

Family Homeless Prevention and Assistance Program Annual Report For the Time Period 7/1/2007 - 6/30/2008

Date Due: November 3, 2008

Please submit this report electronically (e-mail).

AGENCY: St. Louis County

I. Project Summary Information

A. Describe the services and assistance provided, include sub-grantees.

In St. Louis County there are 8 agencies working with FHPAP funding dollars to provide services to reduce the length of homelessness and/or in the prevention of homelessness. These providers are located in northern St. Louis County and in Duluth, MN. In an effort to prevent homelessness, sub-grantees work with Direct Financial Assistance and Support Services. Arrowhead Economic Opportunity Agency (AEOA) and the Salvation Army Duluth provide direct cash assistance along with 6 months of case management to individuals needing support to defer eviction, utility shut off, or to aid in securing housing through security deposit or first month's rent payment. All sub-grantees (Life House, Churches United in Ministry, Range Transitional Housing, Lutheran Social Services, Legal Aid, and the Housing Access Center) will refer to AEOA and Salvation Army for direct financial assistance. The referring sub-grantees will provide ongoing care/case management support services.

AEOA and Churches United in Ministry (CHUM) are targeting homeless families with shelter and case management services. AEOA also addresses the shelter and case management needs for single adults. Support and Stabilization Services are provided to youth by Life House and Lutheran Social Service. These services are also provided to families and single adults by Range Transitional Housing in the northern part of the county. Housing Access Center and Legal Aid Service of NE Minnesota work to prevent homelessness by providing resources about affordability, availability, consultation on legal matters, education, and housing advocacy to households throughout the county. Case managers provide Stabilization Services which include: arranging moving assistance, housing counseling, budget planning, and other services necessary to ensure the family remains in permanent housing. The Salvation Army, AEOA, CHUM, Life House, Range Transitional Housing, and Lutheran Social Services are sub-grantees working with the household stabilization component.

B. Describe efforts to meet this biennium's focus areas.

a. Unaccompanied youth

St. Louis County added an additional provider serving youth during the 2nd quarter of the 2007-2008 biennium. Lutheran Social Services Renaissance Transitional Living Program was added to provide stabilization services to youth. This agency provides service to youth between the ages of 16-21 years old and who are identified as homeless. As youth exit the transitional housing program they are provided with 6 months intensive case management in efforts to assist the youth in maintaining permanent housing. This programming component is funded with FHPAP dollars with Duluth (southern St. Louis County) being the area for service delivery.

During the start of the 4th quarter, AEOA added a full time youth counselor to their homeless program. This position assists with outreach and case management to unaccompanied youth in the Northern St. Louis County areas who are at risk of becoming homeless or who are currently experiencing homelessness.

b. Veterans

All 8 service providers have added questions regarding military status to the intake questionnaires. Providers often refer veterans on to “vet specific” agencies if it appears the client would be best served through these channels. Often it is determined that Veterans are able to receive housing services through other programs – leaving FHPAP as a resort. If other funding opportunities do not resolve the housing crisis- FHPAP funding sources are implemented. The Minnesota Assistance Council for Veterans and the St. Louis County Veterans Service office handle the majority of cases regarding veterans in this community. Neither of these two agencies receives FHPAP funding; however are strong members in the St. Louis County Continuum of Care.

- C. Please explain any differences in actual expenses and proposed budget. If the difference is greater than 10%, submit an updated budget for Minnesota Housing approval.

Overall, FHPAP costs were 10.6% under budget for the year end of September 30, 2008. This was due to the submittal by sub-grantees of their requests for reimbursement after the end of the 4th quarter. Had providers submitted more timely requests for reimbursement the overall percentage expended would have been 4.7% under budget.

- D. Describe the role of the FHPAP in local efforts to end homelessness.

FHPAP has been central to homeless prevention efforts in St. Louis County. Used as a last resort funding mechanism, FHPAP Direct Financial Assistance provides a method to homeless prevention for many. St. Louis County Public Health and Human Services allow one application every 18 months for any of the Crisis Fund allocations. With increasing numbers of households needing assistance more than one time per year, FHPAP makes homeless prevention possible for numerous families. Stabilization and support services are increasing the availability of problem solving strategies that would not be available for many community members. Ready to rent classes, budgeting classes, advocacy with landlords and referrals to community resources are services that are available to households through the use of FHPAP funding. These services help to end the housing crisis for many.

Heading Home St. Louis County, our 10 year plan to end homelessness, has been underway for approximately one year. FHPAP funding is cited as a means to prevention in the implementation of St Louis County’s 10 year plan to end homelessness. These local planning efforts have just started to incorporate FHPAP fund planning as we break down the benchmarks and strategies prioritizing prevention activities in our community. The 10 year plan’s Prevention Committee has been working on a discharge planning pilot which will reduce the recidivism rate for our identified homeless population releasing from the county jail. Various tactics such as in-reach, pre authorization of benefits and connection to county services will be applied utilizing a portion of our FHPAP funds. As we look to the next biennium’s funding cycle the sub-grantees along with members of Heading Home St. Louis County will be planning for additional ways to incorporate FHPAP funding into the 10 year plan.

- E. Describe any innovative service/process that has been implemented.

Sub-grantees continue to strive to incorporate other services offered by the agencies into the service delivery for FHPAP clients. For example, Arrowhead Economic Opportunity (AEOA) agency has added two new service areas to their housing/homeless division. These services are not paid for with FHPAP dollars, however are added into the service plans for all clients within this division of service. Weekly employment readiness groups are being held at Bill’s

House in Virginia. These groups are targeting those that are currently working on FHPAP Goal 2. All group participants are also taking part in individual sessions which focus on employment skills and individual employment plans. AEOA has also hired a full time homeless youth counselor. This position helps with outreach and case management to unaccompanied youth who are homeless or at risk of homelessness in northern St. Louis County. Homeless outreach and education to area schools, youth groups, and area service providers are all components of this position.

The Salvation Army in Duluth has found a helpful, innovative way to assist offenders to find housing. Using FHPAP Direct Cash Assistance, the Salvation Army case managers are able to aid offenders who are discharging from correctional facilities. St. Louis County Public Health and Human Services currently denies all emergency assistance applicants if they are residing in a correctional facility on the date of application— citing that they must be released into the community prior to the application. This causes many to be discharged into homelessness. The Salvation Army has been utilizing the flex funding in an effort to assist with re-entry into mainstream society by paying up to \$500 for security deposits or first months rent. This allows offenders to begin looking for housing prior to release.

F. Describe any culturally sensitive practice methods used in service delivery.

All service providers incorporate diversity training and cultural sensitivity case management styles into their staff development and service delivery methods. Staff members are required to attend a variety of trainings to develop awareness of issues facing people of color, the impoverished, and the homeless. These trainings prepare staff to work effectively within a diverse community. Sub-grantees are encouraged to complete ongoing assessments of the service delivery in conjunction with utilizing a culturally sensitive approach to the adaptation of programming.

Language translation resources are utilized by the majority of providers with the St. Louis County FHPAP network. The Salvation Army, Life House, and Lutheran Social Services have incorporated the use of the World Lingo computer programming to aid in service delivery. They have found this resource helpful when encountering clients with language barriers or for individuals in which English is a second language.

In an effort to diversify the agency makeup; persons from diverse backgrounds, the homeless and formerly homeless individuals are sought out and specified in the agencies' hiring practices and recruitment of board members, focus group participants, and employees.

Agencies are adorned with an assortment of cultural, ethnic, and spiritual decor to invite all people into the service area.

II. Service Gaps

A. Estimate what number and type of clients is not served due to lack of FHPAP funds. Please explain the tracking method used.

Sub-grantees report that a majority of households were able to be served with either FHPAP funds or with other funding designated to serve families with housing obstacles. If alternative funding sources are not available, families are referred to other providers or are placed on waiting lists.

Life House tracks all youth that request services through their agency. All the youth that request housing or utilizing services through the Drop In Center complete an application for services. By tracking all requests and the monitoring the total number of youth served, Life House reports that 176 youth requested assistance with housing. Of those 46 youth were served. Life House cites that with the current amount of FHPAP funding only 1 FTE is able to be hired which adds to their inability to serve more youth with housing issues.

Lutheran Social Services reports that they too have youth complete an application at the time of inquiry into the program. Through this tracking method they have determined that approximately 15 youth request service monthly – 180 applicants per year. Of these 180 applicants, 24 youth were served.

Church United in Ministry (CHUM) track families requesting services for the FHPAP component and for family shelter. Approximately 55 families are turned away due to full case loads and no openings in the shelter.

Range Transitional Housing accepts applications and monitors request for service. This program has turned away 220 households due to lack of funding (of these 187 were in need of housing and 33 were housed but were requesting stabilization services).

Agency	# Households Turned Away 2007/08
CHUM	55
Life House	130
LSS	156
Range Transitional Housing	220
Total	561

B. What are some of the emerging trends and challenges facing your service area over the last year? Describe your strategies in addressing these challenges.

The emerging trend that is most concerning is the pending lack of crisis and emergency funds. These funds are provided by St. Louis County Public Health and Human Services and are to be used to assist individuals and families in coping with housing crises - payment of rent, security deposits, mortgage payments, and utility costs. It has been estimated that the Crisis Funding will run out of funds 2 months short of the fiscal year and Emergency Funds are projected to run out 5-6 months prior to the end of the fiscal year. This will put a heavy burden onto the FHPAP flex funding which is offered by the Salvation Army and AEOA.

Due to the state of the economy, many providers are seeing an escalating number of people who are in need of assistance more than one time per year. The increasing number of families in the midst of foreclosure and the high energy costs have added to the social service burden. Rural St. Louis County faces incredible challenges with the lack of connected fuels. The requirement for delivered fuels adds to the financial stress for rural families. All energy delivery must be paid in cash with a minimum of 250 gallons to deliver.

The Salvation Army and AEOA both have a limit to the amount of FHPAP a single household may receive. In northern St. Louis County, AEOA has set the limit of funding to \$300 per calendar year with one application being accepted per household every 12 months. In southern St. Louis County (Proctor, Hermantown, and Duluth) the Salvation Army has set the maximum amount at \$500 per household/per 12 month period.

Besides setting financial limitations to the available FHPAP flex funding, our main strategy to tackle these and other issues is to look toward our 10 year plan for guidance and direction. Heading Home St. Louis County provides a medium for addressing difficulties with legislative and

policy areas along with strategizing solution focused models. The 10 year plan incorporates prevention and support service tactics into the framework for problem solving and a coordination of services. Members from 7 working committees are actively working in the gathering of base line data, exploring current service delivery modalities, and researching best practice methods to generate innovative programming protocols to address these and other issues.

C. Please explain how you ensure equitable service distribution within the service area.

Through thoughtful planning, a homeless prevention response system was developed to serve the vast area of St. Louis County. Strategically locating providers to best meet the needs of those experiencing housing crises was vital to the vision of this coordinated effort. St. Louis County has eight FHPAP providers who are located in the rural areas of the county and in the Duluth, Proctor, and Hermantown area. The sub-grantees have developed a coordinated system to deliver Direct Cash Assistance to households in need. The Salvation Army provides flex funding services for the southern part of the county and AEOA provides this service for the northern section. Each of the 8 sub-grantees is able to access these funds for their clients. Funding allotments were determined depending on service area and the estimated number of households to be served. The St. Louis County sub-grantees work together to determine FHPAP eligibility criteria and a referral network to insure the best possible service delivery system for households in need. All the sub-grantees get together on a quarterly basis to discuss best practices methods and to open up communication between the providers.

III. Advisory Committee

A. Provide a current roster of your FHPAP advisory committee.

Committee to End Homelessness (CEH) St. Louis County	
Bonnie Douglas Minnesota Workforce Development 411 W. 1 st Street, #332 Duluth, MN 55802 218/529-6222	Workforce Development/Youth Representative
Ken Hall Range mental Health Center Director of Housing and Homeless Services 3110 W 4 th Avenue Hibbing, MN 55946 218/780-1644	Disabilities Representative
Vicki Farden Minnesota Housing Finance Agency 400 Sibley Street, Suite 300 St. Paul, MN 55101 651/296-8125	MN Interagency Task Force Representative
Bunny Husten St. Louis County Public Health and Human Services 1814 E. 14 th Avenue Hibbing, MN 55746 218/262-6048	Social Services Representative
Rick Klun Center City Housing 105 ½ W. 1 st Street Duluth, MN 55802 218/722-7161	Affordable Housing Coalition Representative
Tom Kortkamp 85420 Raintree Drive #10-D Mt. Iron, MN 55768 218/741-8938	Formerly Homeless Representative
Richard Lee 2001 W. Superior Street, Apt 228 Duluth, MN 55826 218/310-2771	Citizen/Advocate Representative
Nathan Thompson North SLC Habitat for Humanity PO Box 24 Virginia, MN 55792 218/749-8910	Faith Community Representative
Rick Wolff Social Security Office 1122 E. 25 th Street Hibbing, MN 55746	Social Security Representative

218-263-4744	
Valerie Strukel 702 3 rd Avenue S. Virginia, MN 55792 218/749-2912	Rural Housing Coalition Representative
Portia Johnson 504 N. 12 th Ave E. Duluth, MN 55805 218/724-1595	Minority Citizen/Advocate Representative

B. Are there any un/under-represented areas including veterans and unaccompanied youth?

The sub-grantees have identified several groups that are under represented due to either lack of funding availability, grant restrictions, or legal constraints. Unaccompanied youth appear to be the most under-represented and most difficult to serve group. Youth under age 17 tend to be more difficult to house due to legal barriers involved with lease signing and with limited funding resources to decrease worker/client ratios. Workers are finding an array of needs among this population. Mental health, chemical dependency, parenting, education, employment, and personal relationship barriers are some of the difficulties facing homeless youth. This high level of case management and the growing number of youth requesting services adds to the complexity of service delivery with this group.

People with criminal history represent a growing group of the under-represented also. Even when funding has been secured for the household, the lack of available housing units open to renting to people with criminal histories has caused difficulties. Single adults who do not have a disability are another group of under served. With limited housing resources available for non-disabled single adults, FHPAP providers are being challenged to house individuals who are directly impacted by the country's economic difficulties.

IV. Success Story

Provide a brief success story of a program participant to illustrate the scope of your FHPAP project. Include a description of how this household found out about the FHPAP, the type of assistance received under the FHPAP and the outcome for this household. Remember to not include identifying information.

Five years ago a call came in from a single father raising two young children. He was living in rural Minnesota in a condemned trailer house. His children were fragile; their mother had used methamphetamine during the pregnancies. The family needed a safe place and chose to come into the CHUM emergency shelter. The household participated in stabilization services, was accepted into and subsequently completed a transitional housing program. After transitional housing they were able to secure permanent housing using a subsidy program.

A number of months ago, a call came from the same father. His family make up had changed. He had a new partner and four school age children. The family was trying very hard to prevent from becoming homeless again. He told me they had signed a mutual rescission with their landlord because other tenants in the building were harassing them and making unfounded calls to the police. The stress of the harassment was more than the mental health of this household could bare and they decided moving would be better than facing an eviction action and losing their rental subsidy. They still had their housing voucher and were frantically

searching for a unit within the price range and the time frame of the Section 8 guidelines. A felony and the number of police calls to their current unit were the reasons for repeated apartment applications denials. The father, while making a last resort safety plan for his family, contacted CHUM for services.

The household had no choice but to return to emergency shelter. Their lease was up and they wanted to honor their mutual rescission. With the support of daily case management from the CHUM Family Stabilization Program, the family was able to get settled into the shelter, to get basic needs met, and then began planning for the future. Referrals for educational, financial, and mental health resources were made. The household participated in the budgeting program. They continued to work on their exhaustive housing search, but there was no place. The voucher expired and went back to the Housing Authority. They reapplied for Section 8 and began to consider other options. Both parents had MFIP work exemptions due to mental health barriers. One parent was advised to apply for social security disability. Market rate rent was out of reach.

Fortunately, they found an opening in a transitional housing program. They were accepted; bartered cleaning the unit for the first months rent, made a payment arrangement for the deposit and purchased a vehicle with the money they saved while in emergency shelter. Additionally, they reapplied for Section 8, and will continue to receive the support they need to be successful at maintaining the stability of their family. Six months after their case was closed, they remained in the transitional housing program.

VII. Additional Information

A. Please provide contact information for potential clients.

Service Area	Main Intake Number for Housing Assistance	Contact Person	Agency Address and Phone Number
Rural St. Louis County-	218/749-2912	Valerie Strukel	Arrowhead Economic Opportunity Agency 702 3 rd Ave South Virginia, MN 55792 218/749-2912
Rural St. Louis County	218/749-3270	Karen Hill	Legal Aid Service of NE Minnesota 820 N. 9 th Street Virginia, MN 55792 218/749-3270
Southern St. Louis County	218/722-7431	Leon Boykin	Life House 102 W 1 st Street Duluth, MN 55802 218/722-7431
Southern St. Louis County	218/722-6808	Michele Alexy	Housing Access Center 206 W. 4 th Street Duluth, MN 55802 218/722-6808

Service Area	Main Intake Number for Housing Assistance	Contact Person	Agency Address and Phone Number
Rural St. Louis County	218/741-9628	Brian Makela	Range Transitional Housing 422 Pinemill Court Virginia, MN 55792
Southern St. Louis County	218/786-0767	Elaine Cameron	Salvation Army 215 South 27 th Ave W Duluth, MN 55806 218/786-0767
Southern St. Louis County	218/723-8052	Kevin Mullen	LSS Renaissance 104 W 1 st Street Duluth, MN 55802 218/723-8052
Southern St. Louis County	218/720-6521	Mary Lu Larson	CHUM 102 W 2 nd Street Duluth, MN 55802 218/720-6521

B. If services are provided with FHPAP funds where clients are not entered into HMIS, please describe the type of service (financial literacy or tenant/landlord classes, information/referral, voicemail, etc.) and the number of households served per service type.

All clients who receive services though FHPAP are entered into HMIS – except for Goal 2 which is not reported on using this method.

C. Please include any additional information that you would like to share.

Submit this report electronically to:

Erin Schwarzbauer
 Minnesota Housing
 400 Sibley Street, Suite 300
 St. Paul, MN 55101
 E-Mail: erin.schwarzbauer@state.mn.us

FHPAP PROGRESS REPORT ON OUTCOMES (July 2007 - June 2008)

AGENCY: St. Louis County - Final

OUTCOMES TABLE

Program Goal	Measurable Objective	Target Population	Number of Households Served	Household Barriers	Activities and Interventions	Discuss results and any proposed changes for Year 2
1a. Prevent Homelessness: Stabilize household in current home	80% of families served will not be homeless (i.e., will remain in housing <u>or</u> not return to shelter) 6 months after the case is closed. Results: D/C= 89%	Families X	A. Target # 108 B. Actual # 151 C. # at 6 month follow-up 130 D. # achieved 116	Mental Health Chemical Health Domestic Violence	Case Management Rent Payment and Security Deposit payment Legal Services and Housing Search Utility Bill Payment	89% Achieved 6% Unknown 2% Achieved, Now Failed 3% Not Measured Proposed to stay the same for Year 2
	80% of youth served will not be homeless (i.e., will remain in housing <u>or</u> not return to shelter) 6 months after the case is closed. Results: D/C= 71%	Youth/Unaccompanied Youth X	A. Target # 5 B. Actual # 23 C. # at 6 month follow-up 14 D. # achieved 10			71% Achieved 7% Unknown 21% Not Measured Proposed to stay the same for Year 2
	80% of single adults served will not be homeless (i.e., will remain in housing <u>or</u> not return to shelter) 6 months after the case is closed. Results: D/C= 91%	Single Adults X	A. Target # 89 B. Actual # 97 C. # at 6 month follow-up 35 D. # achieved 32			91% Achieved 6% Unknown 3% Not Measured Proposed to stay the same for Year 2
		Total for Goal:				

OUTCOMES TABLE (continued)

Program Goal	Measurable Objective	Target Population	Number of Households Served	Household Barriers	Activities and Interventions	Discuss results and any proposed changes for Year 2
1b. Prevent Homelessness: Re-house household without a day of homelessness	80% of families served will not be homeless (i.e., will remain in housing <u>or</u> not return to shelter) 6 months after the case is closed. Results: D/C= 87%	Families X	A. Target # 89 B. Actual # 67 C. # at 6 month follow-up 78 D. # achieved 68	Mental Health Chemical Health Domestic Violence/Abuse	Care/Case Management Rent Payment & Deposit Legal Services & Housing Search	87% Achieved 8% Unknown 1% Making Process 4% Not Achieved Proposed to stay the same for Year 2
	80% of youth served will not be homeless (i.e., will remain in housing <u>or</u> not return to shelter) 6 months after the case is closed. Results: D/C= 57%	Youth/ Unaccompanied Youth X	A. Target # 5 B. Actual # 13 C. # at 6 month follow-up 7 D. # achieved 4		Utility Bill Payment	57% Achieved 14% Unknown 29% Not Measured Proposed to stay the same for Year 2
	80% of single adults served will not be homeless (i.e., will remain in housing <u>or</u> not return to shelter) 6 months after the case is closed. Results: D/C= 94%	Single Adults X	A. Target # 89 B. Actual # 66 C. # at 6 month follow-up 16 D. # achieved 15			94% Achieved 6% Unknown Proposed to stay the same for Year 2
		Total for Goal:				

OUTCOMES TABLE (continued)

Program Goal	Measurable Objective	Target Population	Number of Households Served	Household Barriers	Activities and Interventions	Discuss results and any proposed changes for Year 2
2. Minimize the length of stay in emergency shelter or minimize the number of days of homelessness	Results: D/C= 65%	Families X	A. Target # 89 B. Actual # 43` C. # at 6 month follow-up 40 D. # achieved 26	Mental Health Chemical Health Domestic Violence/Abuse	Care/Case Management Rent Payments/Deposit Legal Services & Housing Search	60% Achieved 40% Unknown Proposed to stay the same for Year 2
	Results: D/C= 0%	Youth/ Unaccompanied Youth X	A. Target # 5 B. Actual # 0 C. # at 6 month follow-up 0 D. # achieved 0			0% Achieved 0% Unknown 0% Achieved, Now Failed 0% Not Measured Youth will be measured specifically during 2 nd year.
	Results: D/C= 89%	Single Adults X	A. Target # 69 B. Actual # 183 C. # at 6 month follow-up 178 D. # achieved 158			86% Achieved 14% Unknown Proposed to stay the same for Year 2
		Total for Goal:		163		

OUTCOMES TABLE (continued)

Program Goal	Measurable Objective	Target Population	Number of Households Served	Household Barriers	Activities and Interventions	Discuss results and any proposed changes for Year 2
3. Eliminate repeat episodes of homelessness	80% of families served, who were previously homeless, will not have another episode of homelessness (i.e., will remain in housing <u>or</u> not return to shelter) 6 months after the case is closed. Results: D/C= 80%	Families X	A. Target # 130 B. Actual # 84 C. # at 6 month follow-up 65 D. # achieved 52	Mental Health Chemical Health Domestic Violence/Abuse	Care/Case Management Rent Payment & Deposit Legal Services & Housing Search	80% Achieved 15% Unknown 2% Achieved, Now Failed 2% Not Measured Proposed to stay the same for Year 2
	80% of youth served, who were previously homeless, will not have another episode of homelessness (i.e., will remain in housing <u>or</u> not return to shelter) 6 months after the case is closed. Results: D/C= 48%	Youth/ Unaccompanied Youth X	A. Target # 30 B. Actual # 67 C. # at 6 month follow-up 21 D. # achieved 10		Utility Bill Payment	48% Achieved 1% Making process 10% Not Achieved 5% Unknown 33% Not Measured Proposed to stay the same for Year 2
	80% of single adults served, who were previously homeless, will not have another episode of homelessness (i.e., will remain in housing <u>or</u> not return to shelter) 6 months after the case is closed. Results: D/C=76 %	Single Adults X	A. Target # 92 B. Actual # 88 C. # at 6 month follow-up 29 D. # achieved 22			76% Achieved 3% Unknown 10% Making process 3% Not Achieved 7% Not Measured Proposed to stay the same for Year 2
		Total for Goal:				