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YV Conference of Governments
Housing and Homeless Program
YVCOG Homeless Programs - EWWS RFP
9/11/2017 deadline

Yakima Neighborhood Health Services YNHS Hotel/Motel Vouchers

USD\$ 50,000.00 Requested

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none entered

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Application Questions

1. What Type of Organization are you? (no score)

- Private/Non-Profit
- Governmental Entity
- Corporation
- Limited Liability Corporation (LLC)
- Sole Proprietorship
- Religious Organization as defined by RCW 35.21.915
- Other

2. Please indicate which of the following is true with regard to the type of emergency shelter your organization will provide (1-8 pts):

Select all that apply

- A. Provide shelter to house men
- B. Provide shelter to house women
- C. Provide hotel/motel vouchers
- D. Provide shelter to families with children
- E. Provide shelter to youth and young adults
- F. Provide shelter to homeless with pets
- G. Provide shelter to couples without children
- H. Provide day warming shelter

3. PLEASE INDICATE THE PROJECT TYPE FOR WHICH YOU ARE SUBMITTING THIS APPLICATION: (no score)

Please choose only one. If you are requesting funding from more than one of the following choices, you must submit a separate application for each. Disregard number sequencing, as different questions will be omitted depending on your answer

below:

- Emergency Night Shelter - Questions 7-15
- Hotel / Motel Voucher - Questions 16-18
- Day Warming Shelter - Questions 7-15

4. What is the Project Address and provide a schedule of all services at each location. (list all apply): (1-5 pts)

Have you started the approval process with zoning and/or fire marshal? Give a detailed answer of your process.

Hotels and Motels utilized previously for the vouchers were located in the Cities of Yakima and Sunnyside. Location is based on availability and vacancy. Screening for the vouchers is available at the Yakima Neighborhood Health Service (YNHS) Depot and through the work of outreach workers at various sites. Zoning and work with the Fire Marshal are not relevant for this project.

5. Is this project eligible to execute a contract by November 15, 2017?

(If your project is not ready to begin on November 15, 2017, your application will not qualify for review and scoring)

- Yes
- No

6. Please summarize this funding request. What do you want to do? Describe the project in detail: (1-5 pts)

Families and individuals with special needs in Yakima, and individuals in the lower-Yakima Valley will be provided hotel/motel vouchers as an alternative to communal shelter stay. Special needs include: those needing ADA requirements, non-ambulatory, incontinent, and pet-accompanied. Following FEMA guidelines, YNHS will grant a three-day stay voucher for individuals and a seven-day stay voucher for families. Additional stays will be allowable.

Participants will be screened by YNHS staff for additional needs and provided appropriate wrap-around services through other YNHS programs including: clothing, hygiene kits, HEN, supportive housing programs, medical and behavioral health support, etc. All information will be entered into the Clarity HMIS system.

Underflow will also be addressed by Hotel/Motel vouchers. Underflow accommodations occur typically at the beginning of the season, particularly with women, when only one or two unsheltered participants request shelter. The process is more efficient to place them in a motel rather than deploy the full shelter system of volunteers.

In addition to serving families, hotel/motel vouchers are vital for members of the population who are deemed to not be successful in a congregate facility. Vulnerable population such as young adults, those with severe mental health issues or medical issues, and children are provided vouchers to assist in ensuring success and safety for all participants. Sanctions could result in serious consequences during extreme weather and the voucher provided a tailored alternative based on the need the participants.

SHELTERS

7. What is your plan to provide all shelter space as safe, secure, and a respectful facility for clients accessing services. (1-5 pts)

Attach your operation plan. Provide sleeping accommodations and fire/emergency safety plan.

Not relevant for Hotel / Motel Voucher applications per instructions.

8. How will you coordinate the donation and distribution of supplies, money, food, and other necessities for the operation of shelter projects (1-5 pts)

Provide the hours of operation to received and distribute items

Not relevant for Hotel / Motel Voucher applications per instructions.

9. Explain how you will provide a project level coordinator to conduct necessary volunteer training, site management, monitoring, data entry and reporting, and other duties as required. (1-5 pts)

Include a list of staff and or volunteers you will have to perform these duties.

Not relevant for Hotel / Motel Voucher applications per instructions.

10. How will you recruit, train and supervise consistent lead volunteer(s) or staff at each shelter site to monitor program quality, internal controls, client safety, and other routine site management activities as required? (1-5 pts)

Include a timeline for each activity

Not relevant for Hotel / Motel Voucher applications per instructions.

11. What guidelines, policies and procedures do you have regarding serving homeless clients including but not limited to providing emergency shelter? (1-5 pts)

Attach a copy of guidelines, policies and procedures for these requirements

Not relevant for Hotel / Motel Voucher applications per instructions.

12. Please describe and attach written agreements with any participating parties offering donated space for the provision of services establishing clear terms of use, including any usage restrictions and liability responsibilities. (1-5 pts)

Include how you will measure the success of partners and your conflict resolution to resolve issues that arise

Not relevant for Hotel / Motel Voucher applications per instructions.

13. How often will you conduct random on site visitations, reviews, and other interventions as necessary to ensure client safety and adherence to policy. (1-5 pts)

Who will be responsible for client safety and following the policies you have put in place

Not relevant for Hotel / Motel Voucher applications per instructions.

14. Do you have a means of tracking, summarizing, and reporting incidents occurring on site at the shelters and their resolution and provide YVCOG staff and their contracted agents weekly and complete summaries of any such incidents? (1-5 pts)

Who will be responsible for this requirement and how will you report back to YVCOG

Not relevant for Hotel / Motel Voucher applications per instructions.

15. How will you provide a confidential and anonymous means for clients to register grievances, complaints, safety concerns, etc. regarding the operations of shelters, staff or volunteers, or any other element of the EWW Shelter project. (1-5 pts)

Who will be responsible for this task in your organization and how will these issues be addressed?

Not relevant for Hotel / Motel Voucher applications per instructions. But the grievance procedure is as follows:

If a Single individual / family has a conflict with YNHS operations staff or support staff, or feels he / she/ they are being unfairly treated, the following process has been developed:

STEP 1. Whenever possible, try and talk things over with your intake specialist/case manager or the person you are having the conflict with.

STEP 2. If the matter cannot be resolved between the tenant/Client and the staff member directly, the tenant/client should contact the employee's direct supervisor within five days of the incident / issue being contested. (A response should be provided within five business days).

STEP 3. If the matter cannot be resolved by the employee's direct supervisor, the issue should be reported to a YNHS Chief Operating Officer, in writing, within the next five business days. (A response should be provided within five business days).

STEP 4. If there are still questions about the matter, submit them in writing to the President / Chief Executive Officer. The President / Chief Executive Officer will review the case and respond in writing to the employee within 30 days.

STEP 5. Any matter that cannot be resolved by step 4 will be referred to the Executive Committee of the Board of Directors for review and decision. The Executive committee may respond to the employee in writing within thirty days.

HOTEL / MOTEL VOUCHERS

16. What hours will you be available to assess a homeless client for a motel voucher? (1-5 pts)

Provide the location where the client can go to apply

Participants will be able to receive a voucher from 9am to 5pm seven days a week. Participant can be assessed at the Yakima Neighborhood Health Depot Center or through an intake by an Outreach Worker at a variety of locations.

17. What measurement will you use to determine who to give priority access to vouchers for unsheltered households? (1-5 pts)

Hotel/Motel vouchers are for families and individuals with special needs who do not qualify or fit into traditional shelter settings. Priority is given to families with children. During the Annual Point in Time Count, conducted January 26, 2017, 43 households were utilizing these vouchers with 38% being families with children from newborns to young adults 17 years old.

Individuals with special needs include those needing ADA requirements, non-ambulatory, incontinent, and pet-accompanied. Also included are vulnerable populations such as young adults, those with severe mental health issues or medical issues, are provided vouchers to assist in ensuring success and safety for all participants.

18. Is your organization certified in the County's online Homeless Management and Information System (HMIS) for all persons receiving assistance funded under the terms of this contract. (0-1 pts)

Data must be input within a 24 hour period.

Yakima Neighborhood Health has been an early adopter of HMIS data and processes; we continue to promote the shared enterprise of a county-wide HMIS database. Yakima Neighborhood Health is a certified organization with the online Homeless Management and Information System and has been for multiple years. Data input is conducted onsite during the initial intake – there is no delay in entering the data.

Met needs will be measured and entered into the HMIS System including:

- Median Length of Stay
- Permanent Housing exits
- Returns to homelessness
- Unsheltered entries
- Vacancy rates

PROJECT/PROGRAM SPECIFIC INFORMATION

19. Are you able to enter into and maintain data sharing and client confidentiality agreements (0-1 pts)

Provide your confidentiality policy.

Yes – YNHS is a current user of the Yakima County Homeless Management Information System (HMIS) System. There are current data sharing and client confidentiality agreements in place with the local system. YNHS adheres to the policies in the Yakima County Homeless Management Information System Policy Guide – 2017 – maintained by Yakima County Conference of Governments.

Privacy and confidentiality is maintained at all times – regardless of program. All Protected Health Information (PHI) is secured in compliance with HIPAA regulations. All patient/client records are contained in our electronic health record (EHR) system. Outreach and enrollment staff will utilize YNHS issued tablets on our secured network to initiate and access a patient's record. Other staff will access records when on site utilizing YNHS computers. All screening tools utilized by the program are available in the EHR and entries will be made directly into the record electronically. Paper will not be used unless the network is not accessible for some reason. Should that occur, the data will be recorded on a paper copy of the screening form and entered into the patient's record once the system is again operational. Once the information is entered into the system the paper copy will be shredded using a secured shredder for this purpose. Access to the EHR is restricted to only those employees requiring access necessary to completing their assigned duties. Individual user names and passwords issued by administration are necessary in order to access the system.

Participant interviews will be conducted individually unless the participant requests the presence of another person or family member(s). As much privacy as possible will be sought when the interview is conducted in the field. Otherwise, interviews will be conducted in the privacy of individual offices or conference rooms.

YNHS is a community health center which is required to comply with all HIPAA regulations and state laws regarding the preservation of confidentiality. Compliance with these requirements is reviewed periodically in the course of usual audits conducted by a number of entities including HRSA, CMS, DSHS, and the Joint Commission. All employees, students, and volunteers receive training on the preservation of confidentiality, including their responsibilities, and sign a confidentiality statement. Contractors/Business Associates must also sign a non-disclosure agreement. YNHS also conducts an annual risk assessment and has an established Safety Committee which conducts monthly walk-throughs of all sites to identify potential or existing hazards.

20. Will you reach out to other agencies and collaborate on services with this project? (1-5 pts)

Who will you reach out to and what services will you collaborate on?

YNHS collaborates with many agencies in most programs and projects including, but not limited to; Yakima Housing Authority, private landlords, etc. for housing needs. For support services, YNHS rely on the expertise of Triumph Treatment Services and the YWCA of Yakima for clients with Chemical Dependency and Domestic Violence issues. YNHS also collaborates with the workforce, housing, and transportation systems to make employment an essential component of their supportive housing programs and projects.

YNHS is an access point for coordinated entry, and as a result, are working with all agencies who are participating in coordinated entry to identify the most vulnerable in the community in order to prioritize them for housing.

Additionally, YNHS has been an early adopter of HMIS data and processes and continues to promote the shared enterprise of a county-wide HMIS database. Yakima County HMIS providers share one database so we can share and see what services homeless residents in Yakima County are receiving, and are able to coordinate services among the providers.

21. Who will provide monthly reports on services provided to stakeholders (1-5 pts)

What information will you report on and who will report on it?

Numbers served broken out by families and individuals, as well as any additional data requested by YVCOG, will be reported by Program Supervisor - Annette Rodriguez. Compliance Reporting will be reported by the Deputy CEO - Rhonda Hauff

22. How many bed nights will you serve each night. (1-5)

During the 2016-17 program year, 131 households representing 193 individuals were served by the YNHS Hotel/Motel voucher

program for a total of 5,187 bed nights for an average of 27 bed nights per person or 39 bed nights per household. 92 participants were members of households with children.

Based on National and State averages which is showing an increase in the number of unsheltered homeless, combined with the loss of homeless housing locally, the expected number in need is likely to rise. Last year, the estimated need was 400 bed nights (average cost per night is \$50.00 though larger families will have a higher cost). Note there is not a 1-1 ratio of individuals to rooms as multi-family households can occupy 1 room. Last's years' allocation of \$24,000 was augmented by an additional allocation of \$75,000 at the urging of the City of Yakima. Based on last year's activity, the expected need is 831 rooms at an average of \$50.00 per night.

Regarding how many bed nights served each night – this is difficult to measure as it is dependent on the presented need and includes such factors as: How many families are in need, family size, number of children, number of special needs population. A rough estimated based on last years' activity would be 131 bed nights each night for a program total of over 5,000 bed nights.

23. Where will you provide shelter(s) or motel vouchers? (1-16 pts)

- City of Yakima
- Grandview
- Granger
- Harrah
- Mabton
- Moxee
- Naches
- Selah
- Sunnyside
- Tieton
- Toppenish
- Union Gap
- Wapato
- Zillah
- Unincorporated Yakima County
- Yakama Reservation

24. Are you providing any additional services other than emergency shelter? (1-5 pts)

If so, please describe:

YNHS is a community health center operating seven clinics located throughout the county. They provide integrated medical, dental, behavioral health and substance use services to the low-income residents of Yakima County. To ensure access for the homeless, YNHS operates a medical and dental clinic located at Triumph Treatment Services in the downtown area. YNHS also operates a clinic located at Comprehensive Healthcare, which serves the chronically mentally ill.

For the homeless, access to services is impacted by many factors not experienced by the general population. Besides lacking the cash to pay for housing, many lack the documents needed to apply for services and benefits such as a birth certificate, driver's license, a mailing address as evidenced by a utility bill, a phone number, etc. Many do not have a car and public transportation throughout the Valley is limited. Poor personal hygiene, bizarre behavior or a confused mental status can make mainstream businesses and agencies reluctant to serve the homeless. Daily harassment, disrespect, and public beratement can lead some homeless individuals to become isolated and shy away from contact with others. The stigma of homelessness also makes it extremely difficult for some individuals and families to seek assistance. Some are unaware of the various organizations that offer assistance and have no idea of how to access these services. Becoming homeless is a traumatic event and many are at a loss for how to cope. Depression is common as is alcohol and substance abuse.

All participants will be screened by a behavioral health specialist or trained case manager as part of their initial assessment. YNHS has adopted the Screening, Brief Intervention, and Referral for Treatment (SBIRT) approach and screening to identify those with SUDs or CODs. If the SBIRT screening indicates drug use within the past year additional screening using the Drug Abuse Screening Test (DAST) will be administered. Those whose screening indicates little or no risky behavior will not be included in this program but will continue to receive all other services available to the homeless. Those whose scores indicate moderate risky behaviors will be referred to the behavioral health staff at YNHS to develop an appropriate treatment plan for brief intervention and treatment. Staff includes masters trained behavioral health specialists, and a psychologist. Those persons with high scores will be referred to one of our partner organizations for further diagnostic assessment, development of a treatment plan, and more intensive, long term specialty treatment.

25. Please provide any other information you believe to be relevant to the success of your application and the services your organization provides. (1-5 pts)

Founded in 1975, YNHS began providing health services to the homeless in 2005 when Health Care for the Homeless funding was first received, and has grown to become the largest provider of homeless services in Yakima county. They currently provide outreach and basic needs assistance, medical respite care, and permanent supportive housing. A total of 2,232 homeless individuals were served in 2016, 56% of whom were Hispanic/Latino. In 2015, YNHS provided permanent supportive housing for 188 persons, medical respite care for 47 people (1,011 nights), and basic needs assistance for 1,799 households. Their employees are particularly empathetic to their clients as many have been homeless, lived (and currently live) in public housing, grew up in the area, and come from the communities we serve.

YNHS has integrated its medical services with a strong behavioral health program, employing masters level trained behavioral health specialists, and psychologists. YNHS employs 297 total staff, 63% of whom are bilingual and bicultural Hispanic/Latino. We are Joint Commission accredited and were the first practice to receive NCQA Patient Centered Medical Home (PCMH) Level 3 recognition in Washington State. Yakima Neighborhood Health Services has staff trained in Trauma Informed Care as well as various staff trained to respond to behavioral and mental health needs as indicated. Nursing Case managers are also trained to provide services to those with disabilities and other identified special needs.

YNHS has eight other clinic locations besides the main campus to serve the entire county. The Neighborhood Connections clinic, which serves the homeless, is co-located with Triumph Treatment Services. They also have a clinic at Comprehensive Healthcare's main location in Yakima which serves those with mental illness and substance use disorders. Other YNHS locations include Sunnyside, Granger, and Southeast Yakima.

YNHS uses an electronic financial accounting system called "Profund", and has used this system for more than a decade. YNHS has a staff of five accountants, supervised by a controller who has been with YNHS for 10 years and who manage the daily business of the organization, and a contracted CFO, who has been with YNHS for 16 years and has 24 years of experience in this industry. YNHS also has an electronic practice management system, which provides for electronic billing and collection of patient claims, as well as cash management. YNHS produces monthly financial statements and a Financial and Operational dashboard report that is presented on a timely basis to the CEO, Deputy Director and the Board of Directors. Month over month and actual to budget variances are noted and explained. There variances are not just related to financial statement variances, but also variances of key agency indicators, such as productivity by provider, health services payor mix, days in accounts receivable, as well as others.

Additionally, the auditors review internal controls annually, the Bureau of Primary Health Care, which is a major source of federal funding, reviews policies and procedures once every three years. YNHS has successfully met these review requirements. YNHS has developed time and attendance, tracking processes and recording of revenues and expenses to meet federal grant requirements.

26. Detail your service plan, including transportation, hygiene facilities, meals, etc. (1-5 pts)

Families or singles who may not be able to stay in a shelter setting can sign up for a hotel/motel voucher at the YNHS access points for Coordinated Entry. Eligibility requires that are literally homeless which is defined as living on the street, car, or inhabitable situation. Vouchers are issued if the participant is a family with children, or a special need (those needing ADA requirements, non-ambulatory, incontinent, and pet-accompanied) or high risk such as young adults, individuals with serious mental health issues or other circumstances that would not result in a successful stay in a traditional facility.

The rules and participation agreements will be reviewed and signed off as an acknowledgement of understanding by the participant. All participants will be screened by a behavioral health specialist or trained case manager as part of their initial assessment. YNHS has adopted the Screening, Brief Intervention, and Referral for Treatment (SBIRT) approach and screening to identify those with SUDs or CODs. If the SBIRT screening indicates drug use within the past year additional screening using the Drug Abuse Screening Test (DAST) will be administered. All data will be entered in to the HMIS system immediately during intake to meet with 48-hour requirement for data entry by Commerce and the 24-hour requirement for data entry by YVCOG.

Extensions will be based program funding availability and need. Families with children are given priority and stays are based on need and vacancy availability. Upon screening our goal will be to enroll families and individuals to the coordinated entry active client list using the Vulnerability Index (VI) & Service Prioritization Decision Assistance Tool (VI-SPDAT). As an access point we will navigate them through the healthcare and housing systems with the goal of identifying permanent housing placement.

27. How will you leverage your other programs and or funding to assist with the EWWS? (1-5 pts)

YNHS will provide In-Kind match of \$46,899 per year. This is calculated as the value of the YNHS medical and dental services provided to participants of the program which is valued at \$243 per encounter with an estimate of 1 encounters per time period. (Medicaid-approved encounter rate)

Initial Assessment and Screening by 1 FTE Case Manager is provided as match. 1 FTE Case Managers at \$3,114 per month X 5 months = \$15,570 plus benefits (25% or \$3,893) for a total of \$19,463.

For more detail see the Budget Narrative section.

Budget

EXTREME WINTER WEATHER SHELTER	Local (2163) Request	In-kind or Other
Personnel Salaries / Wages	USD\$ 4,352.00	
Personnel Fringe Benefits	USD\$ 1,088.00	
Administration Costs	USD\$ 3,000.00	
In-Kind Donations		
Hotel / Motel Vouchers	USD\$ 41,560.00	
Overnight Shelter Operations		
Day Warming Shelter Operations		
Behavioral Health, Medical, & Dental Services – Medicaid rate		USD\$ 46,899.00
Screening & Assessment for Wrap-around services		USD\$ 19,463.00
Hygiene Kits		USD\$ 1,640.00
Transportation		USD\$ 950.00
Total	USD\$ 50,000.00	USD\$ 68,952.00

Total Project Cost

calculation error

Budget Narrative

2163 Request

- Personnel Salaries / Wages: .5 FTE Case Manager at ~4 hours a day X 136 days X Average Hourly Rate of \$16 = \$4,352. Tasks include conducting intake, screening, transportation, case management, and transition.
- Personnel Fringe Benefits; Benefit rate of 25% = \$1,088
- Administration Costs = Administration Rate of 6% = 3,000 Tasks include training, oversight, and program administration
- Hotel / Motel Vouchers = Estimated Need based on last years' experience 831 hotel/motel nights at an average of \$50.00 per night divided between upper and lower valley locations = \$41,560.

In-Kind and Other

- YNHS will provide In-Kind match of \$46,899 per year. This is calculated as the value of the YNHS medical and dental services provided to participants of the program which is valued at \$243 per encounter with an average of 1 encounters per time period (193 individuals x 243 = \$46,899). (Medicaid-approved encounter rate)
- Initial Assessment and Screening by 1 FTE Case Manager is provided as match. 1 FTE Case Managers at \$3,114 per month X 5 months = \$15,570 plus benefits (25% or \$3,893) for a total of \$19,463.
- Hygiene Kits – These kits provide essential needs to individuals and families during their stay in the program. Items include personal health and hygiene items. Estimated value is 500 kits x \$3.28 cost per kit = \$1,640
- Transportation – Once an intake is complete, the family or individual is transported to the hotel/motel in either the upper or lower valley. Estimate cost for fuel is \$950 per period based on previous years experience.

Documents

Documents Requested *

Required? Attached Documents *

Commitment letters for all leveraged funds/Letters of Support	✓	YNHS Vouchers Match Commitment
Verification and Signature download template	✓	YNHS Hotel Motel Verification and Signature
Project Map/Program Service Area		YNHS - Map of Service Area
For Non-Profits: IRS Form 990	✓	YNHS 990 FY 2016
For Non-Profits: Board Documentation (List of Board Members, Charter, ByLaws)	✓	2016 YNHS Board of Directors By Laws rev Aug 2014signed
For Non-Profits: 501(c)3 Tax Exempt Letter	✓	IRS tax exempt status Tax ID Certification

General Liability Insurance Certificate



[General Liability Insurance Certificate](#)

Agency's Audit Report for the most recent Fiscal Year



[Yakima Neighborhood Health Services, Inc FS](#)

Other relevant documentation

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