



CHARLOTTESVILLE
FY 24
HOUSING OPERATIONS & PROGRAM
SUPPORT (HOPS)
REPORT

(F/K/A VIBRANT COMMUNITIES FUND – AFFORDABLE HOUSING RELATED ACTIVITIES)
MARCH 15, 2023

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INTRODUCTION

BACKGROUND:

Starting in FY24, affordable-housing specific applications were removed from the Vibrant Community Fund process and were reviewed in a separate process. This affordable-housing specific application process is now called the Housing Operations & Program Support (HOPS) program.

In November 2021, the City Council approved and adopted the 2021 Comprehensive Plan Amendment, of which the Charlottesville Affordable Housing Plan was a part. As part of the implementation process of this new plan, the City is revising its approach towards allocation of funding for affordable housing and homelessness support initiatives. The HOPS funds were previously awarded within the Vibrant Communities Fund. This funding is to provide operational-type funding for housing-related community agency program funding requests focused on affordable housing and homelessness support. The applications are reviewed and scored based on quality of application and level of importance. Only organizations actively involved in affordable housing related activities are eligible to apply and only programs provided within the jurisdictional boundaries of the City of Charlottesville are eligible.

For FY24, the City received 14 applications for affordable housing related operational funding.

Reviews of the HOPS application process will take place annually to encourage changes and modifications that improve the process. These reviews may include soliciting feedback from applicants and review teams for suggestions on process changes.

The CAHF Committee is the group tasked with evaluating the applications received through the HOPS application cycle. The City Council appointed the Charlottesville Affordable Housing Fund Committee. The purpose of the CAHF Committee shall be:

- a. to recommend to the City Council/ City administration suggested priorities for the use of CAHF funding,
- b. to review the City administration's recommendations for award(s) of CAHF funding,
- c. to provide general input and oversight of the administration and effectiveness of the CAHF funding mechanism, including, without limitation, input as to the best ratio of grants to loans to be disbursed from CAHF, and
- d. to recommend ways in which the City Council may ensure the sustainability and proper use of the CAHF over time

OPERATIONAL FUNDING REVIEW PROCESS:

Organizations requesting operational-type grants submitted a full application, which included nine (9) narrative questions. Panelists reviewed the applications for *quality* using an objective rubric that evaluated:

- Strategies that address Diversity, Equity and Inclusion,
- How the program addresses a priority area,
- Demonstration of need for the program,
- Understanding of participants,
- Strategies used to meet those needs,
- Use of best practices,
- Evaluation plan and metrics used,
- Local collaborative efforts,
- Engagement of high need and underserved populations,
- Program participants involvement in evaluation and governance,
- Proposed outcome and outcomes achieved in the previous year, and
- Fiscal stability.

Committee members reviewed and rated applications individually and as a group. The committee first ranked the importance of the *type of service* being provided. These rankings were made collectively as a committee and categorized, as follows:

A = support/benefit/need for services, support application

B = questions as to the benefit provided with limited funding

C = request not clear/limited benefit

Not Eligible = the application did not meet the intent of HOPS

The grid below shows how the type of service rankings aligned:

A	B	C	Not Eligible
7 applications	5 applications	1 application	1 application

The committee members individually scored the applications based on the quality of applications and programs. Following an overall discussion of every application and ranking applications based on the type of service provided, the committee then finalized their individual scores. Following tabulation of committee members' individual scoring, the committee came to a scored rating based on averages of each reviewer's score, with a maximum possible score of 62. The low score was 35 and the high score was 54.

The grid below shows how the quality rankings aligned:

50 – 62 points	40 – 50 points	Below 40 points	Not Eligible
4 applications	7 applications	2 applications	1 application

Due to the amount of funding proposed as available through the HOPS application cycle, and following review of the type of service rankings and the average scoring rankings, the committee recommended that nine (9) applications be funded at 90% of their requested funding.

SUMMARY OF APPLICATIONS:

The following pages contain summaries of operational applications in alphabetical order of the host agency. The summaries include a brief description of the program, information about funding requested and status of the type of service ranking and the quality scoring.

ALBEMARLE HOUSING IMPROVEMENT PROGRAM (AHIP)

Program Name: Charlottesville Critical Rehab and Home Repair Program

Requested Funding: \$250,000

Applicant’s Description of the Program: AHIP’s Charlottesville Critical Rehab and Repair program delivers emergency repairs, housing rehabilitations, and energy upgrades year-round to low-income city households. Our primary goals are to keep homeowners and their families safe at home while preserving and improving their homes, preventing displacement, and maintaining the local affordable housing stock.

Purpose of requested funding: Funding directly supports construction (planning, labor, materials), intake and client counseling, and program management and administration

Committee Ranking/Scoring: Not eligible

City Manager’s Proposed Funding: \$0

BLUE RIDGE AREA COALITION FOR THE HOMELESS (BRACH)

Program Name: Homeless System of Care Centralized Access – Homeless Information Line

Requested Funding: \$40,000

Applicant’s Description of the Program: This application is for funding to support full-time staffing (40hr/week) of our homeless service system’s Coordinated Entry System Centralized Access Point, the Homeless Information Line. This phone line access point is an integral part of

our Coordinated Entry System, as it serves as our CoC's "front door" for homeless services and information about services. Currently it is being staffed by City of Charlottesville Human Services staff at part-time capacity, from 3:00PM to 5:00PM on weekdays, and funding from this application would help build out full-time staffing for the phone line to significantly improve our ability to receive and quickly respond (real-time) to request for assistance, instead of returning calls up to 48 hours after a call is received.

Purpose of requested funding: to support full-time staffing (40hrs/week) of the Homeless Information Line

Committee Ranking/Scoring: A / 46

City Manager's Proposed Funding: \$36,000

Program Name: Homeless System of Care Coordination

Requested Funding: \$50,000

Applicant's Description of the Program: BRACH requests financial support for staffing capacity to enhance and sustain its coordination of homeless service system of care to ensure that homelessness in our community is rare, brief, and non-recurring.

Purpose of requested funding: To support increased staffing capacity within BRACH to be able to provide better system coordination. Current staffing includes one executive director. More staffing capacity at BRACH would translate to new opportunities for innovative partnerships to develop (like the Premier Circle PSH project), collaborative program applications to address large-scale needs, and improved long-term planning.

Committee Ranking/Scoring: A / 48

City Manager's Proposed Funding: \$45,000

CENTRAL VIRGINIA LEGAL AID SOCIETY

Program Name: Charlottesville Housing Justice Program

Requested Funding: \$90,800

Applicant's Description of the Program: Central Virginia Legal Aid Society's (CVLAS) seeks funding for its existing Charlottesville Housing Justice Program which provides free civil legal services to low-income families, elderly and disabled people and other vulnerable members of the City of Charlottesville to prevent homelessness and the threat of being made homeless. We do this by preserving our client's homes through legal representation, education, and partnerships with other organizations and the city government. We also represent the rights of low-income people in cases that can help them achieve financial independence.

Purpose of requested funding: To partially fund an attorney providing housing legal services to low-income, elderly, and disabled residents in the Charlottesville area.

Committee Ranking/Scoring: B / 35

City Manager's Proposed Funding: \$0

CHARLOTTESVILLE PUBLIC HOUSING ASSOCIATION OF RESIDENTS (PHAR)

Program Name: PHAR Internship

Requested Funding: \$25,000

Applicant's Description of the Program: PHAR will educate and involve very low-income public housing residents to ensure that their voices are heard by city officials to inform a more equitable, responsive and inclusive community. As a 6-month, hands-on civic participation experience, PHAR builds participation of historically marginalized people, including majority-black public housing communities, to improving their quality of life and community involvement.

Purpose of requested funding: These funds will cover half the salary for the Internship Program Coordinator and stipends for 6 interns.

Committee Ranking/Scoring: B /47

City Manager's Proposed Funding: \$22,500

CHARLOTTESVILLE REDEVELOPMENT AND HOUSING AUTHORITY (CRHA)

Program Name: CRHA Redevelopment Program

Requested Funding: \$137,000

Applicant's Description of the Program: CRHA's Resident Services Program focuses on five areas that create positive results... (Housing Stability, Family Self Sufficiency, Workforce Development/Economic Opportunity, Community Engagement for Redevelopment and Modernization, Self-Determined Community Programs)

Purpose of requested funding: Operational support for CRHA's Resident Services Programs

Committee Ranking/Scoring: C / 39

City Manager's Proposed Funding: \$0

COMMUNITY SERVICES HOUSING (CSH)

Program Name: Community Services Housing

Requested Funding: \$68,306

Applicant's Description of the Program: Community Services Housing (CSH) is a Charlottesville-based non-profit with a strong history of providing affordable supportive housing throughout the city since 1991. Community Services Housing develops, owns, and operates clean, safe, affordable rental housing for people living in Charlottesville living with disabilities. CSH has developed and maintains 25 properties with 125 apartments that provide high-quality, low-barrier, affordable, responsive, and stale homes for 150 people living with disabling conditions and other barriers to typical independent housing. Many residents have a history of homelessness or near-homelessness. The vision of CSH is Communities Without Limits, and CSH properties are located throughout Charlottesville's Belmont, Fifeville, Woolen Mills, and Martha Jefferson neighborhoods. No other Charlottesville landlord does what we do – we exist solely to provide housing for vulnerable and low-income people with disabilities.

Purpose of requested funding: To provide and develop housing for people living with disabilities and extremely low incomes in Charlottesville.

Committee Ranking/Scoring: A / 46

City Manager's Proposed Funding: \$61,475

HABITAT FOR HUMANITY OF GREATER CHARLOTTESVILLE (HABITAT)

Program Name: Charlottesville Homeownership Program

Requested Funding: \$65,000

Applicant's Description of the Program: Habitat's Homeownership Program is a wrap-around financial empowerment service that partners with low- and very low-income families (25-60% AMI) to help them achieve homeownership and financial stability. The program provides family-centered supports for long-term success, including: intensive one-on-one financial coaching, homebuyer education classes, employment support, housing navigation and connection to community resources. The program offers two tracks. The Core track serves individuals who qualify based on current income and debt criteria. The second track, "Pathways to Housing", serves families who apply to the homeownership program but do not qualify based on very low income or extremely high debt burdens. This second track provides intensive financial coaching to help families increase their income and/or reduce debts to become homebuyer ready and eventually qualify for the Core homeownership program.

Purpose of requested funding: Increased Staff Capacity. As we work to increase our home building efforts from 20 to 45 homes a year, we must also increase our programming capacity to ensure that we are able to continue providing the robust services and supports that position homebuyers for long-term success in homeownership. To this end, we hope to use

this funding toward hiring one additional Financial Empowerment Coach and one Community Engagement Specialist to support our pre-closing community building activities and post-closing transition support for homeowners.

Committee Ranking/Scoring: B / 53

City Manager's Proposed Funding: \$58,500

LEGAL AID JUSTICE CENTER

Program Name: Housing Legal Services

Requested Funding: \$50,000

Applicant's Description of the Program: LAJC provides tenancy rights information, service navigation, assistance organizing tenant associations, and legal advice and representation to low-income Charlottesville residents and the organizations that represent them. Our services prevent evictions, ensure property managers maintain habitability standards, and hold landlords and property owners accountable to the law. We work in concert with affected communities to improve and increase the stock of affordable housing in Charlottesville.

Purpose of requested funding: LAJC currently receives money through an ARPA grant to do this work. The ARPA grant is coming to a close though the threat of evictions and lack of affordable housing continue apace. This grant would allow us to continue the work at the same level of effort.

Committee Ranking/Scoring: B / 44

City Manager's Proposed Funding: \$0

PACEM

Program Name: PACEM Case Management

Requested Funding: \$80,000

Applicant's Description of the Program: PACEM provides a critical emergency thermal shelter service to the region's most vulnerable residents experiencing the crisis of homelessness. Since 2020 PACEM has developed and staffed single-occupant, hotel/motel-based shelter programs for those most vulnerable to COVID-19. All of our programs are "low-barrier", in that we do not decline guests based on addiction, criminal background, mental health, or related factors. A keystone of our success is housing-focused case management, which provides guests the knowledge and support needed to leave our shelter to permanent, stable housing.

Purpose of requested funding: The requested funding would provide a base salary to two specialized case managers: one focusing on women, and one focusing on seniors.

Committee Ranking/Scoring: A / 46

City Manager's Proposed Funding: \$72,000

PIEDMONT HOUSING ALLIANCE

Program Name: Increase Affordable Housing Options for People with Low Incomes

Requested Funding: \$177,966

Applicant's Description of the Program: With this grant application, Piedmont Housing Alliance seeks to present the totality of our work, as a single program offering a continuum of affordable housing interventions with multiple services, all aimed at improving outcomes for people with low-incomes and addressing equity in housing and community-building in the region. The overarching goal of these services is to expand opportunities for residents, in the City of Charlottesville, with low-incomes and low social mobility to live in affordable homes (via rental or purchase), improve their lives, and strengthen their communities.

Purpose of requested funding: If granted, support from Charlottesville's Housing Operations & Program Support (HOPS) will go toward the totality of Piedmont Housing Alliance's housing-related services: individual housing counseling, group education, and asset-building; high-quality affordable rental apartments and resident services at our 13 rental communities, including eight (8) located in the City; and the housing-related services offered by the Financial Opportunity Center (FOC) with Housing Hub.

Committee Ranking/Scoring: B / 43

City Manager's Proposed Funding: \$0

THE HAVEN AT FIRST & MARKET, INC. (THE HAVEN)

Program Name: The Haven Day Shelter

Requested Funding: \$100,000

Applicant's Description of the Program: The Haven seeks support of our Day Shelter, which meets the needs of Charlottesville residents experiencing and at risk of homelessness by providing a safe and welcoming space as they pursue stability through connections to resources and housing interventions. Operating from the Rogarian framework of unconditional positive regard, and committed to the principle of radical hospitality described by Dorothy Day, the Day Shelter is open seven days a week, 3,285 hours per year, and provides healthy meals, showers facilities and hygiene products, laundry facilities, mail service, phone and computer access, and a safe, secure, climate-controlled, welcoming, and nonjudgmental place to be. Additionally, the Day Shelter response to urgent needs like procuring government issued IDs, obtaining shoes and glasses, and acts as a central location to connect with area service providers. As

Charlottesville's only low-barrier, year-round day shelter, The Haven guarantees access to resources, welcoming each person regardless of history or circumstance.

Purpose of requested funding: Funding will be used to support the salaries and benefits of Day Shelter staff.

Committee Ranking/Scoring: A / 53

City Manager's Proposed Funding: \$90,000

Program Name: Vital Housing Services

Requested Funding: \$100,000

Applicant's Description of the Program: The Haven requests support of our Vital Housing Services to support and house individuals and families at risk of or experiencing homelessness, accomplished via Rapid Re-housing and Prevention subsidies and services, Coordinated Entry administration, Housing Navigation, and Housing Stabilizations Case Management. These services allow The Haven to provide a broad spectrum of housing support and address the diverse needs of those we serve. The Haven's Vital Housing Services impact not only our guests but the broader community by being a client-centered and high-performing service provider for people seeking stable housing and by endeavoring to end homelessness in the greater Charlottesville community.

Purpose of requested funding: Funding from HOPS for The Haven's Vital Housing Services will be used to support the salaries of Housing Team staff, to include the existing Housing Stabilization Case Manager, Housing Navigator, Director of Housing Programs and expansion of the team with the Coordinated Entry Specialist/Client Guide and an additional Housing Stabilization Case Manager.

Committee Ranking/Scoring: A / 54

City Manager's Proposed Funding: \$90,000

VIRGINIA SUPPORTIVE HOUSING

Program Name: The Crossings

Requested Funding: \$110,000

Applicant's Description of the Program: The Crossings operates as Charlottesville's largest single-site Housing First program, providing both on-site property management and comprehensive supportive services to ensure that the households with the highest barriers to housing can be accepted, served, and able to maintain housing. Last year, as part of VSH's effort to reach the best practice of a 15:1 staff to chronic participant ratio, the following

specialist staff were integrated into this and our other Central Virginia single-site projects: Central Virginia Team Lead, SOAR Benefits Specialist, and Associate Director of Participant Programs – Properties, who provide specialized services and general case management to program participants. The Crossings serves persons identified as having the highest needs as determined by history of chronic homelessness and disabling condition(s), their length of time residing in The Crossings, their individual assessment, housing stability plan, and willingness to participate in services. Even for households who do not need or wish to receive intensive supportive services, staff touch base with participants at least once a week and annually to perform the required recertification as well as coordinating services with other community partners as needed.

Purpose of requested funding: Virginia Supportive Housing is seeking \$110,000 to provide housing stabilization services for the formerly chronically homeless residents in our permanent housing program, The Crossings, in Charlottesville. This award will cover the majority to cover the majority of salaries and fringe benefits for two full-time housing stabilization case management staff who will deliver supportive services on-site, with a portion of the total award reserved for covering costs related to administering these programs, and a portion for covering the U.S. HUD required data entry into the Homeless Management Information System HMIS and reporting responsibilities.

Committee Ranking/Scoring: A / 53

City Manager's Proposed Funding: \$99,000