

## CHALENG 2008 Survey Results Summary

### VISN 4

**Site: VA Pittsburgh HCS, PA (VAMC Pittsburgh (HD) - 646A5 and VAMC Pittsburgh (UD) - 646)**

**Note:** CHALENG data is collected from two surveys. The CHALENG Point of Contact (POC) Survey is a self-administered questionnaire completed by the local VA homeless Veteran coordinator. The CHALENG Participant Survey is completed by federal, state, county, city, non-profit and for-profit agency representatives, as well as local VA staff and homeless Veterans themselves. Data was collected in the summer/fall of 2008.

#### A. Homeless Veteran Estimates (CHALENG Point of Contact Survey):

1. **Estimated Number of Homeless Veterans:** 215
2. **Service Area type:** Even mix of urban and rural
3. **Number of Homeless Veteran Families (Veterans with minor dependents) Served in FY 2008 by local VA homeless program:** 5

#### B. Housing Availability and Need (CHALENG Point of Contact Survey)

Housing type	# of Veteran-specific Beds in area*	# of additional beds site could use
Emergency Beds	30	12
Transitional Housing Beds	99	15
Permanent Housing Beds	45	100

\*These are the number of beds that Veterans can access that are Veteran-specific.

Homeless Veteran Program Beds actually on VA campus?*	
Emergency Beds	No
Transitional Housing Beds	No
Permanent Housing Beds	No

\*Beds in programs operated by private, community partners through VA Grant and Per Diem, VA Healthcare for Homeless Veterans, and other funding sources.

**C. Rating of Need by CHALENG participants (homeless Veterans and VA/ community providers). Number of total participants: 88**

<b>Need Ranking (1=Need Unmet .... 5= Need Met)</b>	<b>Site homeless Veteran mean score</b>	<b>Site provider mean score</b>	<b>VHA Mean Score (nationwide)*(all participants)</b>
Personal hygiene		3.40	3.70
Food		3.83	3.85
Clothing		3.47	3.61
Emergency (immediate) shelter		3.24	3.50
Halfway house or transitional living facility		3.16	3.35
Long-term, permanent housing		2.80	2.64
Detoxification from substances		3.56	3.59
Treatment for substance abuse		3.99	3.78
Services for emotional or psychiatric problems		3.84	3.63
Treatment for dual diagnosis		3.72	3.42
Family counseling		3.13	2.99
Medical services		4.04	3.96
Women's health care		3.55	3.09
Help with medication		3.73	3.79
Drop-in center or day program		3.18	3.08
AIDS/HIV testing/counseling		3.67	3.62
TB testing		3.93	3.96
TB treatment		3.68	3.59
Hepatitis C testing		3.82	3.73
Dental care		2.98	2.90
Eye care		3.06	3.25
Glasses		3.04	3.19
VA disability/pension		3.58	3.12
Welfare payments		3.22	2.78
SSI/SSD process		3.25	2.90
Guardianship (financial)		3.05	2.75
Help managing money		3.08	3.00
Job training		3.33	2.98
Help with finding a job or getting employment		3.53	3.12
Help getting needed documents or identification		3.49	3.52
Help with transportation		3.18	3.28
Education		3.18	3.13
Child care		2.63	2.49
Family reconciliation assistance		2.75	2.63
Discharge upgrade		3.20	2.91
Spiritual		3.44	3.51
Re-entry services for incarcerated Veterans		3.09	2.80
Elder Healthcare		3.30	3.01
Credit counseling		2.86	2.77
Legal assistance for child support issues		2.49	2.60
Legal assistance for outstanding warrants/fines		2.42	2.69
Help developing social network		3.12	3.10

**\*\*VHA: Veterans Healthcare Administration (139 reporting POC sites, n=11,711, mean score of individuals).**

## D. Nature of Collaborative Activities Between VA and Community in Serving Homeless Veterans\*

### 1. Existing Agreements with Community Service Types:

Service Types	Local VA has existing collaborative agreement with this agency type?
Correctional Facilities (Jails, prisons, courts)	Yes
Psychiatric/substance abuse inpatient (hospitals, wards)	Yes
Nursing homes	Yes
Faith-based organizations	No
Agencies that provide child care	No
Agencies that provide legal assistance for child support issues	No
Agencies that provide legal assistance for outstanding warrants/fines	Yes

### 2. Community Ratings of VA/Community Integration\*

Integration Scale: 1 (low) to 5 (high)	Site Mean Score	VHA (nationwide) Mean Score**
<b>VA Accessibility:</b> In general, how accessible do you feel VA services are to homeless Veterans in the community?	3.85	3.56
<b>VA Service Coordination:</b> Rate the ability of the VA to coordinate clinical services for homeless Veterans with your agency.	3.65	3.62

\*Scores of non-VA community agency representatives who completed Participant Survey.

\*\*VHA: Veterans Healthcare Administration (139 reporting POC sites, n=3,615).

### 3. Community Rating of Level of Collaborative Activity between VA and Community Agencies

<b>Implementation Scale</b> <b>1 = None</b> , no steps taken to initiate implementation of the strategy. <b>2 = Low</b> , in planning and/or initial minor steps taken. <b>3 = Moderate</b> , significant steps taken but full implementation not achieved. <b>4 = High</b> , strategy fully implemented.	<b>Site Mean Score</b>	<b>VHA (nationwide) Mean Score**</b>
<b>Interagency Coordinating Body</b> - Representatives from the VA and your agency meet formally to exchange information, do needs assessment, plan formal agreements, and promote access to services.	2.71	2.57
<b>Co-location of Services</b> - Services from the VA and your agency provided in one location.	2.13	1.84
<b>Cross-Training</b> - Staff training about the objectives, procedures and services of the VA and your agency.	2.49	1.93
<b>Interagency Agreements/ Memoranda of Understanding</b> - Formal and informal agreements between the VA and your agency covering such areas as collaboration, referrals, sharing client information, or coordinating services.	2.51	2.28
<b>Interagency Client Tracking Systems/ Management Information Systems</b> - Shared computer tracking systems that link the VA and your agency to promote information sharing, referrals, and client access.	2.06	1.60
<b>Pooled/Joint Funding</b> - Combining or layering funds from the VA and your agency to create new resources or services.	1.98	1.67
<b>Uniform Applications, Eligibility Criteria, and Intake Assessments</b> – Standardized form that the client fills out only once to apply for services at the VA and your agency.	2.33	1.80
<b>Interagency Service Delivery Team/ Provider Coalition</b> - Service team comprised of staff from the VA and your agency to assist clients with multiple needs.	2.58	2.19
<b>Consolidation of Programs/ Agencies</b> - Combining programs from the VA and your agency under one administrative structure to integrate service delivery.	2.31	1.99
<b>Flexible Funding</b> – Flexible funding used to fill gaps or acquire additional resources to further systems integration; e.g. existence of a VA and/or community agency fund used for contingencies, emergencies, or to purchase services not usually available for clients.	2.08	1.63
<b>Use of Special Waivers</b> - Waiving requirements for funding, eligibility or service delivery to reduce barriers to service, eliminate duplication of services, or promote access to comprehensive services; e.g. VA providing services to clients typically ineligible for certain services (e.g. dental) or community agencies waiving entry requirements to allow clients access to services.	2.16	1.68
<b>System Integration Coordinator Position</b> - A specific staff position focused on systems integration activities such as identifying agencies, staffing interagency meetings, and assisting with joint proposal development.	2.20	1.86

\*Scored of non-VA community agency representatives who completed Participant Survey.  
 \*\*VHA: Veterans Healthcare Administration (138 reporting POC sites, n=3,055. Mean score of sites).

**E. Action Plans: FY 2008 and FY 2009**

**1. CHALENG Point of Contact Action Plan for FY 2008: Results\***

<b>Long-term, permanent housing</b>	New HUD-VA Supported Housing program with 35 vouchers secured; another 35 vouchers due in FY 2009.
<b>Emergency (immediate) shelter</b>	Shepherd's Heart Veterans Home opened a cold-weather emergency shelter for Veterans, and a drop-in day center.
<b>Halfway house or transitional living facility</b>	Four community organizations applied for VA Grant and Per Diem funding in FY 2008.

\*The Action Plan consisted of proposed strategies the local VA program and its community partners *would use* to address priority needs in FY 2008. This is the final report about progress towards achieving FY 2008 goals.

**2. Community Agencies Acknowledged for Their Assistance in Addressing FY 2008 Action Plan.**

<b>Agency #1</b>	Shepherd's Heart Veterans Home added a drop-in day center and provides cold weather shelter beds.
<b>Agency #2</b>	268 Veterans Center awarded additional VA Per Diem beds which opened this fall.
<b>Agency #3</b>	Farkus House of Hospitality Boarding House increased emergency and transitional housing beds. The agency is a privately-owned, community-based program that wants to work with Veterans.

### 3. CHALENG Point of Contact Action Plan for FY 2009: Proposed\*

<b>Long-term, permanent housing</b>	We will develop our new HUD-VASH program with a total of 70 Section 8 vouchers available to case-managed Veterans by FY 2009.
<b>Emergency (immediate) shelter</b>	Continue collaboration efforts with Homeless Alliance groups in establishing more immediate shelter resources. Look into excess VA properties to convert into a community shelter.
<b>Transitional living facility or halfway house</b>	Awaiting outcome of four Grant and Per Diem proposals submitted by local community providers.

\*The Action Plan outlines proposed strategies the local VA program and its community partners *will use* to address its priority needs in FY 2009. Results of these 2009 targets will be reported in next year's CHALENG report.

## CHALENG 2008 Survey Results Summary

### VISN 4

#### Site: VAM&ROC Wilmington, DE - 460

**Note:** CHALENG data is collected from two surveys. The CHALENG Point of Contact (POC) Survey is a self-administered questionnaire completed by the local VA homeless Veteran coordinator. The CHALENG Participant Survey is completed by federal, state, county, city, non-profit and for-profit agency representatives, as well as local VA staff and homeless Veterans themselves. Data was collected in the summer/fall of 2008.

#### A. Homeless Veteran Estimates (CHALENG Point of Contact Survey):

1. **Estimated Number of Homeless Veterans:** 600
2. **Service Area type:** Predominantly rural
3. **Number of Homeless Veteran Families (Veterans with minor dependents) Served in FY 2008 by local VA homeless program:** 3

#### B. Housing Availability and Need (CHALENG Point of Contact Survey)

Housing type	# of Veteran-specific Beds in area*	# of additional beds site could use
Emergency Beds	0	50
Transitional Housing Beds	0	31
Permanent Housing Beds	35	78

\*These are the number of beds that Veterans can access that are Veteran-specific.

Homeless Veteran Program Beds actually on VA campus?*	
Emergency Beds	No
Transitional Housing Beds	No
Permanent Housing Beds	No

\*Beds in programs operated by private, community partners through VA Grant and Per Diem, VA Healthcare for Homeless Veterans, and other funding sources.

**C. Rating of Need by CHALENG participants (homeless Veterans and VA/ community providers). Number of total participants: 31**

<b>Need Ranking (1=Need Unmet .... 5= Need Met)</b>	<b>Site homeless Veteran mean score</b>	<b>Site provider mean score</b>	<b>VHA Mean Score (nationwide)*(all participants)</b>
Personal hygiene	2.89	3.00	3.70
Food	2.78	3.32	3.85
Clothing	2.56	3.27	3.61
Emergency (immediate) shelter	2.11	3.14	3.50
Halfway house or transitional living facility	2.44	2.55	3.35
Long-term, permanent housing	2.00	2.32	2.64
Detoxification from substances	3.56	3.27	3.59
Treatment for substance abuse	3.56	3.55	3.78
Services for emotional or psychiatric problems	3.33	3.36	3.63
Treatment for dual diagnosis	3.11	3.29	3.42
Family counseling	2.33	3.09	2.99
Medical services	3.56	3.91	3.96
Women's health care	2.00	3.65	3.09
Help with medication	3.67	3.55	3.79
Drop-in center or day program	2.56	2.57	3.08
AIDS/HIV testing/counseling	3.33	3.48	3.62
TB testing	3.33	3.57	3.96
TB treatment	3.33	3.45	3.59
Hepatitis C testing	3.44	3.50	3.73
Dental care	2.78	2.52	2.90
Eye care	3.11	2.95	3.25
Glasses	3.11	2.82	3.19
VA disability/pension	2.38	3.14	3.12
Welfare payments	2.00	3.00	2.78
SSI/SSD process	2.25	2.95	2.90
Guardianship (financial)	2.50	2.70	2.75
Help managing money	2.33	2.52	3.00
Job training	2.75	2.82	2.98
Help with finding a job or getting employment	2.78	3.14	3.12
Help getting needed documents or identification	2.67	2.95	3.52
Help with transportation	3.11	3.18	3.28
Education	2.56	2.55	3.13
Child care	2.00	2.15	2.49
Family reconciliation assistance	2.33	2.40	2.63
Discharge upgrade	2.67	2.62	2.91
Spiritual	3.22	3.57	3.51
Re-entry services for incarcerated Veterans	2.71	2.48	2.80
Elder Healthcare	2.88	3.05	3.01
Credit counseling	2.44	2.59	2.77
Legal assistance for child support issues	2.11	2.57	2.60
Legal assistance for outstanding warrants/fines	2.44	2.55	2.69
Help developing social network	2.56	3.05	3.10

**\*\*VHA: Veterans Healthcare Administration (139 reporting POC sites, n=11,711, mean score of individuals).**



## D. Nature of Collaborative Activities Between VA and Community in Serving Homeless Veterans\*

### 1. Existing Agreements with Community Service Types:

Service Types	Local VA has existing collaborative agreement with this agency type?
Correctional Facilities (Jails, prisons, courts)	Yes
Psychiatric/substance abuse inpatient (hospitals, wards)	Yes
Nursing homes	Yes
Faith-based organizations	Yes
Agencies that provide child care	No
Agencies that provide legal assistance for child support issues	No
Agencies that provide legal assistance for outstanding warrants/fines	Yes

### 2. Community Ratings of VA/Community Integration\*

Integration Scale: 1 (low) to 5 (high)	Site Mean Score	VHA (nationwide) Mean Score**
<b>VA Accessibility:</b> In general, how accessible do you feel VA services are to homeless Veterans in the community?	3.95	3.56
<b>VA Service Coordination:</b> Rate the ability of the VA to coordinate clinical services for homeless Veterans with your agency.	4.29	3.62

\*Scores of non-VA community agency representatives who completed Participant Survey.

\*\*VHA: Veterans Healthcare Administration (139 reporting POC sites, n=3,615).

### 3. Community Rating of Level of Collaborative Activity between VA and Community Agencies

<b>Implementation Scale</b> <b>1 = None</b> , no steps taken to initiate implementation of the strategy. <b>2 = Low</b> , in planning and/or initial minor steps taken. <b>3 = Moderate</b> , significant steps taken but full implementation not achieved. <b>4 = High</b> , strategy fully implemented.	<b>Site Mean Score</b>	<b>VHA (nationwide) Mean Score**</b>
<b>Interagency Coordinating Body</b> - Representatives from the VA and your agency meet formally to exchange information, do needs assessment, plan formal agreements, and promote access to services.	3.67	2.57
<b>Co-location of Services</b> - Services from the VA and your agency provided in one location.	2.50	1.84
<b>Cross-Training</b> - Staff training about the objectives, procedures and services of the VA and your agency.	2.50	1.93
<b>Interagency Agreements/ Memoranda of Understanding</b> - Formal and informal agreements between the VA and your agency covering such areas as collaboration, referrals, sharing client information, or coordinating services.	2.67	2.28
<b>Interagency Client Tracking Systems/ Management Information Systems</b> - Shared computer tracking systems that link the VA and your agency to promote information sharing, referrals, and client access.	2.00	1.60
<b>Pooled/Joint Funding</b> - Combining or layering funds from the VA and your agency to create new resources or services.	2.50	1.67
<b>Uniform Applications, Eligibility Criteria, and Intake Assessments</b> – Standardized form that the client fills out only once to apply for services at the VA and your agency.	2.50	1.80
<b>Interagency Service Delivery Team/ Provider Coalition</b> - Service team comprised of staff from the VA and your agency to assist clients with multiple needs.	2.33	2.19
<b>Consolidation of Programs/ Agencies</b> - Combining programs from the VA and your agency under one administrative structure to integrate service delivery.	2.33	1.99
<b>Flexible Funding</b> – Flexible funding used to fill gaps or acquire additional resources to further systems integration; e.g. existence of a VA and/or community agency fund used for contingencies, emergencies, or to purchase services not usually available for clients.	2.17	1.63
<b>Use of Special Waivers</b> - Waiving requirements for funding, eligibility or service delivery to reduce barriers to service, eliminate duplication of services, or promote access to comprehensive services; e.g. VA providing services to clients typically ineligible for certain services (e.g. dental) or community agencies waiving entry requirements to allow clients access to services.	2.00	1.68
<b>System Integration Coordinator Position</b> - A specific staff position focused on systems integration activities such as identifying agencies, staffing interagency meetings, and assisting with joint proposal development.	2.33	1.86

\*Scored of non-VA community agency representatives who completed Participant Survey.  
 \*\*VHA: Veterans Healthcare Administration (138 reporting POC sites, n=3,055. Mean score of sites).

**E. Action Plans: FY 2008 and FY 2009**

**1. CHALENG Point of Contact Action Plan for FY 2008: Results\***

<b>Long-term, permanent housing</b>	We are working with HUD and local public housing authority to provide permanent/supportive housing to 35 chronically homeless Veterans.
<b>Emergency (immediate) shelter</b>	We contact local emergency shelters weekly to identify Veterans and link them to VA services.
<b>Halfway house or transitional living facility</b>	Continuing to educate community providers in Delaware and New Jersey about VA Grant and Per Diem funding and encouraging them to apply. Also looking for providers to contract with to provide beds to homeless Veterans.

\*The Action Plan consisted of proposed strategies the local VA program and its community partners *would use* to address priority needs in FY 2008. This is the final report about progress towards achieving FY 2008 goals.

**2. Community Agencies Acknowledged for Their Assistance in Addressing FY 2008 Action Plan.**

<b>Agency #1</b>	Gateway House Inc. provides needed transitional housing for homeless Veterans.
<b>Agency #2</b>	Friendship House Day Center for Homeless provides services such as shelter placement, showers, and a mail address. The agency alerts our program when any Veteran is identified.
<b>Agency #3</b>	HUD provided 35 permanent choice rental assistance vouchers for chronically mentally ill Veterans.

### 3. CHALENG Point of Contact Action Plan for FY 2009: Proposed\*

<b>Emergency (immediate) shelter</b>	CHALENG POC will continue to serve as a Homeless Planning Council and ACC&E member in order to identify and address immediate housing needs of the homeless population. Assist community with annual PIT count to assess housing need throughout all of Delaware and Southern New Jersey.
<b>Transitional living facility or halfway house</b>	Identify potential community agencies interested in providing contract beds. In addition, educate agencies about how to apply for VA Grant and Per Diem funding.
<b>Long-term, permanent housing</b>	Assist HUD-VASH Case manager in identifying private landlords and government agencies who provide affordable permanent housing.

**\*The Action Plan outlines proposed strategies the local VA program and its community partners will use to address its priority needs in FY 2009. Results of these 2009 targets will be reported in next year's CHALENG report.**

## CHALENG 2008 Survey Results Summary

### VISN 4

#### Site: VAMC Altoona, PA - 503

**Note:** CHALENG data is collected from two surveys. The CHALENG Point of Contact (POC) Survey is a self-administered questionnaire completed by the local VA homeless Veteran coordinator. The CHALENG Participant Survey is completed by federal, state, county, city, non-profit and for-profit agency representatives, as well as local VA staff and homeless Veterans themselves. Data was collected in the summer/fall of 2008.

#### A. Homeless Veteran Estimates (CHALENG Point of Contact Survey):

1. Estimated Number of Homeless Veterans: 11
2. Service Area type: Predominantly rural
3. Number of Homeless Veteran Families (Veterans with minor dependents) Served in FY 2008 by local VA homeless program: 1

#### B. Housing Availability and Need (CHALENG Point of Contact Survey)

Housing type	# of Veteran-specific Beds in area*	# of additional beds site could use
Emergency Beds	10	20
Transitional Housing Beds	0	20
Permanent Housing Beds	0	25

\*These are the number of beds that Veterans can access that are Veteran-specific.

Homeless Veteran Program Beds actually on VA campus?*	
Emergency Beds	No
Transitional Housing Beds	No
Permanent Housing Beds	No

\*Beds in programs operated by private, community partners through VA Grant and Per Diem, VA Healthcare for Homeless Veterans, and other funding sources.

**C. Rating of Need by CHALENG participants (homeless Veterans and VA/ community providers). Number of total participants: 33**

<b>Need Ranking (1=Need Unmet .... 5= Need Met)</b>	<b>Site homeless Veteran mean score</b>	<b>Site provider mean score</b>	<b>VHA Mean Score (nationwide)*(all participants)</b>
Personal hygiene		3.10	3.70
Food		3.77	3.85
Clothing		3.57	3.61
Emergency (immediate) shelter		2.97	3.50
Halfway house or transitional living facility		2.62	3.35
Long-term, permanent housing		2.60	2.64
Detoxification from substances		3.57	3.59
Treatment for substance abuse		3.83	3.78
Services for emotional or psychiatric problems		3.83	3.63
Treatment for dual diagnosis		3.57	3.42
Family counseling		3.42	2.99
Medical services		3.80	3.96
Women's health care		3.40	3.09
Help with medication		3.27	3.79
Drop-in center or day program		2.44	3.08
AIDS/HIV testing/counseling		3.07	3.62
TB testing		3.41	3.96
TB treatment		3.29	3.59
Hepatitis C testing		3.46	3.73
Dental care		2.79	2.90
Eye care		3.00	3.25
Glasses		3.00	3.19
VA disability/pension		3.69	3.12
Welfare payments		3.68	2.78
SSI/SSD process		3.28	2.90
Guardianship (financial)		3.07	2.75
Help managing money		2.89	3.00
Job training		3.24	2.98
Help with finding a job or getting employment		3.48	3.12
Help getting needed documents or identification		3.50	3.52
Help with transportation		2.77	3.28
Education		3.23	3.13
Child care		2.72	2.49
Family reconciliation assistance		2.81	2.63
Discharge upgrade		2.89	2.91
Spiritual		3.55	3.51
Re-entry services for incarcerated Veterans		2.93	2.80
Elder Healthcare		3.44	3.01
Credit counseling		3.00	2.77
Legal assistance for child support issues		2.69	2.60
Legal assistance for outstanding warrants/fines		2.53	2.69
Help developing social network		3.13	3.10

**\*\*VHA: Veterans Healthcare Administration (139 reporting POC sites, n=11,711, mean score of individuals).**

## D. Nature of Collaborative Activities Between VA and Community in Serving Homeless Veterans\*

### 1. Existing Agreements with Community Service Types:

Service Types	Local VA has existing collaborative agreement with this agency type?
Correctional Facilities (Jails, prisons, courts)	No
Psychiatric/substance abuse inpatient (hospitals, wards)	Yes
Nursing homes	Yes
Faith-based organizations	Yes
Agencies that provide child care	No
Agencies that provide legal assistance for child support issues	No
Agencies that provide legal assistance for outstanding warrants/fines	No

### 2. Community Ratings of VA/Community Integration\*

Integration Scale: 1 (low) to 5 (high)	Site Mean Score	VHA (nationwide) Mean Score**
<b>VA Accessibility:</b> In general, how accessible do you feel VA services are to homeless Veterans in the community?	3.52	3.56
<b>VA Service Coordination:</b> Rate the ability of the VA to coordinate clinical services for homeless Veterans with your agency.	3.58	3.62

\*Scores of non-VA community agency representatives who completed Participant Survey.

\*\*VHA: Veterans Healthcare Administration (139 reporting POC sites, n=3,615).

### 3. Community Rating of Level of Collaborative Activity between VA and Community Agencies

<b>Implementation Scale</b> <b>1 = None</b> , no steps taken to initiate implementation of the strategy. <b>2 = Low</b> , in planning and/or initial minor steps taken. <b>3 = Moderate</b> , significant steps taken but full implementation not achieved. <b>4 = High</b> , strategy fully implemented.	<b>Site Mean Score</b>	<b>VHA (nationwide) Mean Score**</b>
<b>Interagency Coordinating Body</b> - Representatives from the VA and your agency meet formally to exchange information, do needs assessment, plan formal agreements, and promote access to services.	2.27	2.57
<b>Co-location of Services</b> - Services from the VA and your agency provided in one location.	1.79	1.84
<b>Cross-Training</b> - Staff training about the objectives, procedures and services of the VA and your agency.	2.17	1.93
<b>Interagency Agreements/ Memoranda of Understanding</b> - Formal and informal agreements between the VA and your agency covering such areas as collaboration, referrals, sharing client information, or coordinating services.	2.14	2.28
<b>Interagency Client Tracking Systems/ Management Information Systems</b> - Shared computer tracking systems that link the VA and your agency to promote information sharing, referrals, and client access.	1.46	1.60
<b>Pooled/Joint Funding</b> - Combining or layering funds from the VA and your agency to create new resources or services.	1.31	1.67
<b>Uniform Applications, Eligibility Criteria, and Intake Assessments</b> – Standardized form that the client fills out only once to apply for services at the VA and your agency.	2.00	1.80
<b>Interagency Service Delivery Team/ Provider Coalition</b> - Service team comprised of staff from the VA and your agency to assist clients with multiple needs.	1.86	2.19
<b>Consolidation of Programs/ Agencies</b> - Combining programs from the VA and your agency under one administrative structure to integrate service delivery.	1.79	1.99
<b>Flexible Funding</b> – Flexible funding used to fill gaps or acquire additional resources to further systems integration; e.g. existence of a VA and/or community agency fund used for contingencies, emergencies, or to purchase services not usually available for clients.	1.48	1.63
<b>Use of Special Waivers</b> - Waiving requirements for funding, eligibility or service delivery to reduce barriers to service, eliminate duplication of services, or promote access to comprehensive services; e.g. VA providing services to clients typically ineligible for certain services (e.g. dental) or community agencies waiving entry requirements to allow clients access to services.	1.45	1.68
<b>System Integration Coordinator Position</b> - A specific staff position focused on systems integration activities such as identifying agencies, staffing interagency meetings, and assisting with joint proposal development.	1.79	1.86

\*Scored of non-VA community agency representatives who completed Participant Survey.  
 \*\*VHA: Veterans Healthcare Administration (138 reporting POC sites, n=3,055. Mean score of sites).



**E. Action Plans: FY 2008 and FY 2009**

**1. CHALENG Point of Contact Action Plan for FY 2008: Results\***

<b>Emergency (immediate) shelter</b>	We now have new arrangements with two shelter facilities.
<b>Halfway house or transitional living facility</b>	We are still attempting to develop transitional housing resources through relationships with the National Alliance for the Mentally Ill.
<b>Long-term, permanent housing</b>	We are still attempting to develop permanent housing in conjunction with Clearfield Community Action Agency.

\*The Action Plan consisted of proposed strategies the local VA program and its community partners *would use* to address priority needs in FY 2008. This is the final report about progress towards achieving FY 2008 goals.

**2. Community Agencies Acknowledged for Their Assistance in Addressing FY 2008 Action Plan.**

<b>Agency #1</b>	Helping Hands Rescue Mission (Bens Creek) provides emergency beds for homeless Veterans.
<b>Agency #2</b>	New Step Shelter (Somerset) provides emergency shelter.
<b>Agency #3</b>	(no agency identified)

### 3. CHALENG Point of Contact Action Plan for FY 2009: Proposed\*

<b>Emergency (immediate) shelter</b>	Our goal is to establish relationships with local shelters, and transport Veterans from the shelter to the Altoona VA for assessment and services. Target date is January 1, 2009.
<b>Transitional living facility or halfway house</b>	Write proposal for VA Compensated Work Therapy Transitional Residence (10 beds) in Altoona area. Ideally, Veterans in this residence could access VA outpatient, medical, mental health, and job development services. Continue to encourage local programs to apply for VA Grant and Per Diem funding.
<b>Long-term, permanent housing</b>	Try to secure funding for our HUD-VA Supported Housing case manager position -- so we can manage Veterans in subsidized community housing.

**\*The Action Plan outlines proposed strategies the local VA program and its community partners *will use* to address its priority needs in FY 2009. Results of these 2009 targets will be reported in next year's CHALENG report.**

## CHALENG 2008 Survey Results Summary

### VISN 4

#### Site: VAMC Butler, PA - 529

**Note:** CHALENG data is collected from two surveys. The CHALENG Point of Contact (POC) Survey is a self-administered questionnaire completed by the local VA homeless Veteran coordinator. The CHALENG Participant Survey is completed by federal, state, county, city, non-profit and for-profit agency representatives, as well as local VA staff and homeless Veterans themselves. Data was collected in the summer/fall of 2008.

#### A. Homeless Veteran Estimates (CHALENG Point of Contact Survey):

1. **Estimated Number of Homeless Veterans:** 55
2. **Service Area type:** Predominantly rural
3. **Number of Homeless Veteran Families (Veterans with minor dependents) Served in FY 2008 by local VA homeless program:** 1

#### B. Housing Availability and Need (CHALENG Point of Contact Survey)

Housing type	# of Veteran-specific Beds in area*	# of additional beds site could use
Emergency Beds	0	10
Transitional Housing Beds	0	10
Permanent Housing Beds	35	25

\*These are the number of beds that Veterans can access that are Veteran-specific.

Homeless Veteran Program Beds actually on VA campus?*	
Emergency Beds	No
Transitional Housing Beds	No
Permanent Housing Beds	No

\*Beds in programs operated by private, community partners through VA Grant and Per Diem, VA Healthcare for Homeless Veterans, and other funding sources.

**C. Rating of Need by CHALENG participants (homeless Veterans and VA/ community providers). Number of total participants: 57**

<b>Need Ranking (1=Need Unmet .... 5= Need Met)</b>	<b>Site homeless Veteran mean score</b>	<b>Site provider mean score</b>	<b>VHA Mean Score (nationwide)*(all participants)</b>
Personal hygiene		3.30	3.70
Food		3.59	3.85
Clothing		3.44	3.61
Emergency (immediate) shelter		2.93	3.50
Halfway house or transitional living facility		3.00	3.35
Long-term, permanent housing		2.70	2.64
Detoxification from substances		3.52	3.59
Treatment for substance abuse		3.70	3.78
Services for emotional or psychiatric problems		3.64	3.63
Treatment for dual diagnosis		3.51	3.42
Family counseling		3.36	2.99
Medical services		3.96	3.96
Women's health care		3.57	3.09
Help with medication		3.57	3.79
Drop-in center or day program		3.11	3.08
AIDS/HIV testing/counseling		3.36	3.62
TB testing		3.50	3.96
TB treatment		3.40	3.59
Hepatitis C testing		3.51	3.73
Dental care		3.00	2.90
Eye care		3.11	3.25
Glasses		3.00	3.19
VA disability/pension		3.49	3.12
Welfare payments		3.42	2.78
SSI/SSD process		3.14	2.90
Guardianship (financial)		3.26	2.75
Help managing money		3.12	3.00
Job training		3.43	2.98
Help with finding a job or getting employment		3.43	3.12
Help getting needed documents or identification		3.23	3.52
Help with transportation		2.74	3.28
Education		3.32	3.13
Child care		2.88	2.49
Family reconciliation assistance		2.93	2.63
Discharge upgrade		3.13	2.91
Spiritual		3.45	3.51
Re-entry services for incarcerated Veterans		2.74	2.80
Elder Healthcare		3.36	3.01
Credit counseling		2.98	2.77
Legal assistance for child support issues		2.74	2.60
Legal assistance for outstanding warrants/fines		2.60	2.69
Help developing social network		3.19	3.10

**\*\*VHA: Veterans Healthcare Administration (139 reporting POC sites, n=11,711, mean score of individuals).**

**D. Nature of Collaborative Activities Between VA and Community in Serving Homeless Veterans\***

**1. Existing Agreements with Community Service Types:**

<b>Service Types</b>	<b>Local VA has existing collaborative agreement with this agency type?</b>
Correctional Facilities (Jails, prisons, courts)	No
Psychiatric/substance abuse inpatient (hospitals, wards)	Yes
Nursing homes	No
Faith-based organizations	Yes
Agencies that provide child care	No
Agencies that provide legal assistance for child support issues	No
Agencies that provide legal assistance for outstanding warrants/fines	No

**2. Community Ratings of VA/Community Integration\***

<b>Integration Scale:</b> 1 (low) to 5 (high)	<b>Site Mean Score</b>	<b>VHA (nationwide) Mean Score**</b>
<b>VA Accessibility:</b> In general, how accessible do you feel VA services are to homeless Veterans in the community?	3.52	3.56
<b>VA Service Coordination:</b> Rate the ability of the VA to coordinate clinical services for homeless Veterans with your agency.	3.46	3.62

\*Scores of non-VA community agency representatives who completed Participant Survey.

\*\*VHA: Veterans Healthcare Administration (139 reporting POC sites, n=3,615).

### 3. Community Rating of Level of Collaborative Activity between VA and Community Agencies

<b>Implementation Scale</b> <b>1 = None</b> , no steps taken to initiate implementation of the strategy. <b>2 = Low</b> , in planning and/or initial minor steps taken. <b>3 = Moderate</b> , significant steps taken but full implementation not achieved. <b>4 = High</b> , strategy fully implemented.	<b>Site Mean Score</b>	<b>VHA (nationwide) Mean Score**</b>
<b>Interagency Coordinating Body</b> - Representatives from the VA and your agency meet formally to exchange information, do needs assessment, plan formal agreements, and promote access to services.	2.26	2.57
<b>Co-location of Services</b> - Services from the VA and your agency provided in one location.	1.85	1.84
<b>Cross-Training</b> - Staff training about the objectives, procedures and services of the VA and your agency.	2.00	1.93
<b>Interagency Agreements/ Memoranda of Understanding</b> - Formal and informal agreements between the VA and your agency covering such areas as collaboration, referrals, sharing client information, or coordinating services.	2.09	2.28
<b>Interagency Client Tracking Systems/ Management Information Systems</b> - Shared computer tracking systems that link the VA and your agency to promote information sharing, referrals, and client access.	1.30	1.60
<b>Pooled/Joint Funding</b> - Combining or layering funds from the VA and your agency to create new resources or services.	1.36	1.67
<b>Uniform Applications, Eligibility Criteria, and Intake Assessments</b> – Standardized form that the client fills out only once to apply for services at the VA and your agency.	1.61	1.80
<b>Interagency Service Delivery Team/ Provider Coalition</b> - Service team comprised of staff from the VA and your agency to assist clients with multiple needs.	2.02	2.19
<b>Consolidation of Programs/ Agencies</b> - Combining programs from the VA and your agency under one administrative structure to integrate service delivery.	1.83	1.99
<b>Flexible Funding</b> – Flexible funding used to fill gaps or acquire additional resources to further systems integration; e.g. existence of a VA and/or community agency fund used for contingencies, emergencies, or to purchase services not usually available for clients.	1.53	1.63
<b>Use of Special Waivers</b> - Waiving requirements for funding, eligibility or service delivery to reduce barriers to service, eliminate duplication of services, or promote access to comprehensive services; e.g. VA providing services to clients typically ineligible for certain services (e.g. dental) or community agencies waiving entry requirements to allow clients access to services.	1.58	1.68
<b>System Integration Coordinator Position</b> - A specific staff position focused on systems integration activities such as identifying agencies, staffing interagency meetings, and assisting with joint proposal development.	2.02	1.86

\*Scored of non-VA community agency representatives who completed Participant Survey.

\*\*VHA: Veterans Healthcare Administration (138 reporting POC sites, n=3,055. Mean score of sites).

**E. Action Plans: FY 2008 and FY 2009**

**1. CHALENG Point of Contact Action Plan for FY 2008: Results\***

<b>Help with transportation</b>	Disabled American Veterans now transports Veterans to appointments in two counties.
<b>Emergency (immediate) shelter</b>	A building has been purchased by community agencies and will be converted into a shelter.
<b>Halfway house or transitional living facility</b>	Continuing to work with housing authority to expand an existing transitional facility. The community received grant money to develop and renovate an existing building for transitional housing.

**\*The Action Plan consisted of proposed strategies the local VA program and its community partners *would use* to address priority needs in FY 2008. This is the final report about progress towards achieving FY 2008 goals.**

**2. Community Agencies Acknowledged for Their Assistance in Addressing FY 2008 Action Plan.**

<b>Agency #1</b>	Lighthouse Foundation received grant money for an emergency shelter.
<b>Agency #2</b>	Catholic Charities has consistently placed Veterans in transitional living apartments.
<b>Agency #3</b>	Veteran representatives from Lawrence and Mercer Counties have added Disabled American Veterans transportation services to assist Veterans in getting to their appointments.

### 3. CHALENG Point of Contact Action Plan for FY 2009: Proposed\*

<b>Emergency (immediate) shelter</b>	The Butler Local Housing Options Team has partnered to purchase a building that is currently being renovated. The building will be called Safe Harbor and will be used for emergency shelter. Safe Harbor is scheduled to be completed in 2009.
<b>Long-term, permanent housing</b>	The local housing authority has purchased more buildings and property to be used for permanent housing. Butler has received 35 Section 8 housing voucher for the HUD-VA Supported Housing program. These vouchers are in the process of being implemented and will be in full operation in 2009.
<b>Help with transportation</b>	Consistent outreach to surrounding counties will be continued. Work with county Veteran representatives to develop more Disabled American Veterans (DAV) transportation through grants. There were two additional DAV transportation sites developed in 2008.

**\*The Action Plan outlines proposed strategies the local VA program and its community partners *will use* to address its priority needs in FY 2009. Results of these 2009 targets will be reported in next year's CHALENG report.**



## CHALENG 2008 Survey Results Summary

### VISN 4

#### Site: VAMC Clarksburg, WV - 540

**Note:** CHALENG data is collected from two surveys. The CHALENG Point of Contact (POC) Survey is a self-administered questionnaire completed by the local VA homeless Veteran coordinator. The CHALENG Participant Survey is completed by federal, state, county, city, non-profit and for-profit agency representatives, as well as local VA staff and homeless Veterans themselves. Data was collected in the summer/fall of 2008.

#### A. Homeless Veteran Estimates (CHALENG Point of Contact Survey):

1. Estimated Number of Homeless Veterans: 25
2. Service Area type: Predominantly rural
3. Number of Homeless Veteran Families (Veterans with minor dependents) Served in FY 2008 by local VA homeless program: 1

#### B. Housing Availability and Need (CHALENG Point of Contact Survey)

Housing type	# of Veteran-specific Beds in area*	# of additional beds site could use
Emergency Beds	0	5
Transitional Housing Beds	0	13
Permanent Housing Beds	35	0

\*These are the number of beds that Veterans can access that are Veteran-specific.

Homeless Veteran Program Beds actually on VA campus?*	
Emergency Beds	No
Transitional Housing Beds	No
Permanent Housing Beds	No

\*Beds in programs operated by private, community partners through VA Grant and Per Diem, VA Healthcare for Homeless Veterans, and other funding sources.

**C. Rating of Need by CHALENG participants (homeless Veterans and VA/ community providers). Number of total participants: 45**

<b>Need Ranking (1=Need Unmet .... 5= Need Met)</b>	<b>Site homeless Veteran mean score</b>	<b>Site provider mean score</b>	<b>VHA Mean Score (nationwide)*(all participants)</b>
Personal hygiene	4.80	3.36	3.70
Food	4.40	3.75	3.85
Clothing	4.80	3.84	3.61
Emergency (immediate) shelter	4.80	3.46	3.50
Halfway house or transitional living facility	4.40	3.22	3.35
Long-term, permanent housing	2.20	2.86	2.64
Detoxification from substances	4.20	3.03	3.59
Treatment for substance abuse	4.20	3.35	3.78
Services for emotional or psychiatric problems	4.80	3.59	3.63
Treatment for dual diagnosis	3.60	3.27	3.42
Family counseling	2.40	3.08	2.99
Medical services	5.00	3.92	3.96
Women's health care	2.33	3.65	3.09
Help with medication	5.00	3.59	3.79
Drop-in center or day program	2.50	3.30	3.08
AIDS/HIV testing/counseling	2.00	3.35	3.62
TB testing	4.20	3.69	3.96
TB treatment	2.50	3.61	3.59
Hepatitis C testing	3.40	3.67	3.73
Dental care	3.00	2.84	2.90
Eye care	4.20	2.95	3.25
Glasses	3.40	2.92	3.19
VA disability/pension	3.40	3.86	3.12
Welfare payments	2.00	3.42	2.78
SSI/SSD process	2.00	3.58	2.90
Guardianship (financial)	2.75	3.22	2.75
Help managing money	2.80	3.06	3.00
Job training	4.33	3.38	2.98
Help with finding a job or getting employment	4.40	3.59	3.12
Help getting needed documents or identification	3.75	3.41	3.52
Help with transportation	4.20	3.05	3.28
Education	2.75	3.43	3.13
Child care	2.00	2.58	2.49
Family reconciliation assistance	2.00	2.64	2.63
Discharge upgrade	4.25	3.43	2.91
Spiritual	4.20	3.42	3.51
Re-entry services for incarcerated Veterans	2.50	2.86	2.80
Elder Healthcare	2.50	3.46	3.01
Credit counseling	3.20	3.06	2.77
Legal assistance for child support issues	2.00	2.57	2.60
Legal assistance for outstanding warrants/fines	3.25	2.43	2.69
Help developing social network	3.80	3.05	3.10

**\*\*VHA: Veterans Healthcare Administration (139 reporting POC sites, n=11,711, mean score of individuals).**

### D. Nature of Collaborative Activities Between VA and Community in Serving Homeless Veterans\*

#### 1. Existing Agreements with Community Service Types:

Service Types	Local VA has existing collaborative agreement with this agency type?
Correctional Facilities (Jails, prisons, courts)	No
Psychiatric/substance abuse inpatient (hospitals, wards)	Yes
Nursing homes	Yes
Faith-based organizations	No
Agencies that provide child care	No
Agencies that provide legal assistance for child support issues	No
Agencies that provide legal assistance for outstanding warrants/fines	No

#### 2. Community Ratings of VA/Community Integration\*

Integration Scale: 1 (low) to 5 (high)	Site Mean Score	VHA (nationwide) Mean Score**
<b>VA Accessibility:</b> In general, how accessible do you feel VA services are to homeless Veterans in the community?	3.93	3.56
<b>VA Service Coordination:</b> Rate the ability of the VA to coordinate clinical services for homeless Veterans with your agency.	4.27	3.62

\*Scores of non-VA community agency representatives who completed Participant Survey.

\*\*VHA: Veterans Healthcare Administration (139 reporting POC sites, n=3,615).

### 3. Community Rating of Level of Collaborative Activity between VA and Community Agencies

<b>Implementation Scale</b> <b>1 = None</b> , no steps taken to initiate implementation of the strategy. <b>2 = Low</b> , in planning and/or initial minor steps taken. <b>3 = Moderate</b> , significant steps taken but full implementation not achieved. <b>4 = High</b> , strategy fully implemented.	<b>Site Mean Score</b>	<b>VHA (nationwide) Mean Score**</b>
<b>Interagency Coordinating Body</b> - Representatives from the VA and your agency meet formally to exchange information, do needs assessment, plan formal agreements, and promote access to services.	2.61	2.57
<b>Co-location of Services</b> - Services from the VA and your agency provided in one location.	2.17	1.84
<b>Cross-Training</b> - Staff training about the objectives, procedures and services of the VA and your agency.	2.10	1.93
<b>Interagency Agreements/ Memoranda of Understanding</b> - Formal and informal agreements between the VA and your agency covering such areas as collaboration, referrals, sharing client information, or coordinating services.	2.67	2.28
<b>Interagency Client Tracking Systems/ Management Information Systems</b> - Shared computer tracking systems that link the VA and your agency to promote information sharing, referrals, and client access.	1.93	1.60
<b>Pooled/Joint Funding</b> - Combining or layering funds from the VA and your agency to create new resources or services.	1.90	1.67
<b>Uniform Applications, Eligibility Criteria, and Intake Assessments</b> – Standardized form that the client fills out only once to apply for services at the VA and your agency.	1.97	1.80
<b>Interagency Service Delivery Team/ Provider Coalition</b> - Service team comprised of staff from the VA and your agency to assist clients with multiple needs.	2.30	2.19
<b>Consolidation of Programs/ Agencies</b> - Combining programs from the VA and your agency under one administrative structure to integrate service delivery.	2.37	1.99
<b>Flexible Funding</b> – Flexible funding used to fill gaps or acquire additional resources to further systems integration; e.g. existence of a VA and/or community agency fund used for contingencies, emergencies, or to purchase services not usually available for clients.	1.77	1.63
<b>Use of Special Waivers</b> - Waiving requirements for funding, eligibility or service delivery to reduce barriers to service, eliminate duplication of services, or promote access to comprehensive services; e.g. VA providing services to clients typically ineligible for certain services (e.g. dental) or community agencies waiving entry requirements to allow clients access to services.	2.07	1.68
<b>System Integration Coordinator Position</b> - A specific staff position focused on systems integration activities such as identifying agencies, staffing interagency meetings, and assisting with joint proposal development.	2.20	1.86

\*Scored of non-VA community agency representatives who completed Participant Survey.

\*\*VHA: Veterans Healthcare Administration (138 reporting POC sites, n=3,055. Mean score of sites).

**E. Action Plans: FY 2008 and FY 2009**

**1. CHALENG Point of Contact Action Plan for FY 2008: Results\***

<b>Halfway house or transitional living facility</b>	North Central Community Action opened up five VA Grant and Per Diem beds.
<b>Services for emotional or psychiatric problems</b>	We are continuing to work with outside homeless agencies to link Veterans to the VA mental health clinic. We are also working individually with Veterans to ensure they make their VA mental health appointments.
<b>Re-entry services for incarcerated veterans</b>	We have developed a working relationship with VISN incarcerated Veterans re-entry specialist and local prisons/jails to identify incarcerated Veterans and provide them education and services.

**\*The Action Plan consisted of proposed strategies the local VA program and its community partners *would use* to address priority needs in FY 2008. This is the final report about progress towards achieving FY 2008 goals.**

**2. Community Agencies Acknowledged for Their Assistance in Addressing FY 2008 Action Plan.**

<b>Agency #1</b>	North Central Community Action opened their 5-bed VA Grant and Per Diem program. The agency offers case management and other services.
<b>Agency #2</b>	Valley Mental Health (Morgantown) assists homeless Veterans in crisis and collaborates well with VA.
<b>Agency #3</b>	Vet Center hosted a homeless Veterans outreach event that helped educate participants about mental health services available.

### 3. CHALENG Point of Contact Action Plan for FY 2009: Proposed\*

<b>Long-term, permanent housing</b>	Our HUD-VA Supported Housing staff will work with HUD and local landlords in effort to find affordable, clean, safe housing for VASH participants.
<b>Services for emotional or psychiatric problems</b>	A clinic is opening up in Morgantown which will provide mental health services. We will also work with VA staff and local providers to promote greater utilization of our VA mental health clinic.
<b>Transitional living facility or halfway house</b>	We will encourage local providers to apply for VA Grant and Per Diem funding near Clarksburg -- so GPD participants can easily access the VA Compensated Work Therapy program.

**\*The Action Plan outlines proposed strategies the local VA program and its community partners *will use* to address its priority needs in FY 2009. Results of these 2009 targets will be reported in next year's CHALENG report.**

## CHALENG 2008 Survey Results Summary

### VISN 4

#### Site: VAMC Coatesville - 542

**Note:** CHALENG data is collected from two surveys. The CHALENG Point of Contact (POC) Survey is a self-administered questionnaire completed by the local VA homeless Veteran coordinator. The CHALENG Participant Survey is completed by federal, state, county, city, non-profit and for-profit agency representatives, as well as local VA staff and homeless Veterans themselves. Data was collected in the summer/fall of 2008.

#### A. Homeless Veteran Estimates (CHALENG Point of Contact Survey):

1. **Estimated Number of Homeless Veterans:** 150
2. **Service Area type:** Predominantly urban
3. **Number of Homeless Veteran Families (Veterans with minor dependents) Served in FY 2008 by local VA homeless program:** 0

#### B. Housing Availability and Need (CHALENG Point of Contact Survey)

Housing type	# of Veteran-specific Beds in area*	# of additional beds site could use
Emergency Beds	0	80
Transitional Housing Beds	245	150
Permanent Housing Beds	210	100

\*These are the number of beds that Veterans can access that are Veteran-specific.

Homeless Veteran Program Beds actually on VA campus?*	
Emergency Beds	No
Transitional Housing Beds	Yes
Permanent Housing Beds	No

\*Beds in programs operated by private, community partners through VA Grant and Per Diem, VA Healthcare for Homeless Veterans, and other funding sources.

**C. Rating of Need by CHALENG participants (homeless Veterans and VA/ community providers). Number of total participants: 79**

<b>Need Ranking (1=Need Unmet .... 5= Need Met)</b>	<b>Site homeless Veteran mean score</b>	<b>Site provider mean score</b>	<b>VHA Mean Score (nationwide)*(all participants)</b>
Personal hygiene	3.97	3.90	3.70
Food	4.14	4.15	3.85
Clothing	3.80	3.63	3.61
Emergency (immediate) shelter	4.00	3.54	3.50
Halfway house or transitional living facility	3.68	3.27	3.35
Long-term, permanent housing	2.43	2.56	2.64
Detoxification from substances	4.47	4.00	3.59
Treatment for substance abuse	4.63	4.02	3.78
Services for emotional or psychiatric problems	4.14	3.93	3.63
Treatment for dual diagnosis	3.88	3.90	3.42
Family counseling	3.22	2.82	2.99
Medical services	4.33	4.05	3.96
Women's health care	3.19	3.32	3.09
Help with medication	4.29	3.83	3.79
Drop-in center or day program	3.72	3.61	3.08
AIDS/HIV testing/counseling	3.93	3.84	3.62
TB testing	4.32	4.39	3.96
TB treatment	3.80	4.18	3.59
Hepatitis C testing	4.26	4.26	3.73
Dental care	3.28	2.65	2.90
Eye care	4.00	3.54	3.25
Glasses	4.23	3.60	3.19
VA disability/pension	2.76	3.30	3.12
Welfare payments	2.55	2.74	2.78
SSI/SSD process	2.88	3.13	2.90
Guardianship (financial)	2.65	2.73	2.75
Help managing money	3.26	2.98	3.00
Job training	3.09	2.75	2.98
Help with finding a job or getting employment	3.03	2.95	3.12
Help getting needed documents or identification	3.89	3.58	3.52
Help with transportation	3.36	3.20	3.28
Education	3.49	3.00	3.13
Child care	2.23	2.33	2.49
Family reconciliation assistance	2.86	2.63	2.63
Discharge upgrade	3.45	3.31	2.91
Spiritual	4.31	3.74	3.51
Re-entry services for incarcerated Veterans	3.11	2.71	2.80
Elder Healthcare	3.54	3.59	3.01
Credit counseling	2.55	2.71	2.77
Legal assistance for child support issues	2.52	2.32	2.60
Legal assistance for outstanding warrants/fines	2.85	2.62	2.69
Help developing social network	3.62	3.15	3.10

**\*\*VHA: Veterans Healthcare Administration (139 reporting POC sites, n=11,711, mean score of individuals).**



## D. Nature of Collaborative Activities Between VA and Community in Serving Homeless Veterans\*

### 1. Existing Agreements with Community Service Types:

Service Types	Local VA has existing collaborative agreement with this agency type?
Correctional Facilities (Jails, prisons, courts)	No
Psychiatric/substance abuse inpatient (hospitals, wards)	Yes
Nursing homes	Yes
Faith-based organizations	Yes
Agencies that provide child care	Yes
Agencies that provide legal assistance for child support issues	Yes
Agencies that provide legal assistance for outstanding warrants/fines	No

### 2. Community Ratings of VA/Community Integration\*

Integration Scale: 1 (low) to 5 (high)	Site Mean Score	VHA (nationwide) Mean Score**
<b>VA Accessibility:</b> In general, how accessible do you feel VA services are to homeless Veterans in the community?	3.65	3.56
<b>VA Service Coordination:</b> Rate the ability of the VA to coordinate clinical services for homeless Veterans with your agency.	3.58	3.62

\*Scores of non-VA community agency representatives who completed Participant Survey.

\*\*VHA: Veterans Healthcare Administration (139 reporting POC sites, n=3,615).

### 3. Community Rating of Level of Collaborative Activity between VA and Community Agencies

<b>Implementation Scale</b> <b>1 = None</b> , no steps taken to initiate implementation of the strategy. <b>2 = Low</b> , in planning and/or initial minor steps taken. <b>3 = Moderate</b> , significant steps taken but full implementation not achieved. <b>4 = High</b> , strategy fully implemented.	<b>Site Mean Score</b>	<b>VHA (nationwide) Mean Score**</b>
<b>Interagency Coordinating Body</b> - Representatives from the VA and your agency meet formally to exchange information, do needs assessment, plan formal agreements, and promote access to services.	2.64	2.57
<b>Co-location of Services</b> - Services from the VA and your agency provided in one location.	2.54	1.84
<b>Cross-Training</b> - Staff training about the objectives, procedures and services of the VA and your agency.	2.04	1.93
<b>Interagency Agreements/ Memoranda of Understanding</b> - Formal and informal agreements between the VA and your agency covering such areas as collaboration, referrals, sharing client information, or coordinating services.	2.64	2.28
<b>Interagency Client Tracking Systems/ Management Information Systems</b> - Shared computer tracking systems that link the VA and your agency to promote information sharing, referrals, and client access.	2.09	1.60
<b>Pooled/Joint Funding</b> - Combining or layering funds from the VA and your agency to create new resources or services.	1.75	1.67
<b>Uniform Applications, Eligibility Criteria, and Intake Assessments</b> – Standardized form that the client fills out only once to apply for services at the VA and your agency.	2.15	1.80
<b>Interagency Service Delivery Team/ Provider Coalition</b> - Service team comprised of staff from the VA and your agency to assist clients with multiple needs.	2.39	2.19
<b>Consolidation of Programs/ Agencies</b> - Combining programs from the VA and your agency under one administrative structure to integrate service delivery.	2.38	1.99
<b>Flexible Funding</b> – Flexible funding used to fill gaps or acquire additional resources to further systems integration; e.g. existence of a VA and/or community agency fund used for contingencies, emergencies, or to purchase services not usually available for clients.	1.91	1.63
<b>Use of Special Waivers</b> - Waiving requirements for funding, eligibility or service delivery to reduce barriers to service, eliminate duplication of services, or promote access to comprehensive services; e.g. VA providing services to clients typically ineligible for certain services (e.g. dental) or community agencies waiving entry requirements to allow clients access to services.	1.90	1.68
<b>System Integration Coordinator Position</b> - A specific staff position focused on systems integration activities such as identifying agencies, staffing interagency meetings, and assisting with joint proposal development.	2.14	1.86

\*Scored of non-VA community agency representatives who completed Participant Survey.  
 \*\*VHA: Veterans Healthcare Administration (138 reporting POC sites, n=3,055. Mean score of sites).

**E. Action Plans: FY 2008 and FY 2009**

**1. CHALENG Point of Contact Action Plan for FY 2008: Results\***

<b>Long-term, permanent housing</b>	We now have 105 HUD-VASH Vouchers that we have been starting to give out. The medical center encourages a full range of outpatient services to provide to any patients who get one of these vouchers and moves into the local area.
<b>Halfway house or transitional living facility</b>	Fresh Start opened 60 beds on VA campus in April 2008. We are encouraging other agencies to apply for VA Grant and Per Diem funding.
<b>Dental Care</b>	Approximately 600 homeless Veterans have received care through a VA dental grant.

**\*The Action Plan consisted of proposed strategies the local VA program and its community partners *would use* to address priority needs in FY 2008. This is the final report about progress towards achieving FY 2008 goals.**

**2. Community Agencies Acknowledged for Their Assistance in Addressing FY 2008 Action Plan.**

<b>Agency #1</b>	Fresh Start opened 60 transitional beds on our VA campus in April 2008.
<b>Agency #2</b>	Philadelphia Veterans Multi-service and Education Center provides excellent transitional VA Grant and Per Diem housing. They oversee 120 beds on the Coatesville VA campus.
<b>Agency #3</b>	(no agency identified)

### 3. CHALENG Point of Contact Action Plan for FY 2009: Proposed\*

<b>Long-term, permanent housing</b>	Staff will educate and encourage participation in all HUD housing programs (e.g. sign up for waiting lists, etc.) Also, VA will continue its commitment from last eight years to provide a full range of outpatient services for any Veterans residing in permanent housing through non-profit and HUD housing program
<b>Transitional living facility or halfway house</b>	VA will encourage its staff and other agency staff to develop more transitional housing beds. VA will also provide a full range of outpatient services for all Veterans living in such housing.
<b>Job training</b>	VA will continue to work closely with the Dept. of Labor (CareerLink) to assist Veterans in finding jobs that provide training. Service-connected Veterans will continue to be referred for VA Vocational Rehabilitation training.

**\*The Action Plan outlines proposed strategies the local VA program and its community partners *will use* to address its priority needs in FY 2009. Results of these 2009 targets will be reported in next year's CHALENG report.**

## CHALENG 2008 Survey Results Summary

### VISN 4

#### Site: VAMC Erie, PA - 562

**Note:** CHALENG data is collected from two surveys. The CHALENG Point of Contact (POC) Survey is a self-administered questionnaire completed by the local VA homeless Veteran coordinator. The CHALENG Participant Survey is completed by federal, state, county, city, non-profit and for-profit agency representatives, as well as local VA staff and homeless Veterans themselves. Data was collected in the summer/fall of 2008.

#### A. Homeless Veteran Estimates (CHALENG Point of Contact Survey):

1. **Estimated Number of Homeless Veterans:** 39
2. **Service Area type:** Even mix of urban and rural
3. **Number of Homeless Veteran Families (Veterans with minor dependents) Served in FY 2008 by local VA homeless program:** 2

#### B. Housing Availability and Need (CHALENG Point of Contact Survey)

Housing type	# of Veteran-specific Beds in area*	# of additional beds site could use
Emergency Beds	0	10
Transitional Housing Beds	10	0
Permanent Housing Beds	35	0

\*These are the number of beds that Veterans can access that are Veteran-specific.

Homeless Veteran Program Beds actually on VA campus?*	
Emergency Beds	No
Transitional Housing Beds	No
Permanent Housing Beds	No

\*Beds in programs operated by private, community partners through VA Grant and Per Diem, VA Healthcare for Homeless Veterans, and other funding sources.

**C. Rating of Need by CHALENG participants (homeless Veterans and VA/ community providers). Number of total participants: 41**

<b>Need Ranking (1=Need Unmet .... 5= Need Met)</b>	<b>Site homeless Veteran mean score</b>	<b>Site provider mean score</b>	<b>VHA Mean Score (nationwide)*(all participants)</b>
Personal hygiene	4.00	2.68	3.70
Food	4.00	3.37	3.85
Clothing	4.00	3.29	3.61
Emergency (immediate) shelter	4.00	3.20	3.50
Halfway house or transitional living facility	4.00	3.06	3.35
Long-term, permanent housing	3.00	2.82	2.64
Detoxification from substances		3.41	3.59
Treatment for substance abuse		3.44	3.78
Services for emotional or psychiatric problems	4.00	3.79	3.63
Treatment for dual diagnosis		3.44	3.42
Family counseling		3.35	2.99
Medical services	4.00	4.09	3.96
Women's health care		3.39	3.09
Help with medication	4.00	3.32	3.79
Drop-in center or day program	4.00	3.48	3.08
AIDS/HIV testing/counseling		3.48	3.62
TB testing	3.00	3.79	3.96
TB treatment		3.64	3.59
Hepatitis C testing	3.00	3.67	3.73
Dental care	1.00	2.63	2.90
Eye care	1.00	3.00	3.25
Glasses	1.00	3.00	3.19
VA disability/pension	1.00	3.94	3.12
Welfare payments	1.00	3.45	2.78
SSI/SSD process	1.00	3.36	2.90
Guardianship (financial)		2.79	2.75
Help managing money		2.97	3.00
Job training	2.00	3.14	2.98
Help with finding a job or getting employment	2.00	3.24	3.12
Help getting needed documents or identification	3.00	3.35	3.52
Help with transportation	4.00	3.21	3.28
Education		3.00	3.13
Child care		2.44	2.49
Family reconciliation assistance		2.67	2.63
Discharge upgrade		3.43	2.91
Spiritual	3.00	3.13	3.51
Re-entry services for incarcerated Veterans		2.76	2.80
Elder Healthcare	4.00	3.47	3.01
Credit counseling		2.73	2.77
Legal assistance for child support issues		2.75	2.60
Legal assistance for outstanding warrants/fines		2.63	2.69
Help developing social network		3.06	3.10

**\*\*VHA: Veterans Healthcare Administration (139 reporting POC sites, n=11,711, mean score of individuals).**

## D. Nature of Collaborative Activities Between VA and Community in Serving Homeless Veterans\*

### 1. Existing Agreements with Community Service Types:

Service Types	Local VA has existing collaborative agreement with this agency type?
Correctional Facilities (Jails, prisons, courts)	Yes
Psychiatric/substance abuse inpatient (hospitals, wards)	Yes
Nursing homes	Yes
Faith-based organizations	Yes
Agencies that provide child care	No
Agencies that provide legal assistance for child support issues	No
Agencies that provide legal assistance for outstanding warrants/fines	No

### 2. Community Ratings of VA/Community Integration\*

Integration Scale: 1 (low) to 5 (high)	Site Mean Score	VHA (nationwide) Mean Score**
<b>VA Accessibility:</b> In general, how accessible do you feel VA services are to homeless Veterans in the community?	3.86	3.56
<b>VA Service Coordination:</b> Rate the ability of the VA to coordinate clinical services for homeless Veterans with your agency.	3.76	3.62

\*Scores of non-VA community agency representatives who completed Participant Survey.

\*\*VHA: Veterans Healthcare Administration (139 reporting POC sites, n=3,615).

### 3. Community Rating of Level of Collaborative Activity between VA and Community Agencies

<b>Implementation Scale</b> <b>1 = None</b> , no steps taken to initiate implementation of the strategy. <b>2 = Low</b> , in planning and/or initial minor steps taken. <b>3 = Moderate</b> , significant steps taken but full implementation not achieved. <b>4 = High</b> , strategy fully implemented.	<b>Site Mean Score</b>	<b>VHA (nationwide) Mean Score**</b>
<b>Interagency Coordinating Body</b> - Representatives from the VA and your agency meet formally to exchange information, do needs assessment, plan formal agreements, and promote access to services.	2.18	2.57
<b>Co-location of Services</b> - Services from the VA and your agency provided in one location.	1.36	1.84
<b>Cross-Training</b> - Staff training about the objectives, procedures and services of the VA and your agency.	1.82	1.93
<b>Interagency Agreements/ Memoranda of Understanding</b> - Formal and informal agreements between the VA and your agency covering such areas as collaboration, referrals, sharing client information, or coordinating services.	1.97	2.28
<b>Interagency Client Tracking Systems/ Management Information Systems</b> - Shared computer tracking systems that link the VA and your agency to promote information sharing, referrals, and client access.	1.47	1.60
<b>Pooled/Joint Funding</b> - Combining or layering funds from the VA and your agency to create new resources or services.	1.45	1.67
<b>Uniform Applications, Eligibility Criteria, and Intake Assessments</b> – Standardized form that the client fills out only once to apply for services at the VA and your agency.	1.38	1.80
<b>Interagency Service Delivery Team/ Provider Coalition</b> - Service team comprised of staff from the VA and your agency to assist clients with multiple needs.	1.74	2.19
<b>Consolidation of Programs/ Agencies</b> - Combining programs from the VA and your agency under one administrative structure to integrate service delivery.	1.47	1.99
<b>Flexible Funding</b> – Flexible funding used to fill gaps or acquire additional resources to further systems integration; e.g. existence of a VA and/or community agency fund used for contingencies, emergencies, or to purchase services not usually available for clients.	1.34	1.63
<b>Use of Special Waivers</b> - Waiving requirements for funding, eligibility or service delivery to reduce barriers to service, eliminate duplication of services, or promote access to comprehensive services; e.g. VA providing services to clients typically ineligible for certain services (e.g. dental) or community agencies waiving entry requirements to allow clients access to services.	1.44	1.68
<b>System Integration Coordinator Position</b> - A specific staff position focused on systems integration activities such as identifying agencies, staffing interagency meetings, and assisting with joint proposal development.	1.55	1.86

\*Scored of non-VA community agency representatives who completed Participant Survey.

\*\*VHA: Veterans Healthcare Administration (138 reporting POC sites, n=3,055. Mean score of sites).



**E. Action Plans: FY 2008 and FY 2009**

**1. CHALENG Point of Contact Action Plan for FY 2008: Results\***

<b>Long-term, permanent housing</b>	Pennsylvania Coalition to End Homelessness is developing a "Housing First" permanent housing program. We will continue to collaborate with the Coalition.
<b>Halfway house or transitional living facility</b>	Liberty House and Pennsylvania Soldiers and Sailors home continues to provide transitional housing. We encourage community agencies to refer Veterans to these programs.
<b>Job training</b>	Our new VA Compensated Work Therapy program is an asset to our homeless Veterans. Many have secured jobs.

**\*The Action Plan consisted of proposed strategies the local VA program and its community partners *would use* to address priority needs in FY 2008. This is the final report about progress towards achieving FY 2008 goals.**

**2. Community Agencies Acknowledged for Their Assistance in Addressing FY 2008 Action Plan.**

<b>Agency #1</b>	Liberty House is our greatest transitional housing resource. Many of its former residents have eventually secured permanent housing.
<b>Agency #2</b>	Pennsylvania Soldiers and Sailors Home (Commonwealth of Pennsylvania, Department of Military and Veterans Affairs) provides permanent housing to many of our homeless Veterans with disabilities.
<b>Agency #3</b>	Crawford County Mental Health Awareness Program (CHAPS) has been an excellent referral source for our homeless Veterans in the Crawford County area. They provide case management services and assist Veterans with temporary and permanent housing.

**3. CHALENG Point of Contact Action Plan for FY 2009: Proposed\***

<p><b>Emergency (immediate) shelter</b></p>	<p>Our VA Health Care for Homeless Veterans staff will continue to advocate for additional shelter beds.</p>
<p><b>Treatment for dual diagnosis</b></p>	<p>The Erie VA will be implementing an Intensive Substance Abuse Outpatient Program (IOP). The VA Health Care for Homeless Veterans staff will collaborate closely with this program and regularly encourage homeless Veterans to participate in this program. Homeless Veterans who are participating in the IOP program will access housing through Liberty House, the Soldiers' and Sailors' Home, the HUD-VASH program and local community agencies.</p>
<p><b>Long-term, permanent housing</b></p>	<p>The HUD/-ASH program is designed to meet the demand for long-term permanent housing. The VA Health Care for Homeless Veterans Coordinator will refer appropriate Veterans to the HUD-VASH Coordinator for consideration for entry into the program.</p>

**\*The Action Plan outlines proposed strategies the local VA program and its community partners *will use* to address its priority needs in FY 2009. Results of these 2009 targets will be reported in next year's CHALENG report.**

## CHALENG 2008 Survey Results Summary

### VISN 4

#### Site: VAMC Lebanon, PA - 595

**Note:** CHALENG data is collected from two surveys. The CHALENG Point of Contact (POC) Survey is a self-administered questionnaire completed by the local VA homeless Veteran coordinator. The CHALENG Participant Survey is completed by federal, state, county, city, non-profit and for-profit agency representatives, as well as local VA staff and homeless Veterans themselves. Data was collected in the summer/fall of 2008.

#### A. Homeless Veteran Estimates (CHALENG Point of Contact Survey):

1. **Estimated Number of Homeless Veterans:** 384
2. **Service Area type:** Predominantly rural
3. **Number of Homeless Veteran Families (Veterans with minor dependents) Served in FY 2008 by local VA homeless program:** 31

#### B. Housing Availability and Need (CHALENG Point of Contact Survey)

Housing type	# of Veteran-specific Beds in area*	# of additional beds site could use
Emergency Beds	39	100
Transitional Housing Beds	100	75
Permanent Housing Beds	70	70

\*These are the number of beds that Veterans can access that are Veteran-specific.

Homeless Veteran Program Beds actually on VA campus?*	
Emergency Beds	No
Transitional Housing Beds	No
Permanent Housing Beds	No

\*Beds in programs operated by private, community partners through VA Grant and Per Diem, VA Healthcare for Homeless Veterans, and other funding sources.

**C. Rating of Need by CHALENG participants (homeless Veterans and VA/ community providers). Number of total participants: 36**

<b>Need Ranking (1=Need Unmet .... 5= Need Met)</b>	<b>Site homeless Veteran mean score</b>	<b>Site provider mean score</b>	<b>VHA Mean Score (nationwide)*(all participants)</b>
Personal hygiene	4.00	3.48	3.70
Food	4.00	3.77	3.85
Clothing	4.00	3.68	3.61
Emergency (immediate) shelter	3.50	3.26	3.50
Halfway house or transitional living facility	3.50	2.83	3.35
Long-term, permanent housing	2.50	2.53	2.64
Detoxification from substances	4.00	3.28	3.59
Treatment for substance abuse	4.00	3.78	3.78
Services for emotional or psychiatric problems	3.00	3.41	3.63
Treatment for dual diagnosis	2.00	2.96	3.42
Family counseling	1.50	2.85	2.99
Medical services	4.00	3.93	3.96
Women's health care	3.00	3.33	3.09
Help with medication	4.00	3.36	3.79
Drop-in center or day program	3.00	2.61	3.08
AIDS/HIV testing/counseling	2.00	3.48	3.62
TB testing	4.00	3.44	3.96
TB treatment	4.00	3.46	3.59
Hepatitis C testing	3.00	3.43	3.73
Dental care	2.50	3.00	2.90
Eye care	4.00	2.85	3.25
Glasses	4.00	2.81	3.19
VA disability/pension	2.00	3.67	3.12
Welfare payments	2.00	3.27	2.78
SSI/SSD process	2.00	3.40	2.90
Guardianship (financial)	2.00	2.56	2.75
Help managing money	3.00	2.81	3.00
Job training	2.50	3.26	2.98
Help with finding a job or getting employment	2.50	3.41	3.12
Help getting needed documents or identification	4.00	3.40	3.52
Help with transportation	2.50	2.74	3.28
Education	3.00	3.15	3.13
Child care	2.00	2.19	2.49
Family reconciliation assistance	2.50	2.33	2.63
Discharge upgrade	2.00	2.89	2.91
Spiritual	3.50	3.54	3.51
Re-entry services for incarcerated Veterans	2.50	3.39	2.80
Elder Healthcare	3.00	3.32	3.01
Credit counseling	1.00	3.04	2.77
Legal assistance for child support issues	1.00	2.85	2.60
Legal assistance for outstanding warrants/fines	1.50	2.74	2.69
Help developing social network	1.50	2.86	3.10

**\*\*VHA: Veterans Healthcare Administration (139 reporting POC sites, n=11,711, mean score of individuals).**

**D. Nature of Collaborative Activities Between VA and Community in Serving Homeless Veterans\***

**1. Existing Agreements with Community Service Types:**

<b>Service Types</b>	<b>Local VA has existing collaborative agreement with this agency type?</b>
Correctional Facilities (Jails, prisons, courts)	Yes
Psychiatric/substance abuse inpatient (hospitals, wards)	No
Nursing homes	Yes
Faith-based organizations	No
Agencies that provide child care	No
Agencies that provide legal assistance for child support issues	No
Agencies that provide legal assistance for outstanding warrants/fines	Yes

**2. Community Ratings of VA/Community Integration\***

<b>Integration Scale:</b> 1 (low) to 5 (high)	<b>Site Mean Score</b>	<b>VHA (nationwide) Mean Score**</b>
<b>VA Accessibility:</b> In general, how accessible do you feel VA services are to homeless Veterans in the community?	3.56	3.56
<b>VA Service Coordination:</b> Rate the ability of the VA to coordinate clinical services for homeless Veterans with your agency.	3.63	3.62

\*Scores of non-VA community agency representatives who completed Participant Survey.

\*\*VHA: Veterans Healthcare Administration (139 reporting POC sites, n=3,615).

### 3. Community Rating of Level of Collaborative Activity between VA and Community Agencies

<b>Implementation Scale</b> <b>1 = None</b> , no steps taken to initiate implementation of the strategy. <b>2 = Low</b> , in planning and/or initial minor steps taken. <b>3 = Moderate</b> , significant steps taken but full implementation not achieved. <b>4 = High</b> , strategy fully implemented.	<b>Site Mean Score</b>	<b>VHA (nationwide) Mean Score**</b>
<b>Interagency Coordinating Body</b> - Representatives from the VA and your agency meet formally to exchange information, do needs assessment, plan formal agreements, and promote access to services.	2.23	2.57
<b>Co-location of Services</b> - Services from the VA and your agency provided in one location.	1.57	1.84
<b>Cross-Training</b> - Staff training about the objectives, procedures and services of the VA and your agency.	1.55	1.93
<b>Interagency Agreements/ Memoranda of Understanding</b> - Formal and informal agreements between the VA and your agency covering such areas as collaboration, referrals, sharing client information, or coordinating services.	2.10	2.28
<b>Interagency Client Tracking Systems/ Management Information Systems</b> - Shared computer tracking systems that link the VA and your agency to promote information sharing, referrals, and client access.	1.29	1.60
<b>Pooled/Joint Funding</b> - Combining or layering funds from the VA and your agency to create new resources or services.	1.90	1.67
<b>Uniform Applications, Eligibility Criteria, and Intake Assessments</b> – Standardized form that the client fills out only once to apply for services at the VA and your agency.	1.40	1.80
<b>Interagency Service Delivery Team/ Provider Coalition</b> - Service team comprised of staff from the VA and your agency to assist clients with multiple needs.	1.95	2.19
<b>Consolidation of Programs/ Agencies</b> - Combining programs from the VA and your agency under one administrative structure to integrate service delivery.	1.76	1.99
<b>Flexible Funding</b> – Flexible funding used to fill gaps or acquire additional resources to further systems integration; e.g. existence of a VA and/or community agency fund used for contingencies, emergencies, or to purchase services not usually available for clients.	1.33	1.63
<b>Use of Special Waivers</b> - Waiving requirements for funding, eligibility or service delivery to reduce barriers to service, eliminate duplication of services, or promote access to comprehensive services; e.g. VA providing services to clients typically ineligible for certain services (e.g. dental) or community agencies waiving entry requirements to allow clients access to services.	1.38	1.68
<b>System Integration Coordinator Position</b> - A specific staff position focused on systems integration activities such as identifying agencies, staffing interagency meetings, and assisting with joint proposal development.	1.79	1.86

\*Scored of non-VA community agency representatives who completed Participant Survey.  
 \*\*VHA: Veterans Healthcare Administration (138 reporting POC sites, n=3,055. Mean score of sites).

**E. Action Plans: FY 2008 and FY 2009**

**1. CHALENG Point of Contact Action Plan for FY 2008: Results\***

<b>Long-term, permanent housing</b>	Our new HUD-VA Supported Housing program is in operation with a case manager hired.
<b>Halfway house or transitional living facility</b>	Two new VA Grant and Per Diem programs opened in FY 2008.
<b>Help with transportation</b>	We are working closely with local County Veteran offices and Disabled American Veterans to provide more and better and transportation to Veterans in need.

\*The Action Plan consisted of proposed strategies the local VA program and its community partners *would use* to address priority needs in FY 2008. This is the final report about progress towards achieving FY 2008 goals.

**2. Community Agencies Acknowledged for Their Assistance in Addressing FY 2008 Action Plan.**

<b>Agency #1</b>	Bethesda Mission assists Veterans in the Harrisburg area. It has been a great partner over the years.
<b>Agency #2</b>	Opportunity House (Berks County) has been very helpful in providing emergency housing in the Reading area.
<b>Agency #3</b>	YWCA (Harrisburg) was awarded VA Grant and Per Diem funding for transitional housing in FY 2009.

### 3. CHALENG Point of Contact Action Plan for FY 2009: Proposed\*

<b>Transitional living facility or halfway house</b>	We are in the process of approving five new Grant Per Diem beds at the YMCA. Seven new Grant Per Diem beds are opening at TLC. The Bethesda Mission in Harrisburg is applying for VA Grant Per Diem funding.
<b>Long-term, permanent housing</b>	We are in the process of getting Veterans through the local housing authority application process to obtain Section 8 Housing as part of the HUD-VASH program. We also have a new HUD-VASH case manager who will be starting in the fall.
<b>Emergency (immediate) shelter</b>	We are working on creating a closer relationship with local homeless shelter managers to better facilitate our Veterans in crisis.

**\*The Action Plan outlines proposed strategies the local VA program and its community partners *will use* to address its priority needs in FY 2009. Results of these 2009 targets will be reported in next year's CHALENG report.**



## CHALENG 2008 Survey Results Summary

### VISN 4

#### Site: VAMC Philadelphia, PA - 642

**Note:** CHALENG data is collected from two surveys. The CHALENG Point of Contact (POC) Survey is a self-administered questionnaire completed by the local VA homeless Veteran coordinator. The CHALENG Participant Survey is completed by federal, state, county, city, non-profit and for-profit agency representatives, as well as local VA staff and homeless Veterans themselves. Data was collected in the summer/fall of 2008.

#### A. Homeless Veteran Estimates (CHALENG Point of Contact Survey):

1. **Estimated Number of Homeless Veterans:** 500
2. **Service Area type:** Predominantly urban
3. **Number of Homeless Veteran Families (Veterans with minor dependents) Served in FY 2008 by local VA homeless program:** 10

#### B. Housing Availability and Need (CHALENG Point of Contact Survey)

Housing type	# of Veteran-specific Beds in area*	# of additional beds site could use
Emergency Beds	0	50
Transitional Housing Beds	96	95
Permanent Housing Beds	37	105

\*These are the number of beds that Veterans can access that are Veteran-specific.

Homeless Veteran Program Beds actually on VA campus?*	
Emergency Beds	No
Transitional Housing Beds	No
Permanent Housing Beds	No

\*Beds in programs operated by private, community partners through VA Grant and Per Diem, VA Healthcare for Homeless Veterans, and other funding sources.

**C. Rating of Need by CHALENG participants (homeless Veterans and VA/ community providers). Number of total participants: 54**

<b>Need Ranking (1=Need Unmet .... 5= Need Met)</b>	<b>Site homeless Veteran mean score</b>	<b>Site provider mean score</b>	<b>VHA Mean Score (nationwide)*(all participants)</b>
Personal hygiene	4.00	3.21	3.70
Food	4.00	3.48	3.85
Clothing	4.00	3.21	3.61
Emergency (immediate) shelter	1.00	3.19	3.50
Halfway house or transitional living facility	2.00	2.88	3.35
Long-term, permanent housing	1.00	2.13	2.64
Detoxification from substances	4.00	3.21	3.59
Treatment for substance abuse	3.00	3.50	3.78
Services for emotional or psychiatric problems	4.00	3.31	3.63
Treatment for dual diagnosis	5.00	3.23	3.42
Family counseling	2.50	2.65	2.99
Medical services	5.00	3.77	3.96
Women's health care	3.00	3.19	3.09
Help with medication	3.00	3.50	3.79
Drop-in center or day program		3.17	3.08
AIDS/HIV testing/counseling	5.00	3.67	3.62
TB testing	5.00	3.77	3.96
TB treatment	5.00	3.69	3.59
Hepatitis C testing	5.00	3.69	3.73
Dental care	3.00	3.08	2.90
Eye care	3.00	3.19	3.25
Glasses	2.00	3.15	3.19
VA disability/pension	5.00	3.35	3.12
Welfare payments	5.00	3.23	2.78
SSI/SSD process	4.00	3.21	2.90
Guardianship (financial)	3.00	3.00	2.75
Help managing money	3.00	2.92	3.00
Job training	4.00	2.83	2.98
Help with finding a job or getting employment	5.00	2.80	3.12
Help getting needed documents or identification	4.00	3.27	3.52
Help with transportation	3.00	3.15	3.28
Education	3.00	2.89	3.13
Child care	1.00	2.29	2.49
Family reconciliation assistance	2.00	2.49	2.63
Discharge upgrade	2.00	3.02	2.91
Spiritual	4.00	3.06	3.51
Re-entry services for incarcerated Veterans	2.00	2.79	2.80
Elder Healthcare	3.00	3.06	3.01
Credit counseling	3.00	2.54	2.77
Legal assistance for child support issues	3.00	2.57	2.60
Legal assistance for outstanding warrants/fines	3.00	2.53	2.69
Help developing social network	4.00	2.94	3.10

**\*\*VHA: Veterans Healthcare Administration (139 reporting POC sites, n=11,711, mean score of individuals).**

## D. Nature of Collaborative Activities Between VA and Community in Serving Homeless Veterans\*

### 1. Existing Agreements with Community Service Types:

Service Types	Local VA has existing collaborative agreement with this agency type?
Correctional Facilities (Jails, prisons, courts)	Yes
Psychiatric/substance abuse inpatient (hospitals, wards)	Yes
Nursing homes	Yes
Faith-based organizations	Yes
Agencies that provide child care	No
Agencies that provide legal assistance for child support issues	Yes
Agencies that provide legal assistance for outstanding warrants/fines	Yes

### 2. Community Ratings of VA/Community Integration\*

Integration Scale: 1 (low) to 5 (high)	Site Mean Score	VHA (nationwide) Mean Score**
<b>VA Accessibility:</b> In general, how accessible do you feel VA services are to homeless Veterans in the community?	3.33	3.56
<b>VA Service Coordination:</b> Rate the ability of the VA to coordinate clinical services for homeless Veterans with your agency.	3.67	3.62

\*Scores of non-VA community agency representatives who completed Participant Survey.

\*\*VHA: Veterans Healthcare Administration (139 reporting POC sites, n=3,615).

### 3. Community Rating of Level of Collaborative Activity between VA and Community Agencies

<b>Implementation Scale</b> <b>1 = None</b> , no steps taken to initiate implementation of the strategy. <b>2 = Low</b> , in planning and/or initial minor steps taken. <b>3 = Moderate</b> , significant steps taken but full implementation not achieved. <b>4 = High</b> , strategy fully implemented.	<b>Site Mean Score</b>	<b>VHA (nationwide) Mean Score**</b>
<b>Interagency Coordinating Body</b> - Representatives from the VA and your agency meet formally to exchange information, do needs assessment, plan formal agreements, and promote access to services.	2.65	2.57
<b>Co-location of Services</b> - Services from the VA and your agency provided in one location.	2.18	1.84
<b>Cross-Training</b> - Staff training about the objectives, procedures and services of the VA and your agency.	2.08	1.93
<b>Interagency Agreements/ Memoranda of Understanding</b> - Formal and informal agreements between the VA and your agency covering such areas as collaboration, referrals, sharing client information, or coordinating services.	2.54	2.28
<b>Interagency Client Tracking Systems/ Management Information Systems</b> - Shared computer tracking systems that link the VA and your agency to promote information sharing, referrals, and client access.	1.89	1.60
<b>Pooled/Joint Funding</b> - Combining or layering funds from the VA and your agency to create new resources or services.	2.03	1.67
<b>Uniform Applications, Eligibility Criteria, and Intake Assessments</b> – Standardized form that the client fills out only once to apply for services at the VA and your agency.	2.13	1.80
<b>Interagency Service Delivery Team/ Provider Coalition</b> - Service team comprised of staff from the VA and your agency to assist clients with multiple needs.	2.44	2.19
<b>Consolidation of Programs/ Agencies</b> - Combining programs from the VA and your agency under one administrative structure to integrate service delivery.	2.28	1.99
<b>Flexible Funding</b> – Flexible funding used to fill gaps or acquire additional resources to further systems integration; e.g. existence of a VA and/or community agency fund used for contingencies, emergencies, or to purchase services not usually available for clients.	1.71	1.63
<b>Use of Special Waivers</b> - Waiving requirements for funding, eligibility or service delivery to reduce barriers to service, eliminate duplication of services, or promote access to comprehensive services; e.g. VA providing services to clients typically ineligible for certain services (e.g. dental) or community agencies waiving entry requirements to allow clients access to services.	1.86	1.68
<b>System Integration Coordinator Position</b> - A specific staff position focused on systems integration activities such as identifying agencies, staffing interagency meetings, and assisting with joint proposal development.	2.14	1.86

\*Scored of non-VA community agency representatives who completed Participant Survey.  
 \*\*VHA: Veterans Healthcare Administration (138 reporting POC sites, n=3,055. Mean score of sites).

**E. Action Plans: FY 2008 and FY 2009**

**1. CHALENG Point of Contact Action Plan for FY 2008: Results\***

<b>Long-term, permanent housing</b>	We received 105 HUD-VA Supported Housing vouchers. In addition, one of our VA Grant and Per Diem providers now has HUD Shelter Plus Care beds.
<b>Re-entry services for incarcerated veterans</b>	We have received many referrals through local public defender's office and have made many consults for VA Substance Abuse Treatment Unit beds. We consult with the VISN Incarcerated Veterans Re-entry Specialist.
<b>Help managing money</b>	Guardian Services, Inc. provides fiduciary services to six Veterans receiving Social Security. It remains difficult to obtain guardianship services for those receiving Social Security.

**\*The Action Plan consisted of proposed strategies the local VA program and its community partners *would* use to address priority needs in FY 2008. This is the final report about progress towards achieving FY 2008 goals.**

**2. Community Agencies Acknowledged for Their Assistance in Addressing FY 2008 Action Plan.**

<b>Agency #1</b>	Project H.O.M.E. (St. Elizabeth's Recovery Residence) has become a Veterans-only facility and will start a VA Grant and Per Diem program in fall 2008.
<b>Agency #2</b>	Motivations, Incorporated provides services to severely mentally ill Veterans. It has applied for VA Grant and Per Diem funding to start a program for female Veterans.
<b>Agency #3</b>	Guardian Services, Inc. provides fiduciary services to six Veterans receiving Social Security.

### 3. CHALENG Point of Contact Action Plan for FY 2009: Proposed\*

<b>Long-term, permanent housing</b>	We received 105 HUD-VASH vouchers and three HUD-VASH case manager positions. We hope to obtain additional HUD-VASH vouchers for 2009.
<b>Child care</b>	The need for child care services may manifest itself with the influx of Veterans returning from Iraq and Afghanistan.
<b>Family counseling</b>	Staff have seen the need for Veterans to re-establish relationships with their children.

\*The Action Plan outlines proposed strategies the local VA program and its community partners *will use* to address its priority needs in FY 2009. Results of these 2009 targets will be reported in next year's CHALENG report.

## CHALENG 2008 Survey Results Summary

### VISN 4

#### Site: VAMC Wilkes-Barre, PA - 693

**Note:** CHALENG data is collected from two surveys. The CHALENG Point of Contact (POC) Survey is a self-administered questionnaire completed by the local VA homeless Veteran coordinator. The CHALENG Participant Survey is completed by federal, state, county, city, non-profit and for-profit agency representatives, as well as local VA staff and homeless Veterans themselves. Data was collected in the summer/fall of 2008.

#### A. Homeless Veteran Estimates (CHALENG Point of Contact Survey):

1. **Estimated Number of Homeless Veterans:** 385
2. **Service Area type:** Even mix of urban and rural
3. **Number of Homeless Veteran Families (Veterans with minor dependents) Served in FY 2008 by local VA homeless program:** 6

#### B. Housing Availability and Need (CHALENG Point of Contact Survey)

Housing type	# of Veteran-specific Beds in area*	# of additional beds site could use
Emergency Beds	100	10
Transitional Housing Beds	60	10
Permanent Housing Beds	0	10

\*These are the number of beds that Veterans can access that are Veteran-specific.

Homeless Veteran Program Beds actually on VA campus?*	
Emergency Beds	No
Transitional Housing Beds	Yes
Permanent Housing Beds	No

\*Beds in programs operated by private, community partners through VA Grant and Per Diem, VA Healthcare for Homeless Veterans, and other funding sources.

**C. Rating of Need by CHALENG participants (homeless Veterans and VA/ community providers). Number of total participants: 98**

<b>Need Ranking (1=Need Unmet .... 5= Need Met)</b>	<b>Site homeless Veteran mean score</b>	<b>Site provider mean score</b>	<b>VHA Mean Score (nationwide)*(all participants)</b>
Personal hygiene	4.87	3.43	3.70
Food	4.91	3.90	3.85
Clothing	4.96	3.76	3.61
Emergency (immediate) shelter	4.96	3.36	3.50
Halfway house or transitional living facility	4.87	3.21	3.35
Long-term, permanent housing	3.05	2.86	2.64
Detoxification from substances	4.57	3.48	3.59
Treatment for substance abuse	4.78	3.54	3.78
Services for emotional or psychiatric problems	4.87	3.62	3.63
Treatment for dual diagnosis	4.26	3.56	3.42
Family counseling	3.18	3.13	2.99
Medical services	4.96	3.79	3.96
Women's health care	3.00	2.94	3.09
Help with medication	4.82	3.38	3.79
Drop-in center or day program	4.48	3.09	3.08
AIDS/HIV testing/counseling	4.83	3.49	3.62
TB testing	4.70	3.66	3.96
TB treatment	4.57	3.63	3.59
Hepatitis C testing	4.70	3.57	3.73
Dental care	4.61	2.86	2.90
Eye care	4.22	2.99	3.25
Glasses	4.00	3.01	3.19
VA disability/pension	4.17	3.53	3.12
Welfare payments	3.96	3.65	2.78
SSI/SSD process	4.26	3.52	2.90
Guardianship (financial)	3.17	3.00	2.75
Help managing money	3.78	2.99	3.00
Job training	3.65	3.07	2.98
Help with finding a job or getting employment	3.91	3.28	3.12
Help getting needed documents or identification	4.35	3.30	3.52
Help with transportation	4.70	2.83	3.28
Education	3.52	3.04	3.13
Child care	2.45	2.84	2.49
Family reconciliation assistance	3.14	2.93	2.63
Discharge upgrade	3.48	3.17	2.91
Spiritual	4.74	3.57	3.51
Re-entry services for incarcerated Veterans	2.91	2.97	2.80
Elder Healthcare	4.26	3.41	3.01
Credit counseling	3.70	2.97	2.77
Legal assistance for child support issues	2.77	2.88	2.60
Legal assistance for outstanding warrants/fines	3.27	2.88	2.69
Help developing social network	4.17	3.06	3.10

**\*\*VHA: Veterans Healthcare Administration (139 reporting POC sites, n=11,711, mean score of individuals).**



## D. Nature of Collaborative Activities Between VA and Community in Serving Homeless Veterans\*

### 1. Existing Agreements with Community Service Types:

Service Types	Local VA has existing collaborative agreement with this agency type?
Correctional Facilities (Jails, prisons, courts)	Yes
Psychiatric/substance abuse inpatient (hospitals, wards)	Yes
Nursing homes	Yes
Faith-based organizations	Yes
Agencies that provide child care	No
Agencies that provide legal assistance for child support issues	No
Agencies that provide legal assistance for outstanding warrants/fines	No

### 2. Community Ratings of VA/Community Integration\*

Integration Scale: 1 (low) to 5 (high)	Site Mean Score	VHA (nationwide) Mean Score**
<b>VA Accessibility:</b> In general, how accessible do you feel VA services are to homeless Veterans in the community?	3.82	3.56
<b>VA Service Coordination:</b> Rate the ability of the VA to coordinate clinical services for homeless Veterans with your agency.	3.89	3.62

\*Scores of non-VA community agency representatives who completed Participant Survey.

\*\*VHA: Veterans Healthcare Administration (139 reporting POC sites, n=3,615).

### 3. Community Rating of Level of Collaborative Activity between VA and Community Agencies

<b>Implementation Scale</b> <b>1 = None</b> , no steps taken to initiate implementation of the strategy. <b>2 = Low</b> , in planning and/or initial minor steps taken. <b>3 = Moderate</b> , significant steps taken but full implementation not achieved. <b>4 = High</b> , strategy fully implemented.	<b>Site Mean Score</b>	<b>VHA (nationwide) Mean Score**</b>
<b>Interagency Coordinating Body</b> - Representatives from the VA and your agency meet formally to exchange information, do needs assessment, plan formal agreements, and promote access to services.	2.61	2.57
<b>Co-location of Services</b> - Services from the VA and your agency provided in one location.	2.09	1.84
<b>Cross-Training</b> - Staff training about the objectives, procedures and services of the VA and your agency.	2.12	1.93
<b>Interagency Agreements/ Memoranda of Understanding</b> - Formal and informal agreements between the VA and your agency covering such areas as collaboration, referrals, sharing client information, or coordinating services.	2.28	2.28
<b>Interagency Client Tracking Systems/ Management Information Systems</b> - Shared computer tracking systems that link the VA and your agency to promote information sharing, referrals, and client access.	1.85	1.60
<b>Pooled/Joint Funding</b> - Combining or layering funds from the VA and your agency to create new resources or services.	1.78	1.67
<b>Uniform Applications, Eligibility Criteria, and Intake Assessments</b> – Standardized form that the client fills out only once to apply for services at the VA and your agency.	2.02	1.80
<b>Interagency Service Delivery Team/ Provider Coalition</b> - Service team comprised of staff from the VA and your agency to assist clients with multiple needs.	2.48	2.19
<b>Consolidation of Programs/ Agencies</b> - Combining programs from the VA and your agency under one administrative structure to integrate service delivery.	2.12	1.99
<b>Flexible Funding</b> – Flexible funding used to fill gaps or acquire additional resources to further systems integration; e.g. existence of a VA and/or community agency fund used for contingencies, emergencies, or to purchase services not usually available for clients.	1.83	1.63
<b>Use of Special Waivers</b> - Waiving requirements for funding, eligibility or service delivery to reduce barriers to service, eliminate duplication of services, or promote access to comprehensive services; e.g. VA providing services to clients typically ineligible for certain services (e.g. dental) or community agencies waiving entry requirements to allow clients access to services.	1.83	1.68
<b>System Integration Coordinator Position</b> - A specific staff position focused on systems integration activities such as identifying agencies, staffing interagency meetings, and assisting with joint proposal development.	1.76	1.86

\*Scored of non-VA community agency representatives who completed Participant Survey.  
 \*\*VHA: Veterans Healthcare Administration (138 reporting POC sites, n=3,055. Mean score of sites).

**E. Action Plans: FY 2008 and FY 2009**

**1. CHALENG Point of Contact Action Plan for FY 2008: Results\***

<b>Halfway house or transitional living facility</b>	Commission on Economic Opportunity (C.E.O.) completed construction of a six-bed transitional unit on our VA campus and is awaiting final funding approval. It will begin housing Veterans in a few months.
<b>Long-term, permanent housing</b>	Wilkes-Barre and Luzerne County Housing Authorities are assisting in accelerating Section 8 housing application process for homeless Veterans.
<b>Help with finding a job or getting employment</b>	Veterans are now gaining competitive employment in a shorter period of time from previous years thanks to Career Link and our VA Compensated Work Therapy Program.

**\*The Action Plan consisted of proposed strategies the local VA program and its community partners *would use* to address priority needs in FY 2008. This is the final report about progress towards achieving FY 2008 goals.**

**2. Community Agencies Acknowledged for Their Assistance in Addressing FY 2008 Action Plan.**

<b>Agency #1</b>	Commission on Economic Opportunity (C.E.O.) completed construction of a six-bed transitional unit on our VA campus and is awaiting final funding approval. It will begin housing Veterans in a few months.
<b>Agency #2</b>	(no agency identified)
<b>Agency #3</b>	(no agency identified)

### 3. CHALENG Point of Contact Action Plan for FY 2009: Proposed\*

<b>Help with transportation</b>	Health Care for Homeless Veterans staff will advocate with local transportation agencies and organizations that provide transportation. Health Care for Homeless Veterans staff will attempt to work at these agencies to increase available transportation for homeless Veterans. Health Care for Homeless Veterans staff will explore funding sources to increase available transportation.
<b>Emergency (immediate) shelter</b>	Health Care for Homeless Veterans staff will advocate with community leaders in underserved areas to create and /or increase emergency shelters for homeless.
<b>Long-term, permanent housing</b>	Health Care for Homeless Veterans staff will meet with local landlords and rental agencies to create a pool of affordable housing for Veterans. HUD-VASH voucher program will be utilized to obtain and maintain permanent housing for homeless Veterans throughout our catchment area.

**\*The Action Plan outlines proposed strategies the local VA program and its community partners *will use* to address its priority needs in FY 2009. Results of these 2009 targets will be reported in next year's CHALENG report.**