxes and Staff Fringe: 34.00%	<u>18,810.00</u>
Total Admin Personnel	74,134.00

Operations

Space: \$125.00/cube x 2.10 staff x 12 months	3,150.000
Supplies: \$140.00/month x 12 months	<u>1,680.000</u>
Total Operations	4,830.00

Other

Liability Insurance: \$8.333/month x 12 months	100.000
Payroll & Professional Fees: \$29.00/month x 12 months	348.000
Communications: \$100.00/month x 12 months	1,200.000
Travel: 250 miles/week x 51.00 weeks x \$0.565/mile	7,204.000
Equipment & Software	590.000
Public Service Announcement Production	
Total Other	9,442.00

Total Program Budget 88,406.00

GRAND TOTAL 98,864.00

Letters of Support



Dane County Department of Human Services
Division of Economic Assistance and Work Services

Director – Lynn Green
Division Administrator – Amy Mendel-Clemens
Job Center, 1819 Aberg Avenue, Madison, WI 53704
PHONE: (608) 242-7400 FAX (608) 242-7410

JOE PARISI
DANE COUNTY EXECUTIVE

May 3, 2013

Sue Wallinger, Grants Administrator
City of Madison
Community Development Division
Madison Municipal Building, Suite 225
215 Martin Luther King, Jr. Boulevard
Madison, WI 53701

Dear Sue:

I am writing in support of a proposal submitted by the Employment and Training Association (EATA) responding to Dane County's need for a Coordinated Intake and Assessment process that provides timely responses to Homeless or At-Risk Persons in housing crisis.

Dane County has partnered with EATA for many years in an effort to achieve the employment and training goals of our programs. Through their efforts, EATA has worked closely with Dane County's homeless population and has developed a strong understanding of their needs, resources and homeless prevention services. In addition to serving homeless customers through W2 and the FoodShare Employment and Training program, EATA has always reached out to other homeless and housing providers to serve their customers in common. EATA has administered prevention services including Emergency Assistance (2004-2009), the Homeless Employment Support program (2008-20010) and Job Access Loans (2003-2009).

In addition, EATA has a long history of service provision and collaboration. This provides great potential for success. Please let me know if I can be of any further help in your consideration of EATA's proposal.

Sincerely,

Amy Mendel-Clemens
Division Administrator - EAWS
Dane County Human Services

JOB CENTER
1819 Aberg Ave., Suite D
Madison, WI 53704-4258
(608) 242-7400
(608) 242-7410 FAX

SOUTH MADISON OFFICE
2322 S. Park St.
Madison, WI 53713-1918
(608) 261-9900
(608) 261-9914 FAX

STOUGHTON OFFICE
125 Veterans Rd.
Stoughton, WI 53589
(608) 873-5636
(608) 873-9752 FAX

SUN PRAIRIE OFFICE
1460 W. Main St.
Sun Prairie, WI 53590-1890
(608) 837-7380
(608) 837-4399 FAX

Department of Workforce Development
Division of Vocational Rehabilitation
Dane County Job Center
1801 Aberg Avenue
Madison, WI 53704
Telephone: (608) 242-4800
Toll Free: (800) 422-7138
Fax: (608) 242-4869
TTY: (608) 242-4868
Email: DVR@dwd.wisconsin.gov



Scott Walker, Governor
Reginald J. Newson, Secretary
Michael A. Greco, Division Administrator

May 3, 2013

Sue Wallinger, Grants Administrator
City of Madison
Community Development Division
Madison Municipal Building, Suite 225
215 Martin Luther King Jr. Blvd
Madison, WI 53701

Dear Sue,

I am writing this letter in support of the proposal submitted by Employment and Training Association (EATA) for a Coordinated Intake and Assessment process that provides timely responses to Homeless or At-Risk Persons who are in housing crisis.

As in previous years, EATA continues to collaborate most effectively with the Division of Vocational Rehabilitation (DVR). EATA's management and staff have proven to be excellent collaborators and partners. Their interactions with DVR staff and consumers in a variety of settings are consistently consumer-centered, helpful, and appropriate.

EATA is a community based organization whose long standing presence in Dane and the surrounding counties brings with it expertise, competence, reliability, programmatic responsibility, and above all an ability to communicate effectively at all levels, and in particular with low income and traditionally underserved populations.

As a DVR Provider of Job Development Services, and a DVR Provider of Occupational Skills Training; and as a former provider of Emergency Assistance, Homeless Employment Supports, and Job Access Loans, their potential for success in responding to Dane County's need for a Coordinated Intake and Assessment process is most likely.

I strongly recommend the Employment and Training Association's proposal. Please let me know if I can offer any additional information.

Sincerely,



Leslie Mirkin,
WDA Director