

# U.S. Department of Veterans Affairs' (VA) Fiscal Year (FY) 2024 Veteran Homelessness National Goals Office Hours

VHA Homeless Programs Office  
April 4, 2024

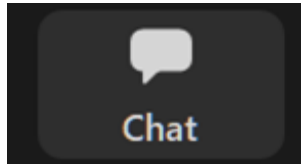
# Housekeeping

- This call will be recorded.
- The webinar will last approximately 60 minutes.
- All attendees will be muted.
- Questions can be submitted using the chat function.
- If you have questions following the call, please email [VHA11HPO38kGoalSupport@va.gov](mailto:VHA11HPO38kGoalSupport@va.gov).

# Zoom Controls

**Typically, on the bottom of the screen**

**All participants are muted upon entry**



Please use the chat to add questions or comments during the call.

# Agenda

- VA's 2024 Homelessness Goals
- Tracking Progress and Progress Updates
- Technical Specifications
- Operationalizing VA's One Team Approach
- Q&A

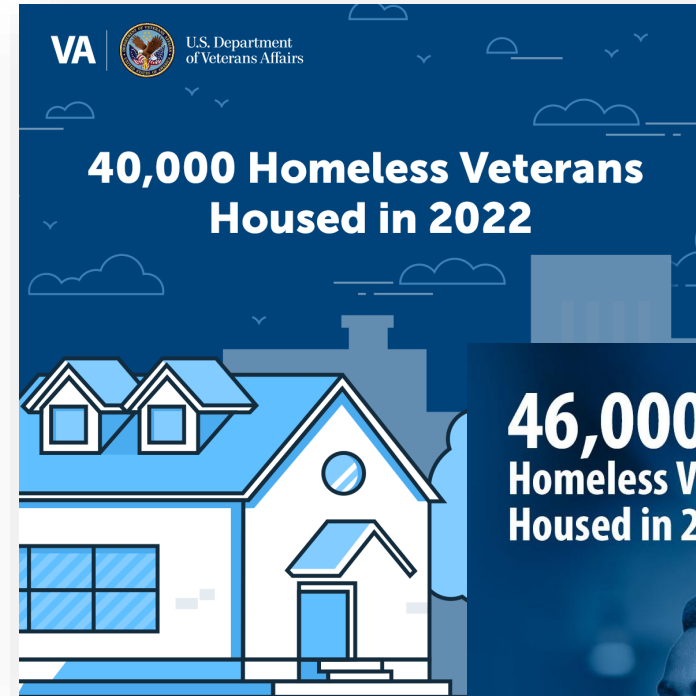


# VA's 2024 Homelessness Goals



# Background: VA's 2022 and 2023 Homelessness Goals

- For the last two calendar years (CY), VA set goals to permanently house 38,000 homeless Veterans each year.
- “Permanent housing” includes apartments or houses that Veterans could rent or own, often with a subsidy to help make the housing affordable or reuniting with family and friends.
- VA housed 40,401 homeless Veterans in 2022 and 46,552 homeless Veterans in 2023.
- The 2023 goals included efforts to prevent Veterans from returning to homelessness after becoming housed and engaging with unsheltered Veterans.



# VA's FY 2024 Homelessness Goals

## Goal 1: Accelerating Permanent Housing

- VA will house at least 41,000 more individual Veterans in FY 2024.

## Goal 2: Prevention of Returns to Homelessness

- VA will ensure that at least 95% of Veterans housed in FY 2024 stay housed.

## Goal 3: Engagement of Unsheltered Veterans

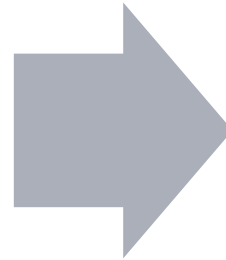
- VA will engage with at least 40,000 unsheltered Veterans in FY 2024.



# Calendar Year to Fiscal Year

## Calendar Year

- January 1 – December 31



## Fiscal Year

- October 1 – September 30

Housing and engagement progress from October 1, 2023, through December 31, 2023, as part of VA's CY 2023 Homelessness Goals are also credited toward VA's FY 2024 Homelessness Goals.



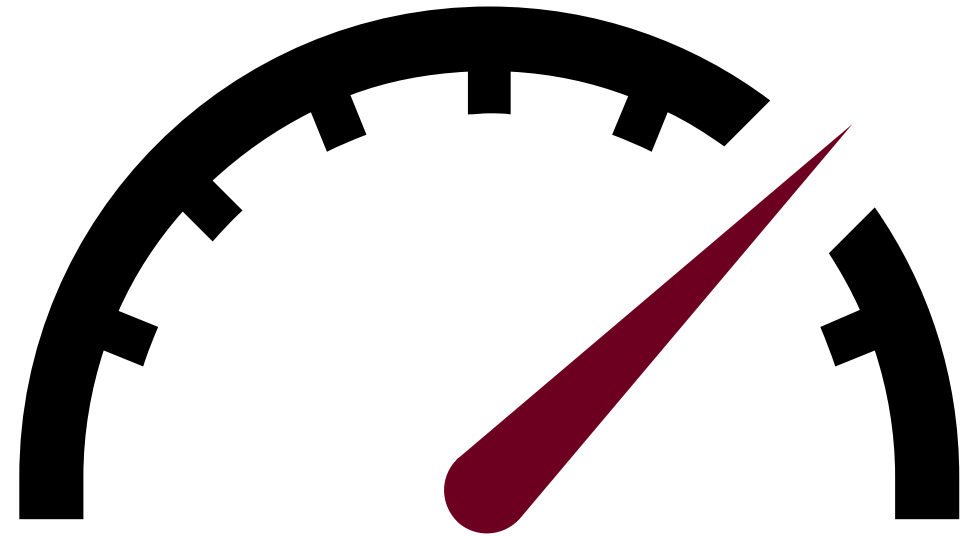
# Reminder: Guiding Principles

- **House literally homeless Veterans**, with priority on the most vulnerable Veterans, identified through coordinated entry processes, local by-name lists (BNL), and VA and community-partner outreach services.
- **Honor Veterans' choices**, including needs and preferences for care, when determining appropriate services and housing placements. Center Veterans' lived experience in the effort.
- **Lead with equity** across housing, health care, economic, and social systems while addressing disparities and continuing to prioritize housing resources for all Veterans. A key driver of homelessness and health disparities is a system-wide lack of equity across systems of care stemming from structural racism and systems of discrimination.

## Reminder: Guiding Principles (Cont'd)

- **Provide supportive services** to Veterans with complex needs or histories of chronic homelessness through a trauma-informed, Veteran-centered approach that is based on cultural humility.
- **Enhance coordination** among VA homeless programs and community partners, including Housing and Urban Development-VA Supportive Housing (HUD-VASH), Supportive Services for Veteran Families (SSVF), Grant and Per Diem (GPD), Health Care for Homeless Veterans (HCHV) Contract Residential Services (CRS) and Low Demand Safe Haven (LDSH) providers; Continuum of Care (CoC) partners; public housing authorities (PHA); advocacy groups for and made up of Veterans with lived experience; landlords; city and county officials; and other service providers.

# Tracking Progress and Progress Updates



# Homeless Programs FY 2024 Goals Dashboard

- The new [Homeless Programs FY 2024 Goals Dashboard](#) (*Internal to VA Only*) is now available, with updates on progress from October 1, 2023, through February 29, 2024.
- Additionally, the following is available for review:
  - [FY 2024 Goals Report Guide](#) (*internal to VA only*) – The facility-level targets are included towards the end of this document.
  - [FY 2024 Goals Technical Specifications](#) (*internal to VA only*) – Provides methodology details for each metric.
  - [VA's 2024 Homelessness Goals Technical Specifications](#) (*publicly available*)

# Homeless Programs FY 2024 Goals Dashboard Overview

VHA Homeless Programs  
Business Intelligence

VISN, VAMC: All

Homeless Programs FY 2024 Goals

VA | U.S. Department of Veterans Affairs

Report Guide HPO Business Intelligence

In Fiscal Year (FY) 2024, VA set three goals in continued commitment toward ending Veteran homelessness:

- **Permanent Housing:** VA will house no less than 41,000 individual Veterans in FY 2024.
- **Prevention of Returns to Homelessness:** For Veterans who become permanently housed in FY 2024, no more than 5% return to homelessness.
- **Engagement with Unsheltered Veterans:** Nationally, VA will increase outreach to and engage with no less than 40,000 unsheltered Veterans.

- The dashboard defaults to a National view. A specific VISN and VAMC can be selected on the top left of the Dashboard.
- On the top right of the Dashboard is a link to a [Report Guide](#). This guide provides data definitions and VAMC-specific goals.
- The FY 2024 Dashboard will refresh mid-month, displaying FY data through the previous month (reporting month).
- There are three sections (one for each goal) displaying progress made through the current reporting month.

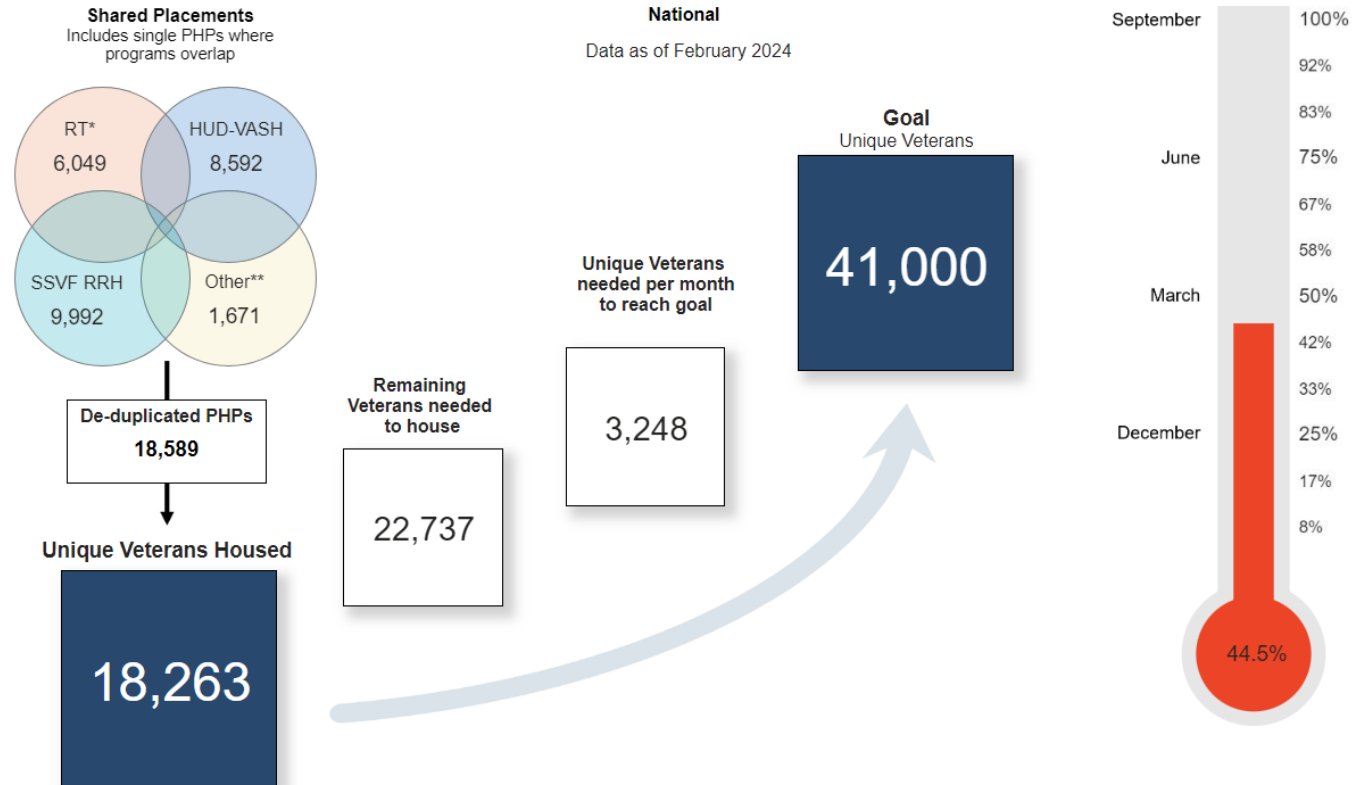
# Goal 1: Permanent Housing

## Unique Veterans Housed

Nationally, unique Veterans housed represents all unique Veterans across facilities.

### Goal 1: Permanent Housing

**Permanent Housing:** VA has made a commitment to permanently house (PH) at least 41,000 unique Veterans in FY 2024. De-duplicated permanent housing placements (PHPs) for unique Veterans made during FY 2024 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

Veteran level access is limited to HOMES users.

# Goal 2: Prevention of Returns to Homelessness

The second goal starts with the Unique Veterans Housed in FY 2024 from the first goal.

## Goal 2: Prevention of Returns to Homelessness

**Prevention of Returns to Homelessness:** For Veterans who become permanently housed in FY 2024, no more than 5% return to homelessness.

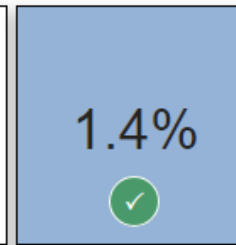
### National

Veterans placed in housing as of February 2024

Veterans Housed  
in FY 2024



Returns to Homelessness



Goal:  $\leq 5\%$

Veteran Detail

Veteran level access is limited to HOMES users.

# Prevention Insights

The Insights Tab provides visibility into Veterans who have been re-engaged or placed on a pathway to rehousing after returning to homelessness in FY 2024.

## Prevention of Returns to Homelessness

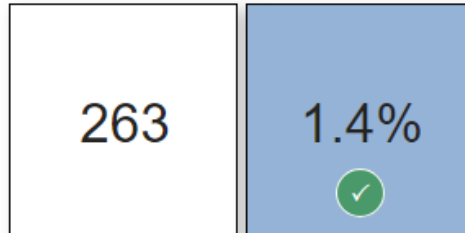
National

Veterans placed in housing as of February 2024

Veterans Housed  
in FY 2024



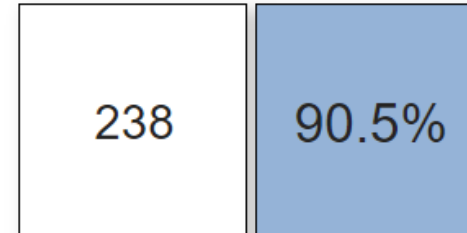
Returns to Homelessness



Goal:  $\leq$  5%



Re-housed or placed on a  
Pathway to Re-housing in FY 2024



Veteran Detail

Veteran level access is limited to HOMES users.



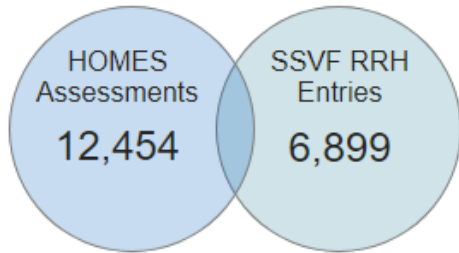
# Goal 3: Engagement with Unsheltered Veterans

## Goal 3: Engagement with Unsheltered Veterans

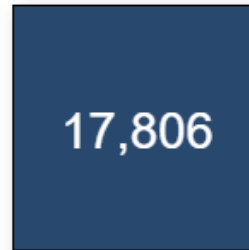
**Engagement with Unsheltered Veterans:** Nationally, VA will increase outreach to and engage with no less than 40,000 unique unsheltered Veterans

**National**  
Data as of February 2024

**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**



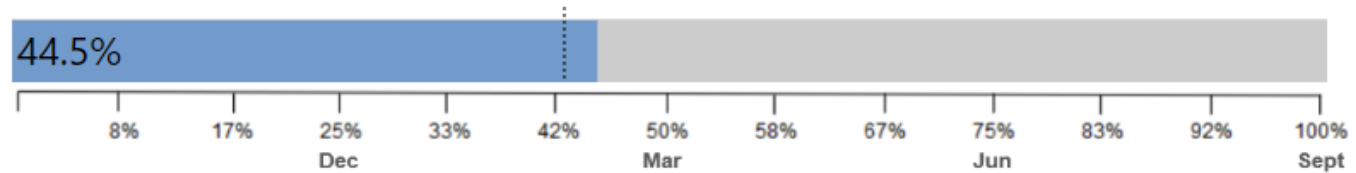
**Remaining Unsheltered Veterans Needed**



**Unsheltered Veterans needed per month to reach goal**



**Goal Unique Veterans**



■ Unsheltered Veterans Engaged    - - - - - Current Month Target

# Veteran Level Detail

Level:  VISN:  VAMC:  Display (PHPs vs Returns):  [View Report](#)  
 FY 2024 PHP Month:  Return Month:   
 CoC:  Return Status:

1 of 2 ? 100% Search

## FY24 PHP Detail [Contact HPO BI Team](#)

Facility Selected: (V08) (573) Gainesville, FL HCS  
 FY 2024 PHP Data Includes: October through February  
 Veterans with a PHP in FY2024 and related Return to Homelessness information  
 Total Records: 340 Unique Veterans: 335  
 \* Housing placement order when there is more than one placement per Veteran.

VAMC	SSN	HOMES ID	Veteran Name	CoC	Credit	Entry Date	Exit Date	PHP Date	Program	Program Type	Primary Project	PHA	Shared Project	Housing Episode Order *	Return to Homelessness	Return Data Source	Return Date	Return and Re-housed	Return and placed on a Pathway to Re-housing	Active on Census	HOMES Current Housing Status (updates daily)	HOMES Current Housing Status Date	Institution Flag	Current VJP Release Date
(V08) (573) Gainesville, FL HCS															No			No	No	No			No	
(V08) (573) Gainesville, FL HCS															No			No	No	No			No	
(V08) (573) Gainesville, FL HCS															No			No	No	No			No	
(V08) (573) Gainesville, FL HCS															No			No	No	No			No	
(V08) (573) Gainesville, FL HCS															No			No	No	No			No	

Permanent Housing Details

Returns to Homelessness Details

# Technical Specifications



# Goal 1: Permanent Housing – Included Programs

- All Grant and Per Diem (GPD) grant models (excluding GPD Case Management)
- Health Care for Homeless Veterans (HCHV) Contracted Residential Services (CRS)
- HCHV Low Demand Safe Haven (LDSH)
- HCHV Case Management (CM)
- Housing and Urban Development-VA Supportive Housing (HUD-VASH)
- Supportive Services for Veteran Families (SSVF) Rapid Rehousing (RRH)
- GPD CM (for those Veterans who were homeless at entry)
- Mental Health Residential Rehabilitation Treatment (MHR RTP) Domiciliary Care for Homeless Veterans (DCHV) and Compensated Work Therapy-Transitional Residence (CWT-TR) bed types
- SSVF Homeless Prevention (HP) (for Veterans homeless at entry)
- Veterans Justice Outreach (VJO) (for Veterans homeless at assessment)
- Health Care for Reentry Veterans (HCRV) (for Veterans homeless at assessment)
- MHR RTP Substance Use Disorder (SUD), Post Traumatic Stress Disorder (PTSD)
- General bed types (for Veterans homeless at screening).

# Goal 1: Permanent Housing – Included Destinations

- Housing owned by Veteran, no ongoing housing subsidy
- Housing owned by Veteran, with ongoing housing subsidy
- Housing rented by Veteran, no ongoing housing subsidy
- Housing rented by Veteran with HUD-VASH voucher
- Housing rented by Veteran with a non-HUD-VASH housing subsidy
- Permanent housing for formerly homeless persons (such as a Continuum of Care project or Shelter+Care)
- Staying or living with family, permanent tenure
- Staying or living with friends, permanent tenure
- Rental by the client, with GPD Transition-in-Place housing subsidy
- Moved from one Housing Opportunities for Persons With AIDS (HOPWA)-funded project to HOPWA PH
- Rental by the client, with RRH or equivalent subsidy
- Host Home (non-crisis)
- Rental by the client, with Housing Choice Voucher (tenant or project-based)
- Rental by the client in a public housing unit

# Goal 1: Permanent Housing – Included Data sources

- Permanent housing destinations are credited from the following sources:
  - VA Homeless Operations Management and Evaluation System (HOMES)
  - Homeless Management Information System (HMIS) SSVF Repository
  - Northeast Program Evaluation Center (NEPEC)

## Goal 2: Prevention of Returns to Homelessness – Defining returns

- Returns are defined by re-engagement in VA Homeless Programs.
  - Re-engagement is identified by a housing status of “literally homeless” at the time of HOMES assessment (for HUD-VASH, GPD, HCHV CRS/LDSH, HCHV CM, HCRV, and VJO) or at SSVF program entry where the Veteran’s living situation at entry was sheltered or unsheltered homeless.
  - To account for date variances in service coordination, HOMES assessments, and SSVF HMIS entries occurring within a 30-day window of the permanent housing placement date will not be considered returns.

# Goal 3: Engagement with Unsheltered Veterans – Counting Engagement

- An unsheltered engagement is defined as:
  - Assessments conducted during FY 2024 in which Veterans spent at least one night in a place not meant for habitation in the 30 days prior to assessment as documented on a HOMES Assessment, OR
  - SSVF RRH program enrollments during FY 2024 in which Veterans were considered unsheltered at program entry as documented in the HMIS SSVF Repository.
- Targets are established at the VAMC level based on the number of unsheltered Veterans engaged during CY 2023.



# Next Steps

- Visit the [Homeless Programs FY 2024 Goals Dashboard](#) and review your local targets.
  - Dashboard visuals can be exported to share with your stakeholders.
- Review the [VHA Homeless Programs Office FY 2024 Goals and Technical Manual](#) (internal to VA) or [VA's 2024 Homelessness Goals Technical Specifications](#) (publicly available).
- Set up meetings with your Grant and Per Diem grantees, Supportive Services for Veteran Families grantees, Health Care for Homeless Veterans Contracted Residential Services providers, and other relevant stakeholders (e.g., public housing authorities, Continuum of Care partners, Residential Rehabilitation Treatment Programs) to discuss and develop local plans to achieve your local goals.

# Operationalizing VA's One Team Approach



# What is VA's One Team Approach?

- VA's One Team approach is a coordinated approach that integrates homeless programs and improves collaboration with other services and stakeholders to address homelessness among Veterans.
- This approach:
  - Acknowledges a shared vision and principles to guide efforts toward ending Veteran homelessness.
  - Establishes clear roles, defines responsibilities, and develops communication channels to improve our system and achieve our goals.
  - Recognizes the strengths and expertise of programs to define strategies that offer the most effective and efficient interventions to help Veterans obtain and sustain permanent housing.
  - Considers all potential options and resources to support the Veteran's journey to housing stability.

# Why is a One Team Approach Needed?

- The COVID-19 pandemic disrupted some **homeless response systems**; recovery efforts include re-convening with critical partners and reevaluating our internal processes to address Veteran homelessness.
- The **housing market** has seen unprecedented challenges, with rental costs soaring and vacancy rates declining, creating challenges for Veterans who are unhoused or unstably housed. Homeless Programs must deploy all available resources in a coordinated way to ensure Veterans obtain and maintain housing.
- **Staffing and hiring challenges** require programs to become more flexible through cross-training and engaging with community providers to address homelessness.

# Potential Benefits of a One Team Approach

- Our shared vision and coordinated approach are designed to **boost employee engagement** by celebrating milestones, increasing transparency, and offering continuous opportunities for participation and feedback.
- Greater coordination will result in **more effective use of resources** and services such as vouchers, landlord incentives, prevention, and outreach.
- A One Team approach will **improve data quality**, enhancing insights into system performance and identify areas for improvement.
- Most importantly, this coordinated approach will **improve Veteran outcomes** by increasing exits to permanent housing, reducing returns to homelessness, addressing unsheltered homelessness, and decreasing the length of time Veterans remain homeless.

# Possible Risks of Not Moving to a One Team Approach

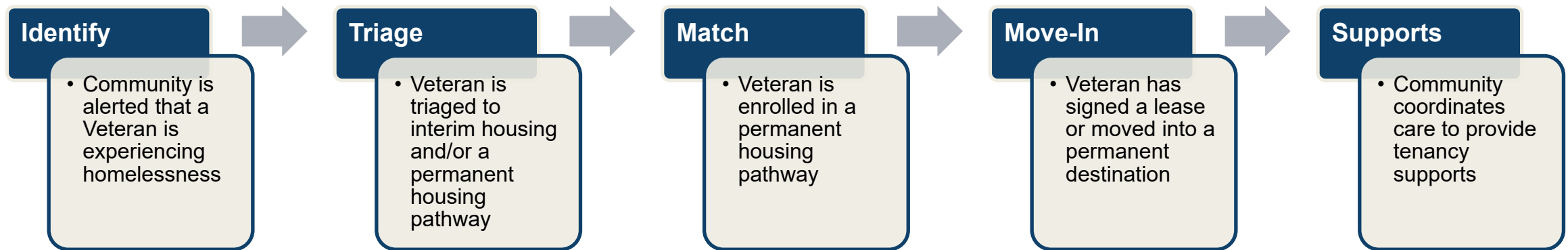
- Working in silos instead of as a team could lead to **inefficiencies, duplication of efforts, or decreased creativity.**
- A lack of shared vision or purpose could make staff feel **disconnected or undervalued.**
- **Lack of coordination and communication** could slow down progress.
- When programs or staff focus only on one type of assistance, they could miss opportunities to leverage collective resources, leading to **gaps in services.**
- **Veterans may stay homeless longer or may fall back into homelessness** if programs or staff are not able to harness collective knowledge or expertise to help Veterans obtain or maintain permanent housing.

# Operationalizing a One-Team Approach to Improve Systems

- Bring partners and stakeholders together to form a leadership team.
- Review performance to determine where improvements could be made.
  - How long are Veterans remaining homeless?
  - How many Veterans are exiting to permanent housing?
  - How many Veterans are returning to homelessness?
- Use the VA Gap Analysis or other tools to identify gaps and potential resources.
  - Does your community need more HUD-VASH vouchers, SSVF rapid rehousing, low-barrier GPD beds, or HCHV CRS beds?
- Develop a plan to make meaningful improvements to the homeless response system.

# Operationalizing a One-Team Approach to Conduct Case Conferencing

- Case conferencing should harness the expertise of staff across programs to break down barriers and swiftly move Veterans to the next stage of the housing process. Case conference meetings can be organized using the stages of the housing process to maximize attendees' time and expertise.
- Case conferencing is a critically important part of any One Team approach. Case Conferencing should occur consistently and support case coordination and problem-solving.
- Case conferencing should harness the expertise of staff across programs to break down barriers and swiftly move Veterans to the next stage of the housing process. Meetings can be organized using the stages of the housing process.





# Operationalizing a One-Team Approach to Improve Access to HUD-VASH

- Identify referral sources for HUD-VASH (e.g., GPD, HCHV, SSVF, VJP).
- Identify partners who can help Veterans complete PHA requirements and connect Veterans to housing.
  - GPD case management grant staff
  - SSVF grantees
- Develop plans to increase referrals to PHAs by increasing referrals from GPD, SSVF, HCHV, and VJP.
- Support Veterans moving from homelessness into permanent housing by leveraging the capacity of SSVF, GPD Case Management, HCHV, and HUD-VASH.

# Q&A



# 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.
  - **The next Office Hours Call is Thursday, May 2, 2024**
  - For questions, please email [VHA11HPO38kGoalSupport@va.gov](mailto: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*