

# HOMELESS PREVENTION PROGRAM

## FUNDING APPLICATION PACKET FISCAL YEAR 2018

### APPLICATION SUBMITTAL PROCEDURES

#### **Step 1.**

The Continuum of Care group completes Section I of the Funding Application Packet.

#### **Step 2.**

Delegate agencies funded by the Continuum of Care will complete Section II of the Funding Application Packet and submit to their Continuum of Care organization.

#### **Step 3.**

The Continuum of Care organization returns **one copy** of the entire Funding Application Packet (Sections I and II), with their “Ranking Sheet” and all required attachments, to the Department of Human Services’ contact person listed on Page 2 of the Funding Application Packet. **The entire funding application must be submitted within the designated time lines.**

### REQUIRED ATTACHMENTS

#### **Continuum of Care Required Attachments**

A completed Funding Cap Status Form (enclosed - Page 5). Please include a copy of the appeal process for participants who have been denied services.

#### **Agency Required Attachments**

If not already submitted, or downloaded to the Centralized Repository Vault (CRV), please submit the 501C letter from the IRS that advises of exemption of Federal income tax.

Submit an outreach plan which includes a detailed description for notifying the community of the program, the hours of operation and admittance requirements into the program that includes identification and description of linkages with community social service agencies, i.e., the local Family Community Resource Center (formerly known as the IDHS Local Office), police departments, hospital and emergency room personnel, and other community partners, the publication and distribution of flyers, printed materials, and brochures throughout the service area.

Copies of all intake forms that will be utilized by each participating agency to administer the Homeless Prevention Program.

Form W9 completed and signed which contains the legal name of the agency.

**HOMELESS PREVENTION PROGRAM**

**CONTINUUM OF CARE  
FUNDING APPLICATION PACKET  
FISCAL YEAR 2018**

**SECTION I  
CONTINUUM COVER SHEET**

Name of Continuum: West Central Illinois Continuum of Care, IL-519

Continuum Contact Person: Mary Muehlenfeld, Collaborative Applicant

Contact Person Address: c/o YWCA of Quincy  
639 York St. Ste 202, Quincy, IL 62301

Contact Person E-Mail Address: marymuehlenfeld@ywcaquincy.org

Contact Person Telephone: 217-221-9922

Contact Person Fax: 217-221-9926

After Hours Emergency  
Contact Telephone Number 217-617-8822



Signature of Authorized Continuum Representative

Please mail, e-mail or  
fax your entire packet to:  
Friday, April 7, 2017

Darcie Hannah  
Illinois Department of Human Services  
Bureau of Basic Support  
823 E. Monroe  
Springfield, IL 62701  
(217) 782-1317 [phone]  
(217) 524-5800 [fax]  
Darcie.Hannah@illinois.gov

**HOMELESS PREVENTION PROGRAM**

**CONTINUUM OF CARE  
FUNDING APPLICATION PACKET  
FISCAL YEAR 2018**

**SECTION I  
CONTINUUM COVER SHEET**

Name of Continuum: West Central Illinois Continuum of Care, IL-519

Continuum Contact Person: Mary Muehlenfeld, Collaborative Applicant

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SIGNED COPY INCLUDED IN THIS PDF

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Signature of Authorized Continuum Representative

Please mail, e-mail or  
fax your entire packet to:  
**Friday, April 7, 2017**

Darcie Hannah  
Illinois Department of Human Services  
Bureau of Basic Support  
823 E. Monroe  
Springfield, IL 62701  
(217) 782-1317 [phone]  
(217) 524-5800 [fax]  
[Darcie.Hannah@illinois.gov](mailto:Darcie.Hannah@illinois.gov)

**CONTINUUM OF CARE  
SECTION I  
FUNDING PLAN REVIEW RANKING SHEET**

\*If combination request, enter letter followed by comma (Ex: R, SD, U, etc.)

<b>R</b> = Rent Assistance/Arrearage	<b>M</b> = Mortgage Assistance/Arrearage
<b>U</b> = Utility Assistance/Arrearage	<b>SD</b> = Security Deposit Assistance
<b>CM</b> = Case Management Services	<b>SS</b> = Supportive Services (Legal Services only)

Project Priority Ranking	Provider Name	Continuum Recommended Funding Amt.\$	Type of Service
1.	Western Illinois Regional Council- Community Action Agency	\$11,617	R, SD, CM
2.	MCS Community Services	\$14,408	R, SD, U, CM
3.	Salvation Army Quincy	\$20,444	R, CM
4.	Two Rivers Regional Council	\$0.00	R, CM
5.			
6.			
7.			
8.			
9.			
10.			
11.			

Total Funds Recommended \$46,469.00

Continuum of Care: West Central Illinois Continuum of Care, iL-519

Authorized CoC Representative: Mary Muehlenfeld, Collaborative Applicant

## **TO BE COMPLETED BY THE CONTINUUM OF CARE AND SUBMITTED WITH THE FUNDING APPLICATION SECTION I**

**Section I applies to all Homeless Prevention Program activities within the Continuum of Care. Activities identified in this section are applicable to all funded delegate agencies in the Continuum of Care. All homeless prevention strategies must be identical for funded delegate agencies in the Continuum. Section I responses should be developed by the Continuum of Care and submitted with the funding plan.**

1. Describe the proposed prevention activities that are to be provided in your service area. Include any funding limitations to be placed on the Homeless Prevention Program, such as funding caps and other eligibility limitations.

**Note: In accordance with the Program Manual, you must notify IDHS of any Homeless Prevention Program policies, procedures, dollar caps, and/or eligibility limitations imposed by the Continuum of Care prior to implementation.**

Most of the service providers in the region have an established outreach and assessment program. These agencies have a limited number of emergency shelters, transitional housing, and permanent housing beds/units available to the homeless. The following types of providers work with the homeless: The Salvation Army division units; township offices; local church groups; United Way; veterans organizations; domestic abuse agencies; substance abuse organizations; mental health and local health care providers; Illinois Department of Human Services; local child care providers; Area Agencies on Aging; YWCAs; job training organizations; and the local Community Action Agencies (CAA).

Clients enter the process through services providers, ministerial associations, law enforcement, hospitals, other concerned individuals, and various other outreach mechanisms. A needs assessment is conducted on the client. During the course of the needs assessment interview, other programs and services are discussed with the client to determine the need for additional assistance beyond the immediate crisis intervention. During this process, information is gathered on the client/household. This enables the staff member to make an informed referral to other beneficial programs/services. Due to the Continuum's willingness to work together, service providers easily assess programs/services via phone, e-mail, regular mail system, and the interagency meetings, which are held once or twice a month. At the completion of the assessment, client and service provider goals and benchmarks are established. It is the responsibility of the assigned case manager to monitor the client's progress in achieving their benchmarks and reaching their goals. The assigned case manager will also act as an advocate for their clients in accessing other supportive services and accessing the traditional housing and permanent housing components.

Funding limitations are not placed on the Homeless Prevention Program funds received. Each individual application is reviewed to access how the applicant can be best served. Funds are spent on a first come, first served basis based on the date the application is taken and processed with all pertinent documentation. Once funds are out, there are clients that cannot be assisted.

**FY'18 IDHS HOMELESS PREVENTION PROGRAM  
FUNDING CAP STATUS FORM  
TO BE COMPLETED BY THE CONTINUUM OF CARE - SECTION I**

Continuum of Care: West Central Illinois Continuum of Care, IL-519

Printed Name of Authorized CoC Person: Mary Muehlenfeld, Collaborative Applicant

Signature of Authorized CoC Person: SIGNED COPY INCLUDED IN THIS PDF

CoC Contact Person Telephone Number: 217-221-9922

CoC Contact Person Email Address: marymuehlenfeld@ywcaquincy.org

Our Continuum of Care has elected not to impose any dollar amount funding cap (i.e., not greater than \$1,500 per household) or span of time cap (i.e., not greater than one month of assistance) on the IDHS Homeless Prevention Program.

Our Continuum of Care has elected to impose funding caps on the IDHS Homeless Prevention Program that are more restrictive than those outlined in legislation.

If this second box is checked, please outline (in detail) your Continuum-wide funding cap proposal, **including an exception clause** whereby requests that surpass your proposed cap would be evaluated and approved when it is in the best interest of the household to do so. (Please use the space provided below and do not attach any additional pages). Also, please include a copy of the appeal process for participants who have been denied services

**Remember:** All caps must be implemented Continuum-wide. Individual agencies receiving IDHS homeless prevention funds cannot establish their own cap criteria.

**FY'18 IDHS HOMELESS PREVENTION PROGRAM  
FUNDING CAP STATUS FORM  
TO BE COMPLETED BY THE CONTINUUM OF CARE - SECTION I**

Continuum of Care: West Central Illinois Continuum of Care, IL-519

Printed Name of Authorized CoC Person: Mary Muehlenfeld, Collaborative Applicant

Signature of Authorized CoC Person: *Mary Muehlenfeld*

CoC Contact Person Telephone Number: 217-221-9922

CoC Contact Person Email Address: marymuehlenfeld@ywcaquincy.org

Our Continuum of Care has elected not to impose any dollar amount funding cap (i.e., not greater than \$1,500 per household) or span of time cap (i.e., not greater than one month of assistance) on the IDHS Homeless Prevention Program.

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**Remember:** All caps must be implemented Continuum-wide. Individual agencies receiving IDHS homeless prevention funds cannot establish their own cap criteria.

## TO BE COMPLETED BY THE CONTINUUM OF CARE - SECTION I

2. What Continuum coordination linkages exist in your service area that will minimize duplication of effort and maximize the effective distribution of homeless prevention funds? Include a discussion of coordination among local service providers, utility companies, and landlords.

The continuum has engaged in a process of developing a single, coordinated, inclusive homeless assistance system referred to as Coordinated Entry. This has been accomplished through years of coordination of services, program linkage, and the building of trust between service providers, and countless public and private organizations that represent our homeless population, including the homeless themselves. There are eleven counties in this Continuum. Due to the large geographical area covered by the continuum, breaking the area into three clusters has helped the Continuum work more efficiently. The three clusters are represented by the counties of: 1) Adams, Brown, Pike, and Schuyler; 2) Hancock, Henderson, McDonough, and Warren; and 3) Cass, Morgan, and Scott. The clusters conform to the three service regions for the three requesting agencies.

Our CoC has implemented a Coordinated Entry System that assesses all persons to determine which level of service is needed and which funding source best assists the person(s). The assessment determines whether homeless prevention, rapid rehousing, transitional housing or permanent housing is the best option. The three requesting agencies participate in Coordinated Entry and enter data in our HMIS system. Our Coordinated Entry process has multiple linkage agreements with service providers.

Within each cluster, collaboration efforts have been underway for years. For example, various groups within each cluster have formed committees. These committees ensure the coordination of service delivery to clients. This helped to eliminate the duplication of services and improve service delivery within the cluster. These various committees continue to meet on at least a monthly basis. Then, due to networking, coordination of services between the county clusters continues thereby allowing for an efficiency of delivery and non-duplication of services resulting in an effective usage of funds throughout the continuum region.

The two of the three requesting agencies are Community Action Agencies who receive Homeless Prevention Funds, administer the LIHEAP program, and other programs that benefit the low-income and homeless population. The third requesting agency has a long history of administering homeless prevention assistance, utility assistance and case management but not with the Homeless Prevention Funds. The range of programs offered and the long history each agency has had in its respected region has fostered a positive working relationship with the utility companies and landlords.



## TO BE COMPLETED BY THE CONTINUUM OF CARE - SECTION I

3. Explain in detail your Continuum's strategy for preventing clients from accessing homeless prevention funds from more than one agency and/or more than once in a two-year period.

**Note:** To prevent duplication of service, also include a breakdown of the geographic area to be served by your proposed agency/agencies with Homeless Prevention funding:

**Agency Name**

1. Western Illinois Regional Council-CAA
2. MCS Community Services
3. Salvation Army-Quincy

**Geographic Area to be Served w/ Homeless Prevention Funds (i.e., County, City, Town)**

1. Hancock, Henderson, McDonough and Warren
2. Cass, Morgan, and Scott
3. Adams, Brown, Pike, and Schuyler

Client data is maintained on a STARZ tracker system which allows the community action agencies to monitor how often someone is receiving the benefit. Additionally, information in relation to homeless program assistance recipients is maintained on the continuum's HMIS system (ServicePoint). All requesting agencies have participated in our CoC's HMIS for over four years. The agencies also keep files that can be cross-referenced. In the eleven-county area, there are only three agencies that will provide the Homeless Prevention Funds through our CoC, furthermore the agencies geographic boundaries do not overlap. Agency representatives also coordinate with other local agencies that provide funds and services to the homeless through referrals, the Unmet Needs Committee, and the Interagency Council meetings. Through this coordination, every effort is made to reduce duplication and provide the most comprehensive services possible on behalf of the clients.

## TO BE COMPLETED BY THE CONTINUUM OF CARE - SECTION I

### 4. Describe the existing prevention service gaps in your service area.

A needs assessment conducted by United Way of Adams County, the largest population hub in our region, stated that lack of appropriate and affordable housing is a major concern. The county suffers from deteriorated rental housing stock. In some areas, there are also safety and security concerns. The sentiments in the Adams County needs assessment are echoed throughout the Continuum's region.

The needs assessment showed health and human service data issues having the greatest concern in Adams County. Issues were grouped into two categories – social and economic. Economic issues dealt closely with unemployment and underemployment and issues that are closely related, such as affordability of medical care, child care, lack of job training, transportation, and high cost of utilities. The social issue category included domestic violence, alcohol and drug abuse.

The 2016 Illinois Report on Poverty reveals data regarding our 11-county CoC. This report assigns each county in Illinois with a County Well-Being Index. This index highlights counties that are experiencing particularly negative conditions and trends on four key indicators: poverty, unemployment, teen births and high school graduation rates. Four of our counties are on the watch list for negative conditions. They are the most rural counties in our CoC and the most sparsely populated. They are considerable distance from service providers in the three largest counties that provide most other services. These counties do not have emergency shelters or public transportation. All 11 counties in our CoC have a poverty rate of 11%-22%. The percentage of rent-burdened households ranges from 5-29% with an average of 15%. The average poverty rate for our counties is 14.3%. McDonough County reports a 23% poverty rate. All our counties' unemployment rates are below the average for the State of Illinois (5.5%) which would imply that people in poverty are working but live paycheck to paycheck. One crisis puts them a paycheck away from losing their housing.

Prior to making funding recommendations, the CoC's Research and Evaluation Committee sought input from all the United Ways in our geographic territory. The consensus is that a mix of homeless prevention, emergency shelters, transitional housing and permanent supportive housing are needed to fill the housing/services gaps in each community. The R&E also noted the need to focus on food assistance and rental assistance in rural areas. The CoC also manages the Emergency Food and Shelter grant from FEMA and will allocate those funds to agencies that can fill those gaps with mobile food pantries and rent/utility assistance.

In several counties, the community action agency is the only agency providing prevention services for low-income families. The caseworkers work closely with the local ministerial organizations and the township supervisors to either blend resources or request funding when the Homeless Prevention Funds are exhausted. However, these funds are limited and there are a significant number of competing needs to address with the limited funds. While there are more resources for the larger communities, in rural areas needy families often have relatively few options.

The lack of decent, affordable permanent housing across our region is a problem with waiting lists on subsidized housing for families in every county. The 11-county region only has two shelters that accept all sub-populations. Emergency rental assistance or motel vouchers are used to offset the need.

## TO BE COMPLETED BY THE CONTINUUM OF CARE - SECTION I

5. Describe the Continuum's outreach efforts to solicit potential applicants for administration of the Homeless Prevention Program. (Examples of this outreach effort could include recruitment of tenants' rights organizations, service providers, housing groups and/or legal assistance agencies).

All service providers in the region are considered members of the continuum. The continuum has quarterly conference calls or meetings to keep the membership informed. The continuum has a website and meeting minutes are posted on it. Also, meeting reminders are sent out in advance of meetings and include information on topics to be discussed. At the January meeting it was announced that the Homeless Prevention Grant would be a competitive process this year but that we could not predict exactly when the funding package would be released but March was its historical release date. If an agency is actively participating in the CoC's calls/meetings or reading the minutes on the website, they would be aware of the funding opportunity. It is a requirement that all requesting agencies be an active, participating member of the CoC.

The four United Ways in our CoC participate in CoC meetings and are encouraged to share information and funding opportunities with service providers in their community. Two public housing authorities participate in our CoC meetings as well and are made aware of the opportunity.

Agencies in our CoC are members of Housing Action Illinois and Supportive Housing Program Association. At conference calls and meetings agencies conduct outreach efforts to make agencies aware of the funding opportunity and of the services our community provides.

The Homeless Prevention funds have historically gone to the three community action agencies (CAAs) in the region. The CAAs have outreach mechanisms in place in each of the counties served by the continuum. However, this year the CoC has made it a requirement that a requesting agency must be participating in CoC meetings, the Coordinated Entry Process and have consistently been entering data into our CoC's HMIS. One CAA that applied does not participate in our meetings or Coordinated Entry Process and they do not enter data in our HMIS. The CoC's Research and Evaluation committee decided the funding should go to an agency that is active in all these efforts. They are the committee charged with reviewing and ranking applications. After the January CoC meeting the Salvation Army expressed their interest in applying for funding since they already have an existing homeless prevention program.

## TO BE COMPLETED BY THE CONTINUUM OF CARE - SECTION I

6. Describe any leveraging or use of other funds in the area in support of homeless prevention activities or any other resources designated toward homeless prevention.

There is extensive leveraging of other funds to support homeless prevention activities within the 11-county continuum region. The community action agencies in our CoC are recipients and administrators of DHS Emergency and Transitional Housing (ETH) program funds. This particular program is also supported and matched by Community Service Block Grant funds. Seven additional agencies receive ETH from DHS for shelter and transitional housing. Two agencies receive CoC funding for Permanent Supportive Housing. Five agencies receive Emergency Solutions Grant funding for shelters and rapid rehousing (RRH). All agencies that are not CAAs receive donations and conduct fundraising efforts for leverage. Most of the agencies also operate food pantries and clothing closets to further support their efforts to assist the homeless or at-risk of homeless person(s).

The new applicant, Salvation Army receives Emergency Solutions Grant funding for rapid rehousing and emergency shelter. They have adequate funding from private sources for leverage as well as their privately-funded programs to assist families such as their food pantry, prescription assistance program, thrift store, utility assistance program, and motel voucher program. They also receive United Way funds and other foundation funding to match and support homeless prevention activities. They also have a memorandum of understanding with a service provider that operates a homeless prevention program. They also receive funding from the Emergency Food and Shelter program administered by FEMA. They use this funding for a motel voucher program that is followed with RRH assistance.

## **TO BE COMPLETED BY THE CONTINUUM OF CARE - SECTION I**

7. Describe the process any agency may utilize to refer participants to prevention services. The description should include how those agencies that are not members of the Continuum may access prevention services for participants as well as a description of your process to ensure community-wide access to the program.

Our Coordinated Entry Process makes it possible for any person(s) presenting to an agency for homeless services to be immediately assessed and referred to the appropriate program. All homeless service providers are trained to give the assessment and each agency has a matrix of available services in their communities. Also, the local United Ways that operate help lines in their communities are aware of the sites that administer the assessment and can assist person(s) in being assessed over the phone if needed. Multiple sites provide the assessment making it a no-wrong-door process.

Because the three requesting agencies are the largest providers of homeless assistance, they are well-known in their communities as the “go-to” agency. They each have websites that advertise their services and are actively engaged in outreach efforts.

The collaboration with United Ways in our various communities provide connections to agencies that may not participate in regular CoC meetings. The requesting agencies also actively participate in Unmet Needs committee meetings which is a gathering of churches, service providers and United Ways that review requests for funding from person(s) at risk of homelessness or who are homeless. Salvation Army in Quincy has a strong presence in its local Unmet Needs committee. The two CAAs work closely with their local United Ways for referrals.

Salvation Army in Quincy holds a homeless services fair in the fall, right before utility bills begin to rise and incidents of homelessness also spike. This fair brings together all social service providers to advertise their services and assistance opportunities.

## TO BE COMPLETED BY THE CONTINUUM OF CARE - SECTION I

8. Based on the "Amount of Proposal Request," please project:
  1. The total number of households to be served in FY'18. 110
  2. The total number of households to receive rental assistance in FY'18. 106
  3. The total number of households to receive mortgage assistance in FY'18. 0
  4. The total number of households to receive utility assistance in FY'18. 2
  5. The total number of households to receive security deposit assistance in FY'18. 18
  6. (For Providers of Legal Services only) The total number of households to receive legal services in FY'18. N/A

## HOMELESS PREVENTION CONTINUUM OF CARE FUNDING PLAN CHECKLIST

NAME OF CONTINUUM	West Central Illinois Continuum of Care, IL-519			
FY'18 CONTRACT AMOUNT	Estimating \$46,469	FY'17 CONTRACT AMOUNT	\$46,469.00	
REVIEWED BY Mary Muehlenfeld			DATE 4/7/2017	

### CONTINUUM OF CARE FUNDING PLAN REVIEW

**Yes    No    N/A**

X			Is the Continuum of Care Cover Sheet complete and signed?
X			Does each delegate agency have a completed and signed Cover Sheet including identification of a contact person and proposed budget information?
X			Is the budget mathematically correct?
X			Is the line item for case management services 10% or less?
X			Is there an adequate description of services provided, funding caps and/or eligibility limitations?
X			Is the Funding Cap Status Form completed?
X			Is there an adequate discussion of community linkages with respect to duplication of services and coordination of service providers, utility companies and landlords?
X			Is there an adequate discussion of a process to prevent clients from accessing services from more than one agency and/or more than once in a two year period.
X			Is there a clear breakdown of agencies and corresponding service areas?
X			Is an adequate discussion of service gaps provided?
X			Is an adequate discussion of outreach efforts provided?
X			Is there an adequate description of other funding for homeless prevention in the service area?
X			Is there an adequate description of the Continuum of Care referral process?
X			Is there a realistic projection of households receiving services compared to contractual amount?
X			Is the Funding Plan Review Ranking Sheet complete?

### ATTACHMENTS

**Yes    No    N/A**

X			Is the IRS 501c letter attached?
X			Is the Outreach Plan attached?
X			Are the intake forms attached for each agency
X			Form W9 completed and signed. Must contain legal name of the agency.

**DELEGATE AGENCY FUNDING PLAN REVIEW**

(Complete for each agency in the continuum)

PROVIDER	Western Illinois Regional Council				
FY'18 CONTRACT AMOUNT	\$11,617	FY'17 CONTRACT AMOUNT	\$11,617		
AGREEMENT NO.					
REVIEWED BY	MM		DATE 4/6/2017		
NEW PROGRAM		RE-FUNDED PROGRAM yes			

**Yes    No    N/A**

x		Is there an adequate description of the agency's experience in providing prevention services?
x		Is there an adequate description of the agency's administrative and fiscal policies?
x		Is the agency's narrative service plan adequate and include service hours and intake procedures?
x		Is the agency's staffing plan adequate?
x		Is there an adequate description of the agency's capacity to deliver services?
x		Is there an adequate description of case management service and supportive services delivered by the agency?
x		Is the outreach plan comprehensive?
x		Is the budget mathematically correct?
x		Is the line item for case management services 10% or less?



**DELEGATE AGENCY FUNDING PLAN REVIEW**

(Complete for each agency in the continuum)

PROVIDER	MCS Community Services				
FY'18 CONTRACT AMOUNT	\$14,408	FY'17 CONTRACT AMOUNT	\$14,408		
AGREEMENT NO.					
REVIEWED BY	MM		DATE 4/6/2017		
NEW PROGRAM		RE-FUNDED PROGRAM Yes			

**Yes    No    N/A**

x			Is there an adequate description of the agency's experience in providing prevention services?
x			Is there an adequate description of the agency's administrative and fiscal policies?
x			Is the agency's narrative service plan adequate and include service hours and intake procedures?
x			Is the agency's staffing plan adequate?
x			Is there an adequate description of the agency's capacity to deliver services?
x			Is there an adequate description of case management service and supportive services delivered by the agency?
x			Is the outreach plan comprehensive?
x			Is the budget mathematically correct?
x			Is the line item for case management services 10% or less?

## DELEGATE AGENCY FUNDING PLAN REVIEW

(Complete for each agency in the continuum)

PROVIDER	Salvation Army of Quincy			
FY'18 CONTRACT AMOUNT	\$20,444	FY'17 CONTRACT AMOUNT	\$0.00*	
AGREEMENT NO.				
REVIEWED BY	MM		DATE 4/6/2017	
NEW PROGRAM yes		RE-FUNDED PROGRAM		

\*Please note that this is a new applicant but they are taking over a re-funded program that had gone to another agency in FY17. The CoC chose to reallocate the funds that were awarded to Two Rivers Regional Council due to not participating in the CoC, the CoC's Coordinated Assessment or entering data in the CoC's HMIS needed to report System Performance Measures for HUD.

**Yes    No    N/A**

x			Is there an adequate description of the agency's experience in providing prevention services?
x			Is there an adequate description of the agency's administrative and fiscal policies?
x			Is the agency's narrative service plan adequate and include service hours and intake procedures?
x			Is the agency's staffing plan adequate?
x			Is there an adequate description of the agency's capacity to deliver services?
x			Is there an adequate description of case management service and supportive services delivered by the agency?
x			Is the outreach plan comprehensive?
x			Is the budget mathematically correct?
x			Is the line item for case management services 10% or less?

## **APPEAL RIGHTS and PROCESS**

### **An applicant's rights and the appeal process under the Homeless Prevention Program**

The DHS Homeless Prevention Program is designed to help homeless families to obtain and retain shelter in a safe living environment. In order for a household to be deemed eligible, it must fall into one of the following categories:

- Imminent danger of eviction
- Imminent danger of foreclosure
- Imminent danger of homelessness
- Currently homeless.

Additionally, the household must document a temporary economic crisis beyond its control, evidenced by at least one of the following conditions:

- Loss of employment
- Medical disability or emergency
- Loss or delay of some form of public benefit
- Natural disaster
- Substantial change in household composition
- Victimization by criminal activity
- Illegal action by a landlord
- Displacement by a government or private action
- Some other action that is a documentable hardship.

An applicant has the right to appeal if denied services and if the applicant disagrees with the outcome of the application and the decision of the local agency.

### **Process**

1. The first step in the appeal process is an informal conference at the local agency where the application and subsequent denial were made. The informal conference will be held by the designated hearing officer at the local agency. The purpose of the informal hearing is to ensure that the applicant understands the outcome of the application and/or the reason for the denial. If this fails and resolution seems impossible, clients may use the grievance procedure and are not to be penalized for doing so.
2. Grievances are submitted in writing to the case manager with a copy to the Executive Director at the local. The grievance is a concise statement of facts upon which the complaint is based. It should include specific reference to the policies, procedures or practices that have allegedly been misinterpreted, misapplied or violated. It must be dated and signed. Within three (3) working days of receipt, the case manager and the client shall meet to discuss the

grievance. The case manager must communicate a written response, with supporting reasons, to the client and Executive Director within two (2) working days of the conference.

3. If the client is not satisfied with the disposition of the grievance or if no decision has been rendered within two (2) working days following the conference, the client shall notify the Executive Director in writing of the intention to initiate the second step of the procedure. The case manager shall send to the Executive Director a copy of the decision rendered at the first step and a written appeal for reconsideration of the decision by the Executive Director. The appeal to the Executive Director must be filed within five (5) working days of the conference with the case manager. Following an immediate conference between the Executive Director and the aggrieved client, the Executive Director shall communicate their decision with supporting reasons to the client, in writing, with a copy to the case manager. This shall be done within five (5) working days.
4. If the client is not satisfied with the Executive Director's decision, he/she has the right to appeal this decision to the West Central Illinois Homeless Assistance Council which is the decision-making entity for the West Central Illinois Continuum of Care. The appeal must be made in writing to the Council who shall convene a Homeless Prevention Committee meeting within three (3) days. The Executive Director shall send to the Chairman a copy of the original decision rendered, the written appeal for reconsideration of the decision, a copy of the Executive Director's decision and the written appeal of the Executive Director's decision. The Committee shall review the matter and render a final decision with five (5) days. The committee will include the members of other agencies that receive funding appealed; the members can be Executive Directors or case managers. The decision of the Homeless Prevention Committee will be final and the local agency will adhere to this judgment if ruled in favor of the applicant.