

Addendum – Exhibit A

Agency: Hope Center

Program Name: Hope Center Emergency Shelter

LFUCG General Fund FY20 Funding: \$650,000

Program Summary: The Hope Center Emergency Shelter provides emergency shelter, food and basic needs access to homeless adult men, 365 days per year, and serving on average 170 individuals each night. The shelter operates as a medium barrier shelter with rules in place above that of basic safety. The shelter has 114 nightly designated beds for men, however, expands capacity to meet the needs of those that comply with shelter standards. During cold months, the shelter expands to include those that may have been banned in the past, expanding capacity up to an average of 210 each night. The Hope Center utilizes their other program, Jacob’s Cafeteria, to provide food for those utilizing the emergency shelter.

| # of Clients to be Served per year | Desired outcome for client | Service or activities to achieve goal | Unit of service, frequency, length | Measure of effectiveness | Sampling size and frequency |
|------------------------------------|--|--|---|---|--|
| 1,800 | Average length of stay in shelter in less or equal to 60 days. | Begin planning permanent housing at intake; case worker assigned to each client; assistance with getting necessary documents | Intake, assessment and planning, weekly case work meetings | Average length of stay as reported in the KYHMIS under the Annual Performance Measures report and the HUD CAPER. | 100% of clients, , monthly reports for management purposes |
| 1,800 | Maintain or decrease the % of residents who exit shelter and return to homelessness within 12 months with a goal of less than 25%. | Begin planning permanent housing at intake; case worker assigned to each client; assistance with getting necessary documents | Intake, assessment and planning, case management for maintaining housing, referrals to ongoing supportive services in order to maintain housing, connections to long-term income support, weekly case work meetings | Number and percentage of residents who exit and return to homelessness within 12 months as reported in the KYHMIS under system performance measures | 100% of clients, monthly reports for management purposes |
| 1,800 | Increase the % of residents who exit shelter to permanent housing with a goal of equal to or more than 5%. | Begin planning permanent housing at intake; case worker assigned to each client; assistance with getting necessary documents | Intake, assessment and planning, case management for maintaining housing, referrals to ongoing supportive services in order to maintain housing, connections to long-term income support, weekly case work meetings | Number and percent of residents who exit to permanent housing as reported in the KYHMIS under the Annual Performance Measures report and the HUD CAPER. | 100% of clients, monthly reports for management purposes |