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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 HEN Rapid Rehousing and Rental Assistance

**USD\$ 400,000.00** Requested

Submitted: 4/5/2018 4:29:41 PM (Pacific)

### Project Contact

Janice Gonzales  
[janiceg@yfwc.org](mailto:janiceg@yfwc.org)  
Tel: 509-865-7630

### 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

Janice Gonzales  
[janiceg@yfwc.org](mailto:janiceg@yfwc.org)

Telephone 509-865-7630  
Fax 509-865-5116  
Web YVFWC.com

## 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.*

Yakima Valley Farm Workers Clinic DBA Northwest Community Action Center (NCAC) will provide rapid rehousing and rental assistance services to eligible Housing and Essential Needs (HEN) clientele, and as appropriate Aged Blind and Disabled (ABD) clientele so that homelessness is brief and rare. In support of Yakima County's Five Year Plan, NCAC will ensure that people quickly get the help they need to avert homelessness or to move from homelessness to safe and stable housing.

NCAC recognizes that all people should have the opportunity to live in a safe healthy, and affordable home. We understand that homelessness has immediate and often times long-term consequences on ones health and well-being. This is particularly true for clients experiencing mental or physical incapacity such as the case for all HEN clientele. Consequently, it is our objective to support this vulnerable population to minimize their length of homelessness and to provide the tools necessary to facilitate rapid rehousing, at the same time, diminish the potential of recidivism.

Homeless prevention rental assistance will be provided to HEN clients at risk of becoming homeless. However, one of the first priorities of this project will be to move unsheltered households from their current housing situation to sheltered. To accomplish this, NCAC may first attempt to employ diversion strategies. As such, family and friends may be engaged to provide housing. If it is determined that diversion can provide a safe and appropriate temporary living environment for the homeless family or individual, this option will be used. In other situations, existing shelter resources or hotel/motel vouchers may prove to be the best solution to deal with a housing crisis. The specific strategy used will be determined on a case by case basis that will lead to the most effective path to shelter. Once the stress of being unsheltered is removed, the household can more readily concentrate on those steps necessary to gain permanent housing.

In most cases the HEN client will be referred directly from the Department of Social and Health Services. Based on the availability of funding, clients will be served on a first come first serve basis. However, all homeless HEN clients will be input

into the Coordinated Entry system. Inclusion into this system will expose clientele to other supportive housing options that may become available during the course of their participation. Once service need and availability is determined through the assessment process, a wide array of other services will be available to homeless households to alleviate barriers to housing stability that include: assessment, housing stability/plan development, case management, landlord outreach, housing search, housing inspections, client advocacy, landlord liaison and mitigation/support services, budgeting classes, good renter education, and other direct services provision and/or referral to other services as necessary. As specified in the 5-Year Plan, the Homeless Management Information System (HMIS) will be used to record all services and outcomes relative to each homeless household.

Among the services available to the client, housing stability/self-sufficiency planning is a critical next step. This plan is developed between the client and case manager and describes the specific steps necessary for the client to become permanently housed. Barrier removal is essential. Such areas as mental health, substance abuse, physical health or limitations, household income or other factors are all considered and addressed. Regular check-ins will be conducted with clientele to ensure appropriate plan progress and compliance to that plan. These check-ins will also serve to help identify the need to adjust the plan to improve client success. Case management and other services will then focus on accomplishing the planned objectives to support and promote the desired outcome of permanent and stable housing.

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 clients less appealing to perspective landlords. 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.

In accordance with the funding requirements, each potential housing unit will be inspected to ensure a safe and healthy living environment. NCAC staff will work with landlords to help identify repairs as necessary to expedite move in.

NCAC has developed many relationships with private landlords over the years and will use these connections to identify suitable permanent housing and facilitate housing placements for the project clientele. NCAC will also work closely with its other partners in the county currently providing affordable housing options.

As well, NCAC will leverage other resources and services available at NCAC including hotel/motel vouchers, energy assistance, other emergency services, employment and training, and education services to maximize program service availability.

In summary, this proposal supports the following specific 5-year Plan goals:

Goal 1: Utilize a Coordinated Entry, Assessment and Referral System

Goal 1.6: Use Vulnerability Index (VI-SPDAT) to prioritize services (highest need receives top priority)

Goal 1.9: Improve outreach to identify homeless clients and encourage participation in services through Coordinated entry.

Goal 4: Create additional Rapid Re-Housing options to provide a transition from homeless shelter to more permanent housing

Goal 4.1: Work with landlords to gain acceptance to participate in this program with existing housing

Activities conducted under this grant will comply with all programmatic requirements.

**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.*

As specified by this grant, Northwest Community Action Center will serve HEN clients. By definition these households are all single individuals who have been deemed temporarily disabled and certified as eligible for program by Department of Social Services. Recent legislation will also allow individuals deemed as eligible by virtue of receiving an Aged, Blind, or Disabled (ABD) grant through DSHS.

Northwest Community Action Center has extensive experience providing rapid re-housing, rental assistance and other social service. 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 avert client homelessness or move clients rapidly from homelessness to permanently housed.

As a long-term homeless service provider, NCAC has developed relationships with several landlords 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.

Currently NCAC operates CHG, TANF, and HEN, Coordinated Entry, and Winter Weather Hotel/Motel Vouchers program services. Based on current performance levels, NCAC has exceeded all proposed contract outcomes for the current project year with three more months remaining in the period. 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.

**3. SERVICES/ACTIVITIES: 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.*

One of the first priorities of this project will be to move unsheltered households from their current housing situation to sheltered. As discussed earlier, to accomplish this, NCAC may first attempt to employ diversion strategies. In other situations, existing shelter resources or hotel/motel vouchers may prove to be the best solution to deal with a housing crisis. The specific strategy used will be determined on a case by case basis that will lead to the most effective path to shelter. Typically, a household will be placed in some type of suitable temporary housing within the first 24 hours of initial contact.

The use of the designated Coordinated Entry, Assessment and Referral System for homeless clientele is an important step in the process. Coordinated entry is intended to match households with the most appropriate services and prioritize service need so that those most in need receive services first. Therefore, each homeless client will be input into and assessed through the Coordinated Entry, Assessment and Referral System immediately as appropriate. In many cases, a client may already be included in Coordinated entry so only updates of personal circumstances will be necessary.

Once service need and availability is determined, a wide array of other services will be available to the client to alleviate barriers to housing stability that include: assessment, housing stability plan development, case management, landlord outreach, housing search, housing inspections, client advocacy, landlord liaison and mitigation/support services, other direct service provision, and/or referral to other services as necessary. The Homeless Management Information System (HMIS) will be used to record all services and outcomes relative to each client served.

Among the services available to the client, housing stability/self-sufficiency planning is a critical next step. This plan is developed between the client and case manager and describes the specific steps necessary for the client to become permanently housed. Barrier removal is essential. Such areas as mental health, substance abuse, physical health or limitations, household income or other factors are all considered and addressed. As often as weekly check-ins will be conducted as necessary with clientele to ensure appropriate plan progress and compliance to the plan. These check-ins will also be a vehicle by which to identify the need for plan adjustments. Case management and other services will then focus on accomplishing the planned objectives to support and promote the desired outcome of permanent and stable housing.

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.

In accordance with the funding requirements, each potential housing unit will be inspected to ensure a safe and healthy living environment. NCAC has developed many relationships with private for-profit landlords over the years and will use these connections to identify suitable permanent housing and facilitate housing placements for the project clientele. NCAC will also work closely with its other partners in the county currently providing affordable housing options.

Rental payments will be made throughout the participants enrollment in the program until such time that the subsidy is no longer required. During the first year, 55 HEN participants will be served. A fifteen percent increase in performance will be accomplished in the second year of the contract.

In summary, this proposal will support the following goals of the Yakima County 5-year plan:

Goal 1: Utilize a Coordinated Entry, Assessment and Referral System

Goal 1.6: Use Vulnerability Index (VI-SPDAT) to prioritize services (highest need receives top priority)

Goal 19: Improve outreach to identify homeless clients and encourage participation in services through Coordinated entry.

Goal 4: Create additional Rapid Re-Housing options to provide a transition from homeless shelter to more permanent housing

**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.

**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.*

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. 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.

NCAC's Rental Assistance Rapid Rehousing 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.

The coordinated entry system that has been mandated by the state, was first a best practice before it became a requirement. We recognize the value of a unified assessment and referral system and will actively engage in complying with this mandate and participating in work groups to continuously improve the system and program outcomes.

Our experienced homeless case managers are well versed in the availability of services in the community and have amassed a data base of landlords of more than 500 individuals and organizations willing to work with our program to make affordable housing available to our clientele.

Coordinated entry and Homeless Management Information System (HMIS) will serve as the means in which we insure that duplication of effort does not occur. Through these systems, we can identify any and all services that the client may be receiving through other providers. This will enable us to maximize available community resources.

**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 and other community organizations to extend services to our target population and provide for ease in access through multiple access points. All homeless 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 appropriate for rapid rehousing services. Coordinated Entry will be used exclusively for this purpose and the countywide report will be used to identify potential clientele.

In respect to outreach to the homeless, one of the obvious outreach opportunities is the annual Point in Time events. Northwest Community Action Center has been a participant in these activities for the past nine years and will continue to participate throughout the county. As well we will continue to 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.

**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.*

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.

It is also our intention to dedicate a staff person, among other duties, to provide good tenant education, additional follow up as needed to the landlord and mediate any issues required to maintain the landlord tenant relationship.

**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.

Unduplicated Persons (7/1/18 - 6/30/19)

Unduplicated Households (7/1/18 - 6/30/19)

**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.*

55 HEN clientele will be provided rental assistance and rapid rehousing

55 hen clientele will receive a minimum of monthly check-ins and case management sessions

55 HEN clients will receive how to be a good tenant on-going education

**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.*

# of Units

# of Beds

% Utilization Rate

**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.**

As indicated, the homeless face formidable barriers to rehousing. Bad credit, past evictions, and criminal records, and/or lack of income often times make a client less appealing to the prospective landlord. Case management, client advocacy, landlord outreach, and landlord support services, along with a wide array of social, behavioral health, nutritional, education and employment and training services will be provided to allay these issues.

Because of their limited income, HEN clients rental subsidies are normally on-going for the duration of their eligibility. Limited resources, therefore, demand that we coordinate with all community resources to promote positive outcomes.

Finally, with less than a 1% vacancy rate, our past relationships with the over 500 landlords in Yakima County will help staff to overcome barriers to move households from homelessness to stably housed in this very tight housing market. As well the landlord liaison efforts will enable the project to develop new relationships and strengthen old ones.

**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
- Capital Improvement

**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.*

NCAC will serve as an access point for coordinated entry and complete a minimum of 30 estimates per month.

**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.*

This section is not applicable to this proposal. However, we will coordinate with both internal/hotel motel projects as well as emergency shelter providers.

**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.*

HEN clients by virtue of their connection with DSHS do not experience the same challenges that others might experience. Most documentation can be supplied by DSHS and or verified online through Department of Social and Health Services Benefit Verification System.

As well, NCAC has established agreements with hotels to accept our hotel vouchers as personal identification if the household has no other form of personal ID. This alleviates the potential obstacle to obtaining temporary shelter that one with no ID might otherwise experience.

To obtain homeless verification, we first seek some form of third party verification from such sources as the shelter where the client is currently staying, a social worker, social service agency, school, family or friend that can certify to their circumstances. However, if these options are not available in the immediate term, we will accept self-declarations of circumstances. Because our Case Managers work with the homeless population, they frequently possess first hand knowledge of the individual household situation and can thus be another source of verification.

**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.*

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 clients less appealing to perspective landlords. 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.

On-going case management, supportive services, and regular check-ins with the clientele as well as on-going rental assistance will provide the support necessary for client to maintain or obtain housing. Appropriate services will continue until such time as the household is no longer necessary.

**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"/> | <b>TOTAL</b>   |

**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.

Since all HEN clients have been deemed eligible by one of the DSHS offices in the County, NCAC will keep in close contact with the CSOs to expedite that hand off between the Community Service Office and our Case Managers.

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*

|                                   |              |   |
|-----------------------------------|--------------|---|
| <input type="checkbox"/>          | YES          | Does your agency have experience providing homeless housing and/or services?  |
| <input type="checkbox"/>          | YES          | Does your agency have experience managing and accounting for public funding?  |
| <input type="checkbox"/>          | YES          | Have you had an audit in the last 24 months?  |
| <input type="checkbox"/>          | NO           | Has your agency received any audit or monitoring findings in the last 3 years? If yes, upload audit in Documents Tab.   |
| <input type="checkbox"/>          | NO           | Has your agency undergone organizational restructuring in the last 24 months?   |
| <input type="checkbox"/>          | NO           | Has your agency experienced turnover in key management positions in the last 24 months pertinent to this project?   |
| <input type="checkbox"/>          | 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.  |
| <input type="checkbox"/>          | 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? |
| <input type="checkbox"/>          | YES          | Does your agency assure access to underserved communities impacted by homelessness?   |
| <input type="checkbox"/>          | YES          | Will your agency provide services to racial and ethnic minorities, immigrants and refugees, individuals with disabilities, LGBTQ, and people with limited English proficiency?  |
| <input type="checkbox"/>          | YES          | Does your agency identify specific cultural based needs of populations and use that information to modify engagement and services?  |
| <input type="checkbox"/>          | YES          | Does your agency conduct self-assessment of its fair and just practices and cultural competency including both internal and external input?   |
| <input type="checkbox"/>          | YES          | Does your agency participate in HMIS currently?   |
| <input type="checkbox"/>          | YES          | Does your agency currently participate in the Coordinated Entry System for Yakima?  |
| <input type="text" value="0.00"/> | <b>TOTAL</b> |   |

### 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**

| <b>CAPITAL IMPROVEMENT PROJECT BUDGET</b> | 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        |
| <b>Total</b>                              | <b>USD\$ 0.00</b> | <b>USD\$ 0.00</b> | <b>USD\$ 0.00</b> | <b>USD\$ 0.00</b> | <b>USD\$ 0.00</b> |

| <b>ALL OTHER PROJECT TYPES BUDGET</b>                                  | TOTAL Project Cost      | Request Amount          | Other Revenue     | In-Kind Contribution | Anticipated Donations |
|--|-------------------------|-------------------------|-------------------|----------------------|-----------------------|
| Personnel Costs (Direct - 100% to program)                             | USD\$ 45,716.00         | USD\$ 45,716.00         |                   |                      |                       |
| Admin (Indirect - expenses shared with organization)                   | USD\$ 13,520.00         | USD\$ 13,520.00         |                   |                      |                       |
| Facilities Costs (Rent/Mortgage)                                       |                         |                         |                   |                      |                       |
| Operating Costs (Insurance, Utilities, Phone, Supplies, Mileage, etc.) | USD\$ 6,893.00          | USD\$ 6,893.00          |                   |                      |                       |
| Operating Equipment (max \$1,500)                                      | USD\$ 970.00            | USD\$ 970.00            |                   |                      |                       |
| Program Expenses:  |                         |                         |                   |                      |                       |
| Specific: Case Management  | USD\$ 84,901.00         | USD\$ 84,901.00         |                   |                      |                       |
| Specific: Hotel/Motel Vouchers   |                         |                         |                   |                      |                       |
| Specific: Coordinated Entry Access Point                               |                         |                         |                   |                      |                       |
| Specific: RRH/RA - (For-Profit Only)                                   |                         |                         |                   |                      |                       |
| Specific: TANF RA - (For-Profit Only)                                  |                         |                         |                   |                      |                       |
| Specific: HEN RA   | USD\$ 248,000.00        | USD\$ 248,000.00        |                   |                      |                       |
| Specific: Outreach Services  |                         |                         |                   |                      |                       |
| Specific: Emergency Shelter Services                                   |                         |                         |                   |                      |                       |
| <b>Total</b>   | <b>USD\$ 400,000.00</b> | <b>USD\$ 400,000.00</b> | <b>USD\$ 0.00</b> | <b>USD\$ 0.00</b>    | <b>USD\$ 0.00</b>     |

## Budget Narrative

Provides funding to cover costs for case management staff, operational, and rental assistance necessary to fund the program for two years. Other direct personnel costs includes landlord liaison and support, good tenant education, follow up, housing search assistance, housing inspections, and issuance of vouchers. Services will be available throughout Yakima County as needed but will focus on that area of the Yakima County south of Union Gap.

## Documents

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

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

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