



Hope Conference

— Application Process Training —
May 21, 2020

Welcome and Introductions - Ron Grady

Welcome to our Hope Conference Train the Trainers Workshop.
Community needs are growing exponentially.

We need you to act as trainers for your conference, so they can get the help
and resources they need. Today

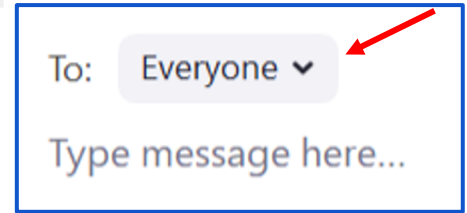
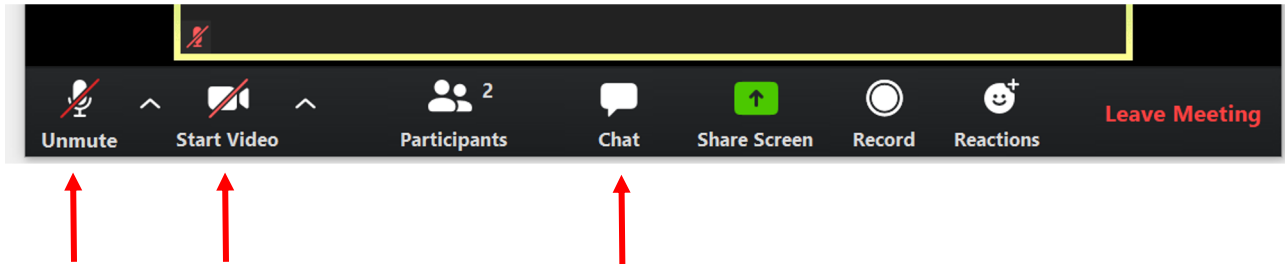
will explain who Hope is, what it does and can do and how to do it.

Introductions: Rick Richardson, President, Deacon Chuck Palomares, Dick
Gilpin, Adriana Fusaro, Steve Krank, Maurice Lafayette, Steve Paris, Joe Rivello,
John Taillac, and myself.

Adriana will briefly give us some information on how this Zoom is going to
work. Then Deacon Chuck will lead us in prayer.

Zoom Tutorial and Guidelines - Adriana Fusaro

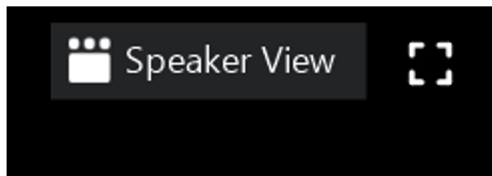
Some basics: muting microphones (on or off), using video (on or off), and the chat feature.



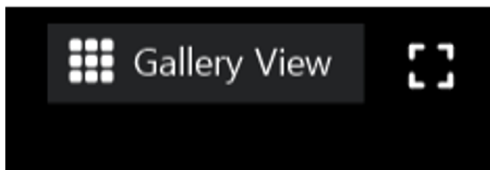
Please use the chat feature to ask questions. Direct all questions to our moderator, Stephen Krank. Select his name from the dropdown under "Everyone," type your question in the text box, and hit enter.

Zoom Tutorial and Guidelines - Adriana

Some basics: speaker view vs. gallery / grid view (upper right hand corner).



The speaker's image or name is visible in full screen; changes throughout the call.



All participant or names are visible on the screen at the same time, in the same size.

Since we are presenting slides, and given the number of participants, we recommend using speaker view today.

Prayer - Deacon Chuck Palomares

A History of the Hope Conference - Rick Richardson

1. I would like to personally welcome everyone to this presentation.
2. The Hope Conference was started in 1998
 - a. Reason for starting was to be able to support clients of the SVdP Ferst Center, which was a place in Concord where SVdP could help people with counseling and provide services.
 - b. We are able to support other conferences and individuals when they were lacking enough funds for their clients to move forward in life.
 - c. Examples of the kind of help given (medical, clothing, auto repair, rental assistance, etc.).
 - d. We have relaxed the guidelines to some degree, which will be explained in this presentation.

A Partnership With Conferences - Dick Gilpin

1. The Hope Conference is an extension of other SvdP Conferences
 - a. We do not do home visits or generally work directly with clients
 - b. Hope works with you, parish conf. as a source of last resort for funds
 - c. We manage the cases by consensus
2. The funds we previously received were limited and required few restrictions
3. Hope is now receiving substantial funds from multiple sources
 - a. We will be able to help you more financially than we have in the past
4. Information requirements have now become greater and are audited
 - a. We will do all we can to help you, but all requirements must be met

New Hope Application Process - Adriana

- Background on Adriana (Treasurer)
- New email address: hopeconference.svd@gmail.com
- New application: printable and writable PDF versions
- New two-tier application process:
 - Tier 1: Resource of Last Resort assistance (details to follow; Rick)
 - Tier 2: Housing and Homelessness Prevention assistance (details to follow; Ron)
- New communication standards
 - Application receipt emails [Example](#)
 - Application approval emails [Example](#)

New Hope Application Process - Adriana

- Why all the change?
 - *Efficiency*: case managers/single-point-of-contact process; frequent application stage communication = less follow-up by you
 - *Scalability*: application submissions are increasing; we want to decrease application turnaround times and get assistance payments out quickly
 - *One-stop-shopping*: a single repository for all necessary documents required to submit a completed application [Document Library](#)
 - *Compliance*: new sources of funding = new application requirements

Sources of Funding - John Taillac

- A. We have multiple sources of funds
 - a. FEMA - through EFSP (Emergency Food and Shelter Program)
 - i. Strict guidelines and requirements
 - b. Several Charitable Trusts
 - i. Guidelines and requirements
 - c. SVdP Conferences
 - d. Individual Donors
- B. WHY Documentation?
 - a. This is not just essential; it is critical
- C. Consequences
 - a. Loss of funds going forward
 - b. Return of ALL funds allocated in this period
 - c. Documentation begins with you (Local SVdP Conference)

Hope as a Resource of Last Resort - Rick

1. What is Resource of Last Resort and what has changed.
2. These are the Guidelines for Hope Conference:
 - a. We will only help clients once.
 - b. Assistance from Hope would be the help of last resort, after all other sources of funding has been exhausted.
 - c. The people we helped would have to be on a path of sustainability.
3. Guidelines that are related to Covid-19:
 - a. When people have been affected by Covid-19, we will consider cases from clients that have been helped before, as well as new clients.

Resource of Last Resort Application - Adriana

- Resource of Last Resort requests: transportation expenses, utility bills, medical expenses, etc.
 - Use short form, **Tier 1** application
 - Application pages 2 - 3 only (filled out completely and thoroughly)
 - Copies of any necessary bills

[Application](#) (best utilized by downloading and opening with Adobe Reader)

Hope as a Resource for Housing Assistance - Ron

California Homelessness is about to become catastrophic.
Hope Conference applications are growing in number.

The need to expedite applications become imperative, thus the two tier system, meant to specifically streamline help with...

Deposits to help move our neighbors off of the street.

Back Rents & Mortgage Assistance - Homelessness Prevention

Housing Assistance Application - Adriana

- Housing assistance requests: mortgage/rent payments, deposits, etc.
 - Use long form, **Tier 2** application
 - Application pages 2 - 4 (filled out completely and thoroughly)
 - Copies of any necessary bills
 - Any applicable, required documentation

[Application](#) (best utilized by downloading and opening with Adobe Reader)

Housing Assistance Application - Adriana

- Tier 2 application required documentation
From page 1 of our new application:
 - Completed Application
 - Proof of Crisis
 - Proof of Income
 - Proof of 6-Month Residency
 - Past Due Rent Notice (*if applicable*)
 - Signed Lease Agreement
 - For Section 8 Rentals Documentation (*if applicable*)
 - Photo ID - Copies of current legal identification of all adults living in household.
 - Social Security Cards
 - W-9 Form from Landlord (*if applicable*)
 - Release of Information
 - Landlord Verification Letter

Conference Responsibility - John

Partnership & review and submission to HOPE of actionable applications

- A. Complete application Tier 1 or Tier 2, as applicable
 - a. This means attaching ALL supporting documents (CHECK LIST)
- B. Review application with your conference for compliance
- C. Determine that application is actionable (ready for submission to HOPE)
- D. Actionable: understandable, credible, legible, readable for HOPE action
- E. HOPE case manager
 - a. The role to interface with the local conference case representative

Vincentian Responsibility - Maurice Lafayette

- The Vincentians' Responsibility - Understanding the needs of our neighbor and presentation of complete documentation and legible applications that tell their story.
- Client contact and communicating with compassion to their needs.
- Present them with the Hope Application forms.
- Offer assistance with filling out the forms.
- Requirement that all applicable documents must be provided.
- Letter telling their story.
- Review application to see that it is complete.
- Document presentation - handwritten documents.
- Translation into English required.
- Hope documents - option to fill out online.
- Check application for completeness before sending to Hope.

Participation - Ron

Our Neighbors' Participation - Participation in their sustainability - What is their plan to move forward and how are they going to participate?
They need to own it, with dignity and respect.

We need to know when you submit a case to Hope, how your case manager and your neighbor have planned to move forward.

How are we at Hope, in partnership with your conference, going to help them get there.

Auditing and Consequences - John

- A. This is not our money (Federal tax dollars, private funders)
- B. Our funders make the rules
 - a. Documentation required to access their funds
- C. HOPE is accountable to:
 - a. Our funders
 - b. Parishioners
 - c. Contra Costa District Council
 - d. SVdP USA
 - e. Your conference
- D. In-house audit of every application
 - a. Funders do a physical on site audit to review your application
 - b. If audit fails, they can ask for their money back and stop future funding
- E. *If we are ALL good stewards of the money and requirements, we can continue to provide for the critical needs of our neighbors and fulfill our Vincentian ministry*

Questions?

We are open to answering any questions. You can also email them to us or provide feedback:

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 pops.richardson@gmail.com

 s.krak@svdp-cc.org



Please type your email address in the chat box (to Stephen Krank) and we will follow-up with each of you by sending the presentation and information we shared today.

Coming up...

We are hosting another virtual training: Season of Sharing application.

Thursday, May 28th from 3-5pm.

Please join us for a review or
to get additional questions answered.

