

2017 City of Madison Homeless Services RFP Questions for Heartland Health Outreach

Specifically how the City CDD funds will be used in the program

The CDD funds, if awarded to Heartland Health Outreach, would be used to supplement the costs of supporting chronically homeless individuals and homeless veterans in permanent housing, preventing return to homelessness, improving health and decreasing the individuals' use of expensive public resources in Madison and Dane County.

Specifically, the funds would be used to pay the difference between the cost of the package of services required to serve 60 formerly homeless individuals in supportive housing and the amount of funding that can be earned through the billing of Medicaid (Comprehensive Community Services and Targeted Case Management).

Your agencies' steps toward the inclusion and empowerment of marginalized people in both services provided and employment to provide those services. If funding permits, HHO will add a Certified Peer Specialist to the team with lived experience similar to the residents of the property. HHO is also seeking to collaborate with local agencies such as Employment Resources, Inc. to assist Rethke residents with screening and connection to benefits and employment resources.

Heartland Health Outreach Rethke Terrace Apartments Supportive Services

1. Provide a breakdown of the funding request for personnel

The overall request is \$126,362. Breakdown: Salaries and benefits (\$99,917); and the remainder is allotted to indirect costs, including support for residents and administrative costs (\$26,445). The total amount of our request adds the costs of personnel (4.15 FTE employees) for all services together, subtracts the amount we project to earn from CCS and Medicaid's TCM, less the amount being provided by Dane County. (\$25,000 grant)

2. Clarify that these funds will add one additional staff person-a front desk staff.

Are other positions referenced already in place? How would these funds change current programming if awarded? Yes, these funds allow for an increase of one staff member (a full time front desk clerk). Yes, the other positions are already in place. The current programming would be changed by the addition of a person to staff the very busy front door, freeing the professional social service providers to remain focused on their clinical work while the front desk person handles supervision and smooth operation of the lobby area, ensuring compliance with the guest policies and directing drop-in visitors to the resources needed. In addition to this full time front desk clerk, Heartland Housing manages a 60 hour per week security contract for evening and late night security coverage.

3. Provide further description for the front desk staff including hours, qualification, and responsibilities. The front desk clerk would work a regular shift. (either 9-5 or 12-8). The desk clerk is an hourly employee, likely with a high school diploma or GED and experience working with diverse populations, able to operate computer systems and perform some light clerical duties.

4. The FMR increased by \$96/mo for efficiencies between 2017 and 2018, which can bring in up to additional \$62,208 (\$96/mo x 54 units x 12 months)? Can this increase be used to fund the front desk staff? The increase in the FMR was

anticipated in the property pro-forma for year 2/3 of the development. The increase in the FMR is necessary to the budget of the property operations and is already accounted for in the property budget.

5. Dane County and Other revenue that was available in 2017 was zeroed out in the 2018 budget. Provide an explanation. The Dane County funding was one-time only, to support the start up through funding of part of the salary for the Mental Health Specialist position in year one. However, Dane County has verbally committed \$25,000 for 2018 and that amount is reflected in the project budget in our application. They have also set aside an additional amount in their budget to reimburse billing for case management through the Medicaid Targeted Case Management Program.
6. In the NonApp Budget, \$846,423 surplus was indicated in non-Madison budget for 2017. Does surplus get used to fill program funding gaps? This surplus was generated with program revenue which is required to be reinvested in those programs by the federal funding sources of the programs.
7. The application indicates serving 45 participants each year. What units will be supported by the Rethke supportive services staff? Do you plan on serving veterans who are connected with HUD VASH case management as well?
Supportive services are available to all 60 residents (including veterans) regardless of our ability to bill. However, services are voluntary, as is required by the Housing First Model. We project that about 45 of the 60 residents will choose to take advantage of supportive services.
8. Outcome percentages were not specified in the Performance Outcome section. Please provide the proposed outcome.
 - a. Outcome #1: Exit to or Retention of Permanent Housing (CDD target is 90%)
Heartland Health Outreach Target: 90% in year 2/3 after stabilization
 - b. Outcome #2: Return to Homelessness (CDD target is 5%)
Heartland Health Outreach Target: 5%
 - c. Outcome # 3: Utilization Rate (CDD target is 95%)
Heartland Health Outreach Target is 75% (about 45 of 60 residents)

The service utilization goal of 75% is lower than the CDD target for two reasons; first, the engagement process can take significant time, for some individuals up to a year after move-in. Some residents will not ever use supportive services. However, as occupancy of the building settles, we anticipate the percentage of residents engaged in services will increase and stabilize. Second, not all residents are eligible for TCM or CCS for a variety of reasons, including lack of a qualifying diagnosis or income ineligibility for Medicaid.

End of questions, Thank you! October 4, 2017

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