



Beyond VASH – Ending Veterans Homelessness

USICH May 23, 2012



Panelists

- Barbara Poppe, Executive Director, USICH
- Lisa Pape, Director of Homeless Programs, Veterans Health Administration
- Bill Block, Director of the King County Committee to End Homelessness
- Joan Serviss, Executive Director of the Arizona Coalition to End Homelessness



Webinar Purpose

- Inform communities of resources beyond HUD-VASH that are available to help Veterans
- Share successful efforts on developing comprehensive approaches to help improve health and housing outcomes for Veterans experiencing homelessness



Webinar Format

- Call will last approximately 1 hour
- We have reserved time at the end of the webinar for Q&A.
- Audience members who would like to pose a question can do so at any time through the “questions” function found in the “GoToWebinar” toolbar.
- Call audience members are “muted” due to the high number of participants.
- Call will be recorded and posted on www.usich.gov



Veteran Homelessness Overview

- Two years since the release of Opening Doors, with goal of ending Veterans homelessness by 2015
- Progress towards the goal: 12% decrease in Veterans homelessness from 2010 – 2011 overall. In some places, decrease as high as 20%
- 67,000 Veterans experiencing homelessness in America – **action and sense of urgency** still needed to achieve our goal
- Partnering to unlock resources will be key



The Way Forward

- HUD-VASH program led to progress and innovation – but it is just one of resources available for Veterans
- Key to effectively using the array of resources available:
 - Use a Veteran-centric approach
 - Partner strategically so that right interventions at right time are coordinated seamlessly among community partners
 - Set targets and measure results – so resources are put to highest and best use



Overview of VA Homeless Programs

Lisa M. Pape, LISW

National Director, VHA Homeless Programs

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Homeless Program VA Mission and Strategy

Mission:

- In 2009, the Department launched a comprehensive, multifaceted plan to eliminate homelessness among Veterans.

Strategy:

- Transformed from temporary and shelter-based options to prevention, employment, and permanent housing solutions.
- Engaged other Federal Agencies (Housing and Urban Development, US Interagency Council on Homelessness, Department of Labor).
- Leveraging private sector skills, know-how, and best practices, i.e., grass roots organizations, neighborhood groups, and local community agencies.

VA's Plan to Prevent and End Homelessness Among Veterans - Key Components

- A Veteran-centric “no wrong door” approach.
- Right-size existing programs and services and develop new initiatives that promote transformation efforts and optimize the six integrated pillars of VA's Plan:
 1. Outreach/Education
 2. Treatment Services
 3. Prevention Services
 4. Housing/Supportive Services
 5. Income/Employment/Benefits
 6. Community Partnerships

Outreach Services

NATIONAL CALL CENTER FOR HOMELESS VETERANS

1-877-4AID-VET (1-877-424-3838)

- Provides 24/7, timely and coordinated access to VA and community services, disseminates information to concerned family members and non-VA providers about the programs and services available.
 - Received over 80,000 calls since start-up in March 2010, 55% seeking prevention assistance
- Chat Line

www.veteranscrisisline.net/

Outreach Services

HEALTH CARE FOR HOMELESS VETERANS (HCHV) PROGRAM

- Outreach and case management are essential components of VA's plan to prevent and eliminate homelessness among Veterans. Provided at all 152 VA Medical Centers.
 - Outreach workers engage homeless Veterans in the community who are living on the streets and provide case management services to assist them in acquiring appropriate services and housing.

STAND DOWNS

- Stand Downs bring community agencies together to work with VA, identifying and aiding homeless Veterans. This community-based collaboration has served hundreds of thousands Veterans and their family members since its inception in 1988.
 - In calendar year 2011, there were approximately 250 Stand Down events.
 - VA estimates that more than 56,000 Veterans attended these events in 2011, an increase of approximately 20 percent from 2010.

Prevention Services

SUPPORTIVE SERVICES FOR VETERAN FAMILIES (SSVF) PROGRAM

- VA awards grants and provides technical assistance to private non-profit organizations and consumer cooperatives to provide supportive services to very low-income Veteran families residing in or transitioning to permanent housing.
- Supportive services are designed to promote housing stability to eligible very low-income Veteran families.
- In September 2011, \$59.5 million was awarded in SSVF grants to 85 community agencies in 40 states and the District of Columbia.
- FY 2012, \$100 million available & anticipate serving at least 42,000 Veterans.

www.va.gov/homeless/ssvf.asp

Prevention Services

VETERANS HOMELESS PREVENTION DEMONSTRATION (VHPD)

- Partnership between VA, HUD, the Department of Labor, and local community agencies; provides Veterans returning/transferring from military service with housing assistance and supportive services.
- This project is a multi-site, three year project at Camp Pendleton (San Diego, CA), Fort Hood (Killeen, TX), Fort Drum (Watertown, NY), Fort Lewis (Seattle, WA), and McDill Air force Base (Tampa, FL).

VETERANS JUSTICE PROGRAMS

- Identifies and engages justice-involved Veterans with VA health care and other services/benefits.
- Two programs: Veterans Justice Outreach and Health Care for Reentry Veterans

Income/Employment/Benefits

HOMELESS VETERANS SUPPORTED EMPLOYMENT PROGRAM (HVSEP)

- Provides vocational assistance, job development and placement, and ongoing support to improve employment outcomes.
- Vocational and employment services will be based on rapid engagement, customized job development and competitive community placement.
- Jointly operated with VA's Compensated Work Therapy Program.
- During FY 2011, over 3,000 Veterans received employment services from HVSEP.

Housing and Supportive Services

HOMELESS PROVIDERS GRANT AND PER DIEM (GPD) PROGRAM

- VA's largest transitional housing program with over 600 projects providing approximately 14,000 operational beds nationwide.
- The GPD Program utilizes a community-based transitional model, which includes time-limited wrap-around supportive services with the goal of transitioning Veterans to independent housing.
- In FY 2011, the GPD Program operationalized 111 new projects, providing an additional 2,015 transitional housing beds.
- Transition in Place Grant and Per Diem Notice of Funding Availability

Low Demand Services

SAFE HAVENS

- Designed and evaluated under the model development core of VHA's Homeless Program National Center on Homelessness among Veterans (The Center).
- Allocated over \$5,000,000 to establish Low demand/Safe Haven Programs at four sites (Boston, MA; Bronx, NY; Philadelphia, PA; and Bay Pines, FL)
- The Safe Haven model provides transitional residence for hard-to-reach homeless Veterans with mental illness and substance abuse disorders.
- A low-demand, non-intrusive environment is designed to establish trust and engagement.
- Ultimate goal is to fully engage in treatment and transition to a more permanent housing option.

Community-Based One-Stop Assistance

COMMUNITY RESOURCE AND REFERRAL CENTERS (CRRC)

- 17 CRRCs are being designed and evaluated under the model development core of VHA's Homeless Program National Center on Homelessness among Veterans (The Center).
- The strategic placement targets services to underserved areas, enhance the treatment continuum of care, strengthen community partnerships and ensure that funds are appropriately expended on homeless programming.
- CRRCs provide a unique opportunity for the VA Medical Centers involved to collaborate with other federal, state, and local agencies and community-based providers to establish and implement homeless Veteran services from one location.

Treatment

DOMICILIARY CARE FOR HOMELESS VETERANS (DCHV)

- This program provides state-of-the-art, high quality residential rehabilitation and treatment services for Veterans with multiple and severe medical conditions, mental illness, addiction, or psychosocial deficits. Over 7,500 Veterans were served in the DCHV Program in FY 2013.

HOMELESS VETERANS DENTAL INITIATIVE (HVDI)

- This program enhances the accessibility of quality dental care to homeless Veteran patients to help assure success in VA-sponsored and VA partnership homeless rehabilitation programs.
- In FY 2011, 120 participating facilities reported that 13,842 Veterans received dental care through the combined funding for the HVDI.

SUBSTANCE USE DISORDER/MENTAL HEALTH ENHANCEMENT

- Provides substance use disorder (SUD) treatment services to homeless Veterans in the community to enhance housing stability and prevent homelessness, reduce substance use among homeless Veterans and prevent homelessness through management of SUDs.

Overarching Way Forward

- Continue to promote active partnerships and collaborations with Federal Departments/Agencies, Tribal Governments, State and Local municipalities and community organizations.
- Develop focused efforts to address unique needs of homeless Veteran special population groups:
 - **Rural**
 - **Women Veterans**
 - **Veterans with Families**
 - **OEF/OIF/OND Veterans**
 - **Chronically Homeless**
 - **Over age 65 Veteran**
 - **Serious Mental Illness**
- Implement and expand new evidence-based models of care, including Housing First, Safe Havens, Community Resource and Referral Centers.

Links

- VA Homeless Programs Home Page
 - <http://www.va.gov/homeless/>
- Support Services for Homeless Veterans
 - www.va.gov/homeless/ssvf.asp
- Crisis Line
 - www.veteranscrisisline.net/
- Mental Health Services
 - <http://www.mentalhealth.va.gov/>

Addressing Veterans Homelessness in King County

A Joint Federal-Local Plan

Bill Block

Project Director, Committee to End Homelessness

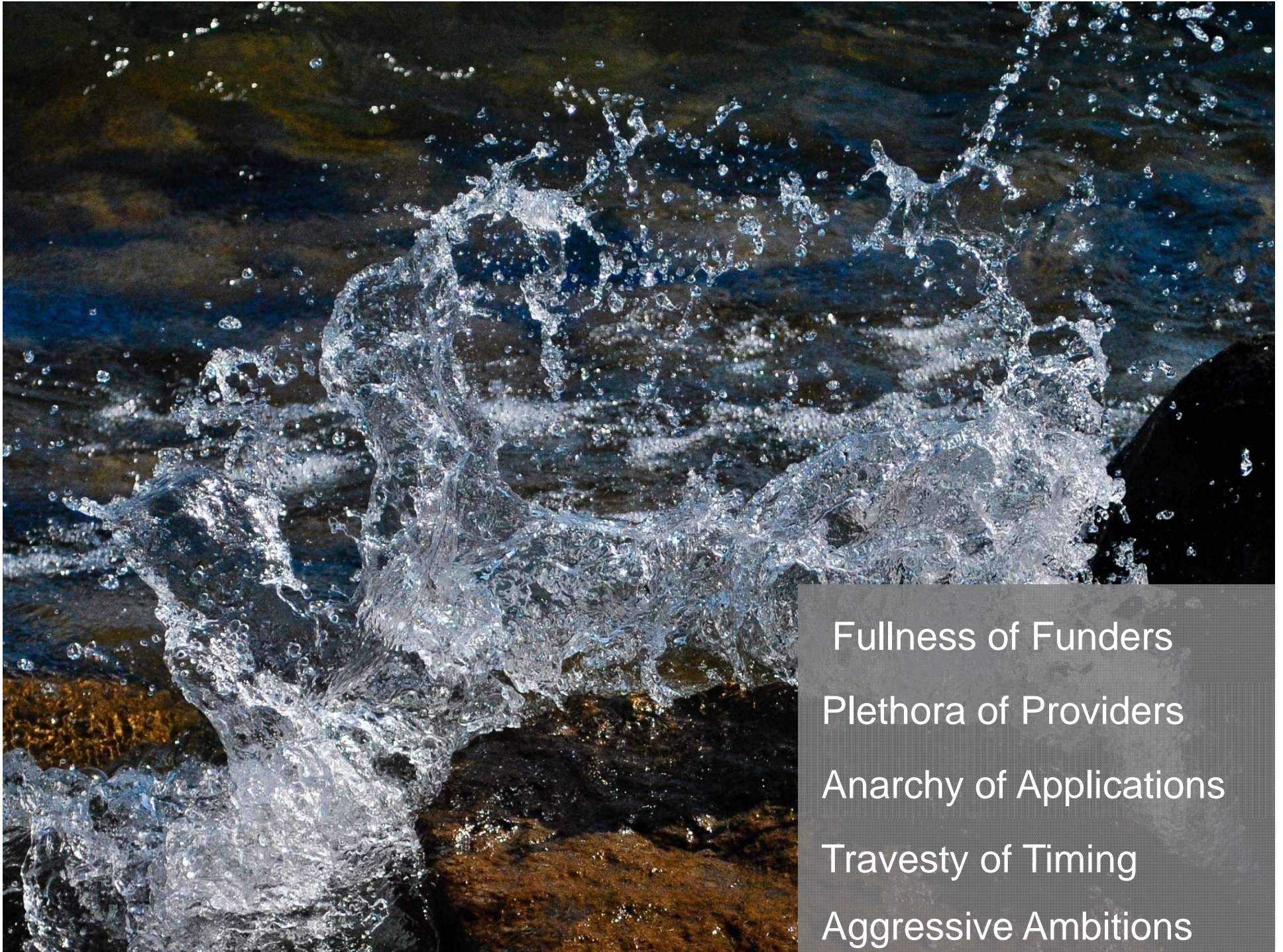


COMMITTEE TO
END HOMELESSNESS
KING COUNTY





Collaboration among local funders creates the **platform** for a joint federal-local Five Year Plan to End Veterans Homelessness.



Fullness of Funders
Plethora of Providers
Anarchy of Applications
Travesty of Timing
Aggressive Ambitions



Creating Local Collaboration

Funders Group of the Committee to End Homelessness

- ✓ Convened/staffed by a “boundary spanner”
- ✓ Initially “Implementer” Level – no relinquishment of authority
- ✓ Voluntary and inclusive (20-25 participants)
- ✓ Opportunistic Approach
- ✓ After initial coordination/building of trust, became formal Funders Group



A Joint NOFA for Multiple Resources

Single application & grading round



Coordinated awards for \$ from:

Local Governments

Philanthropic Entities

Housing Authorities

Funders Group awards guide awards from: *State Housing Trust Fund*

Federal Tax Credits

FUNDING COORDINATION

Seattle/King County, Washington



City of Seattle



King County



United Way of King County



A Regional Coalition for Housing



VA Puget Sound



Washington Families Fund
A Public-Private Partnership



COMMITTEE TO
END HOMELESSNESS
KING COUNTY

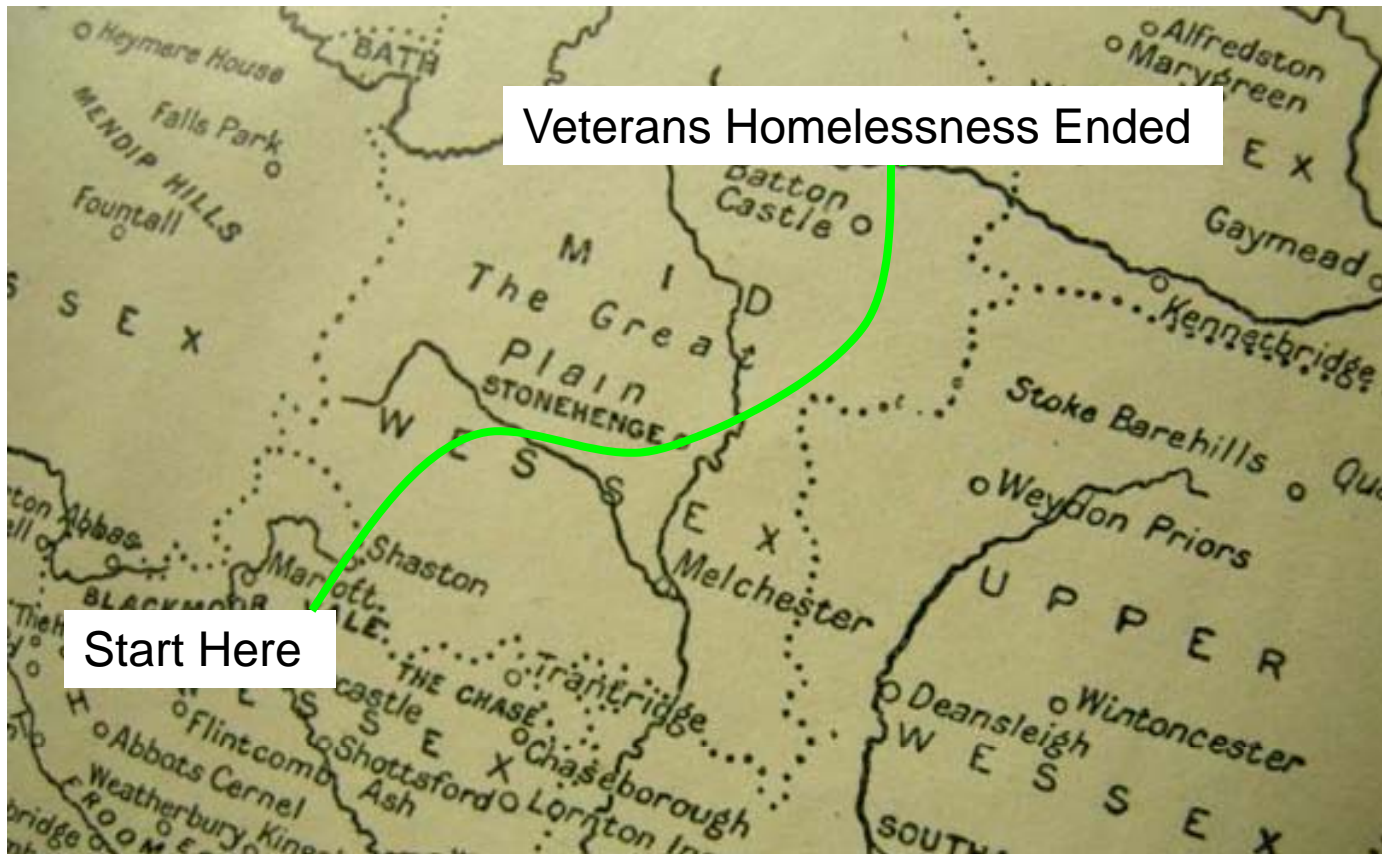
The background of the slide is a close-up, slightly blurred image of the American flag, showing the stars and stripes in detail. The flag is waving, creating a sense of movement and patriotism.

New Veterans-Focused Local Resources

Veterans and Human Services Levy

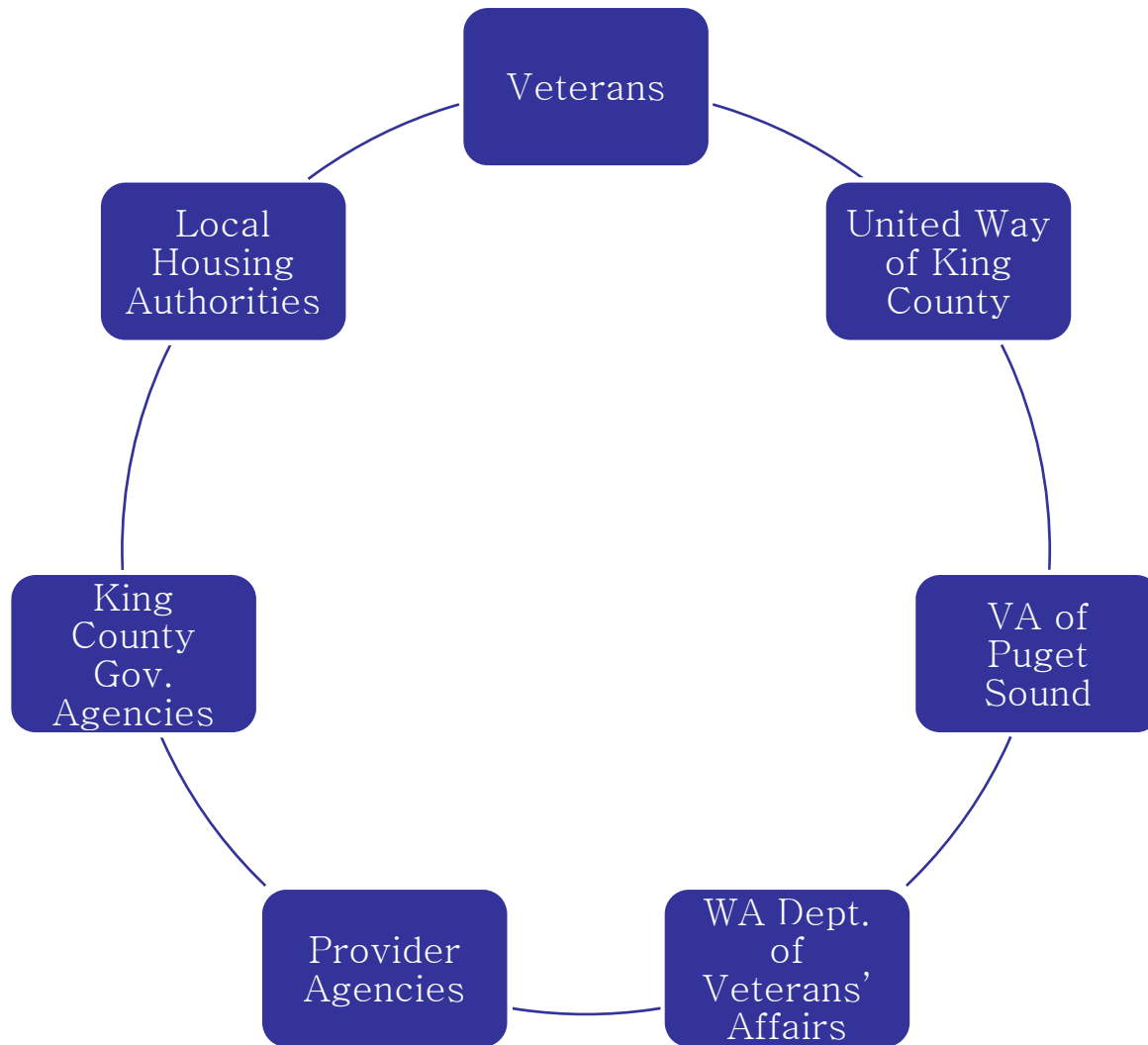
- ✓ Seven year levy Passed by King County voters in 2005
- ✓ Generates \$13.3 million per year, ½ veterans, ½ other social service need.
- ✓ Renewed in 2011 with 69% of the vote

Creating a Five Year Plan to End Veterans Homelessness in King County

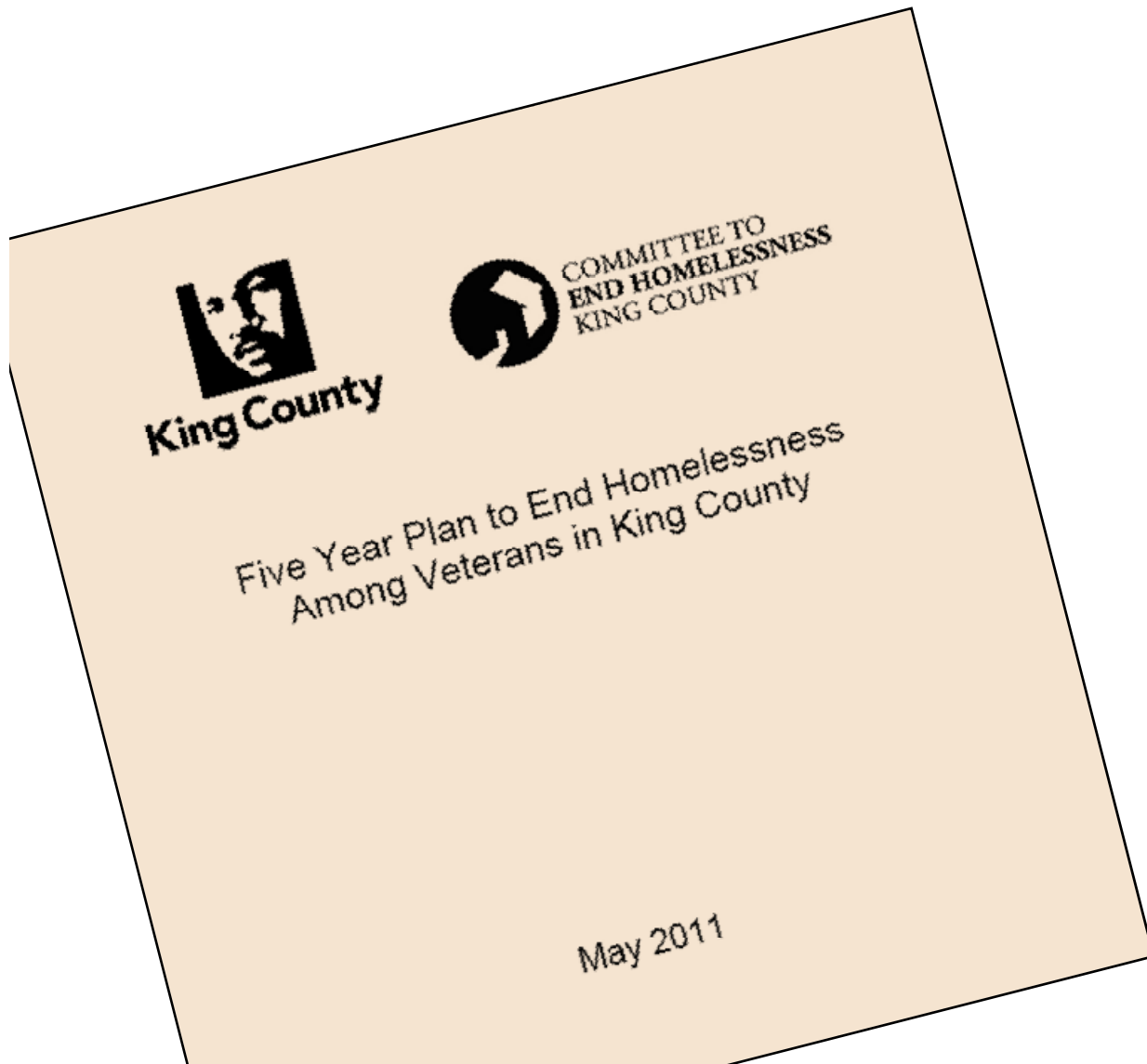


- Federal plan provides inspiration
- Funders Group provides foundation

BROAD PARTNERSHIPS



The Veterans Five Year Plan



King County



**COMMITTEE TO
END HOMELESSNESS
KING COUNTY**

**Five Year Plan to End Homelessness
Among Veterans in King County**

May 2011

Strategy 1: Close the housing gap for homeless and at-risk veterans.

1,650 units



Strategy 2: Secure adequate funding, partner towards system alignment, and reduce duplication of services.



Strategy 3: Prepare to address complex needs among veterans, including newly returning and aging veterans.



Strategy 4: Identify and replicate best practices for serving veterans.



United States Interagency Council on Homelessness

Preventing and Ending Homelessness in the United States

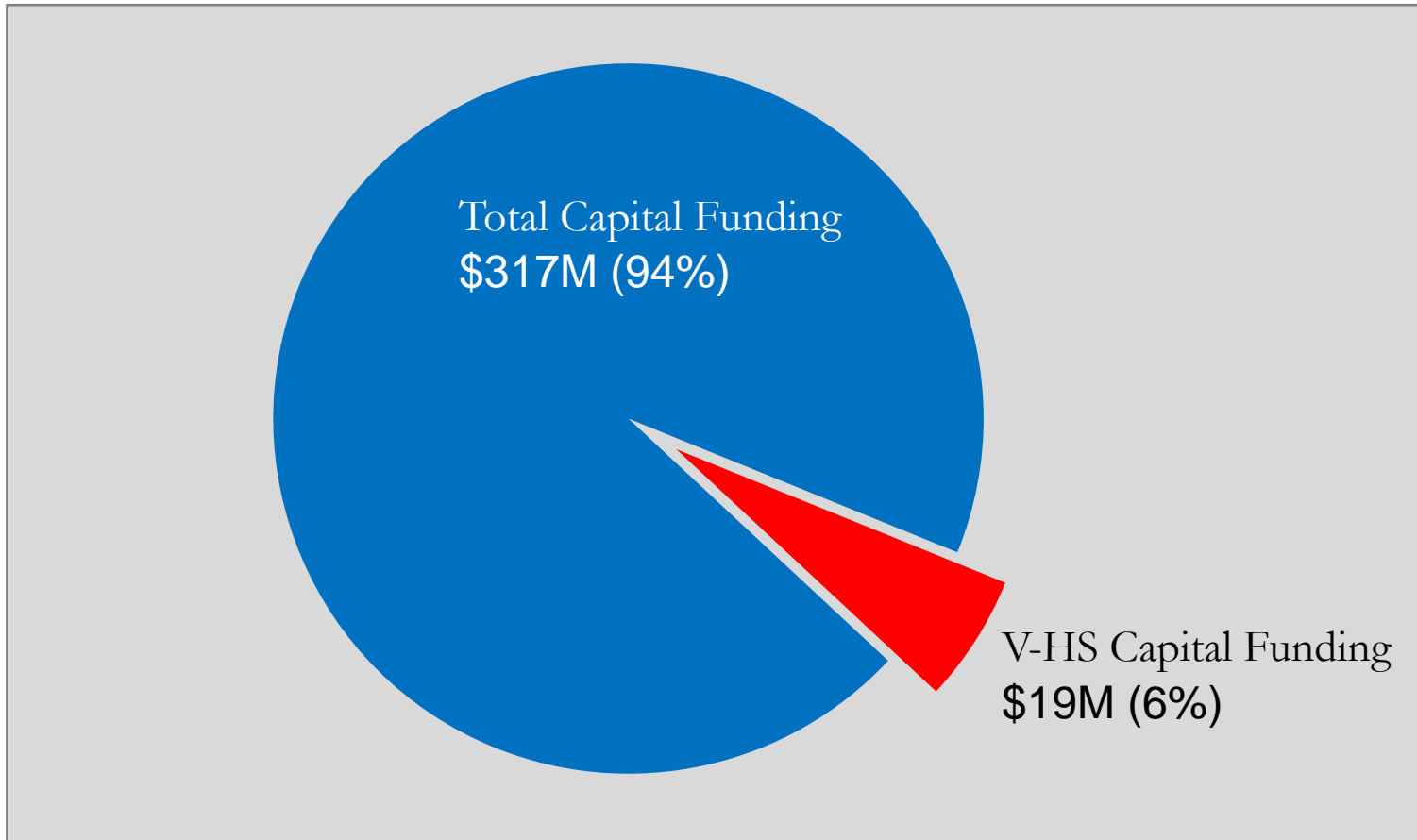
Federal Strategic Plan to Prevent and End Homelessness

What We Learned

Examples of Joint Coordination For Veterans

- Coordinated VASH Applications
- Joint Planning and Implementation of VA Supportive Services for Veteran Families Program projects
- Prioritization of Veterans Projects in Coordinated NOFA
- Co-referrals between King County Vets Program and VA Puget Sound

Leveraged Capital Funding (2005 – 2011)



Funded 815 units for veterans



WEB LINKS

- Committee to End Homelessness in King County
<http://www.cehkc.org>
- CEHKC Mid Plan Review:
<http://www.cehkc.org/MidPlanReview.aspx>
- Five Year Plan to End Veteran Homelessness:
http://www.cehkc.org/DOC_plan/Vets-5YearPlan2011.pdf



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PROJECT H3

home, health, hope

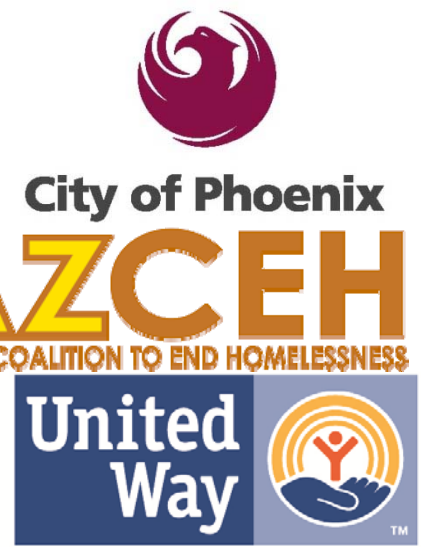
VETS



100,000
HOMES



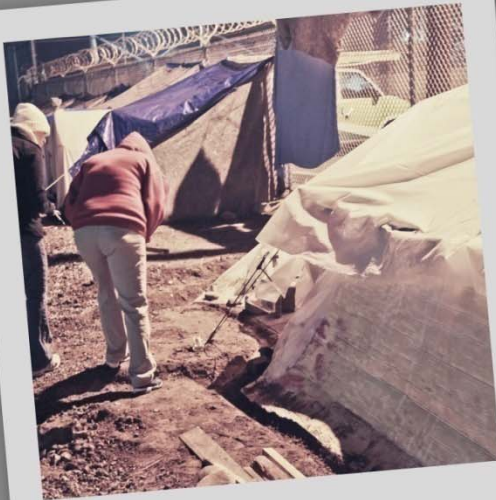
Valley of the Sun
United Way



Project H3 VETS Survey



- Veteran's Day 2011
- 160 community volunteers
- Early morning street surveying & night-time shelter surveying
- 216 veterans surveyed
 - Vets on street 3 ½ times more vulnerable than Vets living in shelters
 - Valley's OEF/OIF Veterans doubled from previous year's street count



Arizona StandDown 2012

- Surveying continued up until AZ StandDown 2012
- StandDown served 1,293 Veterans
- StandDown registration included Vulnerability Index questions
- Survey efforts resulted in a by-name registry of over 800 homeless veterans



AZ StandDown Onsite Evaluation



- Assessment prioritization for vulnerable Veterans living on streets or in shelter
- Onsite Evaluators included:
 - Phoenix HUD-VASH Case Managers
 - City of Phoenix HPRP Case Managers
 - UMOM (local SSVF grantee) Case Managers
 - Community Bridges Navigators

SuperBowl of HUD-VASH

- Housing Briefing to receive HUD-VASH voucher
- HPRP security deposits, moving assistance
- HOM, Inc., management company of PSH, expedited housing paperwork, apartment searches and inspections
- From briefing to “bridge housing”
- [SuperBowl of HUD-VASH blog](#)



Navigation



- Outreach worker + Case Manager + Advocate + Friend = Navigator
- Participant-centered
- Recovery-oriented care
- Unlimited in scope
- Services supplement those already in place
- Provide continuity of care

Phoenix VA Health Care System – HUD-VASH Case Management

- Phoenix VA committed 75% of outstanding & subsequent HUD-VASH vouchers to target chronically homeless Veterans
- Three HUD-VASH Case Managers dedicated to Project H3 VETS
- Co-location at AZCEH office
- Culture and system changes as a result of the project



Project H3 VETS Coordination



- AZCEH received a grant from Fannie Mae for Project H3 VETS Coordinator
- Matrix management
- Coordinates bi-weekly staffings of VA Case Managers & Navigators
- Coordinates move-ins & community presence
- Problem-solver/Barrier Buster/Program Advocate



Project H3 VETS Future

- Continued collaboration with new and existing partners to serve the chronically homeless Veteran
- Create a replicable model for the community to adopt
- Advocate for system changes and innovations as a result of Project H3 VETS



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Keywords – AZCEH and Project H3 VETS



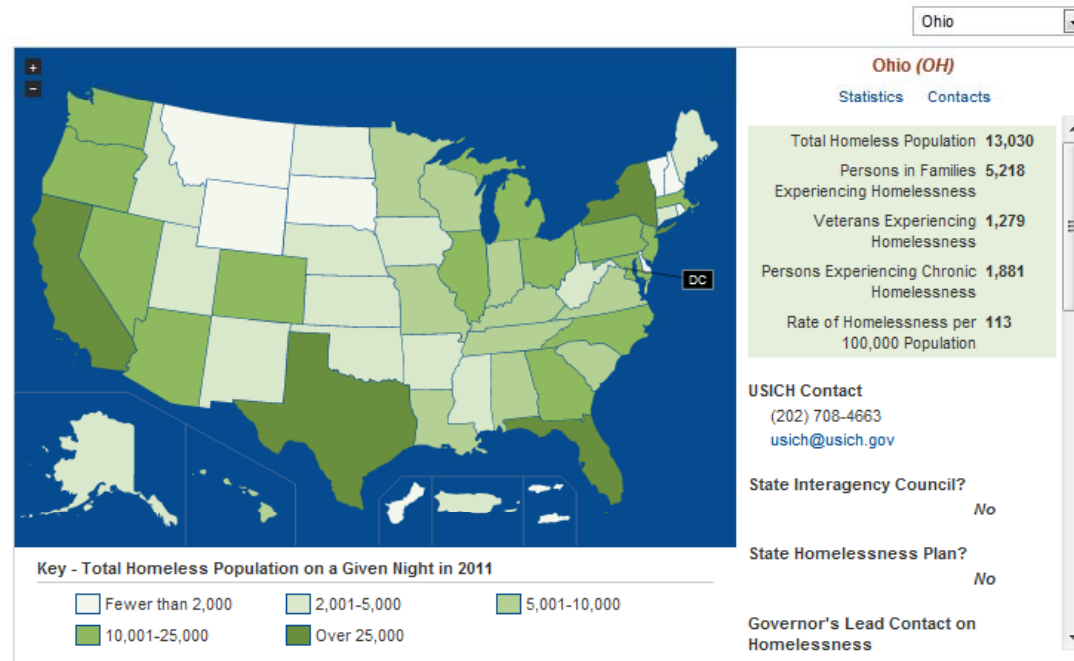
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State Homeless Resources Map

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Questions?

- Please submit your questions via the chat function.
- The webinar will be available on our website at <http://www.usich.gov>





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