**Exhibit 1**

**Scope of Services**

**2013-14**

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| Agency: | **Community Action Coalition for South Central Wisconsin, Inc. (CAC)** |
| Program/Project Name: | Housing Crisis Hotline |
| Program/Project Number: | JE004 |
| Program/Project Manager: | Sue Wallinger |
| City of Madison Allocation: | $146,900 (Total)   * $115,456 City * $ 31,444 ESG |
| Funding Source: | MADGPR13 & 14  HUDESG13 & 14 |
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1. **Program/Project Description and Timeline:**

Community Action Coalition for South Central Wisconsin, Inc. (CAC) will operate the Dane County Housing Crisis Hotline providing coordinated intake services to homeless persons and those at risk of becoming homeless and an intake and full assessment for homeless households that qualify as part of this pilot project. The target population for the pilot project is households made up of single adults or families with children who have been homeless six months or less.

The program will serve three distinct target groups and have a specific goal for each:

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| **Target Group** | **Goal** | **Service** | **Focus of Services/ Proposed Outcome** |
| Households that are homeless but are not part of pilot population | Shelter Diversion | Information & Referral | Services will focus on landlord/tenant mediation, conflict resolution and helping households to explore other options in addition to emergency shelter. |
| Households that are imminently at risk of losing their nighttime residence. | Homelessness Prevention | Information & Referral | Services will focus on assisting group to maintain their current housing if they are in a safe place and/or to find appropriate housing without experiencing a period of homelessness. |
| Households who are homeless for six months or less. | Rapid Re-Housing | Information & Referral & Assessment | Services will connect these households to housing as quickly as possible and shorten the average length time that households are homeless. |

The Housing Crisis Hotline program will have five (5) components:

A. A widely-publicized toll-free hotline number and email address will serve as a centralized point for information and access to homeless services. The Hotline telephone number will be operational Monday through Friday from 8:00 a.m. to 4:30 p.m. In the event that a caller is unable to speak directly to Hotline staff, the caller will have the ability to leave a message. Phone messages and emails will receive a response within 24 hours or as soon as possible the next scheduled working day.

B. All callers with a housing crisis will receive a mini-assessment in order to determine the nature of the crisis and to identify appropriate referrals. Housing counseling will be provided to explore what options exist for the family and/or individual including shelter diversion. CAC staff will problem-solve with households to explore other options for shelter during the crisis period, while still providing appropriate information and referrals for that specific participant’s situation.

C. Households that meet the eligibility for the pilot program (literally homeless for six months or less) will meet one-on-one with a Housing Crisis Caseworker to complete a full assessment of the housing crisis. The Housing Crisis Caseworker will work with each household to set individual goals and plan for addressing their housing crisis. These one-on-one meetings will typically be held during normal business hours, but when needed, the Caseworkers will meet with participants in the evenings or weekends at locations that are convenient but that provide confidentiality for the person(s) in crisis. An assessment will include assuring that:

* All household members are safe during the time they are working to resolve their housing crisis;
* All children are enrolled in and attending school;
* All members of the household have a form of identification; and
* The households apply for local housing programs for which they are eligible, are added to wait lists for housing assistance, and follow up with each program to update their housing status.

The Caseworker will assess each household’s housing situation, monthly income, mainstream benefits and other resources. Households will be educated about and referred to programs that could assist them. An essential part of assessment will be reviewing whether the household receives all mainstream resources for which they may be eligible such as FoodShare, W-2, and medical coverage through BadgerCare. Caseworkers assist households in applying for those benefits which they are not receiving, but are likely to be eligible. All participants who may be eligible for an Emergency Assistance (EA) grant through the Dane County Department of Human Services will be assisted in applying.

D. CAC will work with the Coordinated Intake/Assessment Committee of the Homeless Service Consortium (HSC) and the newly formed CoC Board of Directors to finalize a Universal Assessment Tool that will be used by agencies serving homeless and at-risk households. With the Universal Assessment Tool, agencies will be able to distinguish which of the three target groups a household is in, assess the household’s resources and current circumstances, and identify the household’s the most critical needs. Once established, HSC agencies will be encouraged to use the Assessment Tool so as to employ a “No Wrong Door” for homeless and at-risk households.

E. The Dane County Housing Crisis Hotline will use existing shared data systems as much as possible. Coordination with United Way of Dane County’s 2-1-1 staff will ensure that collaborating HSC agencies will have access to current information about resources. CAC will work with United Way 211 staff to include comprehensive information about the application processes, waiting lists, and hours for all local homeless services and on updating the website to be user-friendly to partner agencies and their participants. CAC will enter client information into the HMIS system for all households served by the Hotline. In addition to keeping track of demographics, CAC will be able to incorporate the approved Universal Assessment Tool into the system and use it as part of tracking referrals. Reports from ART (Advanced Reporting Tool) will be generated to track households that did enter the shelter system and gather outcome data needed for the pilot project.

**Population to be Served**

While all callers will receive referrals to services based on information provided by the caller through a mini-assessment, individuals and families who have been literally homeless six months or less will receive additional one-on-one services from a Caseworker. The target population will receive a full assessment and case management services. It is anticipated that 25 to 30 households eligible under the pilot project will receive services per month.

For the duration of this contract, 450 households will receive a housing consultation, information and referrals as needed; 200 of these households will meet the criteria for the pilot program and will receive additional services included an in depth assessment.

**Marketing Plan**

CAC will create a separate identity for the Dane County Housing Crisis Hotline as is possible. This will include:

1. The phone number and fax will be separate from CAC’s number
2. The email address will not end with “@cacscw.org” as do other emails at CAC.
3. Materials used to publicize the program will not include CAC’s logo, but rather a separate identifier.

CAC will aggressively market the Dane County Housing Crisis Hotline by sending out press releases and posting information on appropriate websites. Posters and wallet cards will be distributed at community meal sites, churches, food pantries, libraries, homeless shelters, Joining Forces for Families sites and the Dane County Job Center. Notices about the program will be emailed to service providers throughout the community through the HSC and the agency’s own list of community partners. CAC will also establish a simple one-page website to provide information about the program with the phone number and email contact listed, as well as a description of what the program offers.

**Client Data Collection and Evaluation**

CAC will enter all Housing Crisis Hotline client data into Wisconsin ServicePoint (WISP) using the Dane County CoC Assessment in a timely way. CAC will explore ways in which WISP can be utilized to effectively collect data on unmet need and identify gaps in the current continuum of care. Up-to-date and accurate data will contribute to the evaluation of Consortium-wide programming and unmet needs. Up-to-date entry is defined as by the 10th of the month following initiation of services.

CAC will provide data and related information to the HSC Board of Directors and Coordinated Intake and Assessment Committee in the effort to evaluate performance of the pilot program.

**Timeline**

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| --- | --- |
| July 1, 2013 | * Post the Housing Crisis Caseworker positions job opportunity |
| July and August, 2013 | * Work with HSC and CoC Board of Directors to develop and finalize the Universal Assessment Tool * Develop publicity materials including wallet cards and posters * Set up a dedicated toll-free phone line |
| August 1, 2013 | * Hire the Housing Crisis Caseworkers |
| August and September, 2013 | * Finalize Universal Assessment Tool * Train Caseworkers and program planning period |
| October 1, 2013 | * Launch Hotline * Issue a press release and distribute publicity materials. |
| October, 2013 to Dec, 2014 | * Implement program, start contact & meeting with participants |

1. **Contract Goals and Outcomes:**

Initial contract goals and outcomes will be specifically for households receiving both an intake and assessment: those single adults and families with children who have been homeless six months or less.

* 50% of homeless households in the pilot project will be diverted from emergency shelter;
* 50% of homeless households in the pilot project will achieve their goal of finding stable housing; and
* Assist in reducing the average length of time Dane County households spend in emergency shelter from previous year.

1. **Service Population and/or Intended Service Area:**

The program will serve persons who are literally homeless or at risk of becoming homeless as defined by HUD who live in Dane County.

1. **Reporting Requirements and Schedule:**

CAC will coordinate its services with the Homeless Services Consortium and other service providers, will participate in meetings of the Homeless Services Consortium, and will provide Exhibit 3 – Program Report (parts A. 1 and 2) on a monthly basis in addition to Exhibit 2 – Budget when requesting disbursements from this grant. Any other schedule for reporting must be approved by the CDBG Grant Administrator. Exhibit 3 (part A. 3) is due on a semi-annual basis with a year-end cumulative report due by January 15, 2015.

CAC will submit a copy(s) of a completed and signed timesheet(s) with the first request for reimbursement for all employees whose salary(s) includes payment with ETH funds.

CAC will provide a one-for-one match for ESG funds and will provide match amounts with each reimbursement request. CAC will provide a letter with the final reimbursement request certifying that: the one-for-one match requirements have been met, the specific source of the match, and that the match was not used as a match for any other funds.

1. **Hours of Service Availability:**

8:00 A.M. – 4:30 P.M., Monday through Friday

Service hours may vary according to the needs of the client and hours of availability. Any change in hours must be approved by the City.

1. **Location of Service:**

Services will be provided primarily through the Housing Crisis Hotline. Caseworkers providing additional assessments will be mobile and meet with callers in a convenient location. The decision to add a drop-in location for intake and assessment will be made jointly by CAC and the City.

1. **Staffing :**

| **Title** | **FTE** | **Duties** |
| --- | --- | --- |
| Housing Crisis Hotline Caseworkers | 2.0 | Provide information and referral to homeless and at-risk persons; provide assessments for persons who have been homeless for six months or less. |
| Supervisor |  | Provides training and support of Housing Crisis Hotline Caseworkers; ensures compliance with funding requirements. |

1. **Grievance Procedure:**

CAC must have a written formal process in place to address the termination of assistance to any individual or family.