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Fact Sheet

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Veterans Health Administration (VHA) Homeless Programs Office (HPO) Fiscal Year (FY) 2023

The words “homeless” and “Veteran” should not exist together. The United States (U.S.) Department of Veterans Affairs (VA) remains committed to preventing and ending Veteran homelessness. We can and will get there.

The effort to prevent and end Veteran homelessness is a partnership of federal, state, and local government, and most importantly, the local community. No one agency or group can end Veteran homelessness alone. VA works with communities to help them develop the best solutions for them and their Veterans.

VA and our federal, state, and local partners, as well as non-governmental partners, recognize that ending Veteran homelessness is not a single event in time; instead, it is a deliberate effort made to achieve the goal with continued follow-up efforts ensuring that progress toward achieving the goal is upheld.

Our goal is to develop a systemic solution to end Veteran homelessness, which means communities across the country:

- Have identified all Veterans experiencing homelessness.
- Provide shelter immediately to any Veteran experiencing unsheltered homelessness who wants housing.
- Provide service-intensive transitional housing in limited instances.
- Have the capacity to help Veterans swiftly move into permanent housing.
- Have resources, plans, and systems in place should any Veteran become homeless or be at risk of homelessness in the future.

The overarching objective is to ensure every Veteran has permanent, sustainable housing with access to high-quality health care and other supportive services and that Veteran homelessness in the future is prevented whenever possible.

State of Homelessness

Significant progress has been made to prevent and end Veteran homelessness. According to the Department of Housing and Urban Development (HUD) Point-in-Time (PIT) Count, on a single night in January 2023, 35,574 Veterans were experiencing homelessness in the United States – down from 33,129 in 2022. This represents a 52% reduction in Veterans experiencing homelessness since 2010. Of the Veterans counted, 20,067 experienced sheltered homelessness, and 15,507 experienced unsheltered homelessness.

In addition to the national snapshot provided by the preliminary results of the 2023 PIT Count, since 2015, 83 communities and 3 states (Virginia, Connecticut, and Delaware) have effectively ended Veteran homelessness, based on criteria established by VA, HUD, and USICH. To see a full and current list of communities that have achieved an effective end to Veteran homelessness based on these guidelines, go to www.va.gov/HOMELESS/endingVetshomelessness.asp.

This progress illustrates what can be achieved when government agencies partner with citizens and community leaders to tailor the delivery of services to meet the needs and expectations of the community.

Preventing and Ending Veteran Homelessness Is Possible

To achieve this goal, we need continued leadership, collaboration, commitment, and a sense of urgency from communities nationwide. No one entity can prevent and end homelessness among Veterans alone.

There has been unprecedented support from every branch of government, state and local leaders, and agencies to provide the funding and human resources needed to end Veteran homelessness. Communities continue to align those resources with the most effective practices, including [Housing First](#), to ensure rapid, safe, and stable housing for Veterans who need it.

Progress comes when community leaders implement proven practices that reduce homelessness among Veterans nationwide and end it community by community. Practices developed and implemented locally that are common among communities that have achieved an effective end to Veteran homelessness include:

- Use Housing First practices and approaches across every aspect of services for homeless Veterans.
- Essential to success, Housing First is a proven approach that increases the chance that a Veteran will be housed and decreases emergency room costs for Veterans. It is a humane, dignified way to help Veterans achieve the stable, permanent housing they deserve.
- Identify all homeless Veterans by names shared on a comprehensive list of Veterans experiencing homelessness country-wide.
- Use and share data to find and serve every Veteran who needs homeless services.
- Create coordinated assessment and entry systems to ensure Veterans seeking help are matched with appropriate staff and services at every level to create integrated systems of care.
- Set concrete and aspirational monthly and quarterly goals while engaging the community and associated systems to meet them. This requires the direct involvement of community leaders and focused political strategies. Also, benchmark progress against specific criteria is measured.
- Synchronize programs to coordinate outreach and target the right types of resources for Veterans at the right time.

- Make sure outreach and engagement efforts are coordinated across service providers, law enforcement personnel, prisons and jails, hospitals, libraries, and job centers to proactively seek out Veterans in need of assistance with housing.
- Focus on creating connections from homeless services, housing organizations, and VA Medical Centers (VAMCs) to workforce investment boards and employers so that Veterans are quickly connected to jobs.

Budget

The VHA HPO Fiscal Year (FY) 2023 budget comprises \$1.9B Specific Purpose (SP) budget and \$943M in Veterans Equitable Resource Allocation or VERA Sustainment funds for a total funding of \$2.9B. This total SP amount supports over 6,798 specific purpose positions in the field, nearly 100 HPO staff, and over \$1B in contracts and grants.

VHA Homeless Programs

Unless otherwise stated, all data on this fact sheet is as of the end of FY 2023 (September 30, 2023). (Data for some programs are reported only by calendar year.)

Community Resource and Referral Centers (CRRCs)

CRRCs are a collaborative effort of VA, communities, service providers, and agency partners. CRRCs are located in strategically selected areas to provide both a refuge from the streets and a central location to engage homeless Veterans in services. When Veterans enter these centers, they are referred to physical and mental health care resources, job development programs, housing options, and other VA and non-VA benefits. For more information, please visit www.va.gov/homeless/crrc-list.asp.

Program highlights, As of August FY 2023:

- Over 58,600 Veterans were served by 33 CRRCs.

Domiciliary Care for Homeless Veterans (DCHV)

The DCHV program provides time-limited residential treatment to homeless Veterans with mental health and substance use disorders, co-occurring medical concerns, and psychosocial needs such as Homelessness and unemployment. For more information, please visit www.va.gov/homeless/dchv.asp.

Program highlights, FY 2023:

- The DCHV program provided services to over 4,200 unique Veterans.
- The DCHV program offered more than 1,700 operational beds at 43 sites supporting homeless Veterans.

Homeless women Veterans:

- Of those served in DCHV, more than 300 unique Veterans, or approximately 8%, were women.

Health Care for Homeless Veterans (HCHV)

The central goal of the HCHV program is to reduce homelessness among veterans by connecting them with health care and other services that are needed. This program provides outreach, case management, and HCHV Contract Residential Services (CRS), ensuring that chronically homeless Veterans, especially those with serious mental health diagnoses or substance use disorders, can be placed in VA or community-based programs that provide quality housing and services that meet their specialized needs. For more information, please visit www.va.gov/homeless/hchv.asp.

Program highlights, FY 2023:

- Over 4,900 Veterans exited HCHV CRS programs to permanent housing.
- The average length of stay in an HCHV CRS program is 82 days. HCHV supported 241 Stand Downs, providing outreach to over 44,600 Veterans.
- HCHV provided outreach services to over 23,800 Veterans.
- HCHV provided case management services to over 9,600 Veterans.

Homeless women Veterans:

- Of those served in HCHV CRS, 784, or 7%, were women.
- Of those served in HCHV outreach, 2,862, or 12%, were women.
- Of those served in HCHV case management, 1,082, or 11%, were women.

Health Care for Reentry Veterans (HCRV)

The HCRV program is designed to address the needs of incarcerated Veterans when it comes to re-entering their community. The goals of HCRV are to prevent homelessness, reduce the impact of medical, psychiatric, and substance use problems on community readjustment, and decrease the likelihood of re-incarceration for those leaving prison. For more information, please visit www.va.gov/homeless/reentry.asp.

Program highlights, FY 2023:

- The HCRV program served over 8,438 Veterans.

Homeless women Veterans:

- Of those served in HCRV, 297, or 4%, were women.

Homeless Patient Aligned Care Teams (HPACT)

HPACTs provide a coordinated “medical home” designed around the unique needs and distinct challenges homeless Veterans face both accessing and engaging in health care. At selected VA facilities, Veterans are assigned to an HPACT that includes a primary care provider, nurse, social worker, homeless program staff, and others who offer medical care, case management, outreach, housing assistance, and social services. The HPACT provides and coordinates the health care that Veterans may need while helping them obtain and stay in permanent housing. For more information, please visit www.va.gov/homeless/h_pact.asp.

Program highlights, FY 2023:

- Nationally, over 17,000 homeless and at-risk Veterans are assigned to an HPACT model of care and about 22,000 are served annually. Over 88 HPACT teams and providers are operating at 58 VAMCs, Community-Based Outpatient Clinics (CBOC), and CRRCs across the country. In addition, 25 HPACT teams were awarded a Mobile Medical Unit (MMU) equipped to provide healthcare and supportive services in the community to Veterans experiencing homelessness. 10 of the 25 MMUs were delivered in FY 2023.
- Program evaluations:
 - The HPACT program demonstrates substantial reductions in emergency department visits and hospitalizations.
 - The HPACT team model of care facilitates accelerated placement into permanent housing. Veterans in HPACTs were housed in permanent housing 81 days faster than those not enrolled in an HPACT.
 - HPACT care more effectively engages Veterans in ambulatory care.
 - The average HPACT patient costs approximately \$9,000 a year less to care for compared to a homeless Veteran enrolled in a PACT, driven largely by fewer hospitalizations in VA and the community.
 - After six months of care within an HPACT, Veterans show a 19% reduction in Emergency Department use and a 35% reduction in inpatient hospitalizations.
 - Enrollment in an HPACT results in significantly higher patient satisfaction, reversing previously negative interactions with VA primary care.
 - HPACT patients are likelier to report positive experiences with access, communication, office staff, and providers than PACT patients.

Homeless women Veterans:

- Of those served in HPACT, 6% were women.

Homeless Providers Grant and Per Diem (GPD)

The GPD Program is VA's largest transitional housing program for Veterans experiencing homelessness and is permanently authorized under Public Law 109-461. Since 1994, the GPD Program has awarded grants to community-based organizations to provide transitional housing with wraparound supportive services to assist vulnerable Veterans to move into permanent housing. The grants are designed to meet Veterans at various stages as they move to stable housing. Community-based organizations receiving GPD grants offer focused transitional housing services through a variety of housing models targeted to different populations and needs of Veterans. The GPD program plays a vital role in the continuum of homeless services by providing supportive services to those Veterans who would otherwise be among the unsheltered homeless population. GPD programs result in Veterans achieving residential stability, increasing their skill levels, or obtaining greater self-determination. For more information, please visit <http://www.va.gov/homeless/gpd.asp>.

Program highlights, FY 2023:

- VA's largest transitional housing program with approximately 12,000 beds

nationwide.

- Over 24,000 Veterans were served by GPD grants.
- Over 11,000 homeless Veterans exited GPD to permanent housing.
- Through the GPD program, VA awarded approximately 450 new grants to community organizations totaling approximately \$257 million for projects starting in FY 2024.

Homeless women Veterans:

- Of those served in GPD, 1,553 or 6% were women.

Homeless Veterans Dental Program (HVDP)

Dental care has been shown to significantly improve outcomes related to stable housing, employment, and financial stability for Veterans experiencing homelessness. The HVDP helps increase the accessibility of quality dental care for eligible Veteran patients enrolled in VA-sponsored and VA partnership homeless rehabilitation programs. For more information, please visit www.va.gov/homeless/dental.asp.

Program highlights, FY 2023:

- About 8,200 Veterans were provided dental care through the HVDP.

Homeless women Veterans:

- Of those served in HVDP, 539 or 7% were women*. (*The data for women Veterans represents in-house dental care only)

Homeless Veterans Community Employment Services (HVCES)

The mission of HVCES is to provide employment services and resources to Veterans participating in VHA homeless programs to increase access to permanent housing and improve housing stability. In addition, employment decreases the risk of suicide, improves quality of life, increases self-confidence and independence, opportunities for socialization, and reduces reliance on institutional care.

HVCES staff are embedded in homeless programs within the VAMCs, complement existing medical center-based employment services, and are a bridge to employment opportunities and resources in the local community. HVCES is staffed by Vocational Development Specialists who function as Community Employment Coordinators (CEC) and Employment Specialists, and CECs are funded at each VAMC.

HVCES provides a range of site-specific employment services rather than being a discrete program. There are no eligibility requirements for Veterans to receive assistance from HVCES other than participation in a VHA homeless program. For more information, please visit www.va.gov/homeless/employment_programs.asp.

Program highlights, FY 2023:

- Approximately 5,900 Veterans exited homeless residential programs with competitive employment (i.e., GPD, Low-Demand Supportive Housing (LDSH), and HCHV– Contract Residential Services (HCHV-CERS)).

- More than 12,324 Veterans were employed at exit from all VHA homeless programs and services.
- Employment rates for Veterans housed through the HUD-VA Supportive Housing (HUD-VASH) program and those who exited the GPD program exceeded national targets by 4% and 7%, respectively.
- There were 13,250 newly documented, unique instances of employment for Veterans engaged in or exited from VA homeless programs or services.

Homeless women Veterans:

- Of those served in HVCES, 1,589 or 13% were women.

Housing and Urban Development – Veterans Affairs Supportive Housing (HUD-VASH)

This collaborative program between HUD and VA provides homeless Veterans with a HUD Housing Choice rental voucher and VA case management and supportive services so that Veterans can gain housing stability and recover from physical and mental health problems, substance use disorders, and other issues contributing to or resulting from homelessness. HUD-VASH subscribes to the principles of the Housing First model of care. Housing First is an evidence-based practice model demonstrating that rapidly moving individuals into housing and then wrapping supportive services around them as needed helps homeless individuals exit homelessness and achieve housing stability, improving their ability and motivation to engage in treatment. The program's goals are to help veterans and their families gain stable housing while promoting full recovery and independence in their communities.

In FY 2023, HUD-VASH expanded services for aging and disabled Veterans by promoting using HUD-VASH vouchers in residential settings (e.g., Medical Foster Homes, Community Residential Care, and Assisted Living Facilities) designed to meet their specific care needs. For more information about these partnerships, please visit [HUD-VASH and Geriatrics and Extended Care Partnership - VA Homeless Programs](#).

For more information about HUD-VASH, please visit www.va.gov/homeless/hud-vash.asp.

Program highlights, FY 2023:

- Active Vouchers: 103,835.
- Vouchers in use: 89,756
 - Veterans under lease: 82,522
 - Vouchers issued to Veterans seeking housing: 5,630.
 - Vouchers reserved for Veterans undergoing Public Housing Agency (PHA) Validation: 1,604
 - Active vouchers available: 14,079

Homeless women Veterans:

- Of those served in HUD-VASH, 11,577 or 13% were women.

National Call Center for Homeless Veterans (NCCHV)

The NCCHV — which can be reached at 1-877-424-3838 — was founded to ensure that homeless Veterans and Veterans at risk of becoming homeless have free, 24/7 access to VA staff. The call center is intended to assist homeless and at-risk Veterans and their families; VAMCs; Federal, state, and local partners; community agencies; service providers; and others in the community. For more information, please visit <https://www.va.gov/HOMELESS/NationalCallCenter.asp>.

Program highlights, FY 2023:

- The NCCHV received over 203,000 total calls.
- VAMC homeless program staff have responded to over 107,000 referrals from the call center.

Project CHALENG (Community Homelessness Assessment, Local Education and Networking Groups)

This project brings together consumers, providers, advocates, local officials, and other concerned citizens to identify the needs of homeless Veterans and work to meet those needs through planning and cooperative action. Local CHALENG meetings represent important opportunities for VA and public and private agency representatives to meet and develop meaningful partnerships to serve homeless Veterans better. For more information about the project and to see the full details of the top ten unmet needs for Veterans, as well as the demographics of the participants, please visit www.va.gov/homeless/chaleng.asp.

Program highlights, calendar year 2022:

- In 2022, 4,403 individuals completed a CHALENG Participant survey. This included 1,992 homeless Veterans and -2,411 providers (VA staff, state and public officials, community leaders, and volunteers).
- Seven of the top ten unmet needs were the same according to Veteran responses and provider responses: Housing for Veterans who need to register as sex offenders, and Legal Assistance in six areas: family law, credit issues/debt collection, child support, expungement of a criminal record, outstanding warrants and fines, and tax issues.
- Eight of the top ten met needs were also the same according to Veteran responses and provider responses: medical services, case management, food, clothing, mental health services, substance abuse treatment, eye care and glasses, and emergency/immediate shelter.
- Consistent with 2021 data and with the previous 20 years of CHALENG data, in 2022 unmet needs are primarily services that VA cannot provide directly. This underscores the importance of collaboration to meet the needs of homeless Veterans to successfully end Veteran homelessness.

Stand Downs

Stand Downs are typically one- to three-day events providing services to homeless Veterans such as food, shelter, clothing, health screenings, VA and Social Security benefits counseling, and referrals to a variety of other necessary services, including

housing, employment, and substance use treatment. Stand Downs are collaborative events, coordinated among local VA sites, other government agencies, and community groups that serve people who are homeless. For more information, please visit www.va.gov/homeless/events.asp.

To see Stand Down program highlights, please refer to the HCHV program section on page 4.

Supportive Services for Veteran Families (SSVF)

This program, authorized by Public Law 110-387, provides supportive services to very low-income Veteran families living in or transitioning to permanent housing. SSVF is designed to rapidly rehouse homeless Veteran families and prevent homelessness for those at imminent risk of becoming homeless due to a housing crisis. Funds are granted to private nonprofit organizations and consumer cooperatives, which then provide very low-income Veteran families with a range of supportive services designed to promote housing stability. To help families respond to affordable housing challenges, SSVF has expanded the use of Shallow Subsidy nationally to program participants. This expansion allows Veteran families to receive a fixed rental subsidy for up to two years to achieve long-term self-sufficiency through employment. Additionally, grantees in designated communities were provided new authorities to allow incentives to support placements into permanent housing. For more information and a list of SSVF grantee locations, please visit www.va.gov/homeless/ssvf.

Program highlights, FY 2023:

- SSVF assisted over 115,800 individuals; with over 78,100 Veterans assisted.
- Over 11,119 children assisted in over 80,419 households served.
- 74% of those discharged from the SSVF program obtained permanent housing.

Homeless women Veterans:

- Of those served in SSVF, 11,578 or 14.8% were women.

Veterans Justice Outreach (VJO)

The purpose of the VJO program is to prevent homelessness and avoid the unnecessary criminalization of mental illness and extended incarceration among Veterans. This is accomplished by ensuring that eligible justice-involved Veterans encountered by police, and in jails or courts, have timely access to VHA mental health, substance use, and homeless services when clinically indicated, and other VA services and benefits as appropriate. For more information, please visit www.va.gov/homeless/vjo.asp. Also, within the Veterans Justice Programs, the new Legal Services for Veterans (LSV) program will administer grants to eligible organizations for the provision of certain legal services to homeless and at-risk Veterans. The first LSV grant cycle began August 1, 2023. For more information, please visit <https://www.va.gov/HOMELESS/lsv.asp>.

Program highlights, FY 2023:

- The VJO program provided services to over 41,693 justice-involved Veterans.

- VA provided support to 680 Veterans Treatment Courts and other Veteran-focused court programs.
- VA partnered with legal providers to offer 170 pro-bono legal clinics to Veterans on-site at VAMCs.

Homeless women Veterans:

- Of those served in VJO, 3,221 or 8% were women.

Clinical Operations Business Intelligence (BI) Section

BI's mission is to provide visibility and insights into homeless program operations, to improve program performance, strategic management, and operational efficiency. BI leads and provides consultative support around the development of strategies, data collection platforms, tools, and initiatives that support data-driven, enterprise-wide decisions and actions. The team also provides intensive guidance, consultation, and support to internal stakeholders at all levels of the organization (Veterans Integrated Services Network (VISN), VAMC, Program Offices, and leadership) and external stakeholders, including community and federal partners. Additionally, this team is responsible for national evaluation efforts, homeless program performance measurement, technical assistance, and operational analysis focused on improving homeless program service delivery, targeting, expedited access to services, and homeless program sustainment.

For more information, please email [HPO's Clinical Operations Business Intelligence Team](#).

Program highlights, FY 2023:

- The Homeless Operations, Management, and Evaluation System (HOMES) Support Team provided technical assistance and support to homeless program staff to address over 14,000 inquiries submitted to the HOMES Help Desk.
- Partnered with the National Archives and Records Administration to improve DD-214 process times for Veterans experiencing homelessness.
- Produced the quarterly VISN hiring report in support of homeless program staffing and retention efforts, and to inform 4207 legislative requirements. The report provides staffing information such as current vacancies across the VISN, turnover rates, length of vacancies, total funding, and HUD-VASH positions not meeting legislative requirements. This report aids staff, VISN leadership, and VAMC Homeless Program teams with understanding staffing recruitment and retention needs within their facilities.
- In collaboration with the HUD-VASH Program Office, streamlined reporting for 4207 subject positions and developed monthly reports to fulfill 4207 legislative reporting requirements.
- Produced At-A-Glance (AAG) reports which provided visibility into key metrics on Homeless program operations, supporting all Homeless Program offices and providing critical information to support media, congressional and White House requests for operational information.
- Supported homeless program data reconciliation efforts through the sustainment of the HUD-VASH Reconciliation Report and the development of the Homeless

Programs Documentation Insights Report. These reports provide insights into potential documentation concerns or issues, assist with the rapid identification of documentation discrepancies, and ensure the accuracy of Veteran information.

- Produced Homeless Program Trip Packs utilized by VA Senior Leadership when attending VAMC site visits. The trip pack provides a detailed overview of the VAMC including Homeless Program Outcomes and Utilization, Homeless Program Calendar Year (CY) Goals Outcomes, Staffing, and Homeless Program Performance. In FY 2023, over 70 trip packs were updated and submitted for senior leadership site visits.
- Enhanced analysis of facility Operational Plans (Op Plans) and disseminated VISN summary reports to provide visibility into approaches and barriers in support of Homeless Programs' mission. Served as subject matter experts and provided training around developing and updating strategic plans and leveraging plans in support of the CY 2023 goals at the national, VISN, and facility levels.
- Produced over 100 ad-hoc data requests solicited by Homeless Program leadership, field staff, and other internal and external stakeholders, providing specialized and personalized insights into homeless program operations and outcomes.
- Developed and maintained platforms and reporting services to meet specific program office requirements, such as the HUD-VASH Project Based Voucher Registry, the HUD-VASH Utilization Report, the HCHV Occupancy Report, and GPD's Case Management Tracking Tool, to include development of congressionally mandated reporting.
- Developed a Permanent Housing Placement (PHP) Dashboard for leadership, VAMCs, and VISNs to track and monitor progress toward meeting VA's CY commitment to permanently house 38,000.

National Center on Homelessness among Veterans (NCHAV)

NCHAV works to promote recovery-oriented care for Veterans who are homeless or at-risk for homelessness by conducting and supporting research, assessing the effectiveness of programs, identifying and disseminating best practices and integrating these practices into policies, programs and services for Veterans who are homeless or at-risk for homelessness; and serving as a resource center for all research and training activities carried out by the Department and by other Federal and non-Federal entities with respect to Veteran homelessness. NCHAV is active in research, model development, education, and policy analysis. For more information, please visit www.va.gov/homeless/nchav/index.asp.

Program highlights, FY 2023:

Research

- Under the auspices of VA Foundations for Evidence-Based Policymaking Working Group, NCHAV collaborated to develop the [Supplement on Homelessness](#) to [VA FY 2022-2028 Learning Agenda](#). This Supplement informs the research aims in homelessness at an Enterprise level.

- Maintained a pool of 35 Center-affiliated researchers, producing over 40 peer-reviewed studies covering a range of issues affecting homelessness and criminal justice involvement among Veterans.
- Graduated one fellow from the Center's postdoctoral training program and admitted two new fellows.
- Provided four intramural grants to study whole health, racial disparities, spiritual well-being, chronic medical needs, and social determinants of health among Veterans experiencing homelessness.

Education & Model Development

- Provided 11 national educational events on critical mission topics attended by over 1,000 participants.
- **Optimizing use of occupational therapy (OT) in HUD-VASH:** NCHAV partnered with the HUD-VASH Program and the Office of Rehabilitation and Prosthetic Services to develop strategies to optimize the use of OT in HUD-VASH to improve services and outcomes for HUD-VASH's prematurely aging population.
- **Integrating models of trauma-informed care into homeless program services:** NCHAV and the HCHV National Program collaborated to replicate two linked promising practices: the Care Coordination, Advocacy, Treatment, and Connections to Housing (CATCH) program and the Trauma-Informed Care (TIC) Integration initiative. Using a trauma-informed approach, CATCH serves Veterans experiencing homelessness who have high needs and treatment costs and face complex challenges in obtaining and retaining housing, often due to chronic serious mental illness or substance use. The TIC Integration Initiative is a training and technical assistance model for incorporating trauma-informed care principles into homeless programs at the VAMC level.
- **Developing and piloting standard best practices for outreach and engagement:** NCHAV collaborated with the HCHV National Program to pilot a 12-module workshop series to train outreach workers more effectively to reach and engage Veterans experiencing chronic homelessness or Veterans experiencing homelessness who are not seeking assistance and are "hidden" under bridges, in encampments or remote rural locations.
- **Preventing adverse military-to-civilian transition outcomes, such as preventing homelessness, during the first 12 months after Service Members separate or retire from the military:** In collaboration with academic affiliates and an array of U.S. Department of Veterans Affairs (VA) programs, NCHAV and Post-9/11 Transition and Case Management implemented a quality improvement demonstration project in FY 2023 called the Help with Employment, Agency, Risk, Transitions and Housing (HEARTH) Project. This project leverages the following innovative practices (1) utilizes a predictive analytics model that currently is designed to identify Army Veterans at high risk of experiencing homelessness and with time will be refined to also identify Veterans from any service at high risk of experiencing homelessness, unemployment and/or suicide;

(2) uses Department of Defense administrative data, i.e., data from before the Veteran accesses VA care, to inform its predictive analytics model; (3) proactively outreaches to Veterans identified by its predictive analytics model as being at high risk; (4) has social workers and transition patient advocate provide case management and care coordination services to these high-risk recently transitioned from military to civilian Veterans; (5) employs an entirely virtual platform to provide all of its services to Veterans; (6) has a national clinical team who are not located in the same locations and/or time zones as the HEARTH enrolled Veterans; and (7) fuses principles of Critical Time Intervention, Trauma-Informed Care and Whole Health in its provision of care delivery. Furthermore, the HEARTH Project is committed to supporting its staff's well-being because this support results in engaged, passionate, and healthy staff needed to serve Veterans effectively. Preliminary analysis reveals that 672 of the 1,951 Army Veterans whom the HEARTH Project called between March 24 and July 30, 2023, were reached. Of these 672 Veterans who, on average, had separated or retired from service six months prior, 160 Veterans accepted HEARTH Project services. Their characteristics at enrollment into the HEARTH Project include: 90 (56%) were not enrolled at a VA Medical Center, 112 (70%) did not have a primary care provider, 29 (18%) were unstably housed, 30 (19%) were unemployed and actively seeking employment, and 14 (9%) had a positive Columbia Suicide Severity Rating Scale (C-SSRS). In comparison, only 1.7% and 0.9% of the general population of Veterans receiving VHA care report unstable housing or positive C-SSRS, respectively.

Contact Us and Additional Information

To find the VA facility nearest you, please visit <https://www.va.gov/find-locations/>.

More details on all of VA's programs for homeless Veterans are available at www.va.gov/homeless.

For information on HPO's Strategic Plan, please visit: www.va.gov/HOMELESS/strategic-plan.asp

If you are at risk of becoming homeless — or know a Veteran who is — contact VA's [National Call Center for Homeless Veterans](https://www.va.gov/homeless) at 1-877-424-3838 to speak to a trained VA responder.