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YV Conference of Governments
Homeless and Housing Program
YVCOG HP RFP 2018-2020
4/9/2018 deadline

Yakima Valley Farm Workers Clinic DBA Northwest Community Action Center Winter weather Hotel/Motel Vouchers

USD\$ 60,000.00 Requested

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Project Contact

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Additional Contacts

none entered

**Yakima Valley Farm Workers
Clinic DBA Northwest Community
Action Center**

706 Rentschler Lane
same as above
Toppenish, WA 98948

Emergency Services Manager

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Application Questions

PROJECT NARRATIVE

1. PROJECT SUMMARY: Provide a brief description of the proposed project. Describe how the project is aligned with the goals in the Yakima County 5-Year Plan.

The Yakima County 5-Year Plan can be found in the Library tab.

Northwest Community Action Center (NCAC), a division of Yakima Valley Farm Workers Clinic, will issue hotel motel vouchers to homeless individuals and families in Yakima County. Although we will make services available to all eligible clientele, we will place emphasis on service to that portion of the county south of Union Gap. Each family and/or individual will be assessed and entered into the coordinated entry system to help link the client with the most appropriate additional services needed to expedite placement in stable housing. Hotel/Motel vouchers will be issued to those individuals for whom other emergency shelter accommodations are not appropriate for or accessible to. Northwest Community Action Center will utilize existing agreements with six motels in Yakima, Toppenish, and Sunnyside to temporarily house program clientele. In addition, NCAC will utilize, the Cosecha Apartments, a seasonal farmworker housing unit, to house larger families. Cosecha Apartment utilization is made possible through an agreement with the Yakima Housing Authority. Yakima Housing Authority was granted a waiver from the USDA to utilize this housing for homeless emergency shelter during the months that the housing traditionally lies vacant, November through March. The onsite manager will assist with checking in clients and will work closely with NCAC case managers to ensure smooth operations.

2. TARGET POPULATION: Describe in detail the target population this project will serve. Include agency's experience working with this particular population and knowledge/understanding of this populations' unique service needs.

Please indicate how serving this population aligns with the 5-Year Plan.

In as much as there are few emergency shelter options for families with children, Northwest Community Action Center will target specifically those homeless families with children. This population is specified in the 5-year plan as a priority group.

Northwest Community Action Center has extensive experience providing emergency hotel motel vouchers with the aim of moving families from temporary to permanent housing. Since its inception in 1982, Northwest Community Action Center

(NCAC) has been providing families, individuals and youth with a wide range of educational, social and human services. With experienced staff and an extensive array of service options, NCAC is equipped with the resources, experience and expertise to successfully move clients rapidly from homelessness.

Currently NCAC operates CHG, TANF, and HEN rapid rehousing, Coordinated Entry and Extreme Weather Hotel/Motel Voucher program services. As well, two existing skilled, experienced case managers, resumes attached, will continue to work with homeless households to remove barriers and promote rapid rehousing in stable and healthy living environments as appropriate.

3. SERVICES/ACTIVIES: Describe the services/activities proposed in a specific and detailed manner. Include a description of how the services/activities will be implemented and the frequency/duration of services.

Please indicate how the proposed services align with the 5-Year Plan.

Northwest Community action Center will provide a total of 4,470 bed-nights during the contract period serving 80 households or 240 individuals at an average cost of 11.19 per bed-night by providing hotel/motel vouchers to homeless individuals and families in Yakima County. Although we will make services available to all eligible clientele, we will place emphasis on service to that portion of the county south of Union Gap. Each family and/or individual will be assessed and entered into the coordinated entry system to help link the client with the most appropriate additional services needed to expedite placement in stable housing. Hotel/Motel vouchers will be issued to those individuals for whom other emergency shelter accommodations are not appropriate for or accessible to. Northwest Community Action Center will utilize existing agreements with six motels in Yakima, Toppenish, and Sunnyside to temporarily house program clientele. In addition, NCAC will utilize, the Cosecha Apartments, a seasonal farmworker housing unit, to house larger families. Cosecha Apartment utilization is made possible through an agreement with the Yakima Housing Authority. Yakima Housing Authority was granted waiver from the USDA to utilize this housing for homeless emergency shelter during the months that the housing traditionally lies vacant, November through March. The onsite manager will assist with checking in clients and will work closely with NCAC Case managers to ensure smooth operations.

4. LOCATION: In what City or Cities will your project be located? Describe how the services will be available and accessible.

Is this location near a public transit line and/or will your services include client transportation, if necessary.

Northwest Community Action Center, a division of Yakima Valley Farm Workers Clinic, delivers service in accessible facilities throughout Yakima County. With clinics in Grandview, Sunnyside, Granger, Wapato, Toppenish, and multiple sites in Yakima, we will arrange to meet clients as close to where they are as possible minimizing the need for transportation. As has been our practice in the past, we will continue to work with existing shelter providers to identify clientele and, if necessary go on site to provide services. Our primary service location will be at Northwest Community Action Center, 706 Rentschler Lane, Toppenish, WA 98948. Our office is a regular stop on People for People's Community Connector and Pahto Public Passage routes. As well, all Yakima sites are near a public transit line.

This organization has the capacity to accommodate persons with disabilities and provide individual accommodations to meet specific person's or household's need. We are compliant with all local, state, and federal rules and regulations associated with accessibility for persons with disabilities or who have special needs. Staff receive regular training regarding providing services to persons with disabilities or who have special needs and our compliance officer ensures that we have the tools, training and resources to provide quality services to all.

Because we have established positive working relationships with hotel/motels throughout the Valley, we are sometimes able to authorize the voucher electronically and follow up with the client after the families is sheltered.

5. LINK TO NEED: Describe how the proposed services/activities, including the location, meet the needs of the target population and fill any gaps in services. How do the proposed services meet the need in the community without duplicating efforts?

Indicate whether the service delivery model to be used is best practice, and provide detailed information to support that the project design is: a) evidence based, or b) introduces an innovation that improves the services provided.

According to the 5 year plan Families with children are among the highest priority representing some of the greatest need. As well, there are no family shelters in the area of Yakima County south of Union Gap.

With locations throughout Yakima County, NCAC will have the capacity to meet these needs. NCAC is uniquely poised to fill any gaps in service given our vast service array including social, emergency, education, physical and mental health, and nutrition services.

NCAC's Extreme Winter Weather Hotel/Motel voucher program incorporates the values of housing first into its service delivery strategy. Both the YVCOG 5 Year Plan and the State of Washington Homeless Housing Strategic Plan promote the adoption of a housing first model. Another emphasis considered a best practice is to move unsheltered families to housing as soon as possible.

Our experienced homeless case managers are well versed in the availability of services in and have developed working

relationships with a number of hotels in the area. Likewise we have coordinated with the Yakima Housing Authority to lease seasonal farm worker housing units to be used in place of hotel vouchers for larger families.

6. ACCESSABILITY: Describe in detail how the proposed project will be accessed by the targeted population.

How will this project coordinate with the Coordinated Entry System?

Northwest Community Action Center a division of Yakima Valley Farm Workers Clinic delivers service in accessible facilities throughout Yakima County. With clinics in Grandview, Sunnyside, Granger, Wapato, Toppenish, and multiple sites in Yakima, we will arrange to meet clients as close to where they are as possible maximizing accessibility for targeted populations.

We will also work closely with client advocates, schools, and other community organizations to extend services to our target population and provide for ease in access through multiple connection points. All clientele served by this project will be assessed using the VI-SPDAT of the Coordinated Entry System designed to identify those most in need and those appropriate for rapid rehousing services or other housing options.

As an experienced provider of services to the homeless, NCAC is familiar with the locations that the homeless frequent and will make continued efforts to contact the homeless where they are. In addition, we will work closely with other service agencies, law enforcement, and religious or other philanthropic organizations to identify opportunities for outreach throughout the year.

7. HOUSING SEARCH AND STABILIZATION: For Rapid Rehousing/Rental Assistance Projects ONLY. Describe the agency's experience in working with area landlords and/or property managers and detail the project's planned liaison efforts.

Describe your agency's approach to maintaining strong relationships with landlords and providing tenants with knowledge of their responsibilities as a tenant.

Although this section is not specifically applicable to this proposal, in all likelihood, households participating in the Hotel/Motel voucher program will also benefit from our strong established relationships with landlords. As a long-term homeless service provider, NCAC has developed relationships with over 500 landlords and property managers that have demonstrated a willingness to work with us to provide safe, permanent housing for families and individuals experiencing homelessness. NCAC will continue to work to develop these relationships and expand affordable housing options for the homeless in Yakima County.

Recognizing that many of our potential clientele may have significant obstacles to finding permanent housing, case management, client advocacy, landlord outreach, and landlord support services are critical. Bad credit, past evictions, and criminal records, and/or lack of income often times make a client less appealing to the perspective landlord. These issues may be formidable challenges to overcome for the client to be accepted as a tenant.

NCAC will advocate for the client and, as necessary, offer special incentives to landlords to encourage them to accept homeless households. Larger deposits, first and last month rent at move in as well limited damage repair coverage may be provided as allowable to induce landlords to accept clientele.

Sometimes case management alone can be an excellent selling point for landlords. NCAC will mediate issues between the tenant and landlord to help the tenant be a better renter while at the same time, avert potential costly evictions procedures by a landlord. In other words, NCAC will provide both advocacy for the homeless and support for the landlord.

8. COMPLEMENTARY SERVICES and COORDINATION: Describe other services, projects, and agencies that will provide services or resources to project participants that help meet needs and promote movement toward permanent housing.

Describe in detail any formal agreements or history of partnerships (i.e. education, employment, life skills, mental health, substance abuse) that your agency has with partnering agencies and UPLOAD signed MOU's/agreements in the Documents Tab.

As a community action agency, NCAC has a variety of services including hotel motel vouchers, energy assistance, life skills classes, GED, computer banks, job clubs and other employment, social, and education services.

Coordination and collaboration with other service agencies are critical to the success of our program. As such, we will continue to work closely with any and all homeless service providers as well as other support agencies to maximize service access and availability to our clientele. Likewise, coordinated entry will help us to identify other housing opportunities within our homeless service system.

NCAC will continue to serve as the lead organization for the Mid-Valley Provider Consortia, (see MOU) a group of organizations providing a variety of services to our community throughout Yakima County. In addition, NCAC will continue to

participate in local homeless advisory groups.

Finally, as a division of Yakima Valley Farm Workers Clinic our Behavioral Health, medical, dental, optical and WIC services can also be a valuable asset as we strive to make homelessness in Yakima County brief and rare.

9. PROJECT OUTPUTS: The overall goal of this RFP is to prioritize unsheltered, rapidly move households into permanent housing, and reduce the time spent homeless and on the streets or in shelters. The next FOUR (4) questions address projected output.

Will your project have measurable outputs?

- Yes
- No
- Other:

10. A) PERSONS SERVED: Indicate number of projected unduplicated persons and households to be assisted for a 12 month program period. Unduplicated means that each person/household served by the project is counted only once during the program period.

Disregard Total at the bottom.

<input type="text" value="110"/>	Unduplicated Persons (7/1/18 - 6/30/19)
<input type="text" value="40"/>	Unduplicated Households (7/1/18 - 6/30/19)
<input type="text" value="150.00"/>	TOTAL

11. B) SERVICE UNITS: Identify and describe THREE (3) service units to be provided. (Examples: number of outreach contacts, emergency shelter bed nights, housing stability service hours, vouchers, etc.)

For each service unit, indicate total number of service units to be provided in a 12-month program period. Identify how you track and monitor clients and services provided; be specific.

e40 vouchers will be issued to 40 households
120 individuals will be moved from unsheltered to sheltered
2,235 bednights will be provided

Client status and overall performance will be tracked through the HMIS system

12. C) EMERGENCY SHELTER & TRANSITIONAL HOUSING PROJECTS ONLY: How many units (or beds) are in your program and what percent of utilization do you anticipate:

Disregard Total at the bottom.

<input type="text" value="0"/>	# of Units
<input type="text" value="0"/>	# of Beds
<input type="text" value="0"/>	% Utilization Rate
<input type="text" value="0.00"/>	TOTAL

13. D) POTENTIAL BARRIERS: Describe any potential barriers to achieving the identified output(s) and the strategy for overcoming these barriers in order to meet the proposed performance targets.

The homeless face formidable barriers to rehousing. Consequently, not all hotels are willing to accept emergency vouchers or their rates are much higher than the hotel voucher program can support. NCAC currently has six hotels willing to accept our vouchers. We have further expanded our capacity to shelter families through our agreement with Yakima Housing Authority.

We will leverage our internal resources and those within the community to increase our ability to serve more families.

14. Please select your proposed project type for this application. Separate applications must be done for each project your agency will apply for.

Answer ONLY the questions below that pertain to your project type; type N/A in questions that do not pertain.

- Coordinated Entry Services
- Emergency Shelter (DV, Youth, 24-hour, overnight only)
- Winter Weather Hotel/Motel Vouchers
- Outreach Services
- Rapid Rehousing (RRH) / Rental Assistance (RA)
- HEN Rental Assistance
- TANF Rental Assistance

15. COORDINATED ENTRY SERVICES: Describe your agency's process for completing the CE Intake Assessment and ensuring the client gets prioritized appropriately. Indicate number of estimated assessments your agency is likely to complete per month.

Describe any potential barriers this project may encounter and the strategy for overcoming these barriers.
Our Agency intends to be a point of access for coordinated entry.

16. EMERGENCY SHELTER: Emergency Shelter Projects have the following performance targets: at least 60% of clients exit to permanent housing and an average length of stay of 20 days. Describe your action plan to achieve these targets.

Describe any potential barriers to achieving the identified outcomes and the strategy for overcoming these barriers.
All winter weather voucher recipients will be exposed to the full array of services available through NCAC. Although, there may be instances that an individual family remain in the program for over 30 days, the initial voucher issuance will be for 7 days. As well, subsequent extensions are also issued for no more than 7 days. With this in mind, it has been our experience the families that are housed normally secure housing within the first 14 days of complying in earnest with the housing stability plan.

NCAC will advocate for the client and, as necessary, offer special incentives to landlords to encourage them to accept homeless households. Larger deposits, first and last month rent at move in as well limited damage repair coverage may be provided as allowable to induce landlords to accept clientele.

Sometimes case management alone can be an excellent selling point for landlords. NCAC will mediate issues between the tenant and landlord to help the tenant be a better renter while at the same time, avert potential costly evictions procedures by a landlord. In other words, NCAC will provide both advocacy for the homeless and support for the landlord.

17. RAPID REHOUSING (RRH)/RENTAL ASSISTANCE (RA) - Describe your agency's process for assisting clients in obtaining necessary identification, disability, and homeless verification documentation to obtain housing assistance.

Describe any potential barriers this project may encounter and the strategy for overcoming these barriers.
This section is not applicable to this proposal.

18. RRH: RRH projects have the performance targets of: at least 90% of clients exit to permanent housing, an average length of time from enrollment to move-in of 14 days or less, and less than 5% of clients returning to homelessness within 1 year.

Describe your action plan for meeting the identified outcomes and your strategy for overcoming any barriers to meeting the proposed performance targets.
This section is not applicable to this proposal.

19. RA: TH or PSH: TH projects will only be considered for youth or DV clients. Performance targets for: TH - at least 80% exit to PH and average LOS less than 180 days. PSH - at least 90% retain or exit to PH.

Describe your action plan for meeting the identified outcomes and your strategy for overcoming any barriers to meeting the proposed performance targets. Describe your action plan for increasing or maintaining the total income of clients served.
This section is not applicable to this proposal.

20. CAPITAL IMPROVEMENT: Please attach a copy of the signed Purchase Agreement, Lease Agreement, Zoning Approval and any other supporting documentation under the Documents tab.

Please give a "yes", "no", or "unknown" response for each question below.

<input type="text" value="no"/>	Does your agency own the property or have a contract to purchase or lease the property?
<input type="text" value="n/a"/>	Does the proposed use of project comply with city zoning codes and state regulations?
<input type="text" value="no"/>	Will this project require relocating individuals and if so, does your agency intend to comply with the Uniform Relocation Act (URA)? (See Library Tab)
<input type="text" value="yes"/>	Does the proposed use of this project directly benefit homeless individuals?
<input type="text" value="yes"/>	Does this proposed project align with the goals outlined in the Yakima County 5-Year Plan? (see Library Tab)
<input type="text" value="0.00"/>	TOTAL

21. CAPITAL IMPROVEMENT: Describe your proposed project in detail including timeline for completion, proposed deliverable, and how it aligns with the 5-year plan.

This section is not applicable to this proposal.

22. OUTREACH SERVICES: Describe the anticipated outcomes of your project and what will be the proposed deliverables?

Describe your action plan for connecting your target population to a Coordinated Entry Access Point and prioritized for housing or other services.

Our multi-faceted outreach plan will target three primary groups: 1) the homeless, 2) for profit and non profit landlords, and 3) other service providers.

In respect to outreach to the homeless, one of the obvious outreach opportunities is the annual Point in Time/Project Homeless Connect Events. Northwest Community Action Center has been a participant in these activities for the past eight years. NCAC will continue to participate throughout the county as well as serve as a primary sponsor of the Toppenish Food Bank event. As an experienced provider of services to the homeless, NCAC is familiar with the locations that the homeless frequent and will make continued efforts to contact the homeless where they are. In addition, we will work closely with other service agencies, law enforcement, and religious or other philanthropic organizations to identify opportunities for outreach throughout the year.

We have developed multiple working relationships with both for-profit and non profit landlords. We will continue to reach out to these entities and work to expand the list of participating landlords through presentations to and/or participation in landlord associations, city and county meetings, and other professional and service related organizations. We also contact landlords directly to help the homeless identify suitable housing and keep communications open with the landlords to enable our staff to mediate issues early before those issues jeopardize a clients housing or our relationship with landlords.

Finally, coordination and collaboration with other service agencies are critical to the success of our program. As such, we will continue to work closely with any and all homeless service providers as well as other support agencies to maximize service access and availability to our clientele. As well, NCAC will continue to serve as the lead organization for the Mid-Valley Provider Consortia, a group of organizations providing a variety of services to our community throughout Yakima County. In addition, NCAC will continue to participate in local, regional and statewide homeless advisory, advocacy, and support groups.

AGENCY CAPACITY AND EXPERIENCE

23. AGENCY CAPACITY AND EXPERIENCE: Please provide a brief response to each question below.

Please give a "yes", "no", or "unknown" response for each question below

- YES Does your agency have experience providing homeless housing and/or services?
- YES Does your agency have experience managing and accounting for public funding?
- YES Have you had an audit in the last 24 months?
- NO Has your agency received any audit or monitoring findings in the last 3 years? If yes, upload audit in Documents Tab.
- NO Has your agency undergone organizational restructuring in the last 24 months?
- NO Has your agency experienced turnover in key management positions in the last 24 months pertinent to this project?
- YES Does your agency maintain policies for minimum qualifications for the staff members who will provide client services. If yes, please attach in Document Tab.
- YES Does your agency utilize policies, procedures, and best practices to promote fairness and opportunity for all people, particularly people of color and communities that are disproportionately represented among the homeless population?
- YES Does your agency assure access to underserved communities impacted by homelessness?
- YES Will your agency provide services to racial and ethnic minorities, immigrants and refugees, individuals with disabilities, LGBTQ, and people with limited English proficiency?
- YES Does your agency identify specific cultural based needs of populations and use that information to modify engagement and services?
- YES Does your agency conduct self-assessment of its fair and just practices and cultural competency including both internal and external input?
- YES Does your agency participate in HMIS currently?
- YES Does your agency currently participate in the Coordinated Entry System for Yakima?
- TOTAL**

24. AGENCY COMMUNITY PARTICIPATION/COLLABORATION: Upload any MOUs between partnering agencies in the Documents Tab.

Please give a "yes", "no", or "unknown" response for each question below

YES Does your agency participate in local homeless planning committees?

YES Is your agency collaborating with partner agencies? Please attach all MOU's.

TOTAL

Budget

CAPITAL IMPROVEMENT PROJECT BUDGET	This Request	Other Federal	Other State/Local	Private or Other	TOTAL
Design & Inspection					USD\$ 0.00
Project Manager/Consultants					USD\$ 0.00
Relocation Costs (if applicable)					USD\$ 0.00
Title Insurance					USD\$ 0.00
Environmental Review					USD\$ 0.00
Permits & Fees					USD\$ 0.00
Land Acquisition					USD\$ 0.00
Site Development & Landscape					USD\$ 0.00
Utilities					USD\$ 0.00
Other:					USD\$ 0.00
Total	USD\$ 0.00	USD\$ 0.00	USD\$ 0.00	USD\$ 0.00	USD\$ 0.00

ALL OTHER PROJECT TYPES BUDGET	TOTAL Project Cost	Request Amount	Other Revenue	In-Kind Contribution	Anticipated Donations
Personnel Costs (Direct - 100% to program)	USD\$ 9,766.00	USD\$ 9,766.00			
Admin (Indirect - expenses shared with organization)	USD\$ 1,000.00	USD\$ 1,000.00			
Facilities Costs (Rent/Mortgage)					
Operating Costs (Insurance, Utilities, Phone, Supplies, Mileage, etc.)	USD\$ 1,000.00	USD\$ 1,000.00			
Operating Equipment (max \$1,500)	USD\$ 80.00	USD\$ 80.00			
Program Expenses:					
Specific: Case Management					
Specific: Hotel/Motel Vouchers	USD\$ 58,154.00	USD\$ 48,154.00	USD\$ 10,000.00		
Specific: Coordinated Entry Access Point					
Specific: RRH/RA - (For-Profit Only)					
Specific: TANF RA - (For-Profit Only)					
Specific: HEN RA					
Specific: Outreach Services					
Specific: Emergency Shelter Services					
Total	USD\$ 70,000.00	USD\$ 60,000.00	USD\$ 10,000.00	USD\$ 0.00	USD\$ 0.00

Budget Narrative

Provides funding to cover costs for case management staff, operational, winter weather Hotel/Motel vouchers necessary to fund the program for two years. Additional 10,000 represents the internal source that will be used provide winter weather hotel/vouchers including Cosecho Court Costs.

Documents

Documents Requested *	Required?	Attached Documents *
Commitment letters for all leveraged funds/Letters of Support	✓	MVPC MOU Letter to Commit Resources Letter of Support DSHS Letter of Support PFP Letter of Support SSSD YNHS Letter of Support Yakima Housing Authority Agreement Letter of Support Rod's House
Verification and Signature (2018 RFP APPLICATION COVER SHEET) download template	✓	2018 Application Cover
Project Map/Program Service Area		
For Non-Profits: IRS Form 990	✓	Form 990
For Non-Profits: Board Documentation (List of Board Members, Charter, ByLaws)	✓	Board list of members Bylaws
For Non-Profits: 501(c)3 Tax Exempt Letter	✓	501(c)3 Tax Exempt Letter
General Liability Insurance Certificate	✓	General Liability Insurance Certificate
Agency's Audit Report for the most recent Fiscal Year	✓	Agency Audit
Other relevant documentation		competency-qualifications for vacant Case Manager Resume of Mariana Ambriz Resume of Misael Maldonado Resume of Janice Gonzales
Board Documentation (List of Board Members, Organizational Chart)	✓	Board Roster organizational chart

* ZoomGrants™ is not responsible for the content of uploaded documents.

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