

## Regional Funding

### Fiscal Year 2018 - Partner Funding Application

#### Rappahannock Refuge Inc., dba Loisann's Hope House

**Application Status:** Submitted

#### Rappahannock Refuge Inc., dba Loisann's Hope House

### Agency Information

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### General Information

<b>Agency Name</b>	Rappahannock Refuge Inc., dba Loisann's Hope House
<b>Physical Address</b>	902 Lafayette Blvd, Fredericksburg, Virginia, 22401, U.S.A.
<b>Mailing Address</b>	902 Lafayette Blvd, Fredericksburg, Virginia 22401
<b>Agency Phone Number</b>	(540) 371-0831
<b>Federal Tax ID #</b>	521419314
<b>Web Address</b>	www.loisannshopehouse.org
<b>Agency Email Address</b>	lisacrittenden@loisannshopehouse.org

### Agency Mission Statement

Our mission is to quickly move children and their families from homelessness to housing in the Rappahannock region.

<b>Number of Years in Operation</b>	30
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### Main Contact

<b>Main Contact</b>	Lisa Crittenden, phone: (540) 371-0831, email: lisacrittenden@loisannshopehouse.org
<b>Job Title</b>	Chief Executive Officer

## Localities Served

*Please select any/all localities your agency serves.*

- |                |                                     |
|----------------|-------------------------------------|
| Caroline       | <input checked="" type="checkbox"/> |
| Fredericksburg | <input checked="" type="checkbox"/> |
| King George    | <input checked="" type="checkbox"/> |
| Spotsylvania   | <input checked="" type="checkbox"/> |
| Stafford       | <input checked="" type="checkbox"/> |

## Collaborative Impact

**Describe in detail how the community would be impacted if your agency were dissolved or merged with another partner agency.**

The Fredericksburg Area Crisis Response System is comprised of varying shelters in the area that collaborate on ending homelessness. Thurman Brisben Center is the emergency shelter that supports 30 days totaling potentially to 90 days of shelter. Micah supports those who are chronically homeless and opens a cold weather shelter during the winter months. Empowerhouse is designed to support those who are sheltering from domestic violence.

Loisann's Hope House is the largest homeless provider in the area specifically meeting the needs of children and families experiencing homelessness and has a 95% success rate with maintaining housing. Dissolving this program increases the inability of people to resolve from homelessness and a greater impact on social services needs. Research shows homelessness increases the likelihood families will separate or dissolve, our program offers the family unit a secure environment, helps them become self-sufficient, and connects them with greater opportunities to achieve success. No longer defined as a transitional shelter that is longer stay, we are moving more children and families. We touch on average 40 children a day through our programming and licensed childcare center providing mental stability and a healthy environment.

Although there are five homeless services providers in the Fredericksburg area, there are only two local agencies addressing the needs of the entire family unit experiencing homelessness. Loisann's Hope House and the Thurman Brisben Center are the only two providers in the Fredericksburg area addressing the needs of the entire family regardless of the cause of their homelessness. The Thurman Brisben Center serves families in a limited capacity as their primary focus is individuals. We are the largest and only shelter dedicated to primarily addressing the housing needs of the entire family.

## Community Impact

*Please provide at least 2 examples of how your services have impacted members of our community.*

### Example 1

Housing -

Loisann's Hope House program sets goals and focuses the homeless client on creating a sustainable financial foundation through employment and provides tools they need to move from homelessness to

housing and self-sufficiency.

According to the National Center on Family Homelessness, “Even a seemingly minor event can trigger a catastrophic outcome and catapult a family onto the streets.” The gap between housing costs and income continues to widen. The state of Virginia has the 11th highest housing wage required to rent a two bedroom unit at \$21.10 an hour. At minimum wage, the rent affordable is \$377 a month making it nearly impossible to afford housing in the area.

Within the Fredericksburg region, 2015 Point in Time Count report listed the number of families that faced homelessness were nearly 500 households with children and adults. There is always a need and list of families requiring shelter and our program.

Loisann's Hope House program focuses on increased income, resolving debt and the ability to maintain financial stability to obtain housing. An important factor in Loisann's Hope House success has been the development of extensive partnerships not only with other area agencies serving homeless population, but also with local businesses and stakeholders. Through partnerships like Central Virginia Housing Coalition, Realtors and Property Management offices, Loisann's Hope House has housed over 200 individuals totaling over 90 children. In some cases, based on intensive case management there are families that are able to self-resolve. Placement of families are across the region and impact each county and the city.

## **Example 2**

Increased Income (employment) -

According to the National Coalition for the Homeless, as bad as it is for the 44% of homeless people who have jobs and can't escape homelessness, climbing out of homelessness is virtually impossible for those without a job. For those with limited skills or experience, opportunities for jobs that pay a living wage are very limited. Additionally, many members of the homeless population have to combat barriers such as limited transportation and reduced access to educational and training programs. In such a competitive environment, the difficulties of job seeking as a homeless person can be almost insurmountable barriers to employment.

Loisann's Hope House program focuses on attainable goals that work towards employment, financial stability through focused financial planning, and increased incomes. Clients entering our program on average make \$795 and leave the program with an increased income of \$1,100. That is a \$4000 annual increase. That increase provides economic growth to our community.

## **Example 3 (Optional)**

## **Rappahannock Refuge Inc., dba Loisann's Hope House -**

### **Locality Information**

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### **Locality Notes**

*Please use the spaces below to provide any locality specific notes or statements that may be relevant to your application.*

#### **Caroline County**

Loisann's Hope House the first and largest family homeless shelter located within the City of Fredericksburg has taken children and families off the streets for over 30 years in the PD 16 locales. The program model has been unique and has a 95% success rate. Those impacted and resolving from homelessness thriving within the county jurisdiction support economic growth by contributing to the community through housing, transportation, food and other provisions. Loisann's Hope House continually needs the counties support in resolving homelessness.

#### **City of Fredericksburg**

Loisann's Hope House the first and largest family homeless shelter located within the City of Fredericksburg has taken children and families off the streets for over 30 years. Loisann's Hope House federal funding for shelter operations ended in April 2016. Additional funding is requested to assist in maintaining and impacting the lives of homeless children and families. Two locales support the increased funding requested last fiscal year. We are once again requesting additional funding allocations for the shelter.

#### **King George County**

Loisann's Hope House the first and largest family homeless shelter located within the City of Fredericksburg has taken children and families off the streets for over 30 years in the PD 16 locales. The program model has been unique and has a 95% success rate. Those impacted and resolving from homelessness thriving within the county jurisdiction support economic growth by contributing to the community through housing, transportation, food and other provisions. Loisann's Hope House continually needs the counties support in resolving homelessness.

#### **Spotsylvania County**

Loisann's Hope House the first and largest family homeless shelter located within the City of Fredericksburg has taken children and families off the streets for over 30 years in the PD 16 locales. The program model has been unique and has a 95% success rate. Those impacted and resolving from homelessness thriving within the county jurisdiction support economic growth by contributing to the community through housing, transportation, food and other provisions. Loisann's Hope House continually

needs the counties support in resolving homelessness.

### **Stafford County**

Loisann's Hope House the first and largest family homeless shelter located within the City of Fredericksburg has taken children and families off the streets for over 30 years in the PD 16 locales. The program model has been unique and has a 95% success rate. Those impacted and resolving from homelessness thriving within the county jurisdiction support economic growth by contributing to the community through housing, transportation, food and other provisions. Loisann's Hope House continually needs the counties support in resolving homelessness.

## Rappahannock Refuge Inc., dba Loisann's Hope House -

### Agency Budget

*In the boxes below provide an overview of the administrative costs associated with your agency budget. Include revenue that defrays administrative costs; this is non programmatic revenue and should not include any revenue associated with programming.*

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### Expenses

	<b>FY 2016 Actual</b>	<b>FY 2017 Budgeted</b>	<b>FY 2018 Requested</b>
Salary	324,911.00	370,301.00	370,301.00
Benefits	52,461.00	56,218.00	56,218.00
Operating Expenses	192,842.00	290,983.00	290,983.00
Capital Expenses	0.00	0.00	0.00
Administrative Expenses	82,061.00	107,710.00	107,710.00
Total	652,275.00	825,212.00	825,212.00

### Revenues

	<b>FY 2016 Actual</b>	<b>FY 2017 Budgeted</b>	<b>FY 2018 Requested</b>
Caroline	0.00	0.00	0.00
Fredericksburg	18,660.00	18,660.00	25,000.00
King George	0.00	0.00	5,000.00
Spotsylvania	16,500.00	20,000.00	20,000.00
Stafford	11,000.00	15,000.00	15,000.00
United Way	35,174.00	44,000.00	44,000.00
Grants	163,969.00	163,696.00	165,000.00
Client Fees	82,721.00	70,000.00	75,000.00
Fundraising	47,743.00	156,900.00	165,000.00
Other (Click to itemize)	290,092.00	392,070.00	395,000.00

	<b>FY 2016 Actual</b>	<b>FY 2017 Budgeted</b>	<b>FY 2018 Requested</b>
Total	665,859.00	880,326.00	909,000.00

**Surplus / Deficit**

	<b>FY 2016 Actual</b>	<b>FY 2017 Budgeted</b>	<b>FY 2018 Requested</b>
Surplus or Deficit	13,584.00	55,114.00	83,788.00

## **Rappahannock Refuge Inc., dba Loisann's Hope House -**

### **Agency Budget Narrative**

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### **Administrative Expenses**

**Provide an overview of the administrative costs for your agency.**

Administrative costs are calculated on a percentage basis established with our auditors. None of the money received from locality funds is allocated toward administrative costs. They are intended strictly for program use.

**If your agency is requesting an increase or decrease in administrative funding, please describe in detail the reasons for these changes.**

There is no request, increase/decrease.

**Please provide justification for and specific amounts of administrative costs that are defrayed by locality funds.**

Agency administrative costs are not defrayed by locality funds. All funds go directly toward the program. We consider the work of shelter, programming, summer camp, childcare, life skills classes, group therapy and overall administration as the program. We use all revenue to operate our program. The only stipulations we have on revenues comes from our state and federal grants.

### **Capital Expenses**

**Please provide an overview of the capital costs for your agency.**

There are no capital expenses.

**Please provide justification for and specific amounts of capital costs that are defrayed by locality funds.**

There are no capital expenses defrayed by locality funds.

### **Salary & Benefit Expenses**

**Please provide an overview of any increases or decreases in general personnel expenses for your agency.**

The current fiscal year shows an increase in personnel expenses based on staffing salary increases

across the board after a decade. There are two case manager positions, an HMIS coordinator and the Chief Operation Officer position that is partially covered through grant funding and the Daycare Aide is partially funded through the United Way. There are no anticipated changes to agency benefits, except annual increases in benefit costs.

**Please provide a description of any changes to agency benefits structure or cost.**

There are no changes to the agency benefits or structure.

## **Budget Issues**

**Provide any legislative initiatives or issues that may impact the agency for the upcoming year.**

Loisann's Hope House is no longer receiving Federal funding for shelter operations, therefore we requested an increase in locale funding for the City of Fredericksburg. The counties approved the requested funding FY 17 to offset the decrease.

**If you are aware of "outside" funding sources that will expire or be reduced on a set cycle or date, please note those below and how you are planning for them.**

None

**Please detail any identified agency needs or areas of concern that are currently not being addressed in your funding request.**

None

## Regional Funding

### Fiscal Year 2018 - Partner Funding Application

#### Rappahannock Refuge Inc., dba Loisann's Hope House

Application Status: Submitted

#### Rappahannock Refuge Inc., dba Loisann's Hope House Loisann's Hope House **Family Housing Program**

### Program Budget Narrative

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**Please indicate in details reasons for increases or decreases in the amounts requested for FY 2018.**

Loisann's Hope House is no longer receiving federal funding to support shelter operations. State funding is directly used for moving families into local housing. This has created a significant shortfall in operating and maintaining the shelter and its programming. Funding increased are requested to continue to support moving families from homelessness to housing within our locales.

**If an increase is being requested, please describe the impact not receiving an increase would have on the program.**

Loisann's Hope House as the first and largest homeless shelter within the region has impacted over 1000s of lives by resolving homelessness within our community. If additional funding that is requested not received, less families resolved could occur or the shelter could be impacted by closing its doors.

**In particular, please describe in detail if any increase is sought for new positions or personnel.**

There is no funding being requested for new positions or personnel.

## **Rappahannock Refuge Inc., dba Loisann's Hope House -**

### **Collaborative Impact**

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### **Efforts and Partnerships**

**Describe in detail examples of collaborative efforts and key partnerships between your program and the other programs or agencies in the area.**

The Fredericksburg Area Crisis Response System is comprised of varying shelters experiencing homelessness. Loisann's Hope House as the first and largest family shelter, success has been the development of extensive partnerships not only with other area agencies serving homeless population, but also with local businesses and stakeholders. Collaborative effort exist between Loisann's Hope House and Career Training Solutions, Central Virginia Housing Coalition, Thurman Brisben Center, Empowerhouse, Micah Ecumentical Ministries, YMCA, Rappahannock Area on Aging Agency, Fredericksburg Counseling Services, Compassion Restoration, Bridges Program, Woodforest Bank. Program collaboration encompasses employment training, assistance to search and locate affordable housing, financial management classes and more.

### **Collaborative Impact**

**Describe in detail how the community would be impacted if your program were dissolved or merged with another partner agency.**

Although there are five homeless services providers in the Fredericksburg area, there are only two local agencies addressing the needs of the entire family unit experiencing homelessness. Loisann's Hope House and the Thurman Brisben Center are the only two providers in the Fredericksburg area addressing the needs of the entire family regardless of the cause of their homelessness. The Thurman Brisben Center serves families in a limited capacity as their primary focus is individuals. We are the largest and only shelter dedicated to primarily addressing the housing needs of the entire family. The Adult Program focuses on the Parent(s) and works in combination with the Child Services Program. If the shelter was to dissolve, homeless families will be forced to seek alternate methods of getting their basic needs met. This would have a greater impact on social services and economic well being of the community and family. Families are impacted physically, emotionally, cognitive, and social.

## Rappahannock Refuge Inc., dba Loisann's Hope House -

### Program Overview

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### General Information

<b>Program Name</b>	Loisann's Hope House Family Housing Program
<b>Is this a new program?</b>	No

### Program Contact

<b>Name</b>	Lisa Crittenden
<b>Title</b>	Executive Director
<b>Email</b>	lisacrittenden@loisannshopehouse.org
<b>Phone</b>	(540) 371-0831

### Program Purpose / Description

#### Provide an overview of this program

With more than thirty years in the Rappahannock region, as the first homeless and largest family shelter in our community, Loisann's Hope House has helped to transform the lives of over a thousand families. We also are the only shelter that offers affordable licensed onsite childcare for families.

The program model combines effective practices that incorporate safe, affordable housing, employment, transportation and childcare. All necessary for a family to sustain financial self-reliance in their own homes. A comprehensive assessment is conducted immediately to understand what is needed in addition to shelter. At this time clients may require education, job training, transportation, mental health services, parenting support and childcare.

Loisann's Hope House's 95% percent success rate is attributed to the strong foundation clients receive, as well as to the organization's well-respected intensive case management program with clients meeting weekly. The program is designed to help clients set and meet attainable goals. This on-going consultation also reinforces the outreach to community resources pertinent to their family needs. We focus on life-skills and opportunities that will assist them in gaining financial stability, employment, job readiness, vocational, educational, independent living or social - that will assist them in gaining permanent housing and breaking the cycle of homelessness for their family.

## **Client Fees**

**Please describe the fees clients must pay for the services by this program.**

There are no client fees for this program.

## **Justification of Need**

**Please state clearly why this service should be provided to the citizens of the region and why the localities should consider this funding request.**

Within the Fredericksburg region, 2015 Point in Time Count report listed the number of families that faced homelessness were 500 households with children and adults. There is always a need and list of families requiring shelter.

Loisann's Hope House strategically focuses on four areas of improvement: 1) increased income (obtained thru a variety of sources including but not limited to employment, job promotion, and second incomes) 2) financial management 3) childcare and (4) transportation. We work with clients on how to map out clearly stated goals to stabilize their families.

At Loisann's Hope House we work with the clients to obtain a job, which pays a living wage, and the necessary supports, such as child care and transportation, to keep it. Our program services are vital to children and families at risk of remaining homeless.

**If this is a new program, be sure to include the benefits to the region for funding a new request.**

This is not a new program

## **Target Audience and Service Delivery**

**Describe the program's intended audience or client base and how those clients are served.**

The Loisann's Hope House Family Shelter Program serves homeless families with minor children, and pregnant mothers primarily from Planning District 16, City of Fredericksburg and the counties of Stafford, Spotsylvania, Caroline and King George. These families that are identified as homeless are taken into shelter, are supported through intensive case management, guided by attainable goals and then permanently housed. Once housed the families still undergo case management for six months.

**If your program has specific entry or application criteria, please describe it here.**

There are no barriers to the program

## Rappahannock Refuge Inc., dba Loisann's Hope House -

### Number of Individuals Served

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### Localities

*Please provide the actual numbers of individuals served in this program during FY2016 and the projected numbers of individuals to be served in FY2018.*

<b>Locality</b>	<b>FY2016 (Actual)</b>	<b>FY2018 (Projected)</b>
Fredericksburg City	60	68
Caroline County	3	5
King George County	0	3
Spotsylvania County	26	30
Stafford County	27	34
Other Localities	9	10
Total	125	150

# Rappahannock Refuge Inc., dba Loisann's Hope House -

## Goals and Objectives

### Goals

**Goal: Loisann's Hope House clients who exit the program will move to permanent housing.**

<b>Objectives</b>	<b>Objective Results</b>	<b>Year End</b>	<b>Baseline</b>
<b>At least 80% of Loisann's Hope House residents will move to permanent housing.</b>	Total # Clients Served	107	110
	Total # Clients Achieved/Successful	99	103
	% Achieved / Successful	92.52	93.64
<b>85% of those exiting the program will increase their income level.</b>	Total # Clients Served	37	40
	Total # Clients Achieved/Successful	28	32
	% Achieved / Successful	75.68	80

### Outcomes Narratives

#### Explanation & Overview

**If your outcomes are significantly less than your stated objectives, please note any reasons why this might be the case**

There are no significant changes.

#### Updates for FY2018

**Please note any changes you plan to make to the program, or the stated goals and objectives, given the data you have reported**

There are no expected changes programmatically.

**If you are restating the goals or objectives for FY 2018, please include those here**

### Goal:

**Loisann's Hope House residents who successfully complete the program will maintain permanent housing for a minimum of six months.**

<b>Objectives</b>	<b>Objective Results</b>	<b>Year End</b>	<b>Baseline</b>
<b>80% of clients who successfully</b>	Total # Clients Served	107	110

<b>complete the program will not re-enter the homeless system within one year of obtaining permanent housing.</b>	Total # Clients Achieved/Successful	91	95
	% Achieved / Successful	85.05	86.36
<b>80% of clients who successfully complete the program will not re-enter the homeless system within six month of obtaining permanent housing.</b>	Total # Clients Served	107	110
	Total # Clients Achieved/Successful	99	102
	% Achieved / Successful	92.52	92.73

## Outcomes Narratives

### Explanation & Overview

**If your outcomes are significantly less than your stated objectives, please note any reasons why this might be the case**

The outcomes are not significantly less than stated.

### Updates for FY2018

**Please note any changes you plan to make to the program, or the stated goals and objectives, given the data you have reported**

No programmatic changes will be made.

**If you are restating the goals or objectives for FY 2018, please include those here**

## Rappahannock Refuge Inc., dba Loisann's Hope House -

### Program Budget

Please detail below the budget request for your program.

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### Expenses

	<b>FY 2016 Actual</b>	<b>FY 2017 Budgeted</b>	<b>FY 2018 Requested</b>
Salary	382,248.00	434,066.00	434,066.00
Benefits	15,797.00	18,573.00	18,573.00
Operating Expenses	254,230.00	372,573.00	372,573.00
Capital Expenses	0.00	0.00	0.00
Total	652,275.00	825,212.00	825,212.00

### Revenues

	<b>FY 2016 Actual</b>	<b>FY 2017 Budgeted</b>	<b>FY 2018 Requested</b>
Caroline	0.00	0.00	0.00
Fredericksburg	18,660.00	18,660.00	25,000.00
King George	0.00	0.00	5,000.00
Spotsylvania	16,500.00	20,000.00	20,000.00
Stafford	11,000.00	15,000.00	15,000.00
United Way	35,174.00	44,000.00	44,000.00
Grants	163,969.00	163,969.00	165,000.00
Client Fees	82,721.00	70,000.00	75,000.00
Fundraising	47,743.00	156,900.00	165,000.00
Other (Click to itemize)	290,092.00	392,070.00	395,000.00
Total	665,859.00	880,599.00	909,000.00

### Surplus / Deficit

	<b>FY 2016 Actual</b>	<b>FY 2017 Budgeted</b>	<b>FY 2018 Requested</b>
Surplus or Deficit	13,584.00	55,387.00	83,788.00