

HOMELESS SHELTER CITIES MITIGATION GRANT

I. PROPOSAL COVER SHEET

Instructions: Please use the provided space and PDF form fill format for responses.

ENTITY

Applicant Entity Salt Lake City

Federal Tax ID #: 87-295-7822

DWS Vendor #:

This entity is an eligible: ☒ City ☐ Metro Township ☐ Town -OR- ☐ Department of Public Safety

Entity Signature Authority:

Name: Jacqueline M. Biskupski

Title: Mayor

Address: 451 S. State Street, Room 306

Phone: 801-535-7704

Email: mayor@slcgov.com

Electronic Signature: _____ Date: 10/18/18

ENTITY CONTRACT ADMINISTRATOR - If different from Entity Signature Authority

Name: Melyn Osmond

Position Title: Grant Manager

Address: P.O Box 145451 Salt Lake City UT 84114-5451

Phone: 801-535-6671

Email: melyn.osmond@slcgov.com

ENTITY FINANCE CONTACT

Name: Melyn Osmond

Position Title: Grant Manager

Address: _____

Phone: _____

Email: _____

ENTITY PRIMARY CONTACT - For report and monitoring coordination

Name: Melissa Jensen

Position Title: Dir, Housing & Neighborhood Development

Address: P.O. Box 145488 Salt Lake City UT 84114-5488

Phone: 801-535-6035

Email: melissa.jensen@slcgov.com

PURPOSE FOR REQUESTED GRANT FUNDING - Select all that apply

- | | |
|--|------------------------------------|
| <input type="checkbox"/> Personnel for public safety services in and around a homeless shelter | Amount Requested: \$ _____ |
| <input checked="" type="checkbox"/> Development of a community and neighborhood program | Amount Requested: \$ <u>148504</u> |
| <input checked="" type="checkbox"/> Provision of social services | Amount Requested: \$ <u>59061</u> |

II. COMMUNITY AND NEIGHBORHOOD PROGRAM NARRATIVE

A. SUMMARY AND OUTLINE (20 points possible)

- i. Provide a summary of the community and neighborhood program to be developed with proposed funding for SFY20 (July 1, 2019 – June 30, 2020).
- ii. Outline, in detail, the components of programming.
- iii. Include data to support the need for additional resources.

Salt Lake City needs to successfully integrate the two Homeless Resource Centers (HRC) currently under construction into the community. The inclusion of the centers presents an opportunity to positively redefine the character of each neighborhood as well as the City at large. The Community Engagement project focuses on continuing holistic community engagement by developing a transformational model that provides a process and path for community interaction among HRC operators and service providers, HRC clients and staff, as well as residents, businesses, employees & patrons, and the unsheltered homeless population.

Salt Lake City will use a pilot program to develop a city government response process to address neighborhood issues and anticipate and mitigate situations before they arise as community problems. To accomplish long-term success, the model must be interactive and accessible, utilizing ongoing face to face, in person contact with people in the community. Building relationships with individuals will establish a foundation for a new community dynamic that integrates existing and new residents, businesses and HRC programming. The smaller centers focus on service delivery within existing neighborhoods but bring with them the general perception of the impacts of the downtown shelter on the Rio Grande neighborhood. The community only has this as a reference point and it is incumbent on the City and service providers to work with the community to integrate the HRCs.

Salt Lake City will use funding to hire two full time employees to support the development of the project. One employee will work for the City with the Homeless Services Coordinator. The position will lead the project's mitigation & response team becoming the point person for questions and concerns about the HRCs and will liaise with city departments and existing City homeless outreach programs to facilitate community interaction. Salt Lake City will contract with Shelter the Homeless for a Community Response Coordinator to engage the surrounding community to establish relationships and build trust. The Community Response Coordinator will work closely with the City position to ensure problems and issues are properly identified, opportunities for greater understanding are maximized and community well-being is sustained. Salt Lake City is requesting through the Social Services section one full-time Street Outreach Worker with Volunteers of America (VOA) to be designated for outreach in the neighborhoods within a ½ mile radius of the new resource centers. The requested three positions will support and represent the three segments of the community to facilitate productive interaction among Salt Lake City government, HRC staff, residents and clients through Shelter the Homeless and the unsheltered homeless through VOA.

The Community Engagement Model is using data collected by the Salt Lake City Police Department (SLCPD) Community Connection Center (CCC). Officers and social workers work side by side from a store front adjacent to Pioneer Park and service providers in the area, to guide people to available services. The model used both a walk-in clinic and CoResponse Outreach. CCC made 5034 contacts with 6993 requests for service in 2017 and 2063 contacts and 2500 requests for services in the first 6 month of 2018. This proactive face to face interaction with people experiencing homelessness is more likely to result in people receiving services than waiting for people to ask at the time of arrest when resources are not readily available. The City collected significant qualitative data through outreach activities during the site selection and design process. This information will be part of the continuing assessment & development of Neighborhood Strategies. Significant real data will not be available until the HRCs are open and operating for a period of time sufficient to provide strong data that supports rigorous analysis.

B. FUNDING GAP AND LEVERAGING (10 points possible)

- i. Outline the funding gap to justify the need for additional funding through the Homeless Shelter Cities Mitigation Restricted Account.
- ii. Describe how the entity is leveraging alternative funding for community and neighborhood programming related to homelessness.

The Community Engagement project continues innovative holistic approaches to addressing issues surrounding homelessness. The opening of two HRCs in Salt Lake City in June 2019 follows two years of site selection and design. Each phase dramatically impacted the community. Available funding was focused on criminal behavior and providing mental health and substance abuse services to address the most pressing needs in the community. Salt Lake City is seeking funding to develop a model to directly address community concerns, some of which will not be apparent until the centers are in operation. Planning for the model is ongoing with the City and service providers for implementation of an innovative pilot to mitigate community impacts. With funding from the Homeless Shelter Cities Mitigation Account becoming available as the two Salt Lake City HRCs are coming online, the City, Shelter the Homeless and VOA can continue to focus on successful operation of the centers.

Salt Lake City has committed considerable resources, financial and human, to ensure the success of the two HRCs within the City boundaries. The vast majority of the programming and services has been directed to those who experience homelessness with access to emergency housing, behavioral health services, and transitional housing. Salt Lake City has also committed substantial effort in separating individuals whose criminal behavior is endangering health and safety from the most vulnerable in our community as well as residents and visitors to the City. Salt Lake City continues to fund three LSW positions in the SLCPD, a Homeless Services Coordinator through Housing and Neighborhood Development and remains committed to providing public safety services through law enforcement and medical response and clean-up coordination with the Salt Lake County Health Department and Public Services. SLCPD continues to staff the Homeless Outreach Service team (HOST) and Community Connection Center (CCC). Salt Lake City Department of Community and Neighborhoods is currently developing a Neighborhood Action Strategy to ensure the neighborhoods surrounding the HRCs continue to develop by identifying projects and infrastructure funding needs. Salt Lake City will maintain the level of service through HOST and CCC. In addition, many City departments maintain community liaisons who provide outreach and support in the community. Mayor's Office Community Liaisons attend community council meetings throughout the city and receive information about issues surrounding unsheltered homeless people and relate the information to individual departments as well as the monthly Homeless Services meetings held with city departments. The new Salt Lake City position will focus on the neighborhoods around the HRCs exclusively to increase response efficacy in those areas.

C. REPORTING MEASURES AND OUTCOMES (20 points possible)

Identify the intended outcomes related to the funding purpose and project. Narrative must include:

- i. metrics used to evaluate the effective use of funding;
- ii. baseline data; and
- iii. a description how data will be collected and tracked.

Goal: Collective Impact Outcome #13

Neighborhoods that host homeless services facilities are welcoming and safe for all who live, work, recreate, receive services, or do business there.

Outcomes:

Salt Lake City will have internal and external processes in place to address challenges to neighborhoods with a whole view of the potential impacts and solutions to establish and sustain community interaction and cohesiveness.

SLC position

1) Establishes an internal response team with representatives from city departments that provide services to city residents and businesses.

a) Meet regularly to discuss issues and resolutions reported to the city (schedule to be determined by team but must be with a frequency that allows for timely response.)

b) Develops regular communication tools with HRCs liaison and VOA street outreach worker to maintain flow of information among three entities.

c) Collect quantitative data in the project to refine baseline data such as but not exclusively;

i) Non-Emergency phone calls, City sourced mobile app reports, Response time to citizen, complaints (non-public safety), Complaint Resolution time, Other data as identified

2) The City has a single point of contact for information about community engagement in HRC neighborhoods.

a) Position becomes clearinghouse for internal and external service requests and responses.

b) Position leads City program to mediate and mitigate neighborhood concerns and issues.

c) Attend monthly and quarterly community meetings to communicate City mitigation activities, listen to concerns and solicit and discuss solutions.

i) Ballpark and Central City Community Council Meetings, City's internal Homeless Services Group, Collective Impact

Community Response Coordinator – Shelter the Homeless

1) Individual has established relationships with community members including residents, business owners and employees, and HRC staff and clients.

a) Regular ongoing interaction & physical presence in the communities surrounding the HRCs.

b) Communicates with SLC position and VOA street outreach worker to discuss issues and opportunities, reported and observed, on an ongoing basis.

c) Attend local community meetings to listen to concerns and discuss ideas for resolutions.

i) Ballpark and Central City Community Council Meetings, City's internal Homeless Services Group, HRC Neighborhood Advisory Groups, and any required by Shelter the Homeless

Salt Lake City is currently developing Neighborhood Action Strategies. The scope of work includes an assessment of current community assets and challenges and will determine elements for a successful plan to address community needs. Public meetings will be held to determine what neighborhoods need to be ready to welcome the HRCs. This assessment along with the data gathered during the site selection and design phases were used to determine the baseline of issues most concerning to the neighborhood. Salt Lake City, Shelter the Homeless and VOA will maintain a record of community contacts including type of contact, requests for remediation, The three positions will use a mutually agreed upon tracking method and language. Ideally the tracking will be in real time to enable the identification and tracking of trends allowing agencies to anticipate and mitigate impacts.

III. SOCIAL SERVICES NARRATIVE

A. SUMMARY AND OUTLINE (20 points possible)

- i. Provide a summary of the current social service resources in the community.
- ii. Outline the need for additional resources for this purpose in SFY20 (July 1, 2019 – June 30, 2020).
- iii. Include data to support the need for additional resources.

alt Lake City has a full array of social services available to serve the homeless from emergency shelters, prepared meals, food pantries and medical services to housing assistance, mental and behavioral health care and addiction recovery for individuals, veterans, families and youth. The issue is access to services due to a lack of provider resources. Volunteers of America (VOA) street engagement teams often make first contact with people in need of assistance. They meet people where they are, literally and figuratively, to earn their trust, learn their stories and offer guidance and assistance in making a transition to life off the street. Salt Lake City is requesting Social Service mitigation funds to contract with VOA for a Homeless Outreach Caseworker to maintain a presence in the communities surrounding Salt Lake City's to HRCs. It is anticipated the centers will attract individuals seeking assistance but who may not be ready or understand how to access services. Since the HRCs are located in established neighborhoods this change in activity will affect residents, businesses, employees and patrons. To lessen any negative impacts VOA outreach will engage unsheltered homeless in the adjacent neighborhoods to guide them into appropriate treatment or other service opportunity. The Homeless Outreach Caseworker will be designated to a ½ mile radius around each HRC. The Homeless Outreach Caseworker will provide all the services available from VOA in the larger community, including transportation, service referrals, client assessments and emergency medical assessment and aid. The caseworker will also engage with the community surrounding the HRCs as they work with the unsheltered homeless so the community becomes familiar with them and the work they are doing. In this way, people will be exposed to the day to day challenges of HRC clients and others seeking services. The caseworker will better understand the neighbors and their concerns creating opportunities for understanding and cooperation. The Homeless Outreach Caseworker will be a vital communication partner with the SLC position and the Shelter the Homeless Community Engagement Coordinator. The caseworker will participate in Homeless Services meetings and HRC Neighborhood Advisory Groups so the VOA perspective of the community impacts can be shared and are part of the discussion where solutions are being discussed and decided.

B. FUNDING GAP AND LEVERAGING (10 points possible)

- i. Outline the funding gap to justify the need for additional funding through the Homeless Shelter Cities Mitigation Restricted Account.
- ii. Describe how the entity is leveraging alternative funding for social services related to homelessness.

To provide services to a designated geographic area, VOA will dedicate the same material support is provides in the community at large. This includes; a transport van plus insurance, cell phone and tablet and office space for the Homeless Outreach Case Worker. The caseworker will also participate in mediating and mitigating community concerns with the SLC position and Shelter the Homeless Community Engagement Coordinator. The three individuals will be the key points of contact between city government, the HRCs, and unsheltered homeless. The coordination of services and information sharing will allow Salt Lake City to integrate the HRC providers and clients into existing neighborhoods with a holistic, full view of the community as a whole and still address the individual needs of residents, business owners, visitors and HRC staff and clients. Until the HRCs are open and operating it is impossible to predict what will happen but to avoid missing a critical segment of the community or compelling issue The Community Engagement Model will remain broad in its scope as data is collected and analyzed.

The VOA Homeless Outreach Caseworker will have access to all the same providers and resources that are available to the other Engagement Teams in Salt Lake City. By dedicating a caseworker to the communities surrounding the HRCs , the caseworker will be able to establish the important personal connections required to guide people into treatment, housing, medical care or any of the many services available. The permanent members of the community will also know the caseworker and important information about people, services, problems and opportunities will be shared.

C. REPORTING MEASURES AND OUTCOMES (20 points possible)

Identify the intended outcomes related to the funding purpose and project. Narrative must include:

- i. metrics used to evaluate the effective use of funding;
- ii. baseline data; and
- iii. a description how data will be collected and tracked.

VOA statics for FY 17-18

The Population Served

In FY 17-18, HOP served 2,430 unduplicated individuals.

63% were male, 37% were female.

64% were chronically homeless.

100% were low income (almost all have no income at all).

Outcomes

In FY 17-18, HOP made 24,607 contacts with 2,430 individuals.

52% of clients received 3,668 hours of Care Coordination.

45% of clients received 5,996 referrals to necessary community resources.

218 clients received transportation to essential appointments.

15,268 basic needs items were distributed.

382 clients received non-emergency medical assistance from our Medical Outreach Services Team.

92 clients were placed in supportive housing case management.

The Homeless Outreach Caseworker

In addition to VOA responsibilities

a) Communicates with SLC position and Community Engagement Coord. to communicate issues and opportunities, reported and observed, on an ongoing basis.

b) Attend local community meetings to listen to concerns and discuss ideas for resolutions.

i) Ballpark and Central City Community Council Meetings

ii) City's internal Homeless Services Group

iii) HRC internal and community meetings

Evaluation

VOA has identified outcome evaluation as a critical part of the success matrix for continual improvement of service delivery. Measurable program goals and outcomes are identified each year.

Data is collected by program staff through an initial intake with clients wanting to receive services.

That data is updated during service delivery at regular intervals and upon a client's exit from the program. VOA's Director of Outcomes and Data monitors the collection and input of data, responds to requests for data queries and produces and distributes monthly success reports. Outcome reports are reviewed by VOA management to ensure that objectives are being met and monitor if data is trending above or below our goals. This fiscal year we will also be reinstating the Board of Directors Outcomes Committee to further bolster our outcome evaluation process. The data we collect is shared in the Utah Homeless Management Information System Database for continual improvement as a community in providing services to individuals experiencing homelessness.

DWS Housing and Community Development - Homelessness Programs Office (HPO)		
HPO Grant Budget Narrative and Itemization Form for Homeless Shelter Citizens Mitigation Account		
July 1, 2019 - June 30, 2020		
Organization:	Salt Lake City Corporation	
Organization:		
All planned expenses must be itemized, detailed and described for each line item. Cells may be expanded as necessary in order to provide all required information.		
The organization must choose between indirect OR direct administrative expenses. Expenses may NOT be entered in both Categories I and II.		
Category I *Indirect Expenses	Itemized Details of Grant Funds Requested	Grant Funds Requested
Indirect Costs		\$ -
<i>*Cannot exceed the entities federally approved indirect cost rate, the entities 10% de minimis rate certificate (unless otherwise approved), the federal regulations of 7.5% if receiving federal funds, or 5% of program total.</i>		
Category II Direct Administrative Expenses	Itemized Details of Grant Funds Requested	Grant Funds Requested
1. Salaries		\$ -
2. Fringe Benefits		\$ -
3. Communications (e.g. printing, copying, phone, postage)		\$ -
4. Equipment		\$ -
5. Insurance		\$ -
6. Organization Space Costs		\$ -
7. Organization Utilities		\$ -
8. Professional Development & Training		\$ -
9. Professional Fees & Contract Services		\$ -
10. Supplies		\$ -
11. Travel & Transportation		\$ -
Total Category I <u>OR</u> Category II Administrative Expenses The organization must choose between indirect OR direct administrative expenses. Expenses may NOT be entered in both Categories I and II.		\$ -
Category III Program Expenses	Itemized Details of HPO Grant Funds Requested	HPO Grant Funds Requested
1. Salaries	SLC Position \$22.59/hr x 2080 hrs = \$46,987.20	\$ 46,987.20
2. Fringe Benefits	SLC Position FICA Med, Retirement, Life Insurance, Health Insurance = \$18,776	\$ 18,776.00

3. Client Rent Payments		\$ -
4. Client Services (e.g. education services, employment & training, legal services, client transportation, utility shut-off prevention, etc.)		\$ -
5. Client Vouchers (e.g. motel, rent, etc.)		\$ -
6. Communications (e.g. printing, copying, phone, postage)	mobile phone with 1 year service \$250 = \$250	\$ 250.00
7. Professional Development & Training	De-escalation Training \$2,500 x 3 = \$7,500	\$ 7,500.00
8. Professional Fees & Contract Services (e.g. consultants, security, etc.)	Shelter the Homeless \$74,990 Volunteer of America \$59,061 (please see attached detail)	\$ 134,051.00
9. Program Equipment		\$ -
10. Program Insurance		\$ -
11. Program Space Costs (e.g. rent, lease, etc.)		\$ -
12. Program Supplies		\$ -
13. Program Travel & Transportation		\$ -
14. Program Utilities		\$ -
Total Category III Program Expenses		\$ 207,564.20
Total Expenses Category I OR II and Category III		\$ 207,564.20

Shelter the Homeless Community Engagement Coord

Personnel		Annual Salary	Cost
	<u>Position</u>		
	Community Engagement Coord.	\$60,000	\$60,000
Fringe Benefits			
	<u>Position</u>		
	Community Engagement Coord.		
	<u>Component</u>	<u>Rate</u>	<u>Wage</u>
	FICA & Medicare	7.65%	\$60,000
	Insurance	\$400 x 26 pay periods	\$10,400
		Total Fringe	\$14,990
Total Salaries and Fringe Benefits			\$74,990

Volunteers of America						
Homeless Outreach Case Manager						
<u>Personnel</u>	<u>Rate (/hr)</u>	<u>FTE's</u>	<u>Duration (mos)</u>	<u>Number</u>	<u>Budget subtotal</u>	
Homeless Outreach Case Manager	16	1	12		\$33,280.00	
			Salaries	Subtotal:	\$33,280.00	
Benefits (24% of total Salaries)				0	\$0.00	
Administration (26% of total Salaries) (will cover vehicle insurance)					\$8,653.00	
Payroll Tax (10% of total Salaries)					\$3,328.00	
						\$11,981.00
Vehicles (Van)						
One-time deposit				0	\$0.00	
Monthly lease charge	400		12	1	\$4,800.00	
Monthly operating/ maintenance	150		12	1	\$1,800.00	
			Vehicles subtotal:		\$6,600.00	
Office						
Lease	416/mo		12		\$5,000.00	
Office Furniture					\$1,000.00	
Computer/ Tablet	\$700			1	\$700.00	
Phone	\$500			1	\$500.00	
			Office Subtotal:		\$7,200.00	
			Budget Total:		\$59,061.00	