SERVICE INTENSIVE TRANSITIONAL HOUSING
&
SERVICE CENTERS

National Grant and Per Diem Program Office
VHA Homeless Programs Office
Today’s agenda:
  • Service Intensive Transitional Housing (SITH) Model
  • Service Centers
  • Frequently asked questions about the two models

Our call today is in lecture mode (callers on mute) for the benefit of all participants
Questions can be submitted to GPDgrants@va.gov
We post prior presentations on the GPD website www.va.gov/homeless/gpd.asp
Overview – Service Intensive Transitional Housing

- **Service Intensive Transitional Housing (SITH)**
  - Provides transitional housing and a milieu of services that facilitate individual stabilization and movement to permanent housing.
  
  - Services should incorporate tactics to increase the Veteran’s income through employment and/or benefits and obtaining permanent housing.
  
  - Services provided and strategies utilized by the applicant will vary based on the individualized needs of the veteran and resources available in the community.
  
  - Participates with the CoC and Coordinated Entry System in their community.
SITH - Housing Program Design Coordination

- SITH is a model that allows flexibility in an overall community strategy
- Key stakeholders to plan the SITH Model
  - Housing assistance programs
  - Local VAMC
  - Continuum of Care
- Questions to Consider in planning:
  - How much is Service Intensive Transitional Housing Model needed in your community (gaps in service needs)?
  - Who makes referrals to SITH?
  - Who will assist Veterans with completing certain applications?
  - How will the GPD Provider work with the Coordinated Entry System?
  - How will the GPD provider assist the Vet with securing housing and communicate with community programs and/or the VA? With the Veteran?
• General purpose transitional housing that has been in existence since the inception of the Grant and Per Diem Program.

• SITH reflects the need for transitional housing that provides a milieu of services that assist Veterans in increasing income and moving into permanent housing.

**Model Performance Expectations**

- Exits to Permanent Housing >65%
- Employed at exit > 50%
- Negative Discharges <23%
• Targeted Population - Homeless Veterans who choose a supportive transitional housing environment that provides services prior to entering permanent housing.

• Goals are individually determined based on need but, should facilitate the movement of Veterans to permanent housing as rapidly as clinically appropriate.

• Average Length of Stay (LOS) in a SITH GPD project is about 6 months (nationally).
**Lower Barriers:**
- Applicants need to demonstrate low barriers to accessing service as well as policies and procedures to work with Veterans who relapse.

**Scope of services:**
- Should incorporate tactics to increase the veteran’s income through employment and/or benefits and obtaining permanent housing.

- Services provided and strategies utilized by the applicant will vary based on the individualized needs of the veteran and resources available in the community. Applicant specifies the staffing levels and range of services to be provided.
Service Intensive Transitional Housing – Why It’s Exciting and Needed!

- Serves as a resource for Veterans who are struggling with homelessness and in need of support towards securing permanent housing but are over income for other housing intervention resources.

- Honors the self-determination of those Veterans who desire a period of time in an environment of accountability, structure, and support as part of their Mental Health, Substance Use Disorder, or trauma related recovery.

- Offers the opportunity for Veterans to receive an array of services related to increasing their skill and/or income, and establishing and maintaining permanent housing.
• If a Veteran relapses, and it’s clinically indicated, could we transfer a Veteran to another model?

The movement of Veterans between programs is discouraged unless clinically necessary for the Veteran. Movement between GPD projects or models will negatively impact the grantees performance on the exits to permanent housing measure. The option to flex beds between models is available, if those beds are at the same agency (EIN) under the same VAMC.
• Will all of our referrals come from the Coordinated Entry System (CES)?

VA has committed to participation in CES, which includes GPD programs. VA expects GPD programs to work with VA and local CoCs to develop responsive CES that includes GPD to ensure there is “no wrong door” as Veterans desire assistance. A variety of factors will come into play including the location of the GPD program, VA catchment area, CoC’s involved and the level of development of CES in your area.
Overview - Service Centers

• Service Centers
  • Have the capacity to provide services in a drop in, come as you are, type setting.
  • These services are provided on an hourly basis and are not residential.
  • Provides an array of services that are vital to our homeless Veteran population such as mental health services, hygiene facilities, benefits and employment counseling, meals, and transportation assistance.
  • Have the plan and ability to engage homeless Veterans in services.
  • Participates with the CoC and Coordinated Entry System in their community.
Service Center Model Overview & Programming

- Targeted Population - Homeless veterans who are seeking assistance with obtaining housing, employment, medical care, or benefits.

- Model Overview – Provides services and information to engage and aid homeless obtain housing and services, such as, job training and job placement services (including job readiness, job counseling, and literacy and skills training), as well as any outreach and case management services

- Characteristics & Standards - scope of services should incorporate tactics to engage and aid the veteran. The success of service centers is predicated upon the engagement of the homeless Veteran community.

- Services provided and strategies utilized by the applicant will vary based on the individualized needs of the veteran and resources available in the community. Applicant specifies the staffing levels and range of services to be provided.
Service Center Model Overview & Programming

- Service Centers shall provide services to homeless veterans for a minimum of 40 hours per week over a minimum of 5 days per week, as well as provide services on an as-needed, unscheduled basis.

- Space in a service center shall be made available as mutually agreeable for use by VA staff and other appropriate agencies and organizations to assist homeless veterans.

- A service center shall be equipped to provide, or assist in providing, healthcare, mental health services, hygiene facilities, benefits and employment counseling, meals, and transportation assistance.

- Fixed site service centers will prominently post at or near the entrance to the service center their hours of operation and contacts in case of emergencies. Mobile service centers must take some action reasonably calculated to provide in advance a tentative schedule of visits.
Service Centers – Why They Are Exciting and Needed!

• Provide an array of services that are vital to our homeless Veteran population including case management support, crisis intervention, education, and counseling.

• Enhance overall CoC programming for Veterans by providing programs and services that complement those provided by the VA Medical Center.

• Have the capacity to provide services in a drop in, come as you are, type setting.

• Help VA maintain a “No wrong door” approach by affording our population another safe place to check in when perhaps alternatives feel unsafe or conditional.
Key stakeholder(s) for coordination and establishing need:
- Community Homeless Programs
- Local VAMC Homeless Programs
- Local CoC

Questions to Consider in planning:
- How much is a Service Center needed in your community (gaps in service needs)?
- What services will be offered?
- What staff will be needed to provide the desired level of services?
- How will the Service Center work with Coordinated Entry System?
Frequently Asked Questions?

- **What is the hourly rate for a Service Center?**
  Service Centers are paid through per diem and it is broken down by an hourly basis, so that if the Grantee was awarded the maximum per diem ($45.79 per day) then it would be $5.72 an hour.

- **Can we use our Service Center to provide services to Veterans in our GPD transitional Housing?**
  An organization cannot bill for Veterans residing in their transitional housing program through their service center. It is expected that Veterans in GPD Transitional Housing will receive supportive services as outlined in their grant.
Important Take Away Points

• Service Intensive Transitional Housing (SITH)
  • Honors the self determination of Veterans who desire a period of time in a structured environment while they work towards permanent housing.
  • Provides an opportunity for GPD funded programs to provide transitional housing and support services to underserved subgroups.
  • All service centers and housing models require low barriers to access service and policies and procedures to work with Veterans who relapse.

• Service Centers
  • Have the capacity to provide services in a drop in, come as you are, type setting.
  • Help VA maintain a “No wrong door” approach by affording our population another safe place to check in and be linked to services.
Resources

• GPD website [www.va.gov/homeless/gpd.asp](http://www.va.gov/homeless/gpd.asp)

• Email support [gpdgrants@va.gov](mailto:gpdgrants@va.gov)

• GPD Office 1-877-332-0334

• FAQ Call on Tuesday, December 12, 2017 at 2pm EST - Question and Answer Session
  The dial in number for all the calls is 1-800-767-1750; access code 17663#. To view any of