

# Homeless Programs Office

Strategic Plan 2025-2029

The Homeless Programs Office (HPO) strategic plan aligns with the Administration's current priorities and incorporates key lessons learned from our ongoing efforts to serve Veterans. The following six objectives and associated strategies were identified and propel VA's vision and mission to prevent and end Veteran homelessness forward.



## OBJECTIVE 1: Increase access to affordable permanent housing options. Strategies:

- 1.1 Enhance integration between the Housing and Urban Development-VA Supportive Housing (HUD-VASH) and Supportive Services for Veteran Families (SSVF) programs to increase voucher use and accelerate housing placements.
- 1.2 Promote effective interagency policy developments and implementations that increase rental housing affordability and alleviate the cost burden for homeless Veterans and their families.
  - 1.2 A Develop and implement strategies that support Veterans whose incomes exceed limits for program participation but who still need supportive services to resolve their homelessness.
- 1.3 Promote and advance the availability of affordable housing for HUD-VASH project-based voucher development and targeted availability or rental subsidies.
- 1.4 Ensure that all VA homeless programs provide a coordinated response that prioritizes permanent housing placements using Housing First principles.
- 1.5 Increase the use of housing navigation services.

## OBJECTIVE 2: Expand targeted prevention services and resolve returns to homelessness.

- 2.1 Increase Veterans' access to legal services, including eviction prevention and landlord mediation, through legal services grants and community partnerships.
- 2.2 Enhance income and financial stability through evidence-based employment support (e.g., training, transportation) and affirmative outreach to support increasing receipt of benefits.
- 2.3 Leverage and apply national flexibilities through the SSVF Shallow Subsidy services to meet the needs of extremely low-income Veterans and their households.
- 2.4 Apply our One Team approach to deliver agile, comprehensive homeless programs, supportive services, and treatments to help Veterans access care to prevent and resolve their homelessness.
- 2.5 Lead initiatives and efforts in partnership with law enforcement, prisons, jails, and other VA stakeholders to reduce the risk of returns to homelessness for justice-involved Veterans.

## OBJECTIVE 3: Enhance targeted services to address the needs of vulnerable and underserved populations.

- 3.1 Optimize and increase coordinated outreach and service delivery focused on identifying and engaging homeless Veterans in unsheltered settings.
- 3.2 Provide immediate access to interim housing and supportive services by eliminating unnecessary barriers and imposed preconditions for immediate access to permanent housing.
  - 3.2 A Enhance residential homeless programs to increase access and decrease barriers for all Veterans and their families.
  - 3.2 B Eliminate administrative and regulatory burdens and lower barriers to immediate access to housing.
- 3.3 Facilitate the full integration of VA resources into the local coordinated entry system to provide an agile homeless response in collaboration with community stakeholders.
- 3.4 Support effective housing and supportive services prioritization through community by-name lists and data sharing.
- 3.5 Conduct targeted local housing surge events to facilitate immediate enrollment into homeless programs, streamline access to interim housing, and accelerate permanent housing placements for Veterans.
- 3.6 Increase access to housing programs and services for Native Veterans through enhanced engagement and technical assistance.
- 3.7 Increase coordination and integration to develop approaches to address the service and housing needs of aging Veterans, those at risk of suicide, and Veterans with substance use disorder and behavioral health needs.

## OBJECTIVE 4: Use research and data to make informed and timely decisions.

- 4.1 Develop, modernize, and sustain tools that provide the necessary insights to make data-driven decisions that positively impact Veterans' outcomes and improve program performance.
- 4.2 Incorporate research and data insights into homeless program operations by providing training, education, and tools to homeless program staff so they can effectively utilize data internally and with community partners.
- 4.3 Promote research and evaluations that provide comprehensive understandings of homeless programs and the Veterans served, and enable the identification and rapid implementation of evidence-based strategies to end Veteran homelessness.

## OBJECTIVE 5: Provide equitable services and outcomes through all homeless programs and services.

- 5.1 Provide remote and on-site technical assistance and training to VA medical center homeless programs and grantees.
  - 5.1 A Provide training, technical assistance, and resources that encourage promising practices related to effective outreach, preventing and resolving returns to homelessness, and accelerating permanent housing placements.
- 5.2 Coordinate and provide technical assistance with interagency partners to support ending Veteran homelessness.

## OBJECTIVE 6: Provide national technical assistance for strategic actions.

- 6.1 Implement a national strategy that applies innovative approaches to accelerate adequate nationwide staffing and resources toward serving homeless or at risk of homeless Veterans.
- 6.2 Provide and prioritize education and technical training in alignment with strategies and efforts that address evolving needs and local service delivery demands.
- 6.3 Develop strategies that support the appropriate staffing resources to conduct street outreach and provide case management to meet the needs of the homeless Veteran population.

### Mission Statement

Through our effective and agile response, we ensure that Veterans and their families **obtain permanent and sustainable housing** with access to supportive services and treatment that are Veteran-centered and lead to personal empowerment.

### Vision Statement

We work toward **ending homelessness for all Veterans and their families** using evidence-based, innovative practices and partnerships to provide access to permanent housing and deliver Veteran-centered services and treatment, leading to increased independence.