

Regional Funding

Fiscal Year 2020 - Partner Funding Application

Rappahannock Refuge Inc., dba Loisann's Hope House

Agency Information

General Information

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

Agency Mission Statement

Break the cycle of homelessness one family at a time.

Number of Years in Operation 31

Main Contact

Main Contact Lisa Crittenden, phone: (540) 371-0831, email: lisacrittenden@loisannshopehouse.org

Job Title Chief Executive Officer

Localities Served

Please select any/all localities your agency serves.

Caroline

Fredericksburg

King George

Spotsylvania

Stafford

Collaborative Impact

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

Loisann's Hope House is the largest family homeless shelter in our region. In the past two years, Loisann's Hope House led our community in ending family homelessness and housed 82 families and a 160 children throughout the counties of Stafford, Spotsylvania, Caroline and King George and the City of Fredericksburg. Loisann's Hope House is the lead agency moving the largest amount of families into homes within our jurisdiction. We are more than a shelter program. Beginning November 2018, Loisann's Hope House will be the lead agency in handling all housing crisis calls and prevention within our community.

FY18 Loisann's Hope House has attained a new home and now has the ability to shelter 16 homeless families. 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. If the shelter was to dissolve, this would have a greater impact on social services and economic well being of the community and family.

Community Impact

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

Example 1

The Fredericksburg Area Crisis Response System, comprised of varying shelters serving those experiencing homelessness, is an example of extensive partnerships between LHH and other area agencies. The Crisis Response System, consisting of Empowerhouse, Micah Ecumenical Ministries, The Thurman Brisben Center, Loisann's Hope House and the George Washington Regional Commission, allows for a reduction in the duplication of services and a more efficient way to move people from homelessness to housing.

An example of the aforementioned partnership leading to a more streamlined approach is the creation of a community-wide coordinated assessment line. Loisann's Hope House serves as the front door agency for all people experiencing homelessness in the Fredericksburg Area. Those experiencing housing crisis' are encouraged to call a one number coordinated assessment line (540-358-5801) manned by LHH. The Coordinated Entry and Diversion Specialist assesses each caller, determines eligibility and automatically refers the caller to the appropriate agency or agencies that can best meet the housing needs of the person. This collaborative effort eliminates the need for those in distress to contact each agency individually and allows for a community-wide system that can quickly and adequately provide housing and appropriate resources.

Loisann's Hope House also develops partnerships with local businesses and stakeholders such as the YMCA, Bridges Program, the city and county Departments of Social Services, Virginia Cares and Northern Virginia Family Services.

Example 2

Loisann's Hope House in the past year has helped many members of our community - - a local school teacher, a PHD and over ten veteran families and their children. Through the crisis response system and direct phone calls, Loisann's Hope House prevented the teacher and his family from having to seek

alternatives other than housing, like sleeping in their car, couch surfing and or on the street. We were able to find affordable housing, provide food and financial assistance for several months until the family was able to stabilize.

Example 3 (Optional)

Rappahannock Refuge Inc., dba Loisann's Hope House

Agency Budget Narrative

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.

Loisann's Hope House is seeking the same amount of funding from locales that provided funding in FY19.

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, 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.

There are no increases in general personnel expenses.

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

There is no changes to the agency benefits or structure, except for an annual increase in benefit costs.

Budget Issues

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

None

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

Rappahannock Refuge Inc., dba Loisann's Hope House

Agency Total Budget

In the boxes below provide an overview of the administrative costs associated with your total agency budget.

Expenses

	FY 2017 Actual	FY 2018 Budgeted	FY 2018 Actual	FY 2019 Budgeted	FY 2020
Salary	67,686.00	68,550.00	67,554.00	68,550.00	71,685.00
Benefits	10,277.00	10,247.00	10,213.00	10,247.00	10,538.00
Operating Expenses	26,044.00	33,567.00	38,591.00	33,567.00	34,438.00
Capital Expenses	0.00	0.00	0.00	0.00	0.00
Other Expenses	0.00	0.00	0.00	0.00	0.00
Total	104,007.00	112,364.00	116,358.00	112,364.00	116,661.00

Revenues

Please include revenue associated with your entire organization. This section represents the TOTAL revenue your organization is receiving. The revenue associated with specific programs will be listed within your program budgets; this section represents total revenues. (For example if your organization requests funding for multiple programs the total amount requested from each locality or other entities goes within this section)

	FY 2017 Actual	FY 2018 Budgeted	FY 2018 Actual	FY 2019 Budgeted	FY 2020
Caroline	0.00	0.00	0.00	5,000.00	0.00
Fredericksburg	18,660.00	18,660.00	18,660.00	21,000.00	18,660.00
King George	0.00	0.00	0.00	5,000.00	0.00
Spotsylvania	20,000.00	20,000.00	20,000.00	20,000.00	20,000.00
Stafford	15,000.00	15,000.00	14,000.00	15,000.00	15,000.00
United Way	26,511.97	69,000.00	79,498.00	69,000.00	84,000.00
Grants	175,540.38	173,846.00	187,348.00	173,846.00	114,950.00
Client Fees	60,822.00	4,000.00	0.00	0.00	0.00
Fundraising	107,899.28	176,750.00	275,107.00	176,750.00	118,000.00
Other (Click to itemize)	366,612.00	370,000.00	358,691.14	447,500.00	447,500.00
Total	791,045.63	847,256.00	953,304.14	933,096.00	818,110.00

Surplus / Deficit

	FY 2017 Actual	FY 2018 Budgeted	FY 2018 Actual	FY 2019 Budgeted	FY 2020
Surplus or Deficit	687,038.63	734,892.00	836,946.14	820,732.00	701,449.00

Rappahannock Refuge Inc., dba Loisann's Hope House

Locality Information

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 past two years we housed a record number of families, totaling 82 and 160 children. We have attained another home which will increase our ability to shelter 3 additional families, totaling 16.

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 in the PD 16 locales. The past two years we housed a record number of families, totaling 82 and 160 children. We have attained another home which will increase our ability to shelter 3 additional families, totaling 16.

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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 past two years we housed a record number of families, totaling 82 and 160 children. We have attained another home which will increase our ability to shelter 3 additional families, totaling 16.

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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 past two years we housed a record number of families, totaling 82 and 160 children. We have attained another home which will increase our ability to shelter 3 additional families, totaling 16.

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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 past two years we housed a record number of families, totaling 82 and 160 children. We have attained another home which will increase our ability to shelter 3 additional families, totaling 16. 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 - Loisann's Hope House Family Housing Program

Program Overview

You may save your work at any time by clicking on the "Save My Work" link/icon at the bottom or top of the page.

When you have completed all questions on the form, select the "Save My Work and Mark as Completed" link/icon at the bottom or top of this page.

You may also SWITCH between forms in this application by using the SWITCH FORMS feature in the upper right corner. When switching forms, any updates to the existing form will automatically be saved.

General Information

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

Program Contact

Name Lisa Crittenden
Title Chief Executive Officer
Email lisacrittenden@loisannshopehouse.org
Phone (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.

The program model combines effective practices that incorporate safe emergency shelter, access to affordable housing, increased income, employment, and transportation. 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.

Clients have no cost for services.

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.

The Fredericksburg Regional CoC services the 1,387 square miles. According to the Census, more than 356,095 people lived in the City of Fredericksburg and Counties of Spotsylvania, Stafford, Caroline, & King George. By 2035 the projected population will be over 600,000, according to Weldon-Cooper and studies by GWRC. Local unemployment, 4.3%, remains above Virginia's 4.0%. With fair market rent starting at \$1,176 for an efficiency in Fredericksburg, many low-income people lack the earning power to afford available housing. Meanwhile, the community's section 8 waiting list has been closed for more than 10 years. Local poverty rates range from 5.9% in Stafford to 19.2% in Fredericksburg, which experiences greater need because of its transportation options and closeness of resources. Loisann's Hope House receives 1,800 calls per year from families seeking shelter prior to taking on the lead responsibility for all housing crisis needs this November.

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.

The program does not have specific entry requirements and or application.

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

Program Budget Narrative

Please indicate in detail reasons for increases or decreases in the amounts you are requesting.

Loisann's Hope House is requesting the same amount of funding from locales received in FY 19.

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

There is no request for increased funding.

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

There is none.

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

Program Specific Budget

Please provide your program specific budget below.

Expenses

	FY 2017 Actual	FY 2018 Budgeted	FY 2018 Actual	FY 2019 Budgeted	FY 2020
Personnel	383,555.00	388,450.00	398,705.00	388,450.00	406,215.00
Benefits	58,239.00	58,064.00	57,874.00	58,064.00	59,713.00
Operating Expenses	279,607.00	272,826.00	340,169.00	272,826.00	251,486.00
Capital Expenses	0.00	0.00	0.00	0.00	0.00
Total	721,401.00	719,340.00	796,748.00	719,340.00	717,414.00

Revenues

This section represents revenue specifically associated with your program. Revenue that supports the implementation of your program and the services provided to the community.

	FY 2017 Actual	FY 2018 Budgeted	FY 2018 Actual	FY 2019 Budgeted	FY 2020
Caroline	0.00	0.00	0.00	5,000.00	0.00
Fredericksburg	18,660.00	18,660.00	18,660.00	21,000.00	18,660.00
King George	0.00	0.00	0.00	5,000.00	0.00
Spotsylvania	20,000.00	20,000.00	20,000.00	20,000.00	20,000.00
Stafford	15,000.00	15,000.00	14,000.00	15,000.00	15,000.00
United Way	26,511.97	69,000.00	79,498.00	69,000.00	84,000.00
Grants	175,540.39	173,846.00	187,348.00	173,846.00	114,950.00
Client Fees	60,822.00	4,000.00	0.00	0.00	0.00
Fundraising	107,899.28	176,750.00	275,107.00	176,750.00	118,000.00
Other (Click to itemize)	366,612.00	370,000.00	358,691.14	447,500.00	447,500.00
Total	791,045.64	847,256.00	953,304.14	933,096.00	818,110.00

Surplus / Deficit

	FY 2017 Actual	FY 2018 Budgeted	FY 2018 Actual	FY 2019 Budgeted	FY 2020
Surplus or Deficit	69,644.64	127,916.00	156,556.14	213,756.00	100,696.00

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

[View Diagram](#) **Goals and Objectives**

Goals

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

Objectives		2017 Baseline	2017 Year End	2018 Baseline	2019 Baseline
At least 80% of Loisann's Hope House clients will move to permanent housing.	Total # Clients Served		155	134	230
	Total # Clients Achieved/Successful		135	125	180
	% Achieved / Successful	0	87.10	93.28	78.26
At least 85% of Loisann's Hope House clients exiting the program will increase their income level.	Total # Clients Served		82	55	89
	Total # Clients Achieved/Successful		75	49	80
	% Achieved / Successful	0	91.46	89.09	89.89

Explanation & Overview

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

Loisann's Hope House has increased the number of families sheltered and housed within the past two years. We have set a goal of housing forty families each year and have exceeded. We anticipate continued efforts moving forward.

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 changes at this time.

If you are restating the goals or objectives for the prior calendar year, please include those

here

We are not restating our goals or objectives at this time.

Goal:

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

Objectives

	2017 Baseline	2017 Year End	2018 Baseline	2019 Baseline
At least 80% of clients who successfully complete the program will not reenter the homeless system within one year of obtaining permanent housing.	Total # Clients Served	155	134	230
	Total # Clients Achieved/Successful	147	127	222
	% Achieved / Successful	0 94.84	94.78	96.52
At least 80% of clients who successfully complete the program will not reenter the homeless system within six months of obtaining permanent housing.	Total # Clients Served	155	134	230
	Total # Clients Achieved/Successful	145	129	225
	% Achieved / Successful	0 93.55	96.27	97.83

Explanation & Overview

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

No decrease in stated outcomes

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 changes will be made.

If you are restating the goals or objectives for the prior calendar year, please include those here

We are not restating the goals or objectives

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

Number of Individuals Served

Localities

Please provide the actual numbers of individuals served in this program during FY2017 and FY2018, the estimated numbers of individuals served in FY2019 and the projected numbers of individuals served in FY2020.

Locality	FY2017 (Actual)	FY2018 (Actual)	FY 2019 Estimate	FY 2020 Projected
Fredericksburg City	65	67	68	70
Caroline County	2	2	2	3
King George County	7	7	7	7
Spotsylvania County	29	26	27	28
Stafford County	23	28	29	30
Other Localities	8	5	7	7
Total	134	135	140	145

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

Collaborative Impact

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, comprised of varying shelters serving those experiencing homelessness, is an example of extensive partnerships. The Crisis Response System, consisting of Empowerhouse, Micah Ecumenical Ministries, The Thurman Brisben Center, Loisann's Hope House and the George Washington Regional Commission, allows for a reduction in the duplication of services and a more efficient way to move people from homelessness to housing. Loisann's Hope House serves as the front door agency for all people experiencing homelessness in the Fredericksburg Area. Those experiencing housing crisis' are encouraged to call a one number coordinated assessment line. This allows for a community-wide system. Loisann's Hope House also develops partnerships with local businesses and stakeholders such as the YMCA, Bridges Program, the city and county Departments of Social Services, Virginia Cares and Northern Virginia Family Services.

Collaborative Impact

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

Loisann's Hope House is the largest family homeless shelter in our region. In FY 18 Loisann's Hope House attained a new home and currently shelters 16 homeless families, double that of any family shelter in the Fredericksburg Region. 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. If the shelter was to dissolve, this would have a great impact on social services and economic well-being of the community and families in housing crisis. Most recently the shelter has taken a number of veteran families experiencing homelessness.