

## Regional Funding

### Fiscal Year 2019 - 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, USA  
**Agency Phone Number** (540) 371-0831  
**Federal Tax ID #** 521419314  
**Web Address** www.loisannshopehouse.org  
**Agency Email Address** lisacrittenden@loisannshopehouse.org

##### Agency Mission Statement

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

**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 and was the first family homeless shelter in our region. In 2017/18 Loisann's Hope House in partnership led our community in ending family homelessness and housed 41 families throughout the counties of Stafford, Spotsylvania, Caroline and King George and the City of Fredericksburg. FY 17/18 Loisann's Hope House has attained a new home and will have the ability to shelter 16 homeless families. If our shelter was to dissolve or merge their will be a traumatic impact on the amount of children and families on the street.

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.

**Community Impact**

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

**Example 1**

Income - The United Way ALICE Project raises awareness about an essential but previously hidden part of our community. It also provides a framework, language, and tools for stakeholders to understand, measure, and ultimately implement changes that improve the lives of ALICE. ALICE households earn more than the official US Poverty Level but less than the basic cost of living including housing, food, childcare, healthcare and transportation. All of these are vital for stability of children and their families.

Loisann's Hope House clients are on average below the official US Poverty Level and typically work multiple part-time jobs. Our average salary per household is \$20,800 yearly (\$1,733 per month). Loisann's Hope House and the Rappahannock United Way in partnership know that the future success of our community is directly tied to the financial stability of families that are homeless, who faced homelessness, and ALICE households. Loisann's Hope House program focuses on the stability of the children and their families by aiming to increase their income, finding affordable housing, childcare and transportation.

Last year LHH moved forty-one families into their own homes. We continue to focus on the families and their stabilization resulting in a 95% success rate. For our program to gain more traction, employment and affordable housing is vital. Our goal this year is to move fifty families.

**Example 2**

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. Across the country children and families makes up about 35% of the

homeless population.

In the state of Virginia individuals need to make \$20.72 an hour in order to afford a 2 bedroom apartment. At minimum wage, the rent affordable is \$377 a month making it nearly impossible to afford housing in the area. 21% of households pay more than 50% of their income for rent.

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 last year 41 families, totaling 81 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 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.**

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, 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.**

In FY 14/15 Loisann's Hope House became a full family emergency shelter program, including two parent households, and or guardians. Recently Loisann's Hope House added a Security Officer position to help ensure the safety of children and their families. The program expanded for Rapid Rehousing and we were able to add through a grant an additional Case Manager. After careful deliberation, and loss of funding Loisann's Hope House this past September closed the Sunshine Childcare Center focusing on the results of moving more families into housing.

**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

|                    | <b>FY 2017 Actual</b> | <b>FY 2018 Budgeted</b> | <b>FY 2019</b>    |
|--------------------|-----------------------|-------------------------|-------------------|
| Salary             | 67,686.00             | 68,550.00               | 68,550.00         |
| Benefits           | 10,277.00             | 10,247.00               | 10,247.00         |
| Operating Expenses | 26,044.00             | 33,567.00               | 33,567.00         |
| Capital Expenses   | 0.00                  | 0.00                    | 0.00              |
| Other Expenses     | 0.00                  | 0.00                    | 0.00              |
| <b>Total</b>       | <b>104,007.00</b>     | <b>112,364.00</b>       | <b>112,364.00</b> |

#### 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)*

|                          | <b>FY 2017 Actual</b> | <b>FY 2018 Budgeted</b> | <b>FY 2019</b>    |
|--------------------------|-----------------------|-------------------------|-------------------|
| Caroline                 | 0.00                  | 0.00                    | 5,000.00          |
| Fredericksburg           | 18,660.00             | 18,660.00               | 21,000.00         |
| King George              | 0.00                  | 0.00                    | 5,000.00          |
| Spotsylvania             | 20,000.00             | 20,000.00               | 20,000.00         |
| Stafford                 | 15,000.00             | 15,000.00               | 15,000.00         |
| United Way               | 26,511.97             | 69,000.00               | 69,000.00         |
| Grants                   | 175,540.38            | 173,846.00              | 173,846.00        |
| Client Fees              | 60,822.00             | 4,000.00                | 0.00              |
| Fundraising              | 107,899.28            | 176,750.00              | 176,750.00        |
| Other (Click to itemize) | 366,612.00            | 370,000.00              | 370,000.00        |
| <b>Total</b>             | <b>791,045.63</b>     | <b>847,256.00</b>       | <b>855,596.00</b> |

#### Surplus / Deficit

|  | <b>FY 2017 Actual</b> | <b>FY 2018 Budgeted</b> | <b>FY 2019</b> |
|--|-----------------------|-------------------------|----------------|
|  |                       |                         |                |

|                    |            |            |            |
|--------------------|------------|------------|------------|
| Surplus or Deficit | 687,038.63 | 734,892.00 | 743,232.00 |
|--------------------|------------|------------|------------|

# 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. This past year we housed a record number of families, totaling 41. 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. This past year we housed a record number of families, totaling 41. 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 City's support in resolving homelessness.

#### **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. This past year we housed a record number of families, totaling 41. 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.

#### **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. This past year we housed a record number of families, totaling 41. 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.

## **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. This past year we housed a record number of families, totaling 41. 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 2015 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. The 2016 Point in Time count also identified 927 children who were defined as homeless by the Department of Education. Loisann's Hope House receives 1,800 calls per year from families seeking shelter.

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

N/A

## **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 requirements to be entered into the program.

# 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 requested additional funding from the City of Fredericksburg previously. To support the emergency shelter operations of homeless children and families in our region, Loisann's Hope House is requesting an additional \$2,340 to increase the \$18,660 to \$21,000. Again, Loisann's Hope House no longer receives funding from the federal government to maintain the shelter. There was a record number of housing families this past year and we intend to increase our goal to 50 families this year.

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

Loisann's Hope House has had a great opportunity to add an additional home to help homeless children and their families increasing the impact of 13 families to 16 at one time. We had success this past year in moving 41 families into their own homes. Without this funding our community would be impacted by children and families not being able to be sheltered and housed.

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

The increase does not reflect costs associated with new positions or personnel.

**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**

|                    | <b>FY 2017 Actual</b> | <b>FY 2018 Budgeted</b> | <b>FY 2019</b>    |
|--------------------|-----------------------|-------------------------|-------------------|
| Personnel          | 383,555.00            | 388,450.00              | 388,450.00        |
| Benefits           | 58,239.00             | 58,064.00               | 58,064.00         |
| Operating Expenses | 279,607.00            | 272,826.00              | 272,826.00        |
| Capital Expenses   | 0.00                  | 0.00                    | 0.00              |
| <b>Total</b>       | <b>721,401.00</b>     | <b>719,340.00</b>       | <b>719,340.00</b> |

**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.*

|                          | <b>FY 2017 Actual</b> | <b>FY 2018 Budgeted</b> | <b>FY 2019</b>    |
|--------------------------|-----------------------|-------------------------|-------------------|
| Caroline                 | 0.00                  | 0.00                    | 5,000.00          |
| Fredericksburg           | 18,660.00             | 18,660.00               | 21,000.00         |
| King George              | 0.00                  | 0.00                    | 5,000.00          |
| Spotsylvania             | 20,000.00             | 20,000.00               | 20,000.00         |
| Stafford                 | 15,000.00             | 15,000.00               | 15,000.00         |
| United Way               | 26,511.97             | 69,000.00               | 69,000.00         |
| Grants                   | 175,540.39            | 173,846.00              | 173,846.00        |
| Client Fees              | 60,822.00             | 4,000.00                | 0.00              |
| Fundraising              | 107,899.28            | 176,750.00              | 176,750.00        |
| Other (Click to itemize) | 366,612.00            | 370,000.00              | 370,000.00        |
| <b>Total</b>             | <b>791,045.64</b>     | <b>847,256.00</b>       | <b>855,596.00</b> |

**Surplus / Deficit**

|                    | <b>FY 2016 Actual</b> | <b>FY 2017 Budgeted</b> | <b>FY 2018 Requested</b> |
|--------------------|-----------------------|-------------------------|--------------------------|
| Surplus or Deficit | 69,644.64             | 127,916.00              | 136,256.00               |

**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.**

| <b>Objectives</b>   | <b>Objective Results</b>            | <b>Year End</b> | <b>Baseline</b> |
|---|-------------------------------------|-----------------|-----------------|
| <b>At least 80% of Loisann's Hope House clients will move to permanent housing.</b>                       | Total # Clients Served              | 107             | 134             |
|   | Total # Clients Achieved/Successful | 99              | 125             |
|   | % Achieved / Successful             | 92.52           | 93.28           |
| <b>At least 85% of Loisann's Hope House clients exiting the program will increase their income level.</b> | Total # Clients Served              | 45              | 55              |
|   | Total # Clients Achieved/Successful | 39              | 49              |
|   | % Achieved / Successful             | 86.67           | 89.09           |

**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 outcomes that are significantly less than the stated objectives.

**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 clients 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>At least 80% of clients who successfully complete the program will not reenter the homeless system within one year of obtaining permanent housing.</b> | Total # Clients Served              | 107   | 134   |
|   | Total # Clients Achieved/Successful | 91    | 127   |
|   | % Achieved / Successful             | 85.05 | 94.78 |

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|   |                                     |       |       |
|---|-------------------------------------|-------|-------|
| <b>At least 80% of clients who successfully complete the program will not reenter the homeless system within six months of obtaining permanent housing.</b> | Total # Clients Served              | 107   | 134   |
|   | Total # Clients Achieved/Successful | 99    | 129   |
|   | % Achieved / Successful             | 92.52 | 96.27 |

## **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 - Loisann's Hope House Family Housing Program**

**Number of Individuals Served**

**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>FY2017 (Actual)</b> | <b>FY2019 (Projected)</b> |
|---------------------|------------------------|---------------------------|
| Fredericksburg City | 65                     | 70                        |
| Caroline County     | 2                      | 5                         |
| King George County  | 7                      | 10                        |
| Spotsylvania County | 29                     | 35                        |
| Stafford County     | 23                     | 30                        |
| Other Localities    | 8                      | 5                         |
| Total               | 134                    | 155                       |



# **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 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, the city and county Departments of Social Services, Central Virginia Housing Coalition, Thurman Brisben Center, Empowerhouse, Micah Ecumental 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.**

Loisann's Hope House is the largest family homeless shelter in our region. In 2017/18 Loisann's Hope House led our community in ending family homelessness and housed 41 families throughout the counties of Stafford, Spotsylvania, Caroline and King George and the City of Fredericksburg. FY 18 Loisann's Hope House has attained a new home and will have 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.