

U.S. Department of Veterans Affairs' (VA) Calendar Year (CY) 2023 Veteran Homelessness National Goals Office Hours

VHA Homeless Programs Office
June 1, 2023

Agenda

- Progress Update
- One Team: Coordinated System and Program Strategies for Achieving the CY 2023 Goals
- Q&A



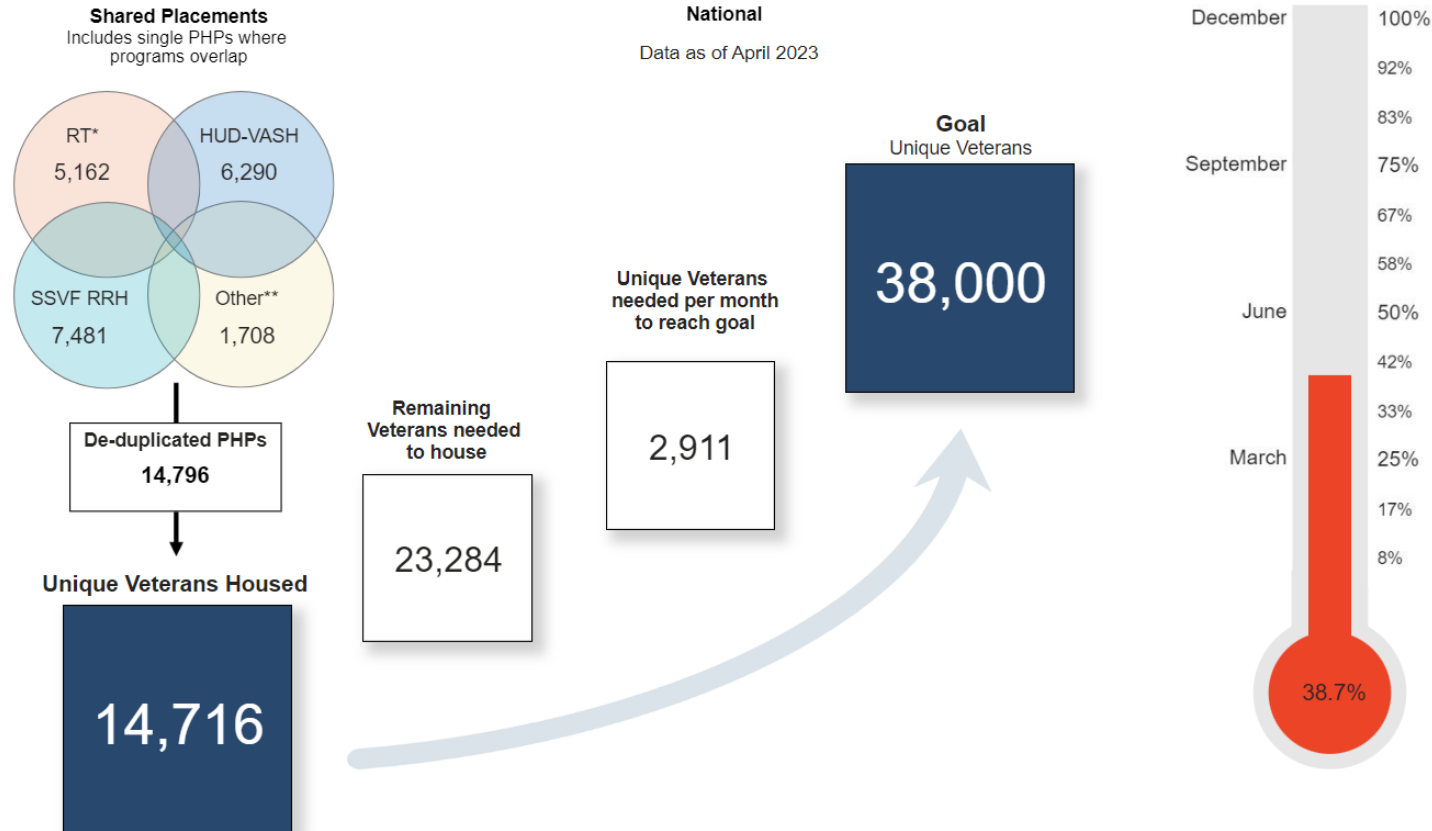
Progress Update



Goal 1: Permanent Housing

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Permanent Housing: VA has made a commitment to permanently house (PH) at least 38,000 unique Veterans in CY 2023. De-duplicated permanent housing placements (PHPs) for unique Veterans made during CY 2023 from the following programs count toward this goal: Grant and Per Diem (GPD), Health Care for Homeless Veterans (HCHV) Contracted Residential Services (CRS), HCHV Low Demand Safe Haven (LDSH), Housing and Urban Development-VA Supportive Housing (HUD-VASH), and Supportive Services for Veteran Families (SSVF) – Rapid Re-Housing (RRH) homeless services who obtain permanent housing (PH), Mental Health Residential Rehabilitation Treatment (MHRRT), HCHV Case Management (CM), and for Veterans homeless at entry for the following programs: GPD CM, SSVF – Homelessness Prevention (HP), Veterans Justice Outreach (VJO), and Health Care for Reentry Veterans (HCRV).



* RT Programs: GPD and HCHV CRS/LDSH
 ** Other: MH RRTP, GPD CM, HCHV CM, Homeless VJP, and SSVF HP
 *** Nationally, Unique Veterans Housed represents all unique Veterans across facilities

Veteran Detail

Goal 2: Prevention of Returns to Homelessness

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Prevention of Returns to Homelessness: For Veterans who become permanently housed in CY 2023, no more than 5% return to homelessness. Of those who return to homelessness in CY 2023, no less than 90% will be re-housed or placed on a pathway to re-housing in CY 2023.



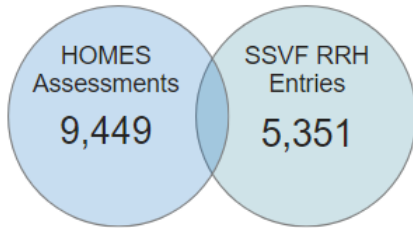
Goal 3: Engagement with Unsheltered Veterans

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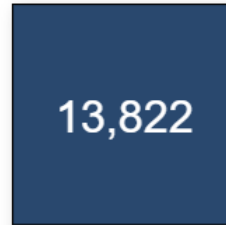
Engagement with Unsheltered Veterans: Nationally, VA will increase outreach to and engage with no less than 28,000 unique unsheltered Veterans

National
Data as of April 2023

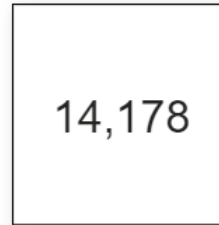
Unsheltered Veteran Engagement
Unsheltered Veterans de-duplicated by type of engagement (includes Veterans unsheltered at both assessment and SSVF RRH program entry)



Unique Unsheltered Veteran Engagement



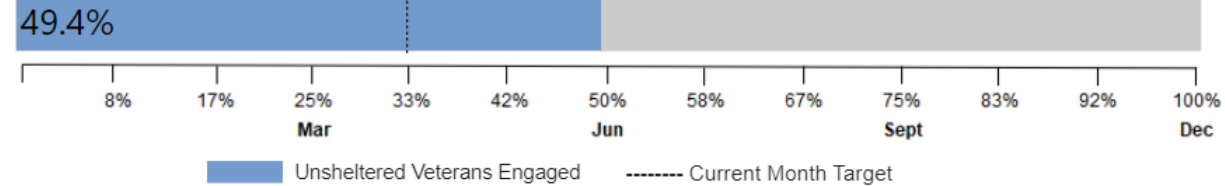
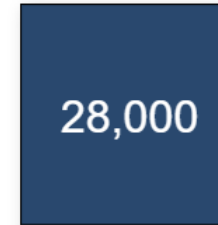
Remaining Unsheltered Veterans Needed



Unsheltered Veterans needed per month to reach goal



Goal Unique Veterans



Veteran Detail

One Team: System Strategies



One Team Integrative Approach

- Our One Team integrative approach refers to integrated, coordinated, and united actions among programs towards our joint mission.
- The principles of breaking down siloes and encouraging cross-skilled work yield demonstrable benefits in the quality and speed of delivery of services for our Veterans.
- All VA homeless programs must prioritize housing placements and retention strategies for homeless or at-risk Veterans.
 - Offer Veterans all the necessary support to sustain long-term tenancies and limit returns to homelessness, including co-enrollment in certain circumstances.
 - Fully coordinate outreach and connect Veterans to interim housing with “same day” access and cross-referral protocols.
 - Use data to inform strategies that promote equitable access to and delivery of critical outreach and housing services.
 - Fully commit to case conferencing, by-name list management, and cross-program collaboration in both system-level and Veteran-level planning.
 - Coordinate with your Veterans Justice Programs (VJP), Homeless Patient Aligned Care Teams, Homeless Veteran Community Employment Services, Continuum of Care (CoC) partners, Public Housing Agencies, advocacy groups for and made up of Veterans with lived experience, landlords, city and county officials, and other service providers.

One Team Commitments

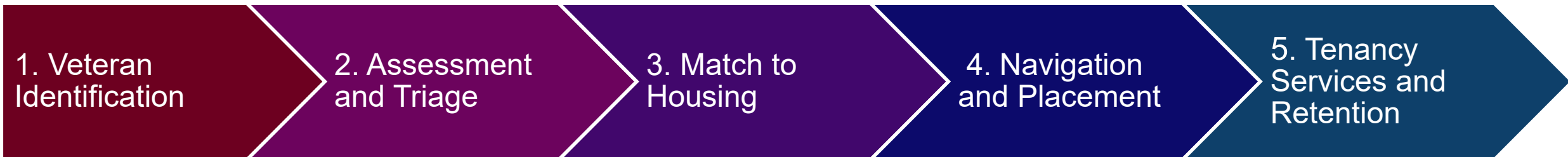
- Enhanced collaboration and data tracking with local milestones, system goals and equity efforts.
- Elevating Veterans with lived expertise to inform program design adjustments and areas for improvement.
- Designated points of contact across programs with subject matter experts focusing on specific actions or system goals.
- Standard, community-wide communication protocols with outside partners (e.g., landlords, local government, other partners).
- Deep involvement at the VA medical center-level across VA and community partners.

Establish Partnerships with Key Stakeholders

- The One Team integrative approach requires engagement with stakeholders outside VA's service system. Strategies for these engagements include:
 - Sharing the CY 2023 goals and progress, as well as VA scorecards, Homeless Management Information System data and VHA Homeless Programs Racial Equity Dashboard across partners.
 - Partnering with your CoC to identify literally homeless Veterans through your community's coordinated entry process, ensuring all programs or entities help update the local by-name list(s) to ensure all Veterans are identified and placed as swiftly as possible
 - Conducting multi-disciplinary outreach services in your community and establish written protocols to connect Veterans who are currently participating in mainstream programs or engaged by other outreach teams to VA services.
 - Enhancing coordination with your CoC and key partners to swiftly move Veterans to housing with appropriate stabilization supports, as needed.

Create One, De-Duplicated By-name List (BNL) of Veterans

- A key strategy to ending homelessness is to know exactly who is experiencing homelessness in your population and track client-level progress to permanent housing.
- Set up your BNL as a tool to move Veterans through the different stages of a housing search.
- Consolidate multiple lists of Veterans in a community into one.
- Leverage Coordinated Entry Specialists to reconcile the list between HOMES and HMIS.
- Review [VA privacy and security policies](#) related to Veteran BNLs; engage VA and partner privacy officers as needed to streamline data-sharing activities.



Implement Frequent, Action-oriented Case Conferencing

- Case conferencing can ensure holistic, coordinated, and integrated assistance across providers for all Veterans if it is inclusive of all partners.
- Case conferencing should include all participating programs working together to meet Veterans' needs, rather than each program or staff person having to help resolve all the housing barriers a Veteran faces.
- Use Case Conferencing to review progress and barriers related to each Veteran's housing goal to:
 - Identify and track systemic barriers and strategize solutions across multiple providers.
 - Clarify roles and responsibilities and reduce duplication of services.
 - To identify and interview when a Veteran is at risk of returning to homelessness.

One Team: System Strategies

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National Director, HCHV

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Housing and Urban Development-VA Supportive Housing (HUD-VASH)

- Ensure housing search and placement resources are available to all Veterans engaged in HUD-VASH.
 - Enhance and improve housing navigation and landlord engagement services.
 - Collaborate with SSVF for housing navigation (where indicated and available) and encourage implementation of landlord incentives for high-barrier Veterans.
 - Assess training needs, opportunities, and complementary partnerships to expedite housing search and placement.
- Enhance collaboration with VA programs and community partners with a focus on housing retention and avoiding negative exits.
 - Collaborative case management partnerships.
 - Targeted case conferencing and problem-solving.
 - Landlord mediation, legal service linkages and tenancy support.
- Collaborate across partners to ensure unsheltered Veterans are offered interim housing in the immediate term and a pathway to permanent housing with no preconditions.

Supportive Services for Veteran Families (SSVF) Rapid Rehousing (RRH) and Homelessness Prevention (HP)

- Prioritize RRH services to meet all demand for referrals from literally homeless Veterans on each community's BNL, including unsheltered Veterans engaged in outreach.
- Strategically deploy landlord incentives and one-time temporary financial assistance to help Veterans with high barriers access permanent housing.
- Use Shallow Subsidy or progressive assistance to ensure rehoused Veterans retain permanent housing. Review needs of Veterans enrolled in Shallow Subsidy and utilize progressive assistance referrals to HUD-VASH, as appropriate, to ensure enrolled Veterans retain permanent housing
- Build upon and expand landlord partnerships using SSVF tools as a basis for ongoing relationships and access to available units.
- Actively collaborate with all VA homeless programs to ensure wrap-around supports are available for Veterans experiencing a housing crisis
- Pursue targeted HP strategies to prevent Veterans from returning to homelessness, including rapid resolution, traditional HP targeting, direct legal support and Shallow Subsidy services.
- Develop strategic discharge planning processes to reduce returns to homelessness for Veterans who have exited SSVF.

Grant and Per Diem (GPD) Transitional Housing and Case Management (CM)

- Collaborate with coordinated entry systems to transitionally house literally homeless Veterans on the BNL or those engaged in outreach settings.
- Examine program structures to ensure no unnecessary barriers to accessing services or to keep Veterans engaged in services.
- Emphasize same-day access to safe housing and services while continuing to facilitate timely transitions to permanent housing.
- Increasing the opportunities for GPD providers to collaborate with other VA resources to accelerate transitions to permanent housing. Strategies include:
 - SSVF TFA, including security deposits, landlord incentives and tenant incentives.
 - SSVF Shallow Subsidy consideration for Veterans transitioning to permanent housing.
 - HUD-VASH GPD Collaborative Case Management and transitions from bridge housing.
- Embed GPD CM grantees into local systems of care supporting housing retention efforts and preventing returns to homelessness.
- Use data to inform progress and continuously improve performance.

Health Care for Homeless Veterans

Outreach, Contracted Residential Services (CRS) and Coordinated Entry Systems (CES)

- Enhance and improve housing navigation and landlord engagement services within your HCHV CRS and LDSH providers.
- Offer training and specialized support to HCHV Outreach and CRS/LDSH staff on rapid resolution, housing navigation, and landlord engagement.
- Improve and further develop coordination with SSVF and HUD-VASH, focusing on connection to housing navigation services and financial assistance.
- Utilize coordinated entry specialists to:
 - Actively troubleshoot and address system-level bottlenecks, gaps, and barriers in your system to engage and initiate a housing plan with each Veteran quickly.
 - Connect and broker specialized services with other VA programs for homeless Veterans with complex needs.
- Leverage your specialized programs in this effort (e.g., Community Resource and Referral Centers).

Q&A and Next Steps



Wrapping Up

- The recording of this call will be posted to the [VHA Homeless Programs Hub](#) in the coming days and [VA.gov/Homeless](#).
- Join our Office Hours calls on the first Thursdays of the month at 3:00 p.m. Eastern / 2:00 p.m. Central / 11:00 p.m. Mountain / 12:00 p.m. Pacific / 9:00 a.m. Hawaii.
 - Our next call will be on Thursday, July 6th, 2023.
 - For questions, please email VHA11HPO38kGoalSupport@va.gov.

“Never doubt that a small group of thoughtful, committed citizens can change the world; indeed, it's the only thing that ever has.” – Margaret Mead