

THE EIGHTEENTH ANNUAL PROGRESS REPORT

**COMMUNITY HOMELESSNESS ASSESSMENT,
LOCAL EDUCATION AND NETWORKING
GROUPS (CHALENG) FOR VETERANS
FISCAL YEAR (FY) 2011**

**SERVICES FOR HOMELESS VETERANS
ASSESSMENT AND COORDINATION**

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Executive Summary

President Obama's Administration has called for the elimination of homelessness among Veterans. On March 26, 2009, the President said, "We will provide new help for homeless Veterans because those heroes have a home – it's the country they served, the United States of America. And until we reach a day when not a single Veteran sleeps on the street our business is unfinished." To achieve this goal, Secretary Shinseki announced the Department of Veterans Affairs' (VA) goal of ending homelessness among Veterans in 2015. This charge required significant enhancement of VA's efforts to address the complex challenges surrounding homelessness. It also required greater coordination with the community, national, and local service providers, and other Federal and state partners, to develop and implement new services focused on outreach, treatment, intervention, supportive services, transitional and permanent housing, and the prevention of homelessness.

Since 1993, VA has collaborated with local communities across the United States on Project CHALENG for Veterans. The vision of CHALENG is to bring together homeless and formerly homeless Veterans, providers, advocates, local officials, and other concerned citizens to identify the needs of homeless Veterans and then work to meet those needs through planning and cooperative action.

As in previous years, data collected during the FY 2011 CHALENG process are from questionnaires completed by respondents that include VA staff, community providers, and homeless and formerly homeless Veterans. Four years ago, CHALENG introduced a Veteran-specific survey. This effort is designed to empower Veterans as active participants in the design and delivery of homeless services. In 2011, the Veteran survey went a step further by identifying gender in order to provide gender-specific data to better understand the needs of the Veterans. Making Veterans active partners, clinicians are more likely to successfully engage them in care (Beck, 2010). Project CHALENG represents the only national effort to assess the needs of homeless Veterans by using Veteran input.

The following reflects the highlights of the 2011 CHALENG report:

- *CHALENG homeless Veteran participation*
 - 17,953 people participated in the FY 2011 CHALENG process. About two thirds (63 percent) of the FY 2011 participants (n=11,446) were Veterans.
 - For the first time, homeless Veteran participants could indicate their gender, age, and race/ethnicity on the survey. Seven percent of the Veterans were female.

- *Homeless Veteran needs*
 - Homeless Veteran respondents indicated that the four areas of highest unmet need were homeless prevention, permanent housing, financial, and family-related concerns.
 - Unlike male Veterans, female Veterans rated dental care and credit counseling among the top ten highest unmet needs.
 - Eight needs in the top ten highest “Unmet Needs lists” were identified by both Veterans and providers.

- *Barriers to housing*
 - Lack of available beds and inability to locate housing for registered sex offenders were the most mentioned challenges to housing homeless Veterans across all housing types (emergency, transitional, permanent).
 - Placing Veteran families in emergency or transitional housing was another identified issue. This is an important challenge as the reported number of families served by VA programs continues to grow according to CHALENG POCs: a 75 percent increase between FY 2010 and FY 2011 (from 4,383 to 7,660).

- *Dental care*
 - Dental care was the 13th highest unmet need this year, down from the 10th in FY 2010.
 - Veterans in emergency and permanent housing, however, still rank dental care among their ten highest unmet needs. Currently, only participants in VA mental health residential treatment programs (MH RRTPs) and VA homeless transitional housing qualify for the Homeless Veteran Dental Program (HVDP).

- *VA/Community partnerships*
 - Nationwide, VA homeless programs have 5,722 interagency collaborative agreements (formal and informal) to serve homeless Veterans: a 14 percent increase from FY 2010.
 - In FY 2011, 99 percent of POC sites that had a nearby Department of Housing and Urban Development (HUD) Continuum of Care (CoC) planning group participated in the local CoC planning efforts.
 - VA homeless programs report participating in 3,254 outreach sites (such as shelters, soup kitchens, welfare offices, or other locations where homeless Veterans may use services and resources) in FY 2011, a slight increase from FY 2010.
 - About a quarter (23 percent) of sites indicated they have an on-campus housing program operated by a community partner.

- *CHALENG re-tooling*
 - Next year's CHALENG process will see local action plans more aligned with data from survey participants, more exploration on the needs of female Veterans, and new technologies to make real-time survey results available.

I. Introduction

VA recognizes that no single agency can end homelessness among Veterans. To that end, VA's homeless programs benefit greatly by developing close partnerships with Federal, state, local and tribal governments; faith-based, non-profit, and private groups; people and organizations providing services to Veterans; and the general public.

In 1993, VA launched Project CHALENG for Veterans. CHALENG is a program designed to enhance the continuum of services for homeless Veterans provided by local VA health care facilities and their surrounding community service agencies. The guiding principle behind Project CHALENG is that VA must work closely with the local community to identify needed services and then deliver the full spectrum of services required to help homeless Veterans reach their potential. Project CHALENG fosters collaborative planning by bringing VA together with community agencies and other Federal, state, and local government programs. This cooperation raises awareness of homeless Veterans' needs and spurs planning to meet those needs.

The legislation that originally guided this initiative was contained in Public Laws 102-405, 103-446, and 105-114. Additionally, VHA Handbook 1160.01, *Uniform Mental Health Services in VA Medical Centers and Clinics* (U.S. Department of Veterans Affairs, 2008), requires "Each VA medical center to hold one CHALENG meeting annually with community partners to collaboratively assess the need for services to homeless Veterans." In order to meet the goals of Project CHALENG, each VA medical center must:

- Assess the needs of homeless Veterans living in the area;
- Make assessments in coordination with representatives from state and local governments, appropriate Federal departments and agencies, and non-governmental community organizations that serve the homeless population;
- Identify the needs of homeless Veterans with a focus on health care, education, training, employment, shelter, counseling, and outreach;
- Assess the extent to which homeless Veterans' needs are being met;
- Develop a list of all homeless services in the local area;
- Encourage the development of coordinated services;
- Take action to meet the needs of homeless Veterans; and
- Inform homeless Veterans of non-VA resources that are available in the community to meet their needs.

CHALENG was designed to be an ongoing assessment process that describes the needs of homeless Veterans and identifies the barriers they face to successful community re-entry. In the current report, data was compiled from 17,953 respondents

including 11,446 survey responses that were completed by homeless Veterans. The CHALENG process is the only ongoing comprehensive national effort to poll VA staff, community providers, and homeless Veterans themselves about the needs of homeless Veterans. The results help VA identify specific interventions needed to effectively assist homeless Veterans.

In support of VA's Plan to End Homelessness Among Veterans, all Veterans Integrated Service Networks (VISN) and VA medical centers (VAMCs) have developed FY plans synchronized with community partners.

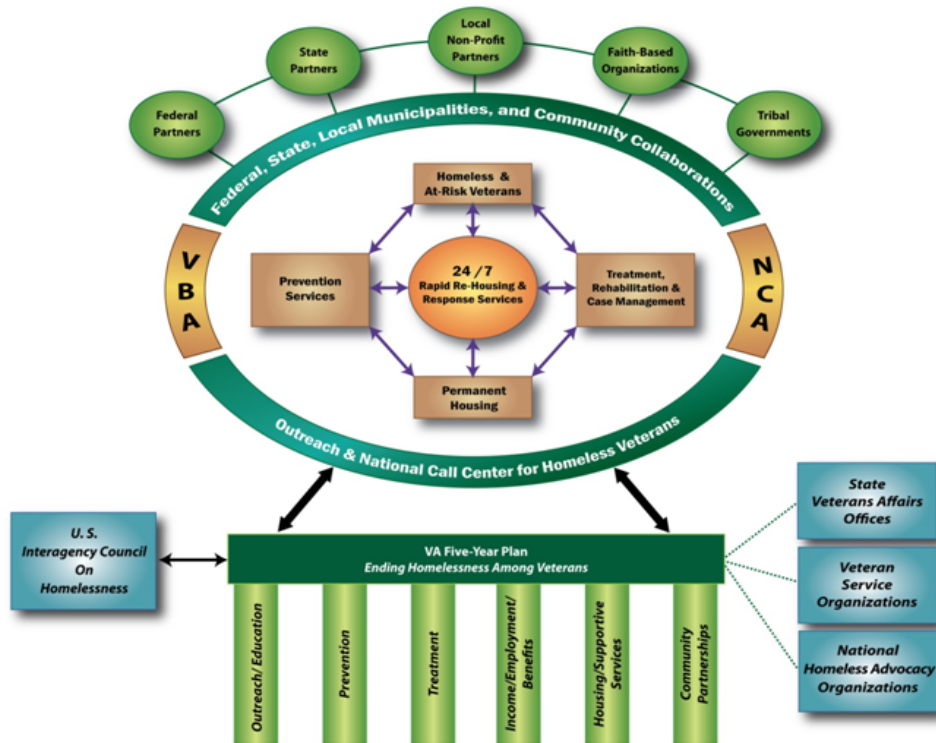
The Veterans Health Administration's (VHA) National Homeless Programs Office provides technical assistance and policy guidance and disseminates best practices to the field to assist the VISNs and VAMCs in fully implementing and coordinating their plans. The plans were developed with input from Federal, state, and local government partners along with local non-profit organizations.

In developing their plans, VA Central Office instructed VISNs and VAMCs to incorporate the following objectives in their plans:

1. Establish a "no wrong door" approach in serving homeless and at-risk Veterans;
2. Implement outreach initiatives targeting chronic homeless Veterans and special homeless Veteran population groups (Operation Enduring Freedom (OEF)/Operation Iraqi Freedom (OIF)/Operation New Dawn (OND); women Veterans; Veterans in the criminal justice system; Veterans with families; rural Veterans);
3. Establish 24/7 rapid re-housing and support services for homeless and at-risk Veterans;
4. Establish right-size continuums of care to address the prevention, treatment, rehabilitation, and supportive housing needs of homeless and at-risk Veterans;
5. Develop an active support network of community partnerships and collaborations; and
6. Integrate VBA and NCA services in support of ending homelessness among Veterans.

VHA's National Homeless Programs Office has an overarching strategic plan that each VISN and medical center facility uses to design a local plan to meet the needs of homeless Veterans. The local plans strongly support the Eliminate Veteran Homelessness (EVH) initiative through six strategic pillars: Outreach/Education; Treatment; Income/Employment/Benefits; Community Partnerships; Prevention; and Housing/Supportive Services (see Figure 1 on following page). Each pillar represents a level of integrated services provided by VA directly to, or through cooperative partnerships for, Veterans and their families who are homeless or at risk for homelessness. The CHALENG process and results provide valuable information to VISNs and local VAMCs in support of their local plans with Veteran and VA partner information on areas that need further partnerships and supports.

Figure 1. Six Pillars of VA's Plan to End Veteran Homelessness.



The CHALENG process has helped build thousands of relationships with community agencies; Veterans groups; criminal justice agencies; and Federal, state, and local government. Local CHALENG meetings, where attendees complete the Participant or Homeless Veteran Survey (see Appendix 7), represent important opportunities for VA and public and private agency representatives to meet, network, and develop meaningful partnerships to better serve homeless Veterans.

The annual CHALENG report is a source of information on homeless Veterans for policymakers. The report is also used by VA to respond to media inquiries about homeless Veterans. As the report is posted publicly on VA's Web site, it helps to educate the general public about met and unmet needs homeless Veterans.

II. Data Collection for the Annual CHALENG Survey

Annually, CHALENG conducts a national survey that solicits the opinions of various stakeholders on the needs of homeless Veterans. Most stakeholders have direct contact with homeless services as Veterans, community agencies, or VA providers. Stakeholders also include other interested parties such as local officials and advocates. These surveys use a scale that can be tabulated and ranked so that CHALENG is able to measure how local communities rank a set of 44 pre-identified homeless needs. Local need scores are combined to produce a national need ranking. Local scores listed by VA facilities are listed in Appendices 1 and 2 of this report, and national need scores are summarized in Table 8.

For FY 2011, several need categories were removed, modified, or added. Help with Medication and Treatment for Dual Diagnosis was removed. Glasses and Eye Care – previously two separate categories – were combined. Family Counseling was changed to Family and Marital Counseling. HIV/AIDS Testing and Counseling was changed to HIV/AIDS Testing and Treatment. Elder Health Care was changed to Assisted Living for Elderly.

Five new need categories were added reflecting current trends and VA homeless initiatives. Housing for Registered Sex Offenders was added acknowledging input from CHALENG POCs who indicated that this is a particularly difficult issue. In the wake of the dramatic expansion of the HUD-VA Supported Housing (HUD-VASH) program in which VA staff case manage Veterans in their own apartments, Move-in Assistance (security deposits for rent and utility) and Goods (furniture, house wares) for New Apartment were added. Also, two new categories, Legal Assistance to Prevent Eviction/Foreclosure and Financial Assistance to Prevent Eviction/Foreclosure, reflect VA's increasing emphasis on homeless prevention.

Questionnaires Used in Survey

This *Eighteenth Annual Progress Report of Project CHALENG* is based on data collected from three surveys:

1. The CHALENG Participant Survey: Homeless Veterans

Homeless Veterans and formerly homeless Veterans are asked to rate how pre-identified homeless Veteran needs are being addressed by their local VA and its partners. This survey is distributed at Stand Downs, VA homeless assessment centers, at homeless programs such as Domiciliary Care for Homeless Veterans (DCHV), Healthcare for Homeless Veterans (HCHV), VA Grant and Per Diem (GPD) and HUD-VASH, CHALENG meetings, and other Veteran-driven events throughout the Nation (see Appendix 7). (*NOTE: CHALENG homeless and formerly homeless Veteran respondents will be collectively referred to as "homeless Veterans" throughout this report.*)

2. The CHALENG Participant Survey: Community Providers and VA Staff

This survey is distributed by each POC at their CHALENG meeting to local stakeholders: Federal, state, county, city, non-profit and for-profit agency representatives that serve the homeless in the POC's local service area; local VAMC, Vet Center, and VA Regional Office (VARO) staffs. The self-administered survey rates VA and community provider collaboration. Participants are asked to rank homeless Veteran needs and rate VA progress in collaborating with community partners in serving homeless Veterans (see Appendix 7).

3. The CHALENG POC Survey

This survey, distributed to CHALENG POCs only, is a self-administered questionnaire requesting information on the needs of homeless Veterans in the local service area, development of new partnerships with local agencies, and progress in creating/securing new housing and treatment for homeless Veterans.

CHALENG Survey Respondents

POC survey questionnaires were mailed to all designated CHALENG POCs. Out of 141 POC sites, 141 (100 percent) were returned.

There were 17,953 respondents to the FY 2011 Participant Survey, a 10 percent decrease from the previous year's total of 19,847 respondents. Of the 17,953 respondents, 11,446 were homeless Veterans; 2,131 were VA staff; 4,209 were community providers/advocates (agency staff, local officials, interested individuals); and 167 were community respondents who indicated no agency affiliation. Twenty-one percent of community providers who represented an agency said their agency was faith-based, slightly less than the 22 percent reported in FY 2010.

Community provider respondents were asked to designate their organizational titles in the survey (see Table 1). As in prior years, survey respondents represented a range of service functions from executives and policymakers to line-level service providers.

Table 1. CHALENG Community Provider Function, FY 2011.

| | Community Participants (n=4,051)* |
|---|-----------------------------------|
| Local service agency top managers (executive directors, chief executive officers) | 16% |
| Mid-level managers, supervisors, and advocates | 33% |
| Clinicians and outreach workers (social workers, case managers, nurses) | 31% |
| Elected government officials or their representatives | 1% |
| Board members | 2% |
| Other (financial officers, attorneys, office staff, planning staff, etc.) | 17% |

*325 respondents did not indicate their function.

VA representation in the Participant Survey was mainly through VAMCs (see Table 2 below).

Table 2. VA Providers (staff), FY 2011.

| VA Agency | VA Staff (n=2,131) |
|---|-----------------------|
| VA Medical Center staff | 92% |
| VA Regional Office staff | 2% |
| Vet Center staff | 5% |
| VA Other (National Cemetery Administration, Central Office, and VISN staff) | 1% |

Community provider respondents were asked how long they had been involved in CHALENG (see Table 3 below). Over half (53 percent) of the participants had recently become involved in CHALENG, perhaps a reflection of recent outreach to new community partners.

Table 3. Years of Community Provider Involvement in FY 2011 CHALENG Survey.

| Time Involved in CHALENG | Community Participants (n=3,283)* |
|--------------------------|--------------------------------------|
| 11 years or more | 5% |
| 6-10 years | 10% |
| 1-5 years | 32% |
| Less than 1 year | 53% |

*1,093 community respondents did not indicate any time involved in CHALENG and have not been included in the denominator in this table.

VA recognizes that homeless women Veterans have unique needs and challenges. To better understand the needs of homeless women Veterans, CHALENG asked Veteran participants in this year's survey to identify their gender (as well as race/ethnicity and age). Seven percent of CHALENG homeless Veteran participants were female (93 percent male).

The following Tables 4 thru 6 examine differences in age, race/ethnicity, and housing status by gender. Eighty-three percent of Homeless Veteran participants were 45 or older. Female respondents were younger with 37 percent being under age 45, compared to 15 percent of males.

Table 4. Age of Homeless Veteran FY 2011 CHALENG Survey Participants.

| Age | Homeless Veterans (n=11,241)* | Male Veterans (n=9,794)** | Female Veterans (n=692)** |
|--------------|----------------------------------|------------------------------|------------------------------|
| Less than 25 | 1% | 1% | 3% |
| 25-34 | 5% | 4% | 14% |
| 35-44 | 11% | 10% | 20% |
| 45-54 | 41% | 41% | 41% |
| 55-64 | 37% | 39% | 20% |
| 65+ | 5% | 5% | 2% |

*205 participants did not indicate their age.

**Sample of male and female Veterans do not add up to total because of respondents who did not indicate age or gender.

Homelessness impacts Veterans of various race/ethnic breakdowns as indicated by Table 5 below. Race/ethnic representation was similar across gender. CHALENG race/ethnic representation was somewhat comparable to the actual homeless Veteran enumerations nationwide as reported by *Veteran Homelessness: A Supplemental Report to the 2010 Annual Homeless Assessment Report to Congress* (U.S. Department of Housing and Urban Development, 2011a).

Table 5. Race/Ethnicity of Homeless Veteran FY 2011 CHALENG Survey Participants.

| Race/Ethnicity | Homeless Veterans (n=11,168)* | Male Veterans (n=9,732)** | Female Veterans (n=697)** | AHAR (2010) |
|------------------------------------|----------------------------------|------------------------------|------------------------------|----------------|
| African American | 41% | 40% | 42% | 35% |
| American Indian/ Alaskan Native | 2% | 2% | 2% | 3% |
| Asian/Pacific Islander | <1% | <1% | <1% | <1% |
| Hispanic | 5% | 5% | 6% | 5% |
| White | 48% | 48% | 44% | 52% |
| Other | 4% | 4% | 5% | 4% |

* 278 participants did not indicate their race/ethnicity.

**Sample of male and female Veterans does not add up to total because of respondents who did not indicate race/ethnicity or gender.

Veterans who participated in CHALENG came from a variety of settings (see Table 6 below). Twenty-three percent of those surveyed were literally homeless as many of these Veterans were contacted in initial outreach and Stand-Down events. Forty-nine percent were in a transitional housing program, such as GPD or DCHV. Twenty-eight percent were in permanent housing, including participation in HUD-VASH.

The percentage of respondents literally homeless (23 percent) decreased slightly from the 27 percent of respondents reported in last year's report. This may reflect VA's continuous efforts to reduce the number of homeless Veterans. In 2010, it was

estimated there were 76,329 Veterans homeless on any given night. This number dropped to 67,495 homeless Veterans in 2011 (U.S. Department of Housing and Urban Development, 2011b).

Female Veteran respondents were more likely to be in permanent housing (48 percent) compared to males (27 percent) and less likely to be in a transitional housing program (33 percent versus 50 percent).

Table 6. Homeless and Formerly Homeless Veterans FY 2011 CHALENG Survey Participant Status.

| Where Homeless Veteran CHALENG Participant Was Living at Time of Survey | Homeless Veterans (n=10,853)* | Male Veterans** (n=9,440) | Female Veterans** (n=667) |
|---|-------------------------------|---------------------------|---------------------------|
| Literally Homeless (on streets, in shelter, car) | 23% | 23% | 20% |
| In VA DCHV | 17% | 17% | 12% |
| In VA GPD or Other Transitional Housing Program | 32% | 33% | 21% |
| In Permanent Housing (including Section 8 Housing) | 28% | 27% | 48% |

*Does not include 593 homeless Veterans who indicated no housing status.

**Sample of male and female Veterans does not add up to total because of respondents who did not indicate housing status or gender.

Over a third of the Veteran CHALENG participants (40 percent) had previously been homeless for over 12 consecutive months. Nearly half (47 percent) had suffered four separate episodes of homelessness in the past three years.

Table 7 shows the percentage of homeless Veteran participants who had at least one of the two chronically homeless indicators: homeless a year or more or experienced four episodes of homelessness in the past three years. Fifty-nine percent of the respondents reported being chronically homeless, with male Veterans more likely to be chronically homeless than female Veterans (60 percent versus 45 percent).

Table 7. Chronically Homeless Veteran Participants in FY 2011 CHALENG Survey.

| Chronically Homeless Indicators | Homeless Veterans (n=11,318)* | Male Veterans (n=9,838)** | Female Veterans (n=701)** |
|---|-------------------------------|---------------------------|---------------------------|
| Homeless a year or more and/or experienced four episodes of homelessness in the past three years. | 59% | 60% | 45% |

*Does not include 128 homeless Veterans that did not complete one of the two chronically homeless questions.

**Sample of male and female Veterans does not add up to total because of respondents who did not indicate time homeless or gender.

This year, the HUD-VASH program increasingly focused on housing the most vulnerable, chronically homeless Veterans. In-house VA data indicates that in FY 2011, prior to their placement in permanent housing 54 percent of VASH participants met the definition for chronic homelessness (continuously homeless for longer than one year or having at least four episodes of homelessness in the past three years). This is an increase from the 38 percent reported in FY 2009.

III. Results of FY 2011 CHALENG Needs Survey – Identified Needs of Homeless Veterans

Highest Unmet Needs: Focus on the Homeless Veteran Perspective

Participant Survey respondents were asked to rate how well 44 pre-identified homeless Veteran service needs were met in their community, using a five-point scale ranging from “Not Met” (1) to “Met” (5). Table 8 shows the results for the entire sample of respondents for 2011 (n=17,953). Tables 9 and 10 show the top ten highest unmet and ten highest met needs for homeless Veterans.

Table 8. Met and Unmet Needs of Homeless Veterans (All individuals who completed 2010 and 2011 CHALENG Participant Surveys).

| Need of Homeless Veterans | | Average Score 2011 (n=17,953) | Average Score 2010 (n=19,847) | 2010 Rank* | Need is met= score of 5 |
|---------------------------|--|-------------------------------|-------------------------------|------------|-------------------------|
| 1 | Medical services | 4.03 | 4.04 | 1 | ↑ ↓ |
| 2 | TB testing and treatment | 3.89 | 3.90 | 2 | |
| 3 | Food | 3.87 | 3.86 | 4 | |
| 4 | Treatment for substance abuse | 3.77 | 3.84 | 5 | |
| 5 | Personal hygiene (shower, haircut, etc.) | 3.76 | 3.74 | 6 | |
| 6 | HIV/AIDS testing and treatment | 3.68 | 3.63 | 10 | |
| 7 | Clothing | 3.67 | 3.62 | 11 | |
| 8 | Services for emotional or psychiatric problems | 3.65 | 3.71 | 7 | |
| 9 | Hepatitis C testing and treatment | 3.64 | 3.70 | 8 | |
| 10 | Detoxification from substances | 3.63 | 3.69 | 9 | |
| 11 | Emergency (immediate) shelter | 3.56 | 3.55 | 12 | |
| 12 | Spiritual | 3.53 | 3.55 | 13 | |
| 13 | Help getting needed documents or identification | 3.49 | 3.50 | 15 | |
| 14 | Transitional living facility or halfway house | 3.45 | 3.45 | 16 | |
| 15 | Eye care and glasses** | 3.41 | 3.38 | 17 | |
| 16 | Help developing social network | 3.35 | 3.14 | 24 | |
| 17 | VA disability/pension | 3.31 | 3.14 | 23 | |
| 18 | Help with transportation | 3.28 | 3.31 | 19 | |
| 19 | Women’s health care | 3.28 | 3.17 | 21 | |
| 20 | Education | 3.22 | 3.19 | 20 | |
| 21 | Drop-in center or day program | 3.14 | 3.15 | 22 | |
| 22 | Help with finding a job or getting employment | 3.13 | 3.02 | 28 | |
| 23 | SSI/SSD process | 3.10 | 2.95 | 31 | |
| 24 | Help managing money | 3.10 | 3.13 | 25 | |
| 25 | Family and marital counseling (formerly family counseling) | 3.07 | 3.11 | 26 | |
| 26 | Job training | 3.04 | 2.96 | 29 | |

| Need of Homeless Veterans | | Average Score 2011 (n=17,953) | Average Score 2010 (n=19,847) | 2010 Rank* | Need is met= score of 5 |
|---|---|-------------------------------|-------------------------------|------------|-------------------------|
| 27 | Assisted living for elderly (formerly elder health care) | 3.02 | 3.11 | 27 | ↑ ↓ |
| 28 | Re-entry services for incarcerated Veterans | 3.01 | 2.94 | 32 | |
| 29 | Discharge upgrade | 2.99 | 2.96 | 30 | |
| 30 | Long-term, permanent housing | 2.99 | 2.90 | 34 | |
| 31 | Welfare payments | 2.95 | 2.80 | 38 | |
| 32 | Dental care | 2.94 | 2.91 | 33 | |
| 33 | Legal assistance to help restore a driver's license | 2.93 | 2.87 | 35 | |
| 34 | Guardianship (financial) | 2.88 | 2.84 | 37 | |
| 35 | Credit counseling | 2.88 | 2.85 | 36 | |
| 36 | Goods (furniture, house wares) for new apartment | 2.84 | n/a | n/a | |
| 37 | Move-in assistance (security deposits for rent and utility) | 2.81 | n/a | n/a | |
| 38 | Legal assistance for outstanding warrants/fines | 2.79 | 2.75 | 39 | |
| 39 | Family reconciliation assistance | 2.78 | 2.73 | 40 | |
| 40 | Legal assistance for child support issues | 2.74 | 2.7 | 41 | |
| 41 | Legal assistance to prevent eviction/foreclosure | 2.70 | n/a | n/a | |
| 42 | Child care | 2.67 | 2.64 | 42 | |
| 43 | Financial assistance to prevent eviction/foreclosure | 2.63 | n/a | n/a | |
| 44 | Housing for registered sex offenders | 2.44 | n/a | n/a | |
| *There were only 42 listed needs in 2010. **In FY 2010, eye care and glasses were two separate categories. Reported 2010 score is for eye care only. | | | | | |

Homeless Veteran Assessment of UNMET and MET Needs

Table 9. Top Ten Highest *Unmet* Needs Identified by Homeless Veterans.

| Rank | All Veterans | Male | Female |
|------|---|---|--|
| 1 | Financial assistance to prevent eviction/foreclosure | Financial assistance to prevent eviction/foreclosure | Housing for registered sex offenders* |
| 2 | Housing for registered sex offenders* | Housing for registered sex offenders* | Dental care |
| 3 | Legal assistance to prevent eviction/foreclosure | Legal assistance to prevent eviction/foreclosure | Financial assistance to prevent eviction/foreclosure |
| 4 | Child care | Child care | Legal assistance to prevent eviction/foreclosure |
| 5 | Welfare payments | Welfare payments | Child care |
| 6 | Legal assistance for child support issues | Legal assistance for child support issues | Legal assistance for outstanding warrants/fines |
| 7 | Goods (furniture, house wares) for new apartment | Goods (furniture, house wares) for new apartment | Credit counseling |
| 8 | Move-in assistance (rent and utility security deposits) | Move-in assistance (rent and utility security deposits) | Family reconciliation assistance |
| 9 | Family reconciliation assistance | Family reconciliation assistance | Legal assistance for child support issues |
| 10 | Legal assistance for outstanding warrants/fines | Legal assistance for outstanding warrants/fines | Discharge upgrade |

*Registered sex offenders represent a placement challenge for VA homeless programs. Homeless Veteran respondents ranked this as a high unmet need. Although there is no data available from the CHALENG survey to support this interpretation, homeless Veterans may rank this as a high unmet need due to their preference for placement in housing that is safe and supportive of their recovery needs.

Table 10. Top Ten Highest *Met* Needs Identified by Homeless Veterans.

| Rank | All Veterans | Male | Female |
|------|--|--|--|
| 1 | Medical services | Medical services | Medical services |
| 2 | TB testing and treatment | TB testing and treatment | Personal hygiene (shower, haircut, etc.) |
| 3 | Personal hygiene (shower, haircut, etc.) | Personal hygiene (shower, haircut, etc.) | Food |
| 4 | Food | Treatment for substance abuse | TB testing and treatment |
| 5 | Treatment for substance abuse | Food | Women's health care |
| 6 | Detoxification from substances | Detoxification from substances | HIV/AIDS testing and treatment |
| 7 | Services for emotional or psychiatric problems | Services for emotional or psychiatric problems | Treatment for substance abuse |
| 8 | Emergency (immediate shelter) | Emergency (immediate shelter) | Services for emotional or psychiatric problems |
| 9 | HIV/AIDS testing and treatment | HIV/AIDS testing and treatment | Detoxification from substances |
| 10 | Clothing | Clothing | Clothing |

For FY 2011, Table 9 indicates that for homeless Veteran participants, their highest unmet needs centered around four themes: homeless prevention (financial assistance to prevent eviction/foreclosure, legal assistance to prevent eviction/foreclosure), permanent housing (move-in assistance, goods, housing for registered sex offenders), financial (welfare payments, legal assistance for child support issues, legal assistance for outstanding warrants/fines), and family concerns (family reconciliation assistance, child care). The following section explores these four themes in detail.

(1) Homeless Prevention Needs

In the past few years, there has been an increasing focus nationwide on homeless prevention: keeping individuals and families on the verge of losing their housing in their homes through financial, legal, and other assistance.

Section 604 of the Veterans' Mental Health and Other Care Improvements Act of 2008, Public Law 110-387, authorized VA to develop a new supportive services grant program (since named the Supportive Services for Veteran Families [SSVF] program). The purpose of the SSVF program is to provide supportive services grants to private non-profit organizations and Veteran cooperatives to coordinate or provide supportive services for very low-income Veteran families who: (1) are residing in permanent housing; (2) are homeless and scheduled to become residents of permanent housing within a specified time period; or (3) after exiting permanent housing, are seeking other housing that is responsive to such very low-income Veteran families' needs and preferences.

Another of the new prevention initiatives of VA's Plan to End Homelessness among Veterans is the creation of the National Call Center for Homeless Veterans (NCCHV). Its purposes are (1) to provide homeless Veterans with timely and coordinated access

to VA and community services, and (2) to disseminate information to concerned family members and non-VA providers about programs and services available to assist these Veterans. The NCCHV is a critical component of VA's Plan to End Homelessness among Veterans because of its wide-reaching ability and capability for outreach to Veterans who may be homeless or at risk for homelessness. From March 1, 2010, through the end of FY 2011, the NCCHV received 48,869 calls, resulting in 22,357 referrals to a local VA point of contact.

(2) Permanent Housing Needs

HUD-VASH participants have a high need for basic goods for their apartments such as beds, tables, lamps, and cooking equipment. In last year's CHALENG report, many sites identified fruitful partnerships with local Veteran groups and other charitable organizations which have donated or paid for HUD-VASH participant furnishings.

Registered sex offenders represent a placement challenge for VA homeless programs. Across all three housing types – emergency, transitional, permanent – inability to place registered sex offenders was identified as an obstacle reported by CHALENG survey participants.

(3) Financial Needs

Financial need is a significant concern for homeless Veterans. Welfare payments, legal assistance for child support issues, and legal assistance for outstanding warrants/fines ranked 5th, 6th, and 10th respectively.

Currently, many homeless Veterans find that their ability to move into permanent housing is compromised by old fines, debts, and other legal judgments related to the non-payment of child support. VA homeless program staff report that it is not unusual for a homeless Veteran to face the prospect of re-incarceration for misdemeanor warrants stemming from child support in arrears. Unresolved child support debts can result in liens against bank accounts, denial of credit, inability to secure a lease, failure in background checks (commonly a part of job applications), forfeiture of driver's licenses, disincentive to obtain gainful employment, and, at times, re-arrest. Many of these obligations were incurred while the Veteran was homeless, in a phase of active addiction, or otherwise untreated for a serious mental illness.

From a different perspective – particularly for female Veterans – there may be a concern that legal assistance is needed for the enforcement of child support awards. Some Veterans may not be receiving the income they are owed from non-custodial parents.

(4) Family Needs

Homeless Veterans rated child care as the 4th highest unmet need and family reconciliation as the 9th.

Many homeless Veterans do not need child care because they are older, Vietnam era, or post-Vietnam era Veterans. However, when the need for child care is present among

younger homeless Veterans, such as those Veterans returning from Iraq and Afghanistan, it is particularly compelling and difficult to address. As a result, child care needs have consistently ranked high among unmet needs identified through CHALENG. Also, even though most homeless Veterans are noncustodial parents, they remain deeply concerned about their children's care. As VA cannot provide a full range of services to children of Veterans, arranging family services in the past has been a necessary split between multiple agencies. Fortunately, VA's newly-announced SSVF program offers services – including child care – that target Veteran families.

Through the recent expansion of the HUD-VASH program, thousands of Section 8 Housing Choice vouchers have become available to Veterans and their immediate families. The availability of permanent housing that accommodates families has also allowed VA to address family reconciliation, which continues to be identified as an important unmet need. SSVF offers case management services for the family which is useful in identifying valuable clinical and other services important to restoring family ties.

Highest Unmet Needs by Gender

For the first time, CHALENG collected information on homeless Veteran participant gender to determine if needs varied by gender. Table 9 identifies the highest ten unmet needs for female and male Veterans.

Eight needs were each on the top ten unmet need list for both male and female Veterans. However, two needs that were on the female Veteran list but not male were dental care and credit counseling. Importantly, dental care was the second highest unmet need identified by female Veterans. A possible explanation is that nearly half (47 percent) of the female respondents were in HUD-VASH or other permanent housing: currently, HVDP provides non-acute restorative care to only participants in residential treatment programs such as GPD or HCHV.

Addressing financial challenges, such as credit problems, is a priority for female homeless Veterans. The U.S. Department of Labor (DOL) Women's Bureau conducted Homeless Women Veterans Listening Sessions in which women Veterans identified key issues and behaviors that impact on homelessness (U.S. Department of Labor, 2010). Unemployment and lack of Veteran benefits significantly impacted on homelessness. Income limitations appear to influence the need for credit counseling.

In addition, women Veterans have indicated that the need for assistance with child support, financial assistance with evictions, and outstanding warrants and fines reinforce financial issues as a priority for women Veterans.

Highest Unmet Needs by Age

For analysis purposes, the top ten unmet needs of homeless Veterans were examined for two age groups: those younger than 35 (n=675) and those 35 or older (n=10,566). (Note: 205 homeless Veteran respondents who did not indicate their age were not included in the analysis.)

Analysis revealed that the top ten highest unmet needs for the older homeless Veterans (35+) were identical to the top ten unmet need list for all homeless Veterans which was most likely because they were the great majority of Veteran respondents (refer back to Table 9).

For the younger Veterans, however, there were differences: welfare payments and family reconciliation did not make their top ten unmet need list; instead, credit counseling and dental care did.

Highest Unmet Needs by Race/Ethnicity

The top ten highest unmet needs for homeless Veteran respondents by race/ethnicity were compared to the top ten highest unmet needs list of all homeless Veteran respondents (please refer back to Table 9). Below is a summary of findings*:

African American Homeless Veterans (n=4,254): Did not include legal assistance for outstanding warrants/fines; had guardianship (financial) instead.

American Indian/Alaskan Native Homeless Veterans (n=240): Did not include legal assistance for outstanding warrants/fines; had guardianship (financial) instead.

Asian/Pacific Islander Homeless Veterans (n=68): Did not include housing for registered sex offenders, child care, goods for new apartment, and legal assistance for child support issues; had job training, help with finding a job or getting employment, discharge upgrade, and re-entry services for incarcerated Veterans instead.

Hispanic Homeless Veterans (n=543): Did not include welfare payments; had guardianship (financial) instead.

White Homeless Veterans (n=5,333): Same as overall homeless Veteran top ten highest unmet needs list.

*No analysis conducted on homeless Veterans who indicated "Other" (n=460) or who did not indicate race/ethnicity (n=278).

Overall, findings suggest that perception of unmet need may vary by ethnic background of homeless Veteran respondent.

Homeless Veteran Highest Unmet Needs by Housing Situation

It appears homeless Veteran's perception of an unmet need may depend on the Veteran's homelessness status. To explore this possibility, CHALENG responses were examined based on the highest unmet needs for three different Veteran groups: (1) Veterans who were literally homeless (on the streets, shelters, or in a car); (2) Veterans in a transitional housing or residential rehabilitation program (VA DCHV or GPD

Program); and (3) Veterans in permanent housing (including HUD-VASH). See Table 11 below.

Table 11. Top Ten Highest *Unmet* Needs Identified by Homeless Status,* FY 2011.

| Rank | Veterans Literally Homeless (shelter, street, or environment unfit habitation) (n=2,458) | Veterans in Transitional Housing (VA Grant and Per Diem and Domiciliary) (n=5,319) | Veterans in Permanent Housing (including HUD-VASH) (n=3,076) |
|------|--|--|--|
| 1 | Long-term, permanent housing | Financial assistance to prevent eviction/foreclosure | Dental care |
| 2 | Move-in assistance (rent and utility security deposits) | Legal assistance to prevent eviction/foreclosure | Housing for registered sex offenders** |
| 3 | Goods (furniture, house wares) for new apartment | Child care | Legal assistance for outstanding warrants/fines |
| 4 | Financial assistance to prevent eviction/foreclosure | Goods (furniture, house wares) for new apartment | Legal assistance for child support issues |
| 5 | Legal assistance to prevent eviction/foreclosure | Move-in assistance (rent and utility security deposits) | Financial assistance to prevent eviction/foreclosure |
| 6 | Housing for registered sex offenders** | Housing for registered sex offenders** | Legal assistance to prevent eviction/foreclosure |
| 7 | Welfare payments | Welfare payments | Child care |
| 8 | Credit counseling | Family reconciliation assistance | Family reconciliation assistance |
| 9 | Dental care | Legal assistance for child support issues | Legal assistance to help restore a driver's license |
| 10 | Legal assistance for child support issues | Long-term, permanent housing | Credit counseling |

*Does not include 593 homeless Veterans that indicated no housing status.

** Registered sex offenders represent a placement challenge for VA homeless programs. Across all three housing types – emergency, transitional, permanent – inability to place registered sex offenders was identified as an obstacle reported by CHALENG survey participants. Although there is no data available from the CHALENG survey to support this interpretation, homeless Veterans may rank this as a high unmet need due to their preference for placement in housing that is safe and supportive of their recovery needs.

A review of the highest unmet needs list indicates several patterns.

- *Needs related to not being in permanent housing.* Veterans in emergency and transitional housing ranked several needs related to preparing them for long-term housing that are not concerns for Veterans already in permanent housing. These included: long-term, permanent housing; move-in assistance; goods for new apartment; and welfare payments (Veterans already in permanent housing have already established fixed income resources or employment).
- *Needs related to being in permanent housing.* Compared to Veterans in emergency and transitional housing, Veterans in permanent housing are more focused on *maintaining* economic self-sufficiency. Thus, assistance in restoring a driver's license, legal assistance for outstanding warrants/fines, and credit counseling are important needs.
- *Dental need related to not being in transitional housing.* VA offers a comprehensive range of dental benefits to those in VA GPD transitional housing and VA residential care through HVDP. When dental care is not readily

available, i.e., for the literally homeless or those in permanent housing, it is a high unmet need.

- *Needs related to not being in emergency housing.* Unlike Veterans who are literally homeless, most basic needs of Veterans in transitional and permanent housing are met. These Veterans can focus on more long-term goals such as re-establishing social connections (family reconciliation assistance) or vocational rehabilitation/employment. (Child care may be also essential for Veterans looking for a job.)

There were four needs that met the top ten lists across all housing categories: financial assistance to prevent eviction/foreclosure, legal assistance to prevent eviction/foreclosure, legal assistance for child support issues, and housing for registered sex offenders. Particularly striking is the interest in homeless prevention – keeping Veterans in housing through financial and legal assistance. This is in step with VHA’s increased emphasis in prevention as one of its six pillars to end Veteran homelessness.

Homeless Veteran Highest Unmet Needs Versus Providers’

Table 12 compares the ten highest unmet need lists for homeless Veterans and providers (community and VA). Ideally, from a Veteran-driven model, there should be congruency in perspective between Veterans and representatives from the agencies which serve them.

Table 12. Top Ten Highest *Unmet* Needs Identified by Veterans and Providers (Community and VA).

| Rank | Veterans | Providers |
|------|---|---|
| 1 | Financial assistance to prevent eviction/foreclosure | Housing for registered sex offenders* |
| 2 | Housing for registered sex offenders* | Child care |
| 3 | Legal assistance to prevent eviction/foreclosure | Financial assistance to prevent eviction/foreclosure |
| 4 | Child care | Legal assistance to prevent eviction/foreclosure |
| 5 | Welfare payments | Legal assistance for child support issues |
| 6 | Legal assistance for child support issues | Family reconciliation assistance |
| 7 | Goods (furniture, house wares) for new apartment | Legal assistance for outstanding warrants/fines |
| 8 | Move-in assistance (rent and utility security deposits) | Move-in assistance (rent and utility security deposits) |
| 9 | Family reconciliation assistance | Credit counseling |
| 10 | Legal assistance for outstanding warrants/fines | Dental care |

* Registered sex offenders represent a placement challenge for VA homeless programs. Across all three housing types – emergency, transitional, permanent – inability to place registered sex offenders was identified as an obstacle reported by CHALENG survey participants. Although there is no data available from the CHALENG survey to support this interpretation, homeless Veterans may rank this as a high unmet need due to their preference for placement in housing that is safe and supportive of their recovery needs.

Table 12 indicates a similarity in priority with eight needs showing up in both lists (though not in the same ranking). For Veterans, it appears welfare payments and apartment goods are more important for them; conversely, providers collectively placed credit counseling and dental care on their top ten unmet need list.

Highest Met Needs: Treatment Services

Among the ten *highest met* needs as rated by all CHALENG homeless Veteran respondents were medical services, TB testing and treatment, treatment for substance abuse, detoxification from substances, services for emotional or psychiatric problems, and HIV/AIDS testing and treatment (Table 10). Most of these health-related needs are routinely offered by VA medical centers or their homeless programs.

Other highly met needs include food, clothing, and personal hygiene services (e.g., showers, haircuts). These basic needs are addressed at homeless shelters as well as a variety of VA supported residential rehabilitation programs, transitional residences, and contract housing.

Emergency (immediate) shelter was the 8th highest *met* need. This may be related to over three quarters (77 percent) of the homeless Veteran respondents being already housed in transitional or permanent housing (thus, *not personally* perceiving emergency shelter as a high unmet need). Or it may suggest, at least from the homeless Veteran perspective, that there are sufficient emergency shelter resources in the community. That would be an important indicator that homeless Veterans' emergent housing needs are being addressed.

IV. Homeless Veteran Special Topics

Data from the FY 2011 CHALENG POC survey (completed by 141 CHALENG POCs, usually the local VA homeless program coordinator) provided additional information on special topics related to homeless Veterans. These topics are: (1) barriers to housing access; (2) homeless Veterans with families; (3) homeless Veterans returning from Iraq/Afghanistan; (4) homeless Veterans with extended care and end of life needs; and (5) homeless Veteran dental care needs.

Barriers to Housing Access

POCs were asked to identify from a list of pre-identified barriers the reasons why Veterans could not be placed in existing housing types. (Note: The questions did not specify whether the housing was Veteran-specific or not.)

Out of 141 sites, 102 (72 percent) indicated there were instances in which they were unable to find shelter for a Veteran within 12 hours of assessed need. Table 13 highlights the most frequently mentioned responses for inability to place.

Table 13. Challenges to Placing Veterans into Emergency Housing.

| Reason for not being able to place into emergency housing | Percentage of Responses (n=102) |
|---|--|
| No available beds | 71% |
| Shelter could not accommodate registered sex offenders | 68% |
| Shelter could not accommodate families | 59% |
| Rules or restrictions on shelter use | 42% |
| Shelter could not accommodate medical needs | 37% |
| Shelter inaccessible due to poor transportation or limited intake | 33% |
| Shelter could not accommodate women | 27% |
| Shelter could not accommodate mental health needs | 22% |

Lack of available beds was the most mentioned reason (71 percent) for inability to place Veterans into emergency housing. Sixty-eight percent of responders noted the problem of shelter restrictions on accepting registered sex offenders. Shelters not being able to house families (59 percent) was another barrier. Often for safety and liability issues, shelters will only accept adults or women and children only.

Forty-two percent of sites identified other placement challenges besides the pre-identified barriers with shelters requiring sobriety prior to admission the most mentioned restrictive requirement.

Out of 141 sites, 123 (87 percent) indicated there were instances in which they were unable to place a Veteran into transitional housing. Table 14 highlights the most frequently mentioned responses for inability to place.

Table 14. Challenges to Placing Veterans into Transitional Housing.

| Reason for not being able to place into transitional housing | Percentage of Responses (n=123) |
|---|--|
| Housing could not accommodate registered sex offenders | 72% |
| No available beds | 69% |
| Housing could not accommodate families | 55% |
| Rules or restrictions for those placed in transitional housing | 34% |
| Housing could not accommodate medical needs | 32% |
| Housing could not accommodate women | 28% |
| Housing could not accommodate mental health needs | 27% |

As with emergency beds, lack of available beds was often mentioned as a reason for inability to place Veterans into transitional housing with 69 percent of respondents indicating this was an issue.

Seventy two percent of responders noted the problem with placing registered sex offenders in transitional housing. The perception is that very few GPD programs will accept registered sex offenders. Factors contributing to registered sex offender housing

problems could include proximity to children restrictions, housing and residence restrictions, the economy, employment options, public misinformation and beliefs, and movement across jurisdictional boundaries.

As with emergency housing, a high percentage of respondents (55 percent) indicated they had difficulty placing families. There are few GPD programs that will accommodate a Veteran with children. There are even fewer programs that will accommodate married couples with no children.

Thirty-four percent of sites identified other transitional housing placement challenges not included among the pre-identified barriers with sobriety prior to admission identified as the most common restrictive requirement.

Out of 141 sites, 123 (87 percent) indicated there were instances in which they were unable to place a Veteran into permanent housing. Table 15 highlights the most frequently mentioned responses for inability to place.

Table 15. Challenges to Placing Veterans into Permanent Housing.

| Reason for not being able to place into permanent housing | Percentage of Responses (n=123) |
|--|--|
| No available beds | 70% |
| Housing could not accommodate registered sex offenders | 65% |
| Rules or restrictions for those placed in permanent housing | 25% |
| Housing could not accommodate medical needs | 14% |
| Housing could not accommodate mental health needs | 11% |
| Housing could not accommodate families | 10% |
| Housing could not accommodate women | 1% |

While the HUD-VASH program has dramatically increased Veteran access to permanent housing, 70 percent of respondents who could not place Veterans said lack of available housing remains an issue. Many CHALENG POCs have indicated they could use more HUD-VASH vouchers.

Difficulty placing registered sex offenders remains an ongoing theme with 65 percent of sites indicating this as an issue. Public housing authorities (PHA) are prohibited from housing lifetime registered sex offenders, making this group of registered sex offenders ineligible for HUD-VASH.

By contrast, permanent housing presents fewer barriers for other groups (women, families, Veterans with medical or mental health needs) when compared to emergency and transitional housing. This may support new harm reduction strategies like Housing First that place homeless into permanent housing as quickly as possible with intensive case management. Currently, VA is piloting Housing First approaches across the Nation.

To summarize, lack of available beds and access for certain groups of Veterans remain ongoing issues in placing Veterans in housing. Registered sex offenders and families

are the most difficult to place for all three housing types. This suggests the need for VA to increase bed capacity of all types and resources to accommodate registered sex offenders, Veterans with families, and couples.

Also, for emergency and transitional housing programs, sobriety is a placement barrier identified by some CHALENG POCs. Alternative housing options like Safe Havens, Housing First, and other harm-reduction approaches that do not require abstinence may be useful strategies to overcome this barrier.

Homeless Veterans with Families

POCs report an increase in the number of homeless Veterans with families (i.e., dependent children) being served. POCs reported seeing a total of 7,660 homeless Veteran families. This was a 75 percent increase over the previous year's report of seeing 4,383 homeless Veteran families. Some of this increase may reflect the impact of the HUD-VASH program expansion, which allows VA staff to work with Veterans and their families in Section 8 housing placement.

Homeless Veterans with dependents present a challenge to VA homeless programs. Most VA transitional housing programs accept only Veterans. In past years, VA homeless programs would often have to find other community housing resources to place the entire family or be forced to place significant others and dependent children separately. Access to family housing through the distribution of the thousands of new Section 8 Housing Choice vouchers, available through HUD-VASH, has opened an important new resource allowing VA staff to assist the Veteran together with his/her family.

VA's newly initiated SSVF program also offers case management services that target Veteran families. Additional services include transportation, financial planning, fiduciary and payee, legal, child care, and housing counseling. Time-limited payment to third parties (landlords, utility companies) may be available to help Veteran families stay in or acquire housing. Services are provided through private community-based recipients of VA grants.

Homeless Veterans Returning from Afghanistan and Iraq

VA is committed to ensure that Veterans recently discharged from the military can readily access services. CHALENG asked POCs about the coordination and provision of services to homeless Veterans who have served in Operation Enduring Freedom, Operation Iraqi Freedom, and Operation New Dawn (OEF/OIF/OND). Ninety-nine percent of the POCs said they coordinate the care of OEF/OIF/OND homeless Veterans with their local VA medical center Transition Patient Advocate. The Transition Patient Advocate is usually a social worker case manager assigned to work with returning Veterans.

Eighty-four percent of sites indicated they could provide same-day housing (emergency or transitional) to homeless OEF/OIF/OND Veterans. Reasons for site inability to provide same-day housing included: long wait lists (78 percent) and no housing available on/near site (65 percent).

Homeless Veterans with Extended Care and End-of-Life Care Needs

The average age of homeless Veterans continues to increase, with almost 40 percent of all Veterans intake at VA homeless programs nationwide 55 years of age or older (U.S. Department of Veterans Affairs, 2011). (Note: 42 percent of our CHALENG respondents this year were 55 or older.) With an aging population, there has been increasing interest in how aging affects the needs of homeless Veterans. The CHALENG report asked POC sites for the number of homeless Veterans served who have extended care and end-of-life care needs.

Sites were asked to report the number of Veterans they served in the past fiscal year who needed referrals to an extended care facility (i.e., a VA community living center, community nursing home, or state Veteran's home) for conditions due to aging. Eighty-nine percent of sites reported working with Veterans who require extended care. This year, sites reported a total of 1,414 individuals who needed extended care, a 34 percent increase over the 1,054 reported last year. Sixty-five percent of sites reported end-of-life care needs for Veterans. Sites reported a total of 370 individuals who needed end-of-life care, a nine percent decrease from the 431 individuals who needed care in FY 2010.

Homeless Veteran Dental Care Needs

Dental care was the 13th highest unmet need this year, down from the 10th in FY 2010: the first time it has not been a CHALENG top ten unmet need. (Though as noted earlier, it remains a top ten need for female Veterans and Veterans in emergency and permanent housing.) New survey results show that among important segments of homeless Veterans, dental care remains an issue despite the continuing expansion of HVDP. HVDP offers medically necessary treatment to homeless Veterans who have been in a VA transitional housing or residential treatment program for at least 60 consecutive days. HVDP has had a significant impact on addressing dental care for this group. In FY 2011, CHALENG sites reported a total of 19,903 Veterans who needed dental care and were eligible for care because they had fulfilled residential treatment requirements (a 12 percent increase from the 17,780 reported in FY 2010). Of these individuals, 15,120 received care (either through VA Dental Services or a community provider), a 21 percent increase over the 12,457 who received care in FY 2010. In FY 2011, 76 percent of eligible Veterans who needed dental care received it, an increase from the 70 percent reported in FY 2010.

As noted, the HVDP is not available to homeless or formerly homeless Veterans unless they reside in GPD transitional housing or a VA MH RRTP. CHALENG sites have expressed the need for HVDP to expand its eligibility to include Veterans in HUD-VASH and other Veterans who are not in a qualifying transitional housing program.

V. Assessment of VA and Community Collaborative Efforts

The CHALENG mandate is to bring together VA and community service providers to foster coordinated services for homeless Veterans. This year's report examined four facets of VA and community partnership. These are: (1) the development of on-campus, Veteran-specific housing; (2) partnership integration and implementation

measures; (3) VA involvement in community homeless coalitions; and (4) interagency collaborative agreements.

Development of On-Campus, Veteran-Specific Housing

To facilitate access to a broad range of VA medical, rehabilitative, and mental health care services, VA and its community partners have found that developing supportive housing programs on VA campuses has been an effective way to coordinate their efforts. Typically, community organizations receiving support from the GPD Program or an HCHV contract for residential housing convert and renovate an existing VA building. About a quarter (23 percent) of sites indicated they have an on-campus, community partner program (32 out of 141 sites). Of sites that had on-campus housing programs, 22 percent had emergency housing, 75 percent had transitional housing, and 25 percent had permanent housing.

Partnership Integration and Implementation Measures

Since FY 2000, CHALENG has used two sets of questions to ascertain the level of VA/community partnering as perceived by community (non-VA) providers: (A) *Integration* measures, and (B) *Implementation* measures. The questions were adapted from the nationwide Access to Community Care and Effective Services and Supports (ACCESS) study of service system integration for homeless clients with severe mental illness (Randolph et al., 1997).

In this year's CHALENG report, the *Integration* measures consisted of two questions asking community providers from the Participant Survey to rate the following:

1. *VA Accessibility*: accessibility of VA services to homeless Veterans.
2. *VA Coordination*: the ability of VA to coordinate clinical services for homeless Veterans with the community provider respondent's agency.

A five-point scale was used for each item (1 = not accessible, not committed, etc., to 5 = highly accessible, highly committed, etc.).

Implementation measures consisted of various approaches to strengthen concrete activities associated with VA and community partnering. Community provider respondents were asked to rate the level of involvement in these strategies including some key actions such as:

1. *Regular Meetings*: Formal, regular meetings of VA and the community participant's agency to exchange information and formulate action plans.
2. *Service Co-location*: Provision of services by VA and the community participant's agency in one location.
3. *Cross-training*: Training of VA and the community participant agency's staff on each others' objectives, procedures, and services.
4. *Interagency Agreements*: Agreements between VA and the community participant's agency regarding collaboration, referrals, client information sharing, and/or coordinating services.
5. *Joint Service Teams*: Service teams comprised of staff from both VA and the

community participant's agency to assist clients with multiple needs.

All implementation items used the same four-point scale: 1 = none (no steps taken to initiate implementation of the strategy); 2 = low (in planning and/or initial minor steps taken); 3 = moderate (significant steps taken but full implementation not achieved); and 4 = high (strategy fully implemented).

Table 16 shows the results of the integration ratings by community providers (mean scores of aggregated sites) and compares the aggregated integration scores of each VA facility for FY 2010 versus FY 2011. Using paired t-tests, no statistically significant increase was found in VA accessibility scores between FY 2010 and FY 2011.

Table 16. Community Agency Participants' Ratings of Partnership Integration in CHALENG Participant Survey, FY 2010 and FY 2011.

| Integration Items | Community Respondents FY 2010 (136 sites) | Community Respondents FY 2011 (136 sites) |
|--|--|--|
| VA Accessibility (1 = not accessible...5 = highly accessible) | 3.62 | 3.68 |
| VA Service Coordination (1 = not able to coordinate...5 = highly able) | 3.64 | 3.72 |

Implementation scores for FY 2010 and FY 2011 were also reviewed. Again, data were aggregated by site and paired t-tests were conducted (see Table 17). There were significant increases in implementation scores between FY 2010 and FY 2011 in two areas: regular meetings and cross-trainings.

Table 17. Community Agency Participants' Ratings of Partnership Implementation in the CHALENG Participant Survey, FY 2010 and FY 2011.

| Implementation Items | Community Respondents FY 2010 (136 sites) | Community Respondents FY 2011 (136 sites) |
|------------------------|--|--|
| Regular Meetings | 2.70 | 2.81* |
| Service Co-location | 1.94 | 2.01 |
| Cross-training | 2.03 | 2.12* |
| Interagency Agreements | 2.39 | 2.44 |
| Joint Service Teams | 2.31 | 2.35 |

^a 1 = none, 2 = low, 3 = moderate, 4 = high

*p<.05

In summary, between FY 2010 and FY 2011, accessibility and implementation ratings remained flat except for significant increases in regular meetings and cross-trainings.

Partnerships are particularly valuable at the VISN and VAMC levels to effectively provide comprehensive, recovery-oriented services to homeless and at-risk Veterans and their families. Development and sustainment of local partnerships helps build opportunities to increase housing capacity and add supportive services in the community. The creation of VISN and VAMC plans to end homelessness among Veterans, that are fully aligned with VA's Plan, fosters VA Homeless programs' ability to

promote community partnerships and collaborations, utilizing annual VISN and VAMC leadership sponsored Homeless Veteran Summits. As a result of these initiatives, VA has developed close relationships with a broad range of Federal, state, local, and tribal governments as well as faith-based, non-profit, and private groups. Also, to greater facilitate local cooperation, VAMCs participate in local HUD CoC meetings and numerous other state and local community meetings working together to end homelessness.

VA Involvement in Local Homeless Coalitions

VA involvement in local homeless coalitions was identified as a useful way for VA staff to network and develop partnerships with local homeless service providers. Ninety-five percent of the CHALENG Surveys indicated participation in a local homeless coalition. In addition to involvement in community planning activities, such coalitions have become the primary partners in estimating the prevalence of homelessness. HUD sponsors local CoC collaborative and planning groups to help address the needs of area homeless. In FY 2011, 99 percent of POC sites that had a nearby HUD CoC group participated in its efforts.

Interagency Collaborative Agreements

Existing Interagency Collaborative Agreements and Outreach Efforts. VA staff continues to establish and maintain interagency collaborative agreements and to identify and serve new outreach sites. Table 18 displays figures for existing agreements (formal and informal arrangements) and outreach sites, broken down by VISN. (Note: Formal agreements refer to VA collaborative agreements negotiated through VA contracts, written memorandums of agreement or understanding, and/or enhanced sharing agreements. Informal agreements are non-written, mutually-assisting relationships between agencies.)

As Table 18 indicates, CHALENG POCs reported on the total number of formal and informal agreements with over 5,700 agencies and over 3,200 outreach sites.

Table 18. Interagency Collaborative Agreements and Outreach Sites for FY 2011.

| VISN | Formal Agreements | Informal Agreements | Agreements (total) | Number of Homeless Outreach Sites |
|------|-------------------|---------------------|--------------------|-----------------------------------|
| 1 | 51 | 176 | 227 | 127 |
| 2 | 34 | 221 | 255 | 142 |
| 3 | 25 | 68 | 93 | 66 |
| 4 | 52 | 284 | 336 | 203 |
| 5 | 22 | 93 | 115 | 86 |
| 6 | 55 | 165 | 220 | 103 |
| 7 | 65 | 317 | 382 | 185 |
| 8 | 53 | 193 | 246 | 209 |
| 9 | 35 | 200 | 235 | 67 |
| 10 | 33 | 177 | 210 | 174 |
| 11 | 64 | 325 | 389 | 113 |
| 12 | 51 | 206 | 257 | 194 |
| 15 | 25 | 163 | 188 | 73 |
| 16 | 80 | 316 | 396 | 170 |
| 17 | 28 | 225 | 253 | 37 |

| VISN | Formal Agreements | Informal Agreements | Agreements (total) | Number of Homeless Outreach Sites |
|------------------------------------|-------------------|---------------------|--------------------|-----------------------------------|
| 18 | 14 | 315 | 329 | 105 |
| 19 | 40 | 116 | 156 | 61 |
| 20 | 80 | 214 | 294 | 147 |
| 21 | 124 | 195 | 319 | 311 |
| 22 | 65 | 230 | 295 | 162 |
| 23 | 50 | 477 | 527 | 519 |
| Totals, All VISNs (FY 2011) | 1,046 | 4,676 | 5,722 | 3,254 |
| <i>Totals, All VISNs (FY 2010)</i> | <i>952</i> | <i>4,086</i> | <i>5,038</i> | <i>3,118</i> |

The total number agreements increased 14 percent between FY 2010 and FY 2011 (from 5,038 to 5,722) and the number of outreach sites increased four percent during that same period (from 3,118 to 3,254).

Nature of Interagency Collaborative Agreements. (see Table 19 below). Some of the most frequent areas of existing interagency collaborative agreements were basic needs: food, clothing, emergency shelter, and hygiene. High on the lists were agreements for goods for new apartment and move-in assistance, due mainly to the rapid expansion of the HUD-VASH program. The high percentage of agreements for transitional housing and employment services may reflect the impact of two major VA homeless programs, GPD and the Homeless Veteran Supported Employment Programs (HVSEP) respectively.

A smaller percentage of sites had agreements regarding issues such as child care (48 percent), family reconciliation assistance (52 percent), and assisted living for the elderly health care (59 percent). An increase in these agreements will be crucial in the future to serve more homeless Veterans with families and aging homeless Veterans.

Table 19. Subjects of Interagency Collaborative Agreements,* FY 2011.

| Need | Any | Formal | Informal |
|---|-----|--------|----------|
| Food | 96% | 19% | 84% |
| Emergency (immediate) shelter | 96% | 46% | 60% |
| Transitional living facility or halfway house | 95% | 77% | 33% |
| Goods (furniture, house wares) for new apartment | 94% | 18% | 84% |
| Clothing | 92% | 19% | 77% |
| Move-in assistance (security deposits for rent and utility) | 92% | 20% | 77% |
| Help with finding a job or getting employment | 91% | 34% | 72% |
| Personal hygiene (shower, haircut, etc.) | 90% | 17% | 77% |
| Long-term, permanent housing | 89% | 68% | 29% |
| Treatment for substance abuse | 84% | 39% | 59% |
| VA disability/pension | 84% | 24% | 64% |
| Help with transportation | 84% | 27% | 63% |
| Job training | 82% | 27% | 65% |
| SSI/SSD process | 80% | 12% | 71% |

| Need | Any | Formal | Informal |
|--|------------|---------------|-----------------|
| Discharge upgrade | 79% | 17% | 66% |
| Help getting needed documents or identification | 79% | 18% | 68% |
| Re-entry services for incarcerated Veterans | 78% | 33% | 54% |
| Financial assistance to prevent eviction/foreclosure | 78% | 16% | 65% |
| Dental care | 77% | 34% | 51% |
| Help managing money | 76% | 14% | 67% |
| Services for emotional or psychiatric problems | 74% | 23% | 56% |
| Medical services | 74% | 22% | 57% |
| Eye care and glasses | 72% | 21% | 59% |
| Legal assistance for outstanding warrants/fines | 72% | 12% | 62% |
| Education | 72% | 16% | 59% |
| Detoxification from substances | 70% | 29% | 48% |
| HIV/AIDS testing and treatment | 70% | 14% | 62% |
| Spiritual | 70% | 12% | 62% |
| Guardianship (financial) | 69% | 9% | 61% |
| Legal assistance for child support issues | 69% | 11% | 60% |
| Drop-in center or day program | 68% | 17% | 55% |
| Welfare payments | 67% | 10% | 59% |
| Legal assistance to prevent eviction/foreclosure | 67% | 5% | 65% |
| Help developing social network | 67% | 10% | 60% |
| Women's health care | 65% | 19% | 50% |
| TB testing and treatment | 65% | 13% | 57% |
| Credit counseling | 65% | 8% | 61% |
| Family and marital counseling | 60% | 14% | 49% |
| Legal assistance to help restore a driver's license | 60% | 10% | 53% |
| Assisted living for elderly | 59% | 16% | 49% |
| Hepatitis C testing and treatment | 58% | 11% | 50% |
| Family reconciliation assistance | 52% | 7% | 48% |
| Housing for registered sex offenders | 52% | 10% | 47% |
| Child care | 48% | 5% | 44% |

*Multiple needs may be addressed in the interagency collaborative agreements.

Best Practices

CHALENG POC sites were encouraged to share best practice examples that addressed the top ten needs identified by homeless Veteran respondents in the FY 2010 report. (The top 10 needs included: welfare payments, legal assistance for child support issues, long-term permanent housing, child care, dental care, legal assistance for outstanding warrants/fines, guardianship (financial), family reconciliation assistance, legal assistance to help restore a driver's license, and credit counseling.) Sites shared their best practices which included building of community partnerships to create practical solutions. Their narratives are provided in Appendix 5.

VI. Updates and Summary

CHALENG Reports Currently Available on the Internet

Individualized CHALENG reports by POC site are provided on the VA Internet Web site. Each report includes FY 2011 action plans, needs survey results, and integration/implementation rankings. The Web site address is:
<http://www1.va.gov/HOMELESS/chaleng.asp>.

Also on the site is the Eighteenth Annual Progress Report in its entirety. The current report and site profiles are useful for sites that are undergoing Commission on Accreditation of Rehabilitation Facilities (CARF) accreditation or have community partners that are applying for VA GPD or SSVF funding. CARF requires programs to provide feedback from external stakeholders such as community partners and clients. As part of their VA GPD and SSVF applications, community agencies must document the local needs of homeless Veterans in their area. The Eighteenth Annual CHALENG Report continues to compile and provide accurate and information from stakeholders and their understanding of homeless Veterans' needs.

Retooling the CHALENG Process for FY 2012

FY 2012 will see the most dramatic overhaul of the CHALENG process in its history. These changes will reflect a desire for CHALENG data to integrate fully into VA's plan to eliminate Veteran homelessness in 2015.

The CHALENG process will continue to be an extremely useful tool that supports the initiative of eliminating Veteran homelessness and will be enhanced by changes being implemented in the CHALENG process for 2012. The modifications will increase accessibility, provide more specific data, and be a strong indicator where programs need to focus their VISN and local plans, outreach efforts, program development, and community partnership building.

New developments will include the following:

- Based on the results of survey, VISN and facilities will complete an after action report to address the top needs identified by Veterans and partners.
- Progress of goals will be incorporated into quarterly VISN planning meetings to track progress and annually will be reported to VA Central Office (VACO) to be included in the Annual CHALENG Report.
- There will be additional information on the CHALENG surveys that will expand demographic information, assess gender-specific data provided by community partners, and further assess community partnership and integration.
- There will be increased use of technology to administer CHALENG surveys, lengthen the period of time to collect data, and provide real-time reports to CHALENG sites.

Report Summary

In recent years, VA initiatives addressing areas identified previously in CHALENG as high areas of unmet needs include:

Long-term, Permanent Housing:

- A major expansion of the HUD-VASH program has made approximately 37,000 new permanent housing vouchers with case management services available to homeless Veterans.
- VA has adopted Housing First: an evidence-based practice that prioritizes access to permanent housing, and provision of case management and treatment services that homeless Veterans need to maintain housing and improve health care and quality of life. Adopting the Housing First approach enables VA to improve the lease-up rates for the housing provided by HUD through the HUD-VASH program. This approach also reduces the frequency and duration of Veteran homelessness.
- A greater emphasis has been placed on family preservation. HUD-VASH allows VA staff to place Veterans and their families in affordable housing.

Dental Care:

- HVDP has greatly expanded access to care for homeless Veterans in VA-supported residential treatment or transitional housing with over 46,000 Veterans served since its inception in FY 2006.

Re-entry Services for Incarcerated Veterans:

- The Healthcare for Re-Entry Veterans Program (HCRV) has helped transition formerly incarcerated Veterans back into the community – playing an important role in preventing homelessness. (For FY 2011, over 11,000 Veterans were served by HCRV.)
- The Veterans Justice Outreach Initiative (VJO) seeks to avoid the unnecessary criminalization of mental illness and extended incarceration among Veterans by ensuring that eligible justice-involved Veterans have timely access to VA mental health and substance use services when clinically indicated, and other VA services and benefits as appropriate. For FY 2011, approximately 15,706 Veterans were served through VJO (jail and court outreach and case management services).

Child Care:

- In September 2011, the SSVF initiative was implemented and designed to provide direct services to family members, including support for child care services. SSVF awarded 85 grants totaling \$59.5 million to community agencies in 40 states and the District of Columbia.

This year's CHALENG report identified both positive and negative trends in collective efforts to serve homeless Veterans. The number of community partnerships (outreach sites, inter-agency agreements) continues to grow. Drilling down in the data, however, identified current and future challenges.

For the first time, dental care was no longer a top ten unmet need nationally which suggests the impact of HVDP. However, comparisons by gender indicated that unlike men, women respondents still ranked dental care as one of their top ten highest unmet needs. Many of the women respondents were currently in permanent housing; only Veterans in residential transitional housing programs currently qualify for HVDP which provides non-emergent, restorative care. Veterans (female and male) who were literally homeless or in permanent housing also ranked dental care as a top ten unmet need.

Related to housing, a high percentage of sites reported difficulty placing female Veterans and Veterans with families in emergency and transitional housing. Shelters and even VA-funded transitional housing programs have difficulty in providing services to these Veterans and dependents.

Registered sex offenders represent a placement challenge for VA homeless programs. Across all three housing types – emergency, transitional, permanent – inability to place registered sex offenders was identified as an obstacle reported by CHALENG survey participants. Homeless Veteran respondents also ranked this as a high unmet need. Although there is no data available from the CHALENG survey to support this interpretation, homeless Veterans may rank this as a high unmet need due to their preference for placement in housing that is safe and supportive of their recovery needs.

The number of increasing older homeless Veterans was clearly demonstrated by the number of Veterans over the age of 55 (42 percent) and the next highest participants group (41 percent) between the ages of 45-54. This is a trend that will require further VA efforts and partnerships to address the aging needs of homeless Veterans. Collectively, CHALENG sites reported a 34 percent increase in the number of Veterans who needed extended care compared to last year. Also, 65 percent of sites indicated working with Veterans who needed end-of-life care.

Finally, homeless *prevention* was identified as a national priority as indicated by the ranking of financial and legal assistance to prevent eviction/foreclosure collectively and by subgroups of CHALENG respondents across gender and housing situations. For many Veterans – who are newly housed or through circumstances that threaten those who are already housed – prevention assistance will be critical to help them remain housed.

In summary, the findings described above suggest the need to develop: (1) targeted strategies to further address the needs of female Veterans; (2) expanded access to HVDP; (3) more options for Veterans with families; (4) increased housing resources for registered sex offenders; and (5) expanded access to a range of preventive strategies to help Veterans stay housed. The VA Plan to End Homelessness recognizes VHA is transitioning from the management of chronic homelessness to a model that focuses on homelessness prevention and provision of supported permanent housing. The new integrated model focuses on developing partnerships and increasing program

monitoring and effectiveness, data collection, and reporting methods including working closely with Federal agencies and local continuums of care. The CHALENG process is a resource that strongly supports the integrated model.

CHALENG gives voice to homeless and formerly homeless Veterans to ensure program services are being designed to meet their needs and communicate to VA and its community partners where further development is needed. Changes in the 2012 CHALENG process will open the opportunity for more participation and better understanding of the Veteran homeless population we are honored to serve.

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Appendix 1: 2011 CHALENG Needs Score by VA Facility - Homeless Veterans' Assessment

| VISN | VA Facility - 2011 Name | Respondents N= | Personal Hygiene | Food | Clothing | Emergency Shelter | Transitional Housing | Permanent Housing | Detox | Substance Abuse Treatment |
|------|---|-------------------|---------------------|------|----------|----------------------|-------------------------|----------------------|-------|---------------------------------|
| 1 | VA Boston HCS (VAMC Boston - 523 and VAMC W. Roxbury - 523A4), VAMC Brockton, MA - 523A5 and VAH Bedford, MA) | 60 | 3.98 | 4.15 | 3.71 | 3.95 | 3.30 | 3.18 | 4.16 | 4.14 |
| 1 | VA Connecticut HCS (VAMC Newington and VAMC West Haven) | 118 | 4.09 | 3.87 | 3.69 | 3.95 | 3.72 | 3.45 | 4.16 | 4.23 |
| 1 | VAM&ROC Togus, ME - 402 | 52 | 4.19 | 4.27 | 3.87 | 4.02 | 3.48 | 3.27 | 4.48 | 4.44 |
| 1 | VAM&ROC White River Junction, VT - 405 | 11 | 4.45 | 4.27 | 4.36 | 4.73 | 3.91 | 3.22 | 3.78 | 3.80 |
| 1 | VAMC Manchester, NH - 608 | 27 | 4.22 | 4.07 | 3.96 | 3.85 | 3.72 | 2.59 | 3.04 | 3.04 |
| 1 | VAMC Northampton, MA - 631 (Leeds) | 142 | 4.11 | 3.91 | 3.83 | 3.89 | 3.72 | 3.54 | 3.85 | 3.99 |
| 1 | VAMC Providence, RI - 650, Bristol, RI | 33 | 3.77 | 4.23 | 3.90 | 3.52 | 3.70 | 3.04 | 4.43 | 4.52 |
| 2 | VA Western New York HCS - (VAMC Batavia - 528A4 and VAMC Buffalo - 528) | 169 | 4.09 | 4.05 | 3.86 | 3.89 | 3.78 | 3.56 | 3.91 | 4.01 |
| 2 | VAMC Albany, NY - 500 | 56 | 4.77 | 4.81 | 4.60 | 4.70 | 4.69 | 3.76 | 4.65 | 4.55 |
| 2 | VAMC Canandaigua, NY - 528A5, Rochester, NY | 34 | 4.33 | 4.47 | 4.06 | 4.10 | 4.27 | 3.19 | 4.35 | 4.04 |
| 2 | VAMC Syracuse, NY - 670 | 16 | 4.31 | 4.06 | 3.79 | 4.38 | 4.07 | 3.58 | 4.53 | 4.54 |
| 2 | VAMC Bath, NY | 72 | 3.81 | 4.03 | 3.62 | 3.26 | 3.14 | 2.85 | 4.07 | 4.16 |
| 3 | VA Hudson Valley HCS (VAMC Castle Point - 620A4 and VAH Montrose - 620) | 41 | 4.34 | 4.39 | 4.13 | 4.17 | 4.23 | 2.66 | 4.33 | 4.46 |
| 3 | VA New Jersey HCS (VAMC East Orange - 561 and VAMC Lyons - 561A4) | 67 | 4.21 | 4.06 | 3.92 | 3.63 | 3.51 | 3.79 | 3.69 | 3.86 |
| 3 | VAMC Bronx, NY - 526 | 87 | 4.01 | 3.94 | 3.64 | 3.73 | 3.19 | 3.53 | 3.52 | 3.50 |
| 3 | VAMC Northport, NY - 632 | 13 | 4.38 | 4.00 | 4.08 | 3.67 | 3.60 | 4.27 | 4.08 | 4.17 |
| 3 | VA New York Harbor HCS (VAMC Brooklyn - 630A4 and VAMC New York - 630) | 51 | 4.15 | 4.13 | 3.64 | 3.91 | 3.32 | 2.53 | 3.94 | 4.17 |

5 point scale: 1= unmet need ... 5 = met need

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| VISN | VA Facility - 2011 Name | Respondents N= | Personal Hygiene | Food | Clothing | Emergency Shelter | Transitional Housing | Permanent Housing | Detox | Substance Abuse Treatment |
|------|---|-------------------|---------------------|------|----------|----------------------|-------------------------|----------------------|-------|---------------------------------|
| 4 | VA Pittsburgh HCS, PA (VAMC Pittsburgh (HD) - 646A5 and VAMC Pittsburgh (UD) - 646) | 36 | 4.17 | 4.19 | 3.72 | 3.85 | 3.94 | 3.32 | 4.15 | 4.30 |
| 4 | VAM&ROC Wilmington, DE - 460 | 9 | 4.00 | 4.13 | 3.22 | 3.89 | 3.33 | 2.78 | 3.44 | 3.67 |
| 4 | VAMC Altoona, PA - 503 | 65 | 3.96 | 3.76 | 3.72 | 3.53 | 3.88 | 3.27 | 3.62 | 3.49 |
| 4 | VAMC Butler, PA - 529 | 6 | 4.00 | 4.33 | 4.00 | 3.50 | 3.40 | 3.33 | 3.60 | 4.00 |
| 4 | VAMC Clarksburg, WV - 540 | 12 | 4.25 | 4.42 | 3.83 | 3.83 | 4.08 | 3.75 | 4.10 | 4.42 |
| 4 | VAMC Coatesville - 542 | 125 | 4.37 | 4.35 | 4.01 | 4.13 | 3.72 | 2.75 | 4.24 | 4.39 |
| 4 | VAMC Erie, PA - 562 | 58 | 4.05 | 4.11 | 3.78 | 4.02 | 4.00 | 3.69 | 4.02 | 4.23 |
| 4 | VAMC Lebanon, PA - 595 | 49 | 4.21 | 4.23 | 3.83 | 3.65 | 3.66 | 3.43 | 4.02 | 4.12 |
| 4 | VAMC Philadelphia, PA - 642 | 9 | 4.67 | 4.56 | 4.44 | 4.33 | 4.89 | 3.13 | 4.67 | 4.89 |
| 4 | VAMC Wilkes-Barre, PA - 693 | 47 | 4.11 | 4.17 | 4.09 | 4.20 | 4.14 | 3.89 | 4.31 | 4.29 |
| 5 | VA Maryland HCS (VAMC Baltimore - 512, VAMC Fort Howard - 512A4 and VAMC Perry Point - 512A5) | 77 | 3.92 | 3.55 | 3.64 | 3.63 | 3.62 | 3.28 | 3.64 | 3.70 |
| 5 | VAMC Martinsburg, WV - 613 | 93 | 4.49 | 4.43 | 4.14 | 4.17 | 4.09 | 2.98 | 4.48 | 4.45 |
| 5 | VAMC Washington, DC - 688 | 132 | 3.58 | 3.56 | 3.26 | 2.93 | 2.65 | 2.30 | 3.60 | 3.66 |
| 6 | VAMC Asheville, NC - 637 | 49 | 4.08 | 3.94 | 4.00 | 3.84 | 3.68 | 3.17 | 4.02 | 4.09 |
| 6 | VAMC Beckley, WV - 517 | 9 | 4.22 | 4.44 | 4.56 | 4.00 | 3.56 | 2.56 | 3.33 | 3.56 |
| 6 | VAMC Durham, NC - 558 | 15 | 4.29 | 4.23 | 4.38 | 4.33 | 3.57 | 1.93 | 4.57 | 4.21 |
| 6 | VAMC Fayetteville, NC - 565 | 27 | 3.31 | 3.73 | 3.32 | 3.63 | 3.15 | 2.96 | 3.24 | 3.54 |
| 6 | VAMC Hampton, VA - 590 | 111 | 3.73 | 3.70 | 3.44 | 3.08 | 3.01 | 3.00 | 3.57 | 3.72 |
| 6 | VAMC Richmond, VA - 652 | 54 | 4.06 | 4.40 | 4.24 | 3.65 | 3.81 | 2.69 | 3.46 | 4.13 |
| 6 | VAMC Salem, VA - 658 | 27 | 4.26 | 4.48 | 4.11 | 4.12 | 3.81 | 3.54 | 4.35 | 4.46 |
| 6 | VAMC Salisbury, NC - 659 | 86 | 4.22 | 4.11 | 3.94 | 4.17 | 4.09 | 3.71 | 4.08 | 3.95 |
| 7 | VA Central Alabama HCS (VAMC Montgomery - 619 and VAMC Tuskegee - 619A4) | 86 | 3.56 | 3.73 | 3.52 | 3.34 | 3.11 | 2.57 | 3.82 | 3.74 |
| 7 | VAMC - Augusta, GA - 509 | 61 | 3.90 | 4.20 | 3.61 | 3.67 | 3.43 | 2.89 | 3.80 | 3.72 |
| 7 | VAMC Atlanta, GA - 508 (Decatur, GA) | 218 | 3.78 | 3.57 | 3.41 | 3.67 | 3.66 | 3.58 | 3.96 | 4.09 |
| 7 | VAMC Birmingham, AL - 521 | 44 | 3.61 | 3.53 | 3.34 | 3.97 | 3.84 | 3.12 | 3.85 | 4.03 |
| 7 | VAMC Charleston, SC - 534 | 160 | 4.15 | 4.07 | 3.96 | 3.91 | 3.99 | 3.34 | 4.19 | 4.38 |

5 point scale: 1= unmet need ... 5 = met need

Appendix 1: 2011 CHALENG Needs Score by VA Facility - Homeless Veterans' Assessment

| VISN | VA Facility - 2011 Name | Respondents N= | Personal Hygiene | Food | Clothing | Emergency Shelter | Transitional Housing | Permanent Housing | Detox | Substance Abuse Treatment |
|------|--|-------------------|---------------------|------|----------|----------------------|-------------------------|----------------------|-------|---------------------------------|
| 7 | VAMC Columbia, SC - 544 | 22 | 4.05 | 4.05 | 3.57 | 3.50 | 3.38 | 2.24 | 3.20 | 2.85 |
| 7 | VAMC Dublin, GA - 557 | 23 | 3.91 | 3.87 | 3.57 | 3.35 | 2.87 | 2.52 | 3.26 | 3.30 |
| 7 | VAMC Tuscaloosa, AL - 679 | 40 | 3.69 | 3.76 | 3.62 | 3.47 | 3.26 | 2.76 | 3.59 | 3.83 |
| 8 | VA North Florida/South Georgia HCS (VAMC Gainesville - 573 and VAMC Lake City - 573A4) | 17 | 4.65 | 4.41 | 4.07 | 3.44 | 4.56 | 4.81 | 4.47 | 3.88 |
| 8 | VAH Tampa, FL - 673 | 38 | 4.30 | 4.22 | 4.22 | 4.46 | 4.53 | 3.68 | 4.68 | 4.70 |
| 8 | VAMC Bay Pines - 516 | 404 | 4.05 | 3.99 | 3.73 | 3.69 | 3.50 | 3.10 | 3.87 | 3.93 |
| 8 | VAMC Miami, FL - 546 | 31 | 3.94 | 4.07 | 4.11 | 3.93 | 3.52 | 3.42 | 4.12 | 3.86 |
| 8 | VAMC West Palm Beach, FL - 548 | 123 | 3.69 | 3.69 | 3.64 | 3.07 | 3.30 | 2.87 | 3.65 | 3.69 |
| 8 | VAMC San Juan, PR - 672 | 13 | 3.77 | 3.62 | 3.23 | 3.85 | 4.17 | 2.67 | 3.25 | 3.54 |
| 8 | VAMC Orlando, FL-675 | 96 | 4.35 | 4.42 | 3.85 | 3.67 | 3.92 | 2.30 | 3.93 | 4.19 |
| 9 | VAMC Huntington, WV - 581 | 36 | 4.00 | 3.97 | 3.66 | 3.64 | 3.37 | 3.23 | 3.69 | 3.70 |
| 9 | VAMC Lexington, KY - 596 | 31 | 4.21 | 4.54 | 4.31 | 4.18 | 4.25 | 3.14 | 4.36 | 4.45 |
| 9 | VAMC Louisville, KY - 603 | 158 | 4.36 | 4.30 | 4.11 | 4.17 | 4.15 | 3.39 | 4.22 | 4.37 |
| 9 | VAMC Memphis, TN - 614 | 15 | 3.33 | 3.73 | 3.31 | 3.27 | 3.43 | 3.33 | 3.43 | 3.67 |
| 9 | VAMC Mountain Home, TN - 621 | 42 | 4.60 | 4.81 | 4.55 | 4.34 | 4.64 | 3.50 | 4.34 | 4.33 |
| 9 | VAMC Nashville, TN - 626 (Nashville and Murfreesboro) | 49 | 4.11 | 4.26 | 3.56 | 4.26 | 4.54 | 3.11 | 4.50 | 4.41 |
| 10 | VAMC Chillicothe, OH - 538 | 140 | 4.07 | 4.02 | 3.85 | 3.89 | 3.85 | 3.41 | 4.18 | 4.20 |
| 10 | VAMC Cincinnati, OH - 539 (Ft. Thomas, KY) | 133 | 4.47 | 4.49 | 3.92 | 4.42 | 4.37 | 3.14 | 4.05 | 4.36 |
| 10 | VAMC Cleveland, OH - 541 (Brecksville, OH) | 83 | 4.09 | 3.82 | 3.71 | 3.92 | 3.75 | 3.44 | 4.21 | 4.26 |
| 10 | VAMC Dayton, OH - 552 | 24 | 3.30 | 3.32 | 2.91 | 3.19 | 3.37 | 3.30 | 4.00 | 4.00 |
| 10 | VAOPC Columbus, OH - 757 (Grove City, OH) | 46 | 4.14 | 4.40 | 3.93 | 4.44 | 4.15 | 4.00 | 3.88 | 3.79 |
| 11 | VAOPC Toledo, OH and VA Ann Arbor HCS, MI - 506 | 63 | 4.27 | 4.19 | 3.95 | 3.81 | 3.69 | 3.65 | 4.03 | 3.84 |
| 11 | VA Northern Indiana HCS (VAMC Fort Wayne - 610A4 and VAMC Marion - 610) | 45 | 4.36 | 4.17 | 4.07 | 4.40 | 4.14 | 4.57 | 3.97 | 4.00 |
| 11 | VAMC Battle Creek, MI - 515 | 263 | 4.03 | 4.01 | 3.72 | 4.05 | 3.83 | 3.42 | 3.99 | 3.97 |

5 point scale: 1= unmet need ... 5 = met need

Appendix 1: 2011 CHALENG Needs Score by VA Facility - Homeless Veterans' Assessment

| VISN | VA Facility - 2011 Name | Respondents N= | Personal Hygiene | Food | Clothing | Emergency Shelter | Transitional Housing | Permanent Housing | Detox | Substance Abuse Treatment |
|------|--|-------------------|---------------------|------|----------|----------------------|-------------------------|----------------------|-------|---------------------------------|
| 11 | VAMC Danville, IL - 550 | 95 | 4.04 | 3.91 | 3.85 | 3.97 | 3.55 | 3.37 | 3.91 | 4.06 |
| 11 | VAMC Detroit, MI - 553 | 101 | 3.96 | 3.94 | 3.53 | 3.84 | 3.75 | 3.29 | 3.70 | 3.73 |
| 11 | VAMC Indianapolis - 583 | 208 | 3.98 | 3.90 | 3.68 | 3.60 | 3.54 | 2.85 | 3.72 | 3.81 |
| 11 | VAMC Saginaw, MI - 655 | 37 | 4.49 | 4.43 | 4.15 | 4.68 | 4.07 | 4.00 | 3.56 | 3.67 |
| 12 | VAH Hines, IL - 578 | 127 | 4.09 | 3.91 | 3.73 | 3.75 | 3.50 | 3.21 | 3.76 | 3.74 |
| 12 | VAH Madison, WI - 607 | 103 | 4.32 | 4.30 | 4.17 | 4.13 | 3.99 | 3.46 | 4.03 | 4.18 |
| 12 | VAMC Iron Mountain, MI - 585 | | | | | | | | | |
| 12 | VAMC Milwaukee, WI - 695 | 226 | 3.85 | 3.86 | 3.49 | 3.53 | 3.25 | 2.64 | 3.80 | 3.86 |
| 12 | VAMC North Chicago, IL - 556 | 51 | 4.50 | 4.63 | 4.14 | 4.50 | 3.78 | 3.02 | 4.20 | 4.23 |
| 12 | VAMC Tomah, WI - 676 | 42 | 3.98 | 4.31 | 3.90 | 4.05 | 3.65 | 2.78 | 3.92 | 4.11 |
| 12 | VA Chicago HCS (VAMC Chicago (LS) - 537A4 and VAMC Chicago (WS) - 537) | 21 | 3.62 | 3.62 | 3.35 | 3.45 | 3.21 | 3.21 | 3.84 | 3.60 |
| 15 | VA Eastern Kansas HCS (VAMC Leavenworth - 677A4) | 143 | 4.08 | 4.11 | 3.86 | 3.88 | 3.35 | 2.62 | 4.06 | 4.19 |
| 15 | VAH Columbia, MO - 543 | 43 | 4.02 | 3.74 | 3.41 | 3.53 | 3.59 | 2.84 | 3.64 | 3.81 |
| 15 | VAM&ROC Wichita, KS - 452 | 94 | 3.93 | 3.84 | 3.69 | 3.64 | 3.32 | 3.45 | 3.47 | 3.70 |
| 15 | VAMC Kansas City, MO - 589 | 248 | 3.51 | 3.56 | 3.41 | 3.28 | 3.03 | 2.84 | 3.59 | 3.56 |
| 15 | VAMC Marion, IL - 609 | 9 | 4.33 | 4.44 | 3.44 | 3.44 | 3.22 | 3.13 | 3.14 | 3.29 |
| 15 | VAMC Poplar Bluff, MO - 647 | 4 | 4.00 | 4.33 | 5.00 | 5.00 | 5.00 | 3.75 | 4.75 | 4.75 |
| 15 | VAMC St. Louis, MO - 657 | 118 | 3.63 | 3.47 | 3.38 | 3.35 | 3.14 | 2.97 | 3.73 | 3.79 |
| 15 | VAMC Topeka - 677 | 20 | 4.65 | 4.45 | 4.50 | 4.40 | 4.63 | 2.90 | 4.30 | 4.40 |
| 16 | VA Central Arkansas HCS - 598 | 61 | 4.29 | 4.29 | 3.55 | 4.19 | 4.36 | 3.73 | 4.31 | 4.35 |
| 16 | VA Gulf Coast HCS - 520 (Biloxi, MS, Pensacola, FL) | 55 | 3.59 | 3.75 | 3.75 | 3.29 | 2.68 | 2.71 | 2.81 | 2.96 |
| 16 | VAMC Alexandria, LA - 502 | 52 | 4.29 | 4.20 | 4.21 | 3.78 | 4.04 | 3.17 | 4.28 | 4.40 |
| 16 | VAMC Fayetteville, AR - 564 | 47 | 4.04 | 4.02 | 3.63 | 4.07 | 4.52 | 3.73 | 4.23 | 4.48 |
| 16 | VAMC Houston, TX - 580 | 141 | 3.93 | 3.68 | 3.37 | 3.73 | 3.60 | 2.88 | 3.69 | 3.92 |
| 16 | VAMC Jackson, MS - 586 | 98 | 3.71 | 3.69 | 3.37 | 3.61 | 3.78 | 2.99 | 3.91 | 4.00 |
| 16 | VAMC New Orleans, LA - 629 | 188 | 4.21 | 4.22 | 3.88 | 4.11 | 4.20 | 3.18 | 3.87 | 4.24 |
| 16 | VAMC Oklahoma City, OK - 635 | 52 | 4.16 | 4.06 | 3.69 | 4.04 | 3.87 | 3.36 | 3.98 | 3.94 |
| 16 | VAMC Shreveport, LA - 667 | 85 | 4.11 | 3.88 | 3.85 | 4.05 | 3.92 | 3.48 | 3.72 | 3.86 |

5 point scale: 1= unmet need ... 5 = met need

Appendix 1: 2011 CHALENG Needs Score by VA Facility - Homeless Veterans' Assessment

| VISN | VA Facility - 2011 Name | Respondents N= | Personal Hygiene | Food | Clothing | Emergency Shelter | Transitional Housing | Permanent Housing | Detox | Substance Abuse Treatment |
|------|---|-------------------|---------------------|------|----------|----------------------|-------------------------|----------------------|-------|---------------------------------|
| 16 | VAMC Muskogee, OK- 623 (Tulsa, OK) | 40 | 3.97 | 4.00 | 3.74 | 3.69 | 3.92 | 2.66 | 4.11 | 4.41 |
| 17 | VA Central Texas HCS (VAMC Marlin - 674A5, VAMC Temple - 674, VAMC Waco - 674A4 and VAOPC Austin - 674BY) | 62 | 4.22 | 4.20 | 3.76 | 3.84 | 3.18 | 2.34 | 3.83 | 4.02 |
| 17 | VA North Texas HCS (VAMC Bonham - 549A4 and VAMC Dallas - 549) | 436 | 4.01 | 3.91 | 3.77 | 3.77 | 3.44 | 3.27 | 3.83 | 3.99 |
| 17 | VA Texas Valley Coastal Bend Health Care System (VA OPC Corpus Christi, TX - 671BZ, VA OPC Harlingen, TX-671GA) | 5 | 4.25 | 3.80 | 3.40 | 4.50 | 3.25 | 2.75 | 4.67 | 4.67 |
| 17 | VA South Texas Veterans HCS (VAMC Kerrville - 671A4 and VAH San Antonio - 671) | 67 | 4.35 | 4.15 | 3.89 | 4.16 | 4.22 | 3.30 | 3.80 | 3.93 |
| 18 | El Paso VA HCS, TX - 756 | 122 | 3.46 | 3.58 | 3.44 | 3.54 | 3.22 | 3.07 | 3.57 | 3.54 |
| 18 | VA New Mexico HCS - 501 | 83 | 4.13 | 4.16 | 3.73 | 3.64 | 3.35 | 2.48 | 3.97 | 4.00 |
| 18 | VA Northern Arizona HCS - 649 | 163 | 3.94 | 4.05 | 3.81 | 3.50 | 3.42 | 2.92 | 3.76 | 3.94 |
| 18 | VA Southern Arizona HCS - 678 | 184 | 4.18 | 3.77 | 3.85 | 3.60 | 3.68 | 2.47 | 3.86 | 3.90 |
| 18 | VAMC Amarillo, TX - 504 | 35 | 4.49 | 4.71 | 4.35 | 4.41 | 4.33 | 3.33 | 4.42 | 4.45 |
| 18 | VA West Texas HCS - 519 | 18 | 2.94 | 3.24 | 3.53 | 2.56 | 2.50 | 2.63 | 3.50 | 3.82 |
| 18 | VAMC Phoenix, AZ - 644 | 107 | 4.18 | 3.99 | 3.69 | 3.96 | 3.71 | 2.86 | 3.95 | 4.04 |
| 19 | VA Montana HCS (VAM&ROC Ft. Harrison - 436 and VA Eastern Montana HCS - 436A4), Miles City, MT | 39 | 4.39 | 4.49 | 4.03 | 4.32 | 4.16 | 2.44 | 4.29 | 4.29 |
| 19 | VA Southern Colorado HCS, (Colorado Springs-567) | 15 | 4.13 | 4.47 | 3.87 | 3.79 | 3.93 | 2.08 | 4.23 | 4.43 |
| 19 | VAM&ROC Cheyenne, WY - 442 | 17 | 4.20 | 3.88 | 3.80 | 4.00 | 3.69 | 2.93 | 3.80 | 3.64 |
| 19 | VA Eastern Colorado HCS (VAMC Denver - 554) | 161 | 4.20 | 4.33 | 4.06 | 4.07 | 4.02 | 2.99 | 3.96 | 4.09 |
| 19 | VAMC Grand Junction, CO - 575 | 31 | 4.29 | 4.32 | 4.32 | 4.17 | 3.55 | 4.13 | 4.20 | 4.33 |

5 point scale: 1= unmet need ... 5 = met need

Appendix 1: 2011 CHALENG Needs Score by VA Facility - Homeless Veterans' Assessment

| VISN | VA Facility - 2011 Name | Respondents N= | Personal Hygiene | Food | Clothing | Emergency Shelter | Transitional Housing | Permanent Housing | Detox | Substance Abuse Treatment |
|------|---|-------------------|---------------------|------|----------|----------------------|-------------------------|----------------------|-------|---------------------------------|
| 19 | VAMC Salt Lake City, UT - 660 | 78 | 4.38 | 4.23 | 4.00 | 4.25 | 4.16 | 3.17 | 4.30 | 4.25 |
| 19 | VAMC Sheridan, WY - 666 | 53 | 4.68 | 4.64 | 4.32 | 4.46 | 3.92 | 2.81 | 4.35 | 4.28 |
| 20 | VA Alaska HCS & RO - 463 | 71 | 4.10 | 4.10 | 3.94 | 3.84 | 3.37 | 2.83 | 3.70 | 3.97 |
| 20 | VA DOM White City, OR - 692 | 78 | 3.71 | 3.96 | 3.56 | 3.60 | 3.37 | 2.57 | 3.58 | 3.92 |
| 20 | VA Puget Sound HCS (VAMC American Lake - 663A4 and VAMC Seattle, WA - 663), Tacoma, WA | 280 | 3.98 | 3.97 | 3.75 | 3.73 | 3.69 | 3.26 | 3.93 | 3.93 |
| 20 | VA Roseburg HCS, OR - 653 (Eugene, OR) | 42 | 3.44 | 3.74 | 3.35 | 3.15 | 2.91 | 2.75 | 3.65 | 3.78 |
| 20 | VAMC Boise, ID - 531 | 60 | 4.10 | 4.23 | 3.93 | 4.00 | 3.47 | 2.80 | 3.88 | 3.93 |
| 20 | VAMC Portland, OR - 648 | 84 | 3.57 | 3.75 | 3.38 | 2.99 | 2.65 | 1.90 | 3.73 | 3.75 |
| 20 | VAMC Spokane, WA - 668 | 79 | 3.38 | 3.36 | 3.34 | 3.15 | 2.88 | 2.33 | 3.51 | 3.73 |
| 20 | VAMC Walla Walla, WA - 687 | 38 | 4.37 | 4.50 | 4.34 | 4.22 | 4.73 | 3.22 | 4.61 | 4.79 |
| 21 | VA Central California HCS, CA - 570 | 17 | 4.00 | 4.38 | 3.63 | 3.73 | 3.81 | 1.93 | 3.50 | 3.79 |
| 21 | VA Northern California HCS - 612 (Martinez, Oakland and Sacramento) | 55 | 4.07 | 4.04 | 3.80 | 3.75 | 3.67 | 3.36 | 3.85 | 3.96 |
| 21 | VA Palo Alto HCS (VAMC Livermore - 640A4 and VAMC Palo Alto - 640), Menlo Park, CA | 194 | 4.11 | 4.16 | 3.96 | 3.88 | 3.95 | 2.84 | 3.96 | 4.11 |
| 21 | VA Sierra Nevada HCS, NV - 654 | 55 | 4.37 | 3.72 | 3.80 | 4.24 | 3.92 | 3.22 | 4.14 | 4.38 |
| 21 | VAM&ROC Honolulu, HI - 459 | 7 | 4.00 | 4.71 | 4.86 | 4.29 | 4.00 | 3.86 | 4.57 | 4.71 |
| 21 | VAMC San Francisco, CA - 662 | 147 | 4.29 | 4.36 | 3.88 | 4.02 | 4.25 | 2.93 | 4.20 | 4.17 |
| 22 | VA Greater Los Angeles HCS (VAOPC Los Angeles - 691GE, VAMC Sepulveda - 691A4 and VAMC West Los Angeles - 691) | 230 | 4.34 | 4.25 | 3.87 | 4.26 | 4.23 | 3.30 | 4.31 | 4.29 |
| 22 | VA Southern Nevada HCS - 593 | 133 | 3.99 | 3.91 | 3.68 | 3.76 | 3.83 | 3.20 | 3.70 | 3.76 |
| 22 | VAMC Loma Linda, CA - 605 | 99 | 3.52 | 3.61 | 3.32 | 3.58 | 3.55 | 3.41 | 4.00 | 4.13 |
| 22 | VAMC Long Beach, CA - 600 | 143 | 4.03 | 4.12 | 3.81 | 3.71 | 3.83 | 3.20 | 3.71 | 3.78 |
| 22 | VAMC San Diego, CA - 664 | 263 | 3.38 | 3.54 | 3.29 | 3.25 | 3.56 | 2.57 | 3.36 | 3.52 |

5 point scale: 1= unmet need ... 5 = met need

Appendix 1: 2011 CHALENG Needs Score by VA Facility - Homeless Veterans' Assessment

| VISN | VA Facility - 2011 Name | Respondents N= | Personal Hygiene | Food | Clothing | Emergency Shelter | Transitional Housing | Permanent Housing | Detox | Substance Abuse Treatment |
|------|---|-------------------|---------------------|------|----------|----------------------|-------------------------|----------------------|-------|---------------------------------|
| 23 | VA Black Hills HCS (VAMC Fort Meade - 568 and VAMC Hot Springs - 568A4) | 149 | 4.02 | 3.95 | 3.52 | 3.93 | 3.39 | 3.09 | 3.70 | 3.91 |
| 23 | VAH&ROC Sioux Falls, SD - 438 | 43 | 4.15 | 4.17 | 3.70 | 3.83 | 3.63 | 3.30 | 3.65 | 3.77 |
| 23 | VAM&ROC Fargo, ND - 437 | 43 | 4.40 | 4.26 | 4.33 | 4.56 | 4.44 | 2.95 | 4.29 | 4.34 |
| 23 | VAMC Minneapolis, MN - 618, and Superior, WI | 71 | 4.35 | 4.19 | 4.00 | 4.03 | 3.90 | 3.04 | 3.92 | 3.87 |
| 23 | VAMC St. Cloud, MN - 656 | 29 | 3.96 | 3.78 | 3.68 | 3.69 | 3.04 | 2.44 | 4.19 | 3.96 |
| 23 | VA Central Iowa HCS (VAMC Des Moines - 555, VAMC Knoxville - 555A4) | 1 | 5.00 | 5.00 | 5.00 | 4.00 | 5.00 | 5.00 | 5.00 | |
| 23 | VA Nebraska Western Iowa HCS (VAMC Grand Island - 597A4 and VAMC Lincoln - 597, VAMC Omaha-636) | 131 | 4.19 | 4.22 | 4.02 | 3.97 | 3.62 | 3.64 | 3.75 | 4.00 |
| 23 | VAMC Iowa City, IA - 584 | 70 | 4.28 | 4.29 | 4.31 | 4.05 | 3.52 | 3.33 | 4.08 | 4.11 |

5 point scale: 1= unmet need ... 5 = met need

Appendix 1: 2011 CHALENG Needs Score by VA Facility - Homeless Veterans' Assessment

| VISN | VA Facility - 2011 Name | Respondents N= | Emotional/ Psychiatric Services | Sex Offender Housing | Family Counseling | Medical Services | Women's Health Care | Social Network | Drop-in Center | HIV/AIDS Testing/ Counseling |
|------|---|-------------------|---------------------------------------|----------------------------|----------------------|---------------------|---------------------------|-------------------|-------------------|------------------------------------|
| 1 | VA Boston HCS (VAMC Boston - 523 and VAMC W. Roxbury - 523A4), VAMC Brockton, MA - 523A5 and VAH Bedford, MA) | 60 | 4.02 | 3.28 | 3.12 | 4.18 | 3.15 | 3.67 | 3.56 | 3.96 |
| 1 | VA Connecticut HCS (VAMC Newington and VAMC West Haven) | 118 | 4.25 | 2.29 | 3.23 | 4.47 | 3.19 | 3.87 | 3.99 | 4.00 |
| 1 | VAM&ROC Togus, ME - 402 | 52 | 4.40 | 4.22 | 3.74 | 4.49 | 4.11 | 3.74 | 3.56 | 4.35 |
| 1 | VAM&ROC White River Junction, VT - 405 | 11 | 3.82 | 3.40 | 2.50 | 4.09 | 2.88 | 3.22 | 2.33 | 3.67 |
| 1 | VAMC Manchester, NH - 608 | 27 | 3.33 | 1.80 | 2.68 | 3.89 | 2.25 | 3.20 | 3.14 | 2.65 |
| 1 | VAMC Northampton, MA - 631 (Leeds) | 142 | 3.70 | 3.19 | 3.42 | 3.92 | 3.37 | 3.48 | 3.32 | 3.99 |
| 1 | VAMC Providence, RI - 650, Bristol, RI | 33 | 4.50 | 2.50 | 3.35 | 4.57 | 4.45 | 3.80 | 4.05 | 4.53 |
| 2 | VA Western New York HCS - (VAMC Batavia - 528A4 and VAMC Buffalo - 528) | 169 | 3.96 | 3.43 | 3.41 | 4.01 | 3.27 | 3.66 | 3.77 | 3.85 |
| 2 | VAMC Albany, NY - 500 | 56 | 4.46 | 2.79 | 3.76 | 4.76 | 3.63 | 4.35 | 3.84 | 4.47 |
| 2 | VAMC Canandaigua, NY - 528A5, Rochester, NY | 34 | 4.13 | 2.71 | 3.37 | 4.26 | 3.50 | 4.16 | 3.58 | 3.97 |
| 2 | VAMC Syracuse, NY - 670 | 16 | 4.40 | 2.70 | 3.07 | 4.25 | 3.00 | 3.79 | 3.33 | 3.50 |
| 2 | VAMC Bath, NY | 72 | 3.64 | 2.81 | 2.98 | 4.35 | 3.14 | 3.41 | 3.33 | 4.25 |
| 3 | VA Hudson Valley HCS (VAMC Castle Point - 620A4 and VAH Montrose - 620) | 41 | 4.33 | 2.65 | 3.36 | 4.55 | 2.72 | 3.88 | 3.64 | 4.14 |
| 3 | VA New Jersey HCS (VAMC East Orange - 561 and VAMC Lyons - 561A4) | 67 | 3.82 | 2.53 | 3.29 | 4.12 | 3.24 | 3.53 | 3.48 | 3.88 |
| 3 | VAMC Bronx, NY - 526 | 87 | 3.60 | 2.38 | 2.91 | 4.23 | 2.84 | 3.36 | 2.93 | 3.47 |
| 3 | VAMC Northport, NY - 632 | 13 | 4.20 | 2.33 | 3.44 | 4.36 | 3.67 | 3.25 | 3.00 | 3.56 |
| 3 | VA New York Harbor HCS (VAMC Brooklyn - 630A4 and VAMC New York - 630) | 51 | 3.84 | 2.97 | 2.98 | 4.49 | 3.10 | 3.70 | 3.98 | 4.24 |

5 point scale: 1= unmet need ... 5 = met need

Appendix 1: 2011 CHALENG Needs Score by VA Facility - Homeless Veterans' Assessment

| VISN | VA Facility - 2011 Name | Respondents N= | Emotional/ Psychiatric Services | Sex Offender Housing | Family Counseling | Medical Services | Women's Health Care | Social Network | Drop-in Center | HIV/AIDS Testing/ Counseling |
|------|---|-------------------|---------------------------------------|----------------------------|----------------------|---------------------|---------------------------|-------------------|-------------------|------------------------------------|
| 4 | VA Pittsburgh HCS, PA (VAMC Pittsburgh (HD) - 646A5 and VAMC Pittsburgh (UD) - 646) | 36 | 4.24 | 2.65 | 3.33 | 4.31 | 3.67 | 3.74 | 3.43 | 4.09 |
| 4 | VAM&ROC Wilmington, DE - 460 | 9 | 3.89 | 3.22 | 3.11 | 4.11 | 3.25 | 3.22 | 3.44 | 4.22 |
| 4 | VAMC Altoona, PA - 503 | 65 | 3.81 | 2.98 | 3.21 | 4.20 | 3.09 | 3.08 | 3.09 | 3.28 |
| 4 | VAMC Butler, PA - 529 | 6 | 4.33 | 3.00 | 2.83 | 3.83 | 2.83 | 2.67 | 2.50 | 3.00 |
| 4 | VAMC Clarksburg, WV - 540 | 12 | 4.75 | 2.45 | 2.91 | 4.67 | 3.09 | 4.17 | 3.83 | 4.00 |
| 4 | VAMC Coatesville - 542 | 125 | 4.14 | 2.47 | 3.09 | 4.45 | 3.21 | 3.70 | 3.45 | 4.03 |
| 4 | VAMC Erie, PA - 562 | 58 | 4.35 | 2.63 | 3.61 | 4.68 | 3.62 | 4.10 | 4.10 | 4.31 |
| 4 | VAMC Lebanon, PA - 595 | 49 | 3.77 | 2.68 | 3.19 | 4.27 | 3.30 | 3.63 | 3.38 | 4.07 |
| 4 | VAMC Philadelphia, PA - 642 | 9 | 4.22 | 3.33 | 2.25 | 4.78 | 3.67 | 4.13 | 3.43 | 3.86 |
| 4 | VAMC Wilkes-Barre, PA - 693 | 47 | 4.14 | 3.32 | 3.59 | 4.19 | 3.52 | 3.79 | 3.63 | 4.08 |
| 5 | VA Maryland HCS (VAMC Baltimore - 512, VAMC Fort Howard - 512A4 and VAMC Perry Point - 512A5) | 77 | 3.63 | 3.08 | 3.10 | 3.64 | 3.16 | 3.33 | 3.05 | 3.42 |
| 5 | VAMC Martinsburg, WV - 613 | 93 | 4.06 | 3.40 | 3.51 | 4.41 | 4.07 | 3.94 | 3.74 | 4.60 |
| 5 | VAMC Washington, DC - 688 | 132 | 3.35 | 2.66 | 2.76 | 3.93 | 2.87 | 3.03 | 2.83 | 3.58 |
| 6 | VAMC Asheville, NC - 637 | 49 | 3.90 | 2.61 | 3.26 | 4.02 | 3.66 | 3.50 | 3.42 | 3.83 |
| 6 | VAMC Beckley, WV - 517 | 9 | 3.67 | 1.56 | 2.33 | 4.33 | 2.11 | 3.33 | 1.89 | 3.78 |
| 6 | VAMC Durham, NC - 558 | 15 | 3.33 | 3.00 | 3.70 | 3.71 | 3.60 | 3.64 | 3.22 | 4.55 |
| 6 | VAMC Fayetteville, NC - 565 | 27 | 3.50 | 2.28 | 2.58 | 3.73 | 2.96 | 3.36 | 2.67 | 3.16 |
| 6 | VAMC Hampton, VA - 590 | 111 | 3.54 | 2.40 | 3.08 | 3.88 | 3.22 | 3.11 | 3.03 | 3.49 |
| 6 | VAMC Richmond, VA - 652 | 54 | 4.19 | 2.49 | 3.07 | 4.50 | 3.64 | 3.79 | 3.66 | 4.26 |
| 6 | VAMC Salem, VA - 658 | 27 | 3.85 | 2.41 | 3.38 | 4.63 | 3.76 | 3.96 | 3.75 | 4.00 |
| 6 | VAMC Salisbury, NC - 659 | 86 | 3.81 | 2.87 | 3.28 | 4.29 | 3.64 | 3.51 | 3.34 | 4.09 |
| 7 | VA Central Alabama HCS (VAMC Montgomery - 619 and VAMC Tuskegee - 619A4) | 86 | 3.68 | 2.75 | 2.80 | 3.69 | 2.88 | 2.99 | 2.90 | 3.32 |
| 7 | VAMC - Augusta, GA - 509 | 61 | 3.71 | 2.49 | 3.03 | 4.28 | 3.08 | 3.39 | 3.00 | 3.45 |
| 7 | VAMC Atlanta, GA - 508 (Decatur, GA) | 218 | 3.90 | 2.80 | 3.13 | 4.26 | 3.37 | 3.58 | 3.25 | 4.02 |
| 7 | VAMC Birmingham, AL - 521 | 44 | 3.70 | 3.37 | 3.59 | 4.31 | 3.24 | 3.27 | 2.94 | 3.92 |
| 7 | VAMC Charleston, SC - 534 | 160 | 4.23 | 2.46 | 3.11 | 4.31 | 3.47 | 3.73 | 3.45 | 4.15 |

5 point scale: 1= unmet need ... 5 = met need

Appendix 1: 2011 CHALENG Needs Score by VA Facility - Homeless Veterans' Assessment

| VISN | VA Facility - 2011 Name | Respondents N= | Emotional/ Psychiatric Services | Sex Offender Housing | Family Counseling | Medical Services | Women's Health Care | Social Network | Drop-in Center | HIV/AIDS Testing/ Counseling |
|------|--|-------------------|---------------------------------------|----------------------------|----------------------|---------------------|---------------------------|-------------------|-------------------|------------------------------------|
| 7 | VAMC Columbia, SC - 544 | 22 | 3.25 | 2.59 | 2.23 | 3.41 | 2.47 | 2.52 | 2.33 | 2.41 |
| 7 | VAMC Dublin, GA - 557 | 23 | 2.96 | 2.10 | 2.95 | 3.74 | 3.18 | 2.95 | 3.00 | 3.35 |
| 7 | VAMC Tuscaloosa, AL - 679 | 40 | 3.56 | 2.91 | 2.91 | 3.67 | 3.50 | 3.18 | 3.24 | 3.62 |
| 8 | VA North Florida/South Georgia HCS (VAMC Gainesville - 573 and VAMC Lake City - 573A4) | 17 | 4.41 | 3.93 | 3.73 | 4.82 | 4.60 | 4.47 | 3.94 | 4.73 |
| 8 | VAH Tampa, FL - 673 | 38 | 4.50 | 2.58 | 2.92 | 4.82 | 3.50 | 4.15 | 3.52 | 4.50 |
| 8 | VAMC Bay Pines - 516 | 404 | 3.79 | 2.78 | 3.01 | 4.11 | 3.30 | 3.44 | 3.17 | 3.87 |
| 8 | VAMC Miami, FL - 546 | 31 | 3.83 | 2.57 | 2.86 | 4.33 | 3.13 | 3.81 | 3.20 | 3.85 |
| 8 | VAMC West Palm Beach, FL - 548 | 123 | 3.60 | 2.32 | 2.83 | 4.20 | 2.63 | 3.12 | 2.88 | 3.63 |
| 8 | VAMC San Juan, PR - 672 | 13 | 4.15 | 2.10 | 3.08 | 4.00 | 2.25 | 3.46 | 2.40 | 3.75 |
| 8 | VAMC Orlando, FL-675 | 96 | 3.82 | 2.22 | 2.90 | 4.20 | 2.73 | 3.70 | 2.81 | 4.17 |
| 9 | VAMC Huntington, WV - 581 | 36 | 3.47 | 3.08 | 2.93 | 3.72 | 3.32 | 3.29 | 3.48 | 3.78 |
| 9 | VAMC Lexington, KY - 596 | 31 | 4.17 | 3.52 | 3.64 | 4.47 | 3.80 | 3.60 | 3.35 | 4.14 |
| 9 | VAMC Louisville, KY - 603 | 158 | 4.08 | 3.21 | 3.40 | 4.34 | 3.43 | 3.91 | 3.79 | 3.74 |
| 9 | VAMC Memphis, TN - 614 | 15 | 3.21 | 2.46 | 3.07 | 4.00 | 3.08 | 3.33 | 3.29 | 3.64 |
| 9 | VAMC Mountain Home, TN - 621 | 42 | 4.28 | 2.38 | 3.13 | 4.50 | 2.75 | 3.85 | 3.72 | 3.74 |
| 9 | VAMC Nashville, TN - 626 (Nashville and Murfreesboro) | 49 | 4.13 | 3.88 | 3.48 | 4.31 | 3.58 | 3.05 | 4.12 | 4.16 |
| 10 | VAMC Chillicothe, OH - 538 | 140 | 4.02 | 3.43 | 3.63 | 4.22 | 3.38 | 3.89 | 3.52 | 3.98 |
| 10 | VAMC Cincinnati, OH - 539 (Ft. Thomas, KY) | 133 | 3.99 | 3.12 | 3.08 | 4.43 | 2.41 | 3.81 | 3.49 | 4.27 |
| 10 | VAMC Cleveland, OH - 541 (Brecksville, OH) | 83 | 4.19 | 2.77 | 3.20 | 4.39 | 2.88 | 3.63 | 3.29 | 4.20 |
| 10 | VAMC Dayton, OH - 552 | 24 | 3.77 | 2.63 | 2.60 | 3.91 | 2.47 | 3.05 | 2.35 | 3.60 |
| 10 | VAOPC Columbus, OH - 757 (Grove City, OH) | 46 | 3.83 | 2.55 | 3.13 | 4.20 | 2.77 | 3.44 | 2.94 | 3.75 |
| 11 | VAOPC Toledo, OH and VA Ann Arbor HCS, MI - 506 | 63 | 4.15 | 2.79 | 3.21 | 4.56 | 3.12 | 3.36 | 3.19 | 3.74 |
| 11 | VA Northern Indiana HCS (VAMC Fort Wayne - 610A4 and VAMC Marion - 610) | 45 | 4.16 | 3.32 | 3.41 | 4.50 | 3.36 | 3.78 | 3.71 | 4.03 |
| 11 | VAMC Battle Creek, MI - 515 | 263 | 3.82 | 3.48 | 3.59 | 4.10 | 3.44 | 3.73 | 3.79 | 4.02 |

5 point scale: 1= unmet need ... 5 = met need

Appendix 1: 2011 CHALENG Needs Score by VA Facility - Homeless Veterans' Assessment

| VISN | VA Facility - 2011 Name | Respondents N= | Emotional/ Psychiatric Services | Sex Offender Housing | Family Counseling | Medical Services | Women's Health Care | Social Network | Drop-in Center | HIV/AIDS Testing/ Counseling |
|------|--|-------------------|---------------------------------------|----------------------------|----------------------|---------------------|---------------------------|-------------------|-------------------|------------------------------------|
| 11 | VAMC Danville, IL - 550 | 95 | 4.15 | 3.25 | 3.50 | 4.20 | 3.12 | 3.77 | 3.34 | 3.86 |
| 11 | VAMC Detroit, MI - 553 | 101 | 3.57 | 2.47 | 2.88 | 4.08 | 3.00 | 3.22 | 2.93 | 3.56 |
| 11 | VAMC Indianapolis - 583 | 208 | 3.79 | 2.64 | 3.01 | 4.07 | 2.76 | 3.27 | 3.18 | 3.75 |
| 11 | VAMC Saginaw, MI - 655 | 37 | 4.00 | 2.53 | 3.48 | 4.44 | 3.69 | 3.86 | 3.30 | 4.18 |
| 12 | VAH Hines, IL - 578 | 127 | 3.78 | 2.88 | 3.19 | 4.31 | 3.27 | 3.61 | 3.50 | 3.55 |
| 12 | VAH Madison, WI - 607 | 103 | 4.09 | 2.93 | 3.44 | 4.46 | 3.44 | 3.93 | 3.61 | 3.76 |
| 12 | VAMC Iron Mountain, MI - 585 | | | | | | | | | |
| 12 | VAMC Milwaukee, WI - 695 | 226 | 3.56 | 2.75 | 2.82 | 3.98 | 3.30 | 3.14 | 3.04 | 3.50 |
| 12 | VAMC North Chicago, IL - 556 | 51 | 4.04 | 2.32 | 2.76 | 4.52 | 2.90 | 3.74 | 3.30 | 4.00 |
| 12 | VAMC Tomah, WI - 676 | 42 | 3.66 | 2.32 | 2.38 | 3.80 | 2.64 | 3.46 | 3.14 | 3.36 |
| 12 | VA Chicago HCS (VAMC Chicago (LS) - 537A4 and VAMC Chicago (WS) - 537) | 21 | 3.67 | 3.00 | 2.88 | 3.80 | 2.64 | 3.15 | 3.22 | 3.74 |
| 15 | VA Eastern Kansas HCS (VAMC Leavenworth - 677A4) | 143 | 3.84 | 2.53 | 2.96 | 4.14 | 3.19 | 3.39 | 3.13 | 3.80 |
| 15 | VAH Columbia, MO - 543 | 43 | 3.70 | 2.41 | 3.00 | 4.15 | 3.20 | 3.46 | 2.94 | 3.60 |
| 15 | VAM&ROC Wichita, KS - 452 | 94 | 3.60 | 2.86 | 3.18 | 4.07 | 3.46 | 3.46 | 3.49 | 3.65 |
| 15 | VAMC Kansas City, MO - 589 | 248 | 3.40 | 2.70 | 2.93 | 3.64 | 2.81 | 3.12 | 2.90 | 3.32 |
| 15 | VAMC Marion, IL - 609 | 9 | 3.75 | 2.00 | 4.14 | 4.78 | 4.00 | 4.14 | 3.75 | 3.00 |
| 15 | VAMC Poplar Bluff, MO - 647 | 4 | 4.75 | 2.00 | 3.50 | 5.00 | | 4.67 | 5.00 | 4.33 |
| 15 | VAMC St. Louis, MO - 657 | 118 | 3.50 | 2.91 | 2.91 | 3.69 | 3.00 | 3.25 | 3.19 | 3.65 |
| 15 | VAMC Topeka - 677 | 20 | 4.20 | 2.69 | 3.39 | 4.25 | 2.83 | 3.80 | 3.59 | 4.06 |
| 16 | VA Central Arkansas HCS - 598 | 61 | 3.75 | 3.32 | 3.29 | 4.23 | 3.58 | 3.43 | 4.15 | 3.62 |
| 16 | VA Gulf Coast HCS - 520 (Biloxi, MS, Pensacola, FL) | 55 | 3.10 | 1.86 | 2.62 | 3.72 | 3.15 | 3.39 | 3.36 | 3.21 |
| 16 | VAMC Alexandria, LA - 502 | 52 | 4.17 | 2.96 | 3.05 | 4.50 | 3.00 | 3.65 | 3.58 | 3.88 |
| 16 | VAMC Fayetteville, AR - 564 | 47 | 4.18 | 2.37 | 3.08 | 4.46 | 2.92 | 3.72 | 3.22 | 3.21 |
| 16 | VAMC Houston, TX - 580 | 141 | 3.66 | 2.62 | 2.83 | 4.18 | 3.10 | 3.28 | 3.85 | 3.93 |
| 16 | VAMC Jackson, MS - 586 | 98 | 3.54 | 2.88 | 2.87 | 4.09 | 3.27 | 3.24 | 3.18 | 3.76 |
| 16 | VAMC New Orleans, LA - 629 | 188 | 4.12 | 2.65 | 3.29 | 4.38 | 3.00 | 3.68 | 3.25 | 3.96 |
| 16 | VAMC Oklahoma City, OK - 635 | 52 | 3.56 | 2.52 | 3.02 | 4.00 | 3.21 | 3.56 | 3.16 | 4.02 |
| 16 | VAMC Shreveport, LA - 667 | 85 | 3.71 | 2.79 | 3.15 | 4.40 | 3.06 | 3.64 | 3.17 | 3.70 |

5 point scale: 1= unmet need ... 5 = met need

Appendix 1: 2011 CHALENG Needs Score by VA Facility - Homeless Veterans' Assessment

| VISN | VA Facility - 2011 Name | Respondents N= | Emotional/ Psychiatric Services | Sex Offender Housing | Family Counseling | Medical Services | Women's Health Care | Social Network | Drop-in Center | HIV/AIDS Testing/ Counseling |
|------|---|-------------------|---------------------------------------|----------------------------|----------------------|---------------------|---------------------------|-------------------|-------------------|------------------------------------|
| 16 | VAMC Muskogee, OK- 623 (Tulsa, OK) | 40 | 4.13 | 2.69 | 3.31 | 4.36 | 3.09 | 3.33 | 3.25 | 4.15 |
| 17 | VA Central Texas HCS (VAMC Marlin - 674A5, VAMC Temple - 674, VAMC Waco - 674A4 and VAOPC Austin - 674BY) | 62 | 3.72 | 2.73 | 3.39 | 4.34 | 3.35 | 3.65 | 3.40 | 3.87 |
| 17 | VA North Texas HCS (VAMC Bonham - 549A4 and VAMC Dallas - 549) | 436 | 3.76 | 2.52 | 2.95 | 4.25 | 3.03 | 3.49 | 2.95 | 3.81 |
| 17 | VA Texas Valley Coastal Bend Health Care System (VA OPC Corpus Christi, TX - 671BZ, VA OPC Harlingen, TX-671GA) | 5 | 3.00 | 5.00 | 2.75 | 4.20 | | 3.60 | 3.75 | 4.75 |
| 17 | VA South Texas Veterans HCS (VAMC Kerrville - 671A4 and VAH San Antonio - 671) | 67 | 3.61 | 2.98 | 3.13 | 4.48 | 3.19 | 3.66 | 3.26 | 3.91 |
| 18 | El Paso VA HCS, TX - 756 | 122 | 3.48 | 3.09 | 3.06 | 3.88 | 3.10 | 3.12 | 3.06 | 3.39 |
| 18 | VA New Mexico HCS - 501 | 83 | 3.75 | 2.73 | 2.59 | 4.05 | 2.86 | 3.16 | 2.90 | 3.17 |
| 18 | VA Northern Arizona HCS - 649 | 163 | 3.69 | 2.91 | 3.10 | 3.99 | 3.22 | 3.34 | 3.34 | 3.64 |
| 18 | VA Southern Arizona HCS - 678 | 184 | 3.51 | 2.31 | 2.64 | 4.11 | 2.94 | 2.93 | 3.03 | 3.74 |
| 18 | VAMC Amarillo, TX - 504 | 35 | 4.48 | 2.88 | 3.90 | 4.81 | 3.23 | 4.52 | 3.83 | 4.61 |
| 18 | VA West Texas HCS - 519 | 18 | 3.59 | 2.50 | 3.06 | 3.71 | 3.23 | 2.82 | 2.65 | 4.00 |
| 18 | VAMC Phoenix, AZ - 644 | 107 | 3.39 | 2.54 | 2.76 | 4.21 | 3.13 | 3.52 | 3.34 | 3.35 |
| 19 | VA Montana HCS (VAM&ROC Ft. Harrison - 436 and VA Eastern Montana HCS - 436A4), Miles City, MT | 39 | 4.11 | 2.82 | 3.54 | 4.57 | 3.68 | 3.48 | 3.55 | 4.60 |
| 19 | VA Southern Colorado HCS, (Colorado Springs-567) | 15 | 4.20 | 2.17 | 3.38 | 3.53 | 1.33 | 3.36 | 3.00 | 3.90 |
| 19 | VAM&ROC Cheyenne, WY - 442 | 17 | 3.94 | 2.13 | 3.07 | 3.81 | 2.60 | 3.64 | 3.38 | 3.69 |
| 19 | VA Eastern Colorado HCS (VAMC Denver - 554) | 161 | 3.85 | 2.87 | 3.15 | 4.21 | 3.43 | 3.45 | 3.34 | 3.86 |
| 19 | VAMC Grand Junction, CO - 575 | 31 | 4.32 | 2.88 | 3.57 | 4.68 | 3.42 | 3.59 | 4.34 | 4.29 |

5 point scale: 1= unmet need ... 5 = met need

Appendix 1: 2011 CHALENG Needs Score by VA Facility - Homeless Veterans' Assessment

| VISN | VA Facility - 2011 Name | Respondents N= | Emotional/ Psychiatric Services | Sex Offender Housing | Family Counseling | Medical Services | Women's Health Care | Social Network | Drop-in Center | HIV/AIDS Testing/ Counseling |
|------|---|-------------------|---------------------------------------|----------------------------|----------------------|---------------------|---------------------------|-------------------|-------------------|------------------------------------|
| 19 | VAMC Salt Lake City, UT - 660 | 78 | 4.27 | 3.35 | 3.25 | 4.53 | 3.37 | 3.69 | 3.55 | 3.79 |
| 19 | VAMC Sheridan, WY - 666 | 53 | 4.17 | 2.98 | 3.08 | 4.43 | 3.56 | 3.67 | 2.80 | 4.06 |
| 20 | VA Alaska HCS & RO - 463 | 71 | 3.69 | 2.54 | 2.63 | 3.93 | 3.03 | 3.56 | 2.94 | 3.73 |
| 20 | VA DOM White City, OR - 692 | 78 | 3.50 | 2.55 | 2.60 | 3.68 | 2.57 | 3.37 | 2.95 | 3.64 |
| 20 | VA Puget Sound HCS (VAMC American Lake - 663A4 and VAMC Seattle, WA - 663), Tacoma, WA | 280 | 3.62 | 3.04 | 3.25 | 3.82 | 3.51 | 3.38 | 3.38 | 3.88 |
| 20 | VA Roseburg HCS, OR - 653 (Eugene, OR) | 42 | 3.15 | 3.35 | 3.03 | 3.38 | 3.46 | 3.10 | 3.16 | 3.17 |
| 20 | VAMC Boise, ID - 531 | 60 | 4.00 | 2.73 | 3.17 | 4.33 | 3.31 | 3.72 | 3.24 | 3.82 |
| 20 | VAMC Portland, OR - 648 | 84 | 3.08 | 2.74 | 2.73 | 3.59 | 2.85 | 2.89 | 3.10 | 3.52 |
| 20 | VAMC Spokane, WA - 668 | 79 | 3.41 | 2.85 | 2.99 | 3.71 | 2.92 | 3.00 | 3.06 | 3.23 |
| 20 | VAMC Walla Walla, WA - 687 | 38 | 4.44 | 2.37 | 3.39 | 4.55 | 3.62 | 3.88 | 3.33 | 3.96 |
| 21 | VA Central California HCS, CA - 570 | 17 | 3.19 | 2.50 | 2.21 | 4.47 | 2.63 | 2.88 | 2.92 | 3.70 |
| 21 | VA Northern California HCS - 612 (Martinez, Oakland and Sacramento) | 55 | 3.88 | 3.09 | 3.34 | 4.34 | 3.67 | 3.46 | 3.30 | 4.08 |
| 21 | VA Palo Alto HCS (VAMC Livermore - 640A4 and VAMC Palo Alto - 640), Menlo Park, CA | 194 | 4.11 | 2.68 | 3.13 | 4.46 | 3.36 | 3.74 | 3.63 | 3.89 |
| 21 | VA Sierra Nevada HCS, NV - 654 | 55 | 3.88 | 2.50 | 3.14 | 4.57 | 2.88 | 3.48 | 3.91 | 3.71 |
| 21 | VAM&ROC Honolulu, HI - 459 | 7 | 4.43 | 4.25 | 4.33 | 3.33 | 3.40 | 3.33 | 4.14 | 4.43 |
| 21 | VAMC San Francisco, CA - 662 | 147 | 3.97 | 2.49 | 3.17 | 4.39 | 3.21 | 3.75 | 3.69 | 4.02 |
| 22 | VA Greater Los Angeles HCS (VAOPC Los Angeles - 691GE, VAMC Sepulveda - 691A4 and VAMC West Los Angeles - 691) | 230 | 4.13 | 2.81 | 3.36 | 4.19 | 3.09 | 3.62 | 3.35 | 3.92 |
| 22 | VA Southern Nevada HCS - 593 | 133 | 3.62 | 2.49 | 3.02 | 4.00 | 3.17 | 3.50 | 2.88 | 3.40 |
| 22 | VAMC Loma Linda, CA - 605 | 99 | 3.90 | 2.78 | 3.38 | 4.27 | 3.44 | 3.58 | 3.11 | 3.70 |
| 22 | VAMC Long Beach, CA - 600 | 143 | 3.70 | 2.91 | 3.25 | 4.06 | 3.09 | 3.54 | 3.42 | 3.62 |
| 22 | VAMC San Diego, CA - 664 | 263 | 3.38 | 2.41 | 2.81 | 3.47 | 2.70 | 2.92 | 2.69 | 3.05 |

5 point scale: 1= unmet need ... 5 = met need

Appendix 1: 2011 CHALENG Needs Score by VA Facility - Homeless Veterans' Assessment

| VISN | VA Facility - 2011 Name | Respondents N= | Emotional/ Psychiatric Services | Sex Offender Housing | Family Counseling | Medical Services | Women's Health Care | Social Network | Drop-in Center | HIV/AIDS Testing/ Counseling |
|------|---|-------------------|---------------------------------------|----------------------------|----------------------|---------------------|---------------------------|-------------------|-------------------|------------------------------------|
| 23 | VA Black Hills HCS (VAMC Fort Meade - 568 and VAMC Hot Springs - 568A4) | 149 | 3.54 | 2.99 | 3.21 | 3.94 | 2.95 | 3.30 | 3.36 | 3.55 |
| 23 | VAH&ROC Sioux Falls, SD - 438 | 43 | 3.59 | 2.73 | 3.25 | 4.18 | 3.05 | 3.26 | 2.89 | 3.85 |
| 23 | VAM&ROC Fargo, ND - 437 | 43 | 4.38 | 3.11 | 3.30 | 4.51 | 3.56 | 3.65 | 3.76 | 4.11 |
| 23 | VAMC Minneapolis, MN - 618, and Superior, WI | 71 | 3.80 | 2.50 | 3.16 | 4.28 | 2.77 | 3.75 | 2.85 | 3.56 |
| 23 | VAMC St. Cloud, MN - 656 | 29 | 4.00 | 3.67 | 3.26 | 4.29 | 3.82 | 3.48 | 2.85 | 4.20 |
| 23 | VA Central Iowa HCS (VAMC Des Moines - 555, VAMC Knoxville - 555A4) | 1 | 5.00 | | | 5.00 | | 5.00 | 5.00 | 5.00 |
| 23 | VA Nebraska Western Iowa HCS (VAMC Grand Island - 597A4 and VAMC Lincoln - 597, VAMC Omaha-636) | 131 | 3.95 | 2.76 | 3.36 | 4.27 | 3.42 | 3.65 | 3.37 | 3.68 |
| 23 | VAMC Iowa City, IA - 584 | 70 | 3.87 | 2.78 | 3.20 | 3.94 | 2.84 | 3.64 | 3.58 | 3.52 |

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Appendix 1: 2011 CHALENG Needs Score by VA Facility - Homeless Veterans' Assessment

| VISN | VA Facility - 2011 Name | Respondents N= | TB Testing and Treatment | Legal Driver's License | Hepatitis C Testing | Dental Care | Eye Care/ Glasses | Credit Counsel- ing | VA Disability/ Pension | Welfare Payments |
|------|---|-------------------|-----------------------------------|------------------------------|---------------------------|----------------|-------------------------|---------------------------|------------------------------|---------------------|
| 1 | VA Boston HCS (VAMC Boston - 523 and VAMC W. Roxbury - 523A4), VAMC Brockton, MA - 523A5 and VAH Bedford, MA) | 60 | 4.46 | 3.30 | 4.12 | 3.07 | 3.98 | 3.57 | 3.43 | 3.28 |
| 1 | VA Connecticut HCS (VAMC Newington and VAMC West Haven) | 118 | 4.44 | 3.38 | 3.85 | 2.91 | 4.08 | 3.32 | 3.08 | 2.79 |
| 1 | VAM&ROC Togus, ME - 402 | 52 | 4.37 | 3.27 | 4.36 | 2.38 | 3.84 | 3.17 | 3.44 | 3.02 |
| 1 | VAM&ROC White River Junction, VT - 405 | 11 | 3.64 | 2.56 | 3.67 | 2.50 | 4.18 | 2.57 | 3.40 | 2.63 |
| 1 | VAMC Manchester, NH - 608 | 27 | 2.95 | 2.23 | 2.70 | 2.58 | 2.92 | 2.63 | 2.96 | 2.50 |
| 1 | VAMC Northampton, MA - 631 (Leeds) | 142 | 4.06 | 3.45 | 3.99 | 3.17 | 3.39 | 3.04 | 3.18 | 3.01 |
| 1 | VAMC Providence, RI - 650, Bristol, RI | 33 | 4.53 | 3.55 | 4.67 | 3.68 | 4.04 | 3.23 | 3.82 | 3.45 |
| 2 | VA Western New York HCS - (VAMC Batavia - 528A4 and VAMC Buffalo - 528) | 169 | 4.07 | 3.15 | 3.86 | 3.07 | 3.64 | 3.18 | 3.20 | 3.27 |
| 2 | VAMC Albany, NY - 500 | 56 | 4.69 | 4.02 | 4.39 | 4.20 | 4.58 | 3.77 | 3.60 | 3.30 |
| 2 | VAMC Canandaigua, NY - 528A5, Rochester, NY | 34 | 4.06 | 3.10 | 3.81 | 3.91 | 3.72 | 3.32 | 3.27 | 4.00 |
| 2 | VAMC Syracuse, NY - 670 | 16 | 4.07 | 2.36 | 3.36 | 2.67 | 3.56 | 2.07 | 2.64 | 3.00 |
| 2 | VAMC Bath, NY | 72 | 4.26 | 2.89 | 4.16 | 3.80 | 4.06 | 3.05 | 3.24 | 2.66 |
| 3 | VA Hudson Valley HCS (VAMC Castle Point - 620A4 and VAH Montrose - 620) | 41 | 4.38 | 3.43 | 4.33 | 3.79 | 4.43 | 3.84 | 3.63 | 3.33 |
| 3 | VA New Jersey HCS (VAMC East Orange - 561 and VAMC Lyons - 561A4) | 67 | 4.02 | 3.06 | 3.61 | 3.21 | 3.86 | 3.09 | 3.21 | 3.11 |
| 3 | VAMC Bronx, NY - 526 | 87 | 3.80 | 2.82 | 3.49 | 3.28 | 3.78 | 2.74 | 3.38 | 3.02 |
| 3 | VAMC Northport, NY - 632 | 13 | 3.44 | 2.73 | 3.40 | 2.50 | 4.08 | 2.83 | 3.18 | 2.80 |
| 3 | VA New York Harbor HCS (VAMC Brooklyn - 630A4 and VAMC New York - 630) | 51 | 4.37 | 2.48 | 3.91 | 2.94 | 4.06 | 2.77 | 3.29 | 3.40 |

5 point scale: 1= unmet need ... 5 = met need

Appendix 1: 2011 CHALENG Needs Score by VA Facility - Homeless Veterans' Assessment

| VISN | VA Facility - 2011 Name | Respondents N= | TB Testing and Treatment | Legal Driver's License | Hepatitis C Testing | Dental Care | Eye Care/ Glasses | Credit Counsel- ing | VA Disability/ Pension | Welfare Payments |
|------|---|-------------------|-----------------------------------|------------------------------|---------------------------|----------------|-------------------------|---------------------------|------------------------------|---------------------|
| 4 | VA Pittsburgh HCS, PA (VAMC Pittsburgh (HD) - 646A5 and VAMC Pittsburgh (UD) - 646) | 36 | 4.29 | 3.19 | 3.85 | 3.65 | 3.60 | 3.06 | 3.03 | 2.75 |
| 4 | VAM&ROC Wilmington, DE - 460 | 9 | 3.89 | 2.89 | 3.78 | 3.44 | 3.78 | 2.89 | 3.22 | 3.22 |
| 4 | VAMC Altoona, PA - 503 | 65 | 3.52 | 3.25 | 3.48 | 2.88 | 3.49 | 2.79 | 3.37 | 3.32 |
| 4 | VAMC Butler, PA - 529 | 6 | 3.67 | 2.83 | 3.40 | 2.50 | 2.67 | 3.00 | 3.83 | 2.83 |
| 4 | VAMC Clarksburg, WV - 540 | 12 | 4.50 | 3.92 | 4.00 | 2.92 | 3.83 | 3.91 | 3.40 | 3.27 |
| 4 | VAMC Coatesville - 542 | 125 | 4.36 | 3.39 | 4.02 | 4.08 | 4.22 | 2.92 | 3.28 | 2.72 |
| 4 | VAMC Erie, PA - 562 | 58 | 4.31 | 2.96 | 4.49 | 3.39 | 4.24 | 3.27 | 3.86 | 3.06 |
| 4 | VAMC Lebanon, PA - 595 | 49 | 4.05 | 3.46 | 3.87 | 3.16 | 3.81 | 2.90 | 3.07 | 2.74 |
| 4 | VAMC Philadelphia, PA - 642 | 9 | 4.00 | 3.38 | 4.13 | 3.67 | 3.22 | 2.00 | 2.43 | 4.56 |
| 4 | VAMC Wilkes-Barre, PA - 693 | 47 | 4.21 | 3.60 | 3.97 | 3.91 | 3.84 | 3.22 | 3.38 | 3.83 |
| 5 | VA Maryland HCS (VAMC Baltimore - 512, VAMC Fort Howard - 512A4 and VAMC Perry Point - 512A5) | 77 | 3.47 | 2.95 | 3.40 | 2.83 | 3.54 | 2.92 | 3.19 | 3.29 |
| 5 | VAMC Martinsburg, WV - 613 | 93 | 4.47 | 3.45 | 4.28 | 3.99 | 4.36 | 3.65 | 3.40 | 3.02 |
| 5 | VAMC Washington, DC - 688 | 132 | 3.80 | 2.78 | 3.47 | 2.54 | 3.02 | 2.42 | 2.63 | 2.55 |
| 6 | VAMC Asheville, NC - 637 | 49 | 3.93 | 2.49 | 3.67 | 2.87 | 3.56 | 3.09 | 2.87 | 2.64 |
| 6 | VAMC Beckley, WV - 517 | 9 | 4.00 | 2.33 | 4.00 | 1.67 | 1.44 | 2.33 | 2.78 | 2.22 |
| 6 | VAMC Durham, NC - 558 | 15 | 4.67 | 2.91 | 4.36 | 3.57 | 2.92 | 2.46 | 3.50 | 2.13 |
| 6 | VAMC Fayetteville, NC - 565 | 27 | 3.08 | 2.22 | 2.92 | 2.31 | 3.04 | 2.38 | 2.80 | 2.39 |
| 6 | VAMC Hampton, VA - 590 | 111 | 3.51 | 2.67 | 3.38 | 2.55 | 3.21 | 2.99 | 2.98 | 2.75 |
| 6 | VAMC Richmond, VA - 652 | 54 | 4.56 | 3.02 | 4.36 | 3.24 | 3.92 | 3.59 | 3.48 | 2.89 |
| 6 | VAMC Salem, VA - 658 | 27 | 4.08 | 3.15 | 4.00 | 2.96 | 3.67 | 3.46 | 3.50 | 3.04 |
| 6 | VAMC Salisbury, NC - 659 | 86 | 4.23 | 2.70 | 3.84 | 3.07 | 3.77 | 2.89 | 3.17 | 2.71 |
| 7 | VA Central Alabama HCS (VAMC Montgomery - 619 and VAMC Tuskegee - 619A4) | 86 | 3.85 | 2.96 | 3.48 | 2.64 | 3.41 | 2.49 | 2.96 | 2.44 |
| 7 | VAMC - Augusta, GA - 509 | 61 | 4.05 | 2.48 | 3.34 | 2.53 | 3.78 | 2.63 | 3.00 | 2.18 |
| 7 | VAMC Atlanta, GA - 508 (Decatur, GA) | 218 | 4.24 | 3.16 | 3.99 | 2.83 | 3.94 | 3.10 | 3.40 | 2.91 |
| 7 | VAMC Birmingham, AL - 521 | 44 | 3.92 | 3.11 | 3.84 | 2.45 | 3.90 | 2.66 | 2.69 | 2.35 |
| 7 | VAMC Charleston, SC - 534 | 160 | 4.48 | 3.47 | 4.20 | 3.47 | 4.10 | 3.11 | 3.64 | 2.99 |

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Appendix 1: 2011 CHALENG Needs Score by VA Facility - Homeless Veterans' Assessment

| VISN | VA Facility - 2011 Name | Respondents N= | TB Testing and Treatment | Legal Driver's License | Hepatitis C Testing | Dental Care | Eye Care/ Glasses | Credit Counsel- ing | VA Disability/ Pension | Welfare Payments |
|------|--|-------------------|-----------------------------------|------------------------------|---------------------------|----------------|-------------------------|---------------------------|------------------------------|---------------------|
| 7 | VAMC Columbia, SC - 544 | 22 | 3.45 | 2.41 | 2.95 | 3.00 | 2.86 | 2.38 | 2.24 | 1.85 |
| 7 | VAMC Dublin, GA - 557 | 23 | 3.70 | 2.96 | 2.96 | 3.36 | 3.30 | 2.87 | 2.64 | 3.00 |
| 7 | VAMC Tuscaloosa, AL - 679 | 40 | 3.92 | 2.86 | 3.62 | 3.03 | 3.30 | 2.97 | 3.19 | 2.88 |
| 8 | VA North Florida/South Georgia HCS (VAMC Gainesville - 573 and VAMC Lake City - 573A4) | 17 | 4.81 | 3.38 | 4.80 | 2.38 | 4.35 | 3.69 | 4.63 | 4.19 |
| 8 | VAH Tampa, FL - 673 | 38 | 4.68 | 2.33 | 4.40 | 2.38 | 4.33 | 2.64 | 3.75 | 2.47 |
| 8 | VAMC Bay Pines - 516 | 404 | 3.95 | 2.89 | 3.70 | 3.02 | 3.60 | 2.80 | 3.13 | 2.64 |
| 8 | VAMC Miami, FL - 546 | 31 | 3.82 | 2.40 | 3.82 | 2.74 | 3.52 | 2.76 | 3.04 | 2.42 |
| 8 | VAMC West Palm Beach, FL - 548 | 123 | 3.75 | 2.75 | 3.30 | 2.50 | 3.43 | 2.68 | 2.89 | 2.37 |
| 8 | VAMC San Juan, PR - 672 | 13 | 3.75 | 1.44 | 3.33 | 3.58 | 4.00 | 2.69 | 1.67 | 2.64 |
| 8 | VAMC Orlando, FL-675 | 96 | 4.27 | 2.64 | 3.78 | 3.62 | 3.96 | 2.34 | 2.80 | 2.52 |
| 9 | VAMC Huntington, WV - 581 | 36 | 4.03 | 3.10 | 3.93 | 3.22 | 3.50 | 3.33 | 2.90 | 3.21 |
| 9 | VAMC Lexington, KY - 596 | 31 | 4.55 | 2.85 | 3.62 | 3.67 | 3.36 | 2.93 | 3.52 | 2.81 |
| 9 | VAMC Louisville, KY - 603 | 158 | 4.42 | 3.50 | 4.05 | 3.84 | 4.12 | 3.52 | 3.65 | 3.31 |
| 9 | VAMC Memphis, TN - 614 | 15 | 3.60 | 3.36 | 3.36 | 2.86 | 3.60 | 2.00 | 3.07 | 2.85 |
| 9 | VAMC Mountain Home, TN - 621 | 42 | 4.43 | 3.51 | 3.85 | 2.64 | 4.41 | 3.28 | 3.58 | 2.65 |
| 9 | VAMC Nashville, TN - 626 (Nashville and Murfreesboro) | 49 | 3.78 | 3.49 | 3.80 | 3.00 | 3.06 | 3.05 | 3.49 | 3.28 |
| 10 | VAMC Chillicothe, OH - 538 | 140 | 4.09 | 3.41 | 3.97 | 3.63 | 3.96 | 3.37 | 3.57 | 3.19 |
| 10 | VAMC Cincinnati, OH - 539 (Ft. Thomas, KY) | 133 | 4.37 | 3.16 | 3.93 | 3.91 | 3.91 | 2.77 | 3.33 | 2.93 |
| 10 | VAMC Cleveland, OH - 541 (Brecksville, OH) | 83 | 4.32 | 3.09 | 3.75 | 3.01 | 3.52 | 2.57 | 3.38 | 2.63 |
| 10 | VAMC Dayton, OH - 552 | 24 | 3.52 | 2.24 | 3.33 | 2.05 | 3.77 | 2.55 | 2.95 | 2.11 |
| 10 | VAOPC Columbus, OH - 757 (Grove City, OH) | 46 | 4.42 | 3.17 | 3.69 | 2.98 | 4.14 | 2.53 | 3.37 | 2.81 |
| 11 | VAOPC Toledo, OH and VA Ann Arbor HCS, MI - 506 | 63 | 4.12 | 3.02 | 3.71 | 3.05 | 4.00 | 3.17 | 3.74 | 2.93 |
| 11 | VA Northern Indiana HCS (VAMC Fort Wayne - 610A4 and VAMC Marion - 610) | 45 | 4.05 | 3.16 | 3.71 | 2.75 | 3.67 | 2.79 | 3.38 | 2.97 |
| 11 | VAMC Battle Creek, MI - 515 | 263 | 4.02 | 3.69 | 3.97 | 3.19 | 3.76 | 3.34 | 3.38 | 3.50 |

5 point scale: 1= unmet need ... 5 = met need

Appendix 1: 2011 CHALENG Needs Score by VA Facility - Homeless Veterans' Assessment

| VISN | VA Facility - 2011 Name | Respondents N= | TB Testing and Treatment | Legal Driver's License | Hepatitis C Testing | Dental Care | Eye Care/ Glasses | Credit Counsel- ing | VA Disability/ Pension | Welfare Payments |
|------|--|-------------------|-----------------------------------|------------------------------|---------------------------|----------------|-------------------------|---------------------------|------------------------------|---------------------|
| 11 | VAMC Danville, IL - 550 | 95 | 4.03 | 3.21 | 3.82 | 3.35 | 3.64 | 2.99 | 3.46 | 2.91 |
| 11 | VAMC Detroit, MI - 553 | 101 | 3.84 | 2.53 | 3.52 | 2.92 | 3.55 | 2.72 | 3.00 | 2.53 |
| 11 | VAMC Indianapolis - 583 | 208 | 3.89 | 2.71 | 3.72 | 2.57 | 3.75 | 2.86 | 3.20 | 2.70 |
| 11 | VAMC Saginaw, MI - 655 | 37 | 4.12 | 2.19 | 4.04 | 2.32 | 3.28 | 2.50 | 2.97 | 3.33 |
| 12 | VAH Hines, IL - 578 | 127 | 3.91 | 3.13 | 3.63 | 3.54 | 3.67 | 3.08 | 3.35 | 2.98 |
| 12 | VAH Madison, WI - 607 | 103 | 4.14 | 3.22 | 3.86 | 3.51 | 3.66 | 3.12 | 3.57 | 3.40 |
| 12 | VAMC Iron Mountain, MI - 585 | | | | | | | | | |
| 12 | VAMC Milwaukee, WI - 695 | 226 | 3.89 | 2.71 | 3.60 | 2.97 | 3.45 | 2.63 | 2.86 | 2.53 |
| 12 | VAMC North Chicago, IL - 556 | 51 | 4.62 | 2.75 | 3.95 | 4.20 | 4.48 | 2.70 | 3.60 | 2.59 |
| 12 | VAMC Tomah, WI - 676 | 42 | 4.02 | 3.14 | 3.39 | 3.46 | 3.82 | 3.17 | 3.03 | 2.41 |
| 12 | VA Chicago HCS (VAMC Chicago (LS) - 537A4 and VAMC Chicago (WS) - 537) | 21 | 4.05 | 3.60 | 3.89 | 3.18 | 3.95 | 2.95 | 3.55 | 3.32 |
| 15 | VA Eastern Kansas HCS (VAMC Leavenworth - 677A4) | 143 | 4.34 | 2.78 | 3.77 | 3.49 | 3.21 | 2.65 | 3.05 | 2.46 |
| 15 | VAH Columbia, MO - 543 | 43 | 3.81 | 2.94 | 3.47 | 3.07 | 3.64 | 2.67 | 2.95 | 2.96 |
| 15 | VAM&ROC Wichita, KS - 452 | 94 | 3.98 | 3.05 | 3.65 | 2.47 | 3.50 | 3.04 | 2.89 | 3.04 |
| 15 | VAMC Kansas City, MO - 589 | 248 | 3.50 | 2.89 | 3.28 | 2.79 | 3.27 | 2.53 | 2.88 | 2.66 |
| 15 | VAMC Marion, IL - 609 | 9 | 3.50 | 2.88 | 3.50 | 3.00 | 4.38 | 3.50 | 4.38 | 4.13 |
| 15 | VAMC Poplar Bluff, MO - 647 | 4 | 4.33 | 5.00 | 3.67 | 3.00 | 4.33 | 4.50 | 4.33 | 4.50 |
| 15 | VAMC St. Louis, MO - 657 | 118 | 3.80 | 3.04 | 3.78 | 2.92 | 3.49 | 2.98 | 2.84 | 2.72 |
| 15 | VAMC Topeka - 677 | 20 | 4.40 | 3.79 | 4.05 | 3.95 | 4.25 | 3.29 | 2.82 | 2.72 |
| 16 | VA Central Arkansas HCS - 598 | 61 | 3.33 | 2.96 | 3.28 | 3.38 | 3.98 | 2.67 | 3.02 | 2.58 |
| 16 | VA Gulf Coast HCS - 520 (Biloxi, MS, Pensacola, FL) | 55 | 3.20 | 2.29 | 3.09 | 2.02 | 2.63 | 2.45 | 3.06 | 2.91 |
| 16 | VAMC Alexandria, LA - 502 | 52 | 4.16 | 2.84 | 4.02 | 2.82 | 3.74 | 3.10 | 3.11 | 2.33 |
| 16 | VAMC Fayetteville, AR - 564 | 47 | 3.74 | 3.34 | 3.55 | 3.84 | 4.19 | 3.06 | 3.63 | 3.00 |
| 16 | VAMC Houston, TX - 580 | 141 | 4.32 | 3.14 | 3.78 | 2.74 | 3.62 | 3.23 | 2.95 | 2.63 |
| 16 | VAMC Jackson, MS - 586 | 98 | 4.11 | 3.04 | 3.72 | 3.22 | 3.41 | 2.82 | 3.17 | 2.29 |
| 16 | VAMC New Orleans, LA - 629 | 188 | 4.21 | 3.10 | 3.87 | 3.88 | 4.13 | 3.01 | 3.48 | 2.72 |
| 16 | VAMC Oklahoma City, OK - 635 | 52 | 4.22 | 2.85 | 3.93 | 2.62 | 2.11 | 2.83 | 3.10 | 2.72 |
| 16 | VAMC Shreveport, LA - 667 | 85 | 4.01 | 2.71 | 3.83 | 3.10 | 3.79 | 3.07 | 3.03 | 2.75 |

5 point scale: 1= unmet need ... 5 = met need

Appendix 1: 2011 CHALENG Needs Score by VA Facility - Homeless Veterans' Assessment

| VISN | VA Facility - 2011 Name | Respondents N= | TB Testing and Treatment | Legal Driver's License | Hepatitis C Testing | Dental Care | Eye Care/ Glasses | Credit Counsel- ing | VA Disability/ Pension | Welfare Payments |
|------|---|-------------------|-----------------------------------|------------------------------|---------------------------|----------------|-------------------------|---------------------------|------------------------------|---------------------|
| 16 | VAMC Muskogee, OK- 623 (Tulsa, OK) | 40 | 4.23 | 3.33 | 4.14 | 3.50 | 3.74 | 2.97 | 3.50 | 3.05 |
| 17 | VA Central Texas HCS (VAMC Marlin - 674A5, VAMC Temple - 674, VAMC Waco - 674A4 and VAOPC Austin - 674BY) | 62 | 4.09 | 3.18 | 3.74 | 3.04 | 3.33 | 2.83 | 2.91 | 2.78 |
| 17 | VA North Texas HCS (VAMC Bonham - 549A4 and VAMC Dallas - 549) | 436 | 4.04 | 3.01 | 3.69 | 2.53 | 3.23 | 3.38 | 3.24 | 2.66 |
| 17 | VA Texas Valley Coastal Bend Health Care System (VA OPC Corpus Christi, TX - 671BZ, VA OPC Harlingen, TX-671GA) | 5 | 4.75 | 1.40 | 2.75 | 3.80 | 4.20 | 2.00 | 2.00 | 2.25 |
| 17 | VA South Texas Veterans HCS (VAMC Kerrville - 671A4 and VAH San Antonio - 671) | 67 | 4.17 | 2.89 | 3.84 | 3.18 | 3.18 | 3.22 | 3.02 | 2.70 |
| 18 | El Paso VA HCS, TX - 756 | 122 | 3.50 | 3.15 | 3.54 | 2.65 | 3.28 | 2.96 | 3.37 | 2.88 |
| 18 | VA New Mexico HCS - 501 | 83 | 3.69 | 2.18 | 3.14 | 3.05 | 3.41 | 2.57 | 2.77 | 2.63 |
| 18 | VA Northern Arizona HCS - 649 | 163 | 3.97 | 3.03 | 3.66 | 2.92 | 3.41 | 2.93 | 3.33 | 2.81 |
| 18 | VA Southern Arizona HCS - 678 | 184 | 4.14 | 2.85 | 3.84 | 2.78 | 3.80 | 2.30 | 2.38 | 2.23 |
| 18 | VAMC Amarillo, TX - 504 | 35 | 4.75 | 3.12 | 4.63 | 3.11 | 3.91 | 3.44 | 3.48 | 3.04 |
| 18 | VA West Texas HCS - 519 | 18 | 3.94 | 2.94 | 3.24 | 2.76 | 3.67 | 2.47 | 3.00 | 3.00 |
| 18 | VAMC Phoenix, AZ - 644 | 107 | 4.13 | 3.15 | 3.47 | 3.29 | 3.39 | 3.05 | 3.12 | 2.83 |
| 19 | VA Montana HCS (VAM&ROC Ft. Harrison - 436 and VA Eastern Montana HCS - 436A4), Miles City, MT | 39 | 4.66 | 3.37 | 4.39 | 4.03 | 4.00 | 3.20 | 3.65 | 2.96 |
| 19 | VA Southern Colorado HCS, (Colorado Springs-567) | 15 | 4.73 | 2.92 | 3.75 | 2.33 | 2.40 | 2.42 | 2.13 | 1.56 |
| 19 | VAM&ROC Cheyenne, WY - 442 | 17 | 4.31 | 3.17 | 3.54 | 2.53 | 3.31 | 3.08 | 3.64 | 2.64 |
| 19 | VA Eastern Colorado HCS (VAMC Denver - 554) | 161 | 4.08 | 3.06 | 3.72 | 2.65 | 3.25 | 2.85 | 3.18 | 2.95 |
| 19 | VAMC Grand Junction, CO - 575 | 31 | 4.23 | 3.11 | 4.45 | 1.45 | 2.84 | 3.03 | 4.23 | 3.41 |

5 point scale: 1= unmet need ... 5 = met need

Appendix 1: 2011 CHALENG Needs Score by VA Facility - Homeless Veterans' Assessment

| VISN | VA Facility - 2011 Name | Respondents N= | TB Testing and Treatment | Legal Driver's License | Hepatitis C Testing | Dental Care | Eye Care/ Glasses | Credit Counsel- ing | VA Disability/ Pension | Welfare Payments |
|------|---|-------------------|-----------------------------------|------------------------------|---------------------------|----------------|-------------------------|---------------------------|------------------------------|---------------------|
| 19 | VAMC Salt Lake City, UT - 660 | 78 | 4.18 | 2.97 | 3.84 | 3.23 | 3.20 | 3.23 | 3.19 | 2.67 |
| 19 | VAMC Sheridan, WY - 666 | 53 | 4.49 | 2.56 | 3.98 | 3.47 | 4.13 | 2.55 | 3.31 | 2.35 |
| 20 | VA Alaska HCS & RO - 463 | 71 | 4.32 | 2.47 | 3.76 | 3.03 | 3.45 | 2.68 | 2.91 | 2.61 |
| 20 | VA DOM White City, OR - 692 | 78 | 4.01 | 2.98 | 3.63 | 2.68 | 3.35 | 2.53 | 3.13 | 2.42 |
| 20 | VA Puget Sound HCS (VAMC American Lake - 663A4 and VAMC Seattle, WA - 663), Tacoma, WA | 280 | 3.94 | 3.13 | 3.86 | 2.93 | 3.28 | 2.98 | 3.11 | 3.25 |
| 20 | VA Roseburg HCS, OR - 653 (Eugene, OR) | 42 | 3.00 | 2.87 | 3.00 | 2.81 | 3.23 | 2.80 | 2.90 | 3.21 |
| 20 | VAMC Boise, ID - 531 | 60 | 4.05 | 2.89 | 3.93 | 2.55 | 3.20 | 2.69 | 3.03 | 2.93 |
| 20 | VAMC Portland, OR - 648 | 84 | 3.64 | 2.56 | 3.32 | 2.25 | 2.84 | 2.39 | 2.94 | 2.59 |
| 20 | VAMC Spokane, WA - 668 | 79 | 3.34 | 2.70 | 3.19 | 3.03 | 3.29 | 2.75 | 2.88 | 2.83 |
| 20 | VAMC Walla Walla, WA - 687 | 38 | 4.53 | 3.33 | 4.31 | 3.68 | 3.69 | 3.21 | 3.64 | 2.96 |
| 21 | VA Central California HCS, CA - 570 | 17 | 3.77 | 3.00 | 3.45 | 3.12 | 3.06 | 2.00 | 2.79 | 2.27 |
| 21 | VA Northern California HCS - 612 (Martinez, Oakland and Sacramento) | 55 | 4.18 | 3.54 | 3.80 | 2.88 | 3.65 | 2.96 | 3.38 | 3.31 |
| 21 | VA Palo Alto HCS (VAMC Livermore - 640A4 and VAMC Palo Alto - 640), Menlo Park, CA | 194 | 4.32 | 3.28 | 4.02 | 3.40 | 3.80 | 3.03 | 3.47 | 2.93 |
| 21 | VA Sierra Nevada HCS, NV - 654 | 55 | 3.96 | 3.16 | 3.63 | 2.87 | 3.06 | 2.79 | 3.64 | 2.85 |
| 21 | VAM&ROC Honolulu, HI - 459 | 7 | 4.14 | 4.00 | 4.00 | 2.83 | 3.57 | 3.33 | 3.00 | 4.40 |
| 21 | VAMC San Francisco, CA - 662 | 147 | 4.36 | 3.36 | 4.05 | 3.43 | 3.87 | 3.21 | 3.60 | 3.26 |
| 22 | VA Greater Los Angeles HCS (VAOPC Los Angeles - 691GE, VAMC Sepulveda - 691A4 and VAMC West Los Angeles - 691) | 230 | 4.32 | 3.66 | 3.98 | 3.68 | 3.95 | 3.41 | 3.30 | 3.38 |
| 22 | VA Southern Nevada HCS - 593 | 133 | 4.09 | 3.25 | 3.67 | 3.29 | 3.64 | 3.36 | 3.19 | 2.77 |
| 22 | VAMC Loma Linda, CA - 605 | 99 | 4.13 | 2.96 | 3.76 | 2.42 | 3.02 | 2.71 | 3.36 | 2.61 |
| 22 | VAMC Long Beach, CA - 600 | 143 | 4.10 | 3.36 | 3.56 | 2.88 | 3.30 | 3.23 | 3.47 | 3.00 |
| 22 | VAMC San Diego, CA - 664 | 263 | 3.55 | 3.02 | 3.15 | 2.79 | 3.00 | 2.81 | 2.95 | 2.36 |

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Appendix 1: 2011 CHALENG Needs Score by VA Facility - Homeless Veterans' Assessment

| VISN | VA Facility - 2011 Name | Respondents N= | TB Testing and Treatment | Legal Driver's License | Hepatitis C Testing | Dental Care | Eye Care/ Glasses | Credit Counsel- ing | VA Disability/ Pension | Welfare Payments |
|------|---|-------------------|-----------------------------------|------------------------------|---------------------------|----------------|-------------------------|---------------------------|------------------------------|---------------------|
| 23 | VA Black Hills HCS (VAMC Fort Meade - 568 and VAMC Hot Springs - 568A4) | 149 | 4.02 | 3.06 | 3.41 | 2.89 | 3.30 | 2.86 | 3.03 | 2.76 |
| 23 | VAH&ROC Sioux Falls, SD - 438 | 43 | 3.81 | 2.54 | 3.55 | 2.49 | 3.06 | 2.55 | 3.21 | 3.08 |
| 23 | VAM&ROC Fargo, ND - 437 | 43 | 4.08 | 3.19 | 3.97 | 3.82 | 3.72 | 3.50 | 3.03 | 3.03 |
| 23 | VAMC Minneapolis, MN - 618, and Superior, WI | 71 | 3.97 | 3.37 | 3.76 | 3.47 | 4.00 | 3.53 | 3.73 | 2.94 |
| 23 | VAMC St. Cloud, MN - 656 | 29 | 4.68 | 2.54 | 4.12 | 2.54 | 3.79 | 2.84 | 2.86 | 2.21 |
| 23 | VA Central Iowa HCS (VAMC Des Moines - 555, VAMC Knoxville - 555A4) | 1 | 5.00 | | | 5.00 | 5.00 | | | |
| 23 | VA Nebraska Western Iowa HCS (VAMC Grand Island - 597A4 and VAMC Lincoln - 597, VAMC Omaha-636) | 131 | 3.83 | 2.96 | 3.74 | 2.74 | 3.26 | 2.88 | 3.35 | 2.84 |
| 23 | VAMC Iowa City, IA - 584 | 70 | 3.69 | 3.15 | 3.61 | 2.82 | 3.84 | 3.38 | 3.48 | 3.07 |

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Appendix 1: 2011 CHALENG Needs Score by VA Facility - Homeless Veterans' Assessment

| VISN | VA Facility - 2011 Name | Respondents N= | SSI/SSD Process | Guardianship (Financial) | Help Managing Money | Job Training | Job Placement | Help Getting ID/ Documents | Transpor- tation |
|------|---|-------------------|--------------------|-----------------------------|---------------------------|--------------|------------------|----------------------------------|---------------------|
| 1 | VA Boston HCS (VAMC Boston - 523 and VAMC W. Roxbury - 523A4), VAMC Brockton, MA - 523A5 and VAH Bedford, MA) | 60 | 3.26 | 3.39 | 3.39 | 3.08 | 3.04 | 3.92 | 3.34 |
| 1 | VA Connecticut HCS (VAMC Newington and VAMC West Haven) | 118 | 3.35 | 2.91 | 3.49 | 2.83 | 2.96 | 3.81 | 3.72 |
| 1 | VAM&ROC Togus, ME - 402 | 52 | 3.54 | 3.62 | 3.68 | 3.13 | 2.98 | 4.32 | 3.90 |
| 1 | VAM&ROC White River Junction, VT - 405 | 11 | 2.56 | 2.56 | 2.50 | 2.44 | 2.70 | 2.80 | 3.18 |
| 1 | VAMC Manchester, NH - 608 | 27 | 2.86 | 2.67 | 3.08 | 3.04 | 3.04 | 3.19 | 3.81 |
| 1 | VAMC Northampton, MA - 631 (Leeds) | 142 | 3.36 | 3.18 | 3.30 | 3.13 | 3.29 | 3.82 | 3.60 |
| 1 | VAMC Providence, RI - 650, Bristol, RI | 33 | 4.00 | 2.75 | 3.23 | 3.64 | 3.80 | 4.08 | 3.46 |
| 2 | VA Western New York HCS - (VAMC Batavia - 528A4 and VAMC Buffalo - 528) | 169 | 3.39 | 3.12 | 3.42 | 3.08 | 3.04 | 3.63 | 3.39 |
| 2 | VAMC Albany, NY - 500 | 56 | 3.42 | 3.59 | 3.86 | 3.59 | 3.88 | 4.33 | 4.14 |
| 2 | VAMC Canandaigua, NY - 528A5, Rochester, NY | 34 | 3.71 | 3.44 | 3.30 | 3.68 | 3.68 | 3.97 | 4.25 |
| 2 | VAMC Syracuse, NY - 670 | 16 | 2.58 | 2.38 | 3.13 | 3.36 | 3.73 | 3.86 | 3.40 |
| 2 | VAMC Bath, NY | 72 | 3.05 | 2.81 | 3.24 | 3.00 | 2.73 | 3.56 | 3.02 |
| 3 | VA Hudson Valley HCS (VAMC Castle Point - 620A4 and VAH Montrose - 620) | 41 | 3.71 | 3.32 | 3.87 | 3.50 | 4.00 | 4.09 | 4.20 |
| 3 | VA New Jersey HCS (VAMC East Orange - 561 and VAMC Lyons - 561A4) | 67 | 3.28 | 3.00 | 3.20 | 3.27 | 3.05 | 3.92 | 3.77 |
| 3 | VAMC Bronx, NY - 526 | 87 | 3.33 | 2.57 | 3.15 | 2.90 | 3.14 | 3.55 | 3.51 |
| 3 | VAMC Northport, NY - 632 | 13 | 3.67 | 2.75 | 2.73 | 2.55 | 2.92 | 3.27 | 2.73 |
| 3 | VA New York Harbor HCS (VAMC Brooklyn - 630A4 and VAMC New York - 630) | 51 | 3.20 | 2.66 | 3.07 | 3.00 | 3.13 | 3.57 | 4.14 |

5 point scale: 1= unmet need ... 5 = met need

Appendix 1: 2011 CHALENG Needs Score by VA Facility - Homeless Veterans' Assessment

| VISN | VA Facility - 2011 Name | Respondents N= | SSI/SSD Process | Guardianship (Financial) | Help Managing Money | Job Training | Job Placement | Help Getting ID/ Documents | Transpor- tation |
|------|---|-------------------|--------------------|-----------------------------|---------------------------|--------------|------------------|----------------------------------|---------------------|
| 4 | VA Pittsburgh HCS, PA (VAMC Pittsburgh (HD) - 646A5 and VAMC Pittsburgh (UD) - 646) | 36 | 2.97 | 2.78 | 3.09 | 3.29 | 3.71 | 3.62 | 3.74 |
| 4 | VAM&ROC Wilmington, DE - 460 | 9 | 2.89 | 2.89 | 3.11 | 3.11 | 2.67 | 3.89 | 3.44 |
| 4 | VAMC Altoona, PA - 503 | 65 | 3.31 | 2.70 | 2.98 | 3.13 | 3.18 | 3.55 | 3.55 |
| 4 | VAMC Butler, PA - 529 | 6 | 2.83 | 3.00 | 3.33 | 4.00 | 3.50 | 3.17 | 3.17 |
| 4 | VAMC Clarksburg, WV - 540 | 12 | 3.75 | 3.00 | 3.92 | 3.58 | 4.00 | 4.08 | 4.00 |
| 4 | VAMC Coatesville - 542 | 125 | 3.27 | 2.99 | 3.44 | 3.06 | 3.33 | 3.84 | 3.70 |
| 4 | VAMC Erie, PA - 562 | 58 | 3.16 | 3.38 | 3.58 | 3.13 | 3.39 | 4.15 | 4.13 |
| 4 | VAMC Lebanon, PA - 595 | 49 | 3.05 | 2.82 | 3.50 | 2.95 | 3.03 | 3.90 | 3.68 |
| 4 | VAMC Philadelphia, PA - 642 | 9 | 3.00 | 2.86 | 3.14 | 2.22 | 3.44 | 3.89 | 4.33 |
| 4 | VAMC Wilkes-Barre, PA - 693 | 47 | 3.71 | 3.33 | 3.43 | 3.20 | 3.51 | 4.05 | 3.70 |
| 5 | VA Maryland HCS (VAMC Baltimore - 512, VAMC Fort Howard - 512A4 and VAMC Perry Point - 512A5) | 77 | 3.07 | 3.03 | 2.97 | 3.14 | 3.06 | 3.20 | 3.06 |
| 5 | VAMC Martinsburg, WV - 613 | 93 | 3.34 | 3.37 | 3.82 | 3.12 | 3.56 | 4.16 | 3.89 |
| 5 | VAMC Washington, DC - 688 | 132 | 2.78 | 2.49 | 2.50 | 2.64 | 2.61 | 3.21 | 2.86 |
| 6 | VAMC Asheville, NC - 637 | 49 | 3.00 | 3.08 | 2.95 | 2.81 | 2.71 | 3.72 | 3.44 |
| 6 | VAMC Beckley, WV - 517 | 9 | 2.33 | 2.00 | 3.00 | 2.67 | 3.00 | 3.22 | 3.44 |
| 6 | VAMC Durham, NC - 558 | 15 | 2.27 | 3.00 | 3.50 | 2.15 | 2.00 | 4.08 | 3.00 |
| 6 | VAMC Fayetteville, NC - 565 | 27 | 2.31 | 2.13 | 2.76 | 2.65 | 3.23 | 3.08 | 3.15 |
| 6 | VAMC Hampton, VA - 590 | 111 | 2.85 | 2.72 | 3.33 | 2.93 | 2.87 | 3.64 | 3.24 |
| 6 | VAMC Richmond, VA - 652 | 54 | 3.39 | 2.88 | 3.67 | 3.02 | 3.12 | 3.92 | 3.48 |
| 6 | VAMC Salem, VA - 658 | 27 | 3.44 | 3.13 | 3.61 | 3.30 | 3.70 | 3.74 | 3.62 |
| 6 | VAMC Salisbury, NC - 659 | 86 | 2.69 | 2.77 | 3.56 | 3.04 | 2.87 | 3.81 | 3.69 |
| 7 | VA Central Alabama HCS (VAMC Montgomery - 619 and VAMC Tuskegee - 619A4) | 86 | 2.95 | 3.03 | 3.12 | 2.85 | 2.69 | 3.53 | 3.40 |
| 7 | VAMC - Augusta, GA - 509 | 61 | 2.71 | 2.58 | 3.10 | 2.88 | 3.19 | 3.68 | 3.54 |
| 7 | VAMC Atlanta, GA - 508 (Decatur, GA) | 218 | 3.05 | 2.98 | 3.29 | 2.98 | 3.04 | 3.67 | 3.58 |
| 7 | VAMC Birmingham, AL - 521 | 44 | 3.03 | 2.72 | 2.83 | 3.03 | 2.89 | 3.20 | 2.87 |
| 7 | VAMC Charleston, SC - 534 | 160 | 3.34 | 3.11 | 3.43 | 3.47 | 3.53 | 4.08 | 3.70 |

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| VISN | VA Facility - 2011 Name | Respondents N= | SSI/SSD Process | Guardianship (Financial) | Help Managing Money | Job Training | Job Placement | Help Getting ID/ Documents | Transpor- tation |
|------|--|-------------------|--------------------|-----------------------------|---------------------------|--------------|------------------|----------------------------------|---------------------|
| 7 | VAMC Columbia, SC - 544 | 22 | 2.43 | 2.14 | 2.43 | 2.36 | 2.73 | 3.24 | 3.00 |
| 7 | VAMC Dublin, GA - 557 | 23 | 3.00 | 2.70 | 3.09 | 2.83 | 3.00 | 3.77 | 3.35 |
| 7 | VAMC Tuscaloosa, AL - 679 | 40 | 3.32 | 3.03 | 3.30 | 3.06 | 3.22 | 3.46 | 2.91 |
| 8 | VA North Florida/South Georgia HCS (VAMC Gainesville - 573 and VAMC Lake City - 573A4) | 17 | 4.31 | 4.47 | 4.63 | 3.69 | 3.75 | 4.50 | 4.50 |
| 8 | VAH Tampa, FL - 673 | 38 | 3.26 | 2.88 | 3.59 | 3.27 | 3.71 | 4.22 | 3.69 |
| 8 | VAMC Bay Pines - 516 | 404 | 2.87 | 2.79 | 3.26 | 2.98 | 2.94 | 3.75 | 3.52 |
| 8 | VAMC Miami, FL - 546 | 31 | 2.78 | 2.83 | 3.39 | 2.62 | 2.82 | 3.04 | 3.89 |
| 8 | VAMC West Palm Beach, FL - 548 | 123 | 2.70 | 2.50 | 2.74 | 2.78 | 2.75 | 3.20 | 2.99 |
| 8 | VAMC San Juan, PR - 672 | 13 | 2.27 | 2.10 | 2.70 | 2.50 | 2.67 | 2.50 | 2.42 |
| 8 | VAMC Orlando, FL-675 | 96 | 2.68 | 2.39 | 3.07 | 2.99 | 3.08 | 3.62 | 3.27 |
| 9 | VAMC Huntington, WV - 581 | 36 | 2.87 | 3.03 | 3.40 | 2.66 | 3.03 | 3.53 | 3.58 |
| 9 | VAMC Lexington, KY - 596 | 31 | 2.96 | 2.92 | 3.11 | 3.37 | 3.63 | 3.82 | 3.32 |
| 9 | VAMC Louisville, KY - 603 | 158 | 3.43 | 3.36 | 3.69 | 3.36 | 3.33 | 4.01 | 3.77 |
| 9 | VAMC Memphis, TN - 614 | 15 | 2.46 | 2.46 | 2.71 | 2.47 | 2.50 | 3.86 | 2.80 |
| 9 | VAMC Mountain Home, TN - 621 | 42 | 3.38 | 3.39 | 3.78 | 3.38 | 3.31 | 4.15 | 4.10 |
| 9 | VAMC Nashville, TN - 626 (Nashville and Murfreesboro) | 49 | 3.42 | 2.89 | 3.95 | 3.60 | 3.34 | 3.89 | 3.54 |
| 10 | VAMC Chillicothe, OH - 538 | 140 | 3.27 | 3.46 | 3.73 | 3.73 | 3.69 | 4.18 | 3.98 |
| 10 | VAMC Cincinnati, OH - 539 (Ft. Thomas, KY) | 133 | 3.15 | 3.06 | 3.30 | 2.92 | 3.18 | 3.81 | 3.81 |
| 10 | VAMC Cleveland, OH - 541 (Brecksville, OH) | 83 | 3.22 | 2.77 | 3.30 | 2.91 | 2.78 | 3.86 | 3.64 |
| 10 | VAMC Dayton, OH - 552 | 24 | 2.65 | 2.50 | 2.58 | 2.76 | 2.45 | 2.95 | 2.76 |
| 10 | VAOPC Columbus, OH - 757 (Grove City, OH) | 46 | 3.09 | 2.90 | 3.46 | 3.00 | 3.26 | 3.78 | 3.77 |
| 11 | VAOPC Toledo, OH and VA Ann Arbor HCS, MI - 506 | 63 | 3.39 | 2.98 | 3.57 | 3.43 | 3.44 | 3.88 | 4.02 |
| 11 | VA Northern Indiana HCS (VAMC Fort Wayne - 610A4 and VAMC Marion - 610) | 45 | 3.38 | 2.91 | 3.14 | 3.16 | 3.16 | 3.78 | 3.56 |
| 11 | VAMC Battle Creek, MI - 515 | 263 | 3.50 | 3.60 | 3.59 | 3.47 | 3.38 | 4.02 | 3.70 |

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| VISN | VA Facility - 2011 Name | Respondents N= | SSI/SSD Process | Guardianship (Financial) | Help Managing Money | Job Training | Job Placement | Help Getting ID/ Documents | Transpor- tation |
|------|--|-------------------|--------------------|-----------------------------|---------------------------|--------------|------------------|----------------------------------|---------------------|
| 11 | VAMC Danville, IL - 550 | 95 | 3.46 | 3.16 | 3.41 | 3.29 | 3.40 | 3.83 | 3.80 |
| 11 | VAMC Detroit, MI - 553 | 101 | 2.81 | 2.33 | 3.05 | 2.83 | 3.15 | 3.51 | 2.86 |
| 11 | VAMC Indianapolis - 583 | 208 | 2.86 | 2.77 | 3.18 | 2.79 | 2.77 | 3.52 | 3.17 |
| 11 | VAMC Saginaw, MI - 655 | 37 | 3.69 | 3.23 | 2.96 | 3.13 | 3.14 | 4.03 | 4.19 |
| 12 | VAH Hines, IL - 578 | 127 | 3.19 | 3.02 | 3.31 | 3.15 | 3.14 | 3.69 | 3.59 |
| 12 | VAH Madison, WI - 607 | 103 | 3.44 | 3.44 | 3.80 | 3.30 | 3.44 | 3.90 | 3.95 |
| 12 | VAMC Iron Mountain, MI - 585 | | | | | | | | |
| 12 | VAMC Milwaukee, WI - 695 | 226 | 2.72 | 2.77 | 2.95 | 2.63 | 2.57 | 3.17 | 3.06 |
| 12 | VAMC North Chicago, IL - 556 | 51 | 2.70 | 2.83 | 3.13 | 3.45 | 3.51 | 3.72 | 3.51 |
| 12 | VAMC Tomah, WI - 676 | 42 | 2.81 | 2.80 | 3.19 | 2.87 | 3.61 | 3.55 | 3.56 |
| 12 | VA Chicago HCS (VAMC Chicago (LS) - 537A4 and VAMC Chicago (WS) - 537) | 21 | 3.44 | 2.79 | 3.16 | 3.10 | 3.15 | 3.68 | 3.75 |
| 15 | VA Eastern Kansas HCS (VAMC Leavenworth - 677A4) | 143 | 2.90 | 2.71 | 2.98 | 2.64 | 2.95 | 3.34 | 2.82 |
| 15 | VAH Columbia, MO - 543 | 43 | 3.03 | 2.71 | 3.03 | 3.27 | 3.29 | 3.71 | 3.34 |
| 15 | VAM&ROC Wichita, KS - 452 | 94 | 2.93 | 3.04 | 3.25 | 2.94 | 3.00 | 3.45 | 3.53 |
| 15 | VAMC Kansas City, MO - 589 | 248 | 2.70 | 2.79 | 2.74 | 2.66 | 2.68 | 3.23 | 3.02 |
| 15 | VAMC Marion, IL - 609 | 9 | 3.88 | 3.75 | 3.88 | 3.75 | 3.57 | 4.25 | 4.11 |
| 15 | VAMC Poplar Bluff, MO - 647 | 4 | 3.67 | 2.50 | 4.00 | 4.00 | 4.50 | 5.00 | 5.00 |
| 15 | VAMC St. Louis, MO - 657 | 118 | 2.85 | 2.89 | 3.04 | 2.84 | 2.82 | 3.40 | 3.16 |
| 15 | VAMC Topeka - 677 | 20 | 2.61 | 2.89 | 3.56 | 3.00 | 3.42 | 3.70 | 4.05 |
| 16 | VA Central Arkansas HCS - 598 | 61 | 2.92 | 2.92 | 2.96 | 3.22 | 3.30 | 3.55 | 3.78 |
| 16 | VA Gulf Coast HCS - 520 (Biloxi, MS, Pensacola, FL) | 55 | 2.86 | 2.81 | 2.82 | 2.71 | 2.85 | 3.22 | 3.00 |
| 16 | VAMC Alexandria, LA - 502 | 52 | 2.91 | 2.45 | 3.42 | 3.40 | 3.38 | 4.20 | 4.02 |
| 16 | VAMC Fayetteville, AR - 564 | 47 | 3.16 | 2.76 | 3.60 | 3.15 | 3.71 | 3.79 | 4.07 |
| 16 | VAMC Houston, TX - 580 | 141 | 2.68 | 2.67 | 3.39 | 2.76 | 2.98 | 3.78 | 3.39 |
| 16 | VAMC Jackson, MS - 586 | 98 | 2.52 | 2.39 | 2.85 | 2.68 | 2.91 | 3.43 | 3.34 |
| 16 | VAMC New Orleans, LA - 629 | 188 | 3.26 | 2.85 | 3.16 | 3.07 | 3.42 | 3.82 | 3.95 |
| 16 | VAMC Oklahoma City, OK - 635 | 52 | 2.95 | 3.06 | 3.07 | 2.70 | 2.86 | 3.42 | 3.35 |
| 16 | VAMC Shreveport, LA - 667 | 85 | 2.96 | 2.91 | 3.43 | 2.91 | 3.05 | 3.25 | 3.51 |

5 point scale: 1= unmet need ... 5 = met need

Appendix 1: 2011 CHALENG Needs Score by VA Facility - Homeless Veterans' Assessment

| VISN | VA Facility - 2011 Name | Respondents N= | SSI/SSD Process | Guardianship (Financial) | Help Managing Money | Job Training | Job Placement | Help Getting ID/ Documents | Transpor- tation |
|------|---|-------------------|--------------------|-----------------------------|---------------------------|--------------|------------------|----------------------------------|---------------------|
| 16 | VAMC Muskogee, OK- 623 (Tulsa, OK) | 40 | 3.28 | 2.83 | 3.26 | 3.31 | 3.42 | 3.26 | 3.08 |
| 17 | VA Central Texas HCS (VAMC Marlin - 674A5, VAMC Temple - 674, VAMC Waco - 674A4 and VAOPC Austin - 674BY) | 62 | 3.52 | 2.95 | 3.10 | 2.69 | 3.05 | 3.62 | 3.69 |
| 17 | VA North Texas HCS (VAMC Bonham - 549A4 and VAMC Dallas - 549) | 436 | 2.84 | 2.76 | 3.48 | 2.95 | 2.97 | 3.61 | 3.10 |
| 17 | VA Texas Valley Coastal Bend Health Care System (VA OPC Corpus Christi, TX - 671BZ, VA OPC Harlingen, TX-671GA) | 5 | 4.00 | 4.33 | 3.50 | 2.80 | 4.00 | 2.00 | 3.60 |
| 17 | VA South Texas Veterans HCS (VAMC Kerrville - 671A4 and VAH San Antonio - 671) | 67 | 3.11 | 2.91 | 3.47 | 3.40 | 3.59 | 3.63 | 3.71 |
| 18 | El Paso VA HCS, TX - 756 | 122 | 3.36 | 2.87 | 3.06 | 2.84 | 2.88 | 3.44 | 3.35 |
| 18 | VA New Mexico HCS - 501 | 83 | 2.96 | 2.59 | 3.01 | 2.44 | 2.84 | 3.19 | 3.18 |
| 18 | VA Northern Arizona HCS - 649 | 163 | 3.20 | 2.83 | 3.22 | 3.06 | 3.12 | 3.46 | 3.44 |
| 18 | VA Southern Arizona HCS - 678 | 184 | 2.27 | 2.41 | 2.57 | 2.52 | 2.64 | 3.15 | 2.96 |
| 18 | VAMC Amarillo, TX - 504 | 35 | 3.65 | 3.41 | 3.71 | 3.46 | 3.54 | 4.00 | 4.00 |
| 18 | VA West Texas HCS - 519 | 18 | 3.17 | 2.35 | 2.56 | 2.50 | 2.47 | 3.18 | 2.89 |
| 18 | VAMC Phoenix, AZ - 644 | 107 | 3.04 | 2.79 | 3.18 | 2.95 | 3.16 | 3.65 | 3.59 |
| 19 | VA Montana HCS (VAM&ROC Ft. Harrison - 436 and VA Eastern Montana HCS - 436A4), Miles City, MT | 39 | 3.28 | 3.23 | 3.07 | 3.23 | 3.50 | 4.19 | 4.13 |
| 19 | VA Southern Colorado HCS, (Colorado Springs-567) | 15 | 2.25 | 2.11 | 3.55 | 3.08 | 3.43 | 3.79 | 3.92 |
| 19 | VAM&ROC Cheyenne, WY - 442 | 17 | 2.64 | 2.50 | 2.73 | 2.86 | 2.86 | 3.33 | 3.81 |
| 19 | VA Eastern Colorado HCS (VAMC Denver - 554) | 161 | 3.11 | 3.03 | 3.45 | 3.24 | 3.41 | 3.84 | 3.55 |
| 19 | VAMC Grand Junction, CO - 575 | 31 | 4.07 | 3.04 | 3.19 | 3.59 | 3.58 | 3.87 | 4.19 |

5 point scale: 1= unmet need ... 5 = met need

Appendix 1: 2011 CHALENG Needs Score by VA Facility - Homeless Veterans' Assessment

| VISN | VA Facility - 2011 Name | Respondents N= | SSI/SSD Process | Guardianship (Financial) | Help Managing Money | Job Training | Job Placement | Help Getting ID/ Documents | Transpor- tation |
|------|---|-------------------|--------------------|-----------------------------|---------------------------|--------------|------------------|----------------------------------|---------------------|
| 19 | VAMC Salt Lake City, UT - 660 | 78 | 2.87 | 2.83 | 3.28 | 2.88 | 3.01 | 3.53 | 3.19 |
| 19 | VAMC Sheridan, WY - 666 | 53 | 3.02 | 3.04 | 3.54 | 3.18 | 3.61 | 3.54 | 4.00 |
| 20 | VA Alaska HCS & RO - 463 | 71 | 2.87 | 2.63 | 3.02 | 2.78 | 2.65 | 3.31 | 3.22 |
| 20 | VA DOM White City, OR - 692 | 78 | 2.75 | 2.43 | 2.83 | 2.62 | 2.81 | 2.99 | 3.18 |
| 20 | VA Puget Sound HCS (VAMC American Lake - 663A4 and VAMC Seattle, WA - 663), Tacoma, WA | 280 | 3.32 | 3.30 | 3.42 | 3.10 | 3.07 | 3.65 | 3.44 |
| 20 | VA Roseburg HCS, OR - 653 (Eugene, OR) | 42 | 3.07 | 3.14 | 3.10 | 2.59 | 2.67 | 3.41 | 2.94 |
| 20 | VAMC Boise, ID - 531 | 60 | 2.90 | 2.91 | 3.00 | 3.02 | 3.02 | 3.53 | 3.52 |
| 20 | VAMC Portland, OR - 648 | 84 | 3.07 | 2.67 | 2.76 | 2.34 | 2.39 | 3.27 | 2.80 |
| 20 | VAMC Spokane, WA - 668 | 79 | 2.91 | 2.99 | 2.97 | 3.00 | 2.99 | 3.33 | 3.06 |
| 20 | VAMC Walla Walla, WA - 687 | 38 | 2.97 | 2.76 | 3.81 | 3.87 | 3.83 | 4.15 | 4.11 |
| 21 | VA Central California HCS, CA - 570 | 17 | 2.67 | 2.45 | 2.50 | 2.23 | 2.93 | 3.14 | 4.13 |
| 21 | VA Northern California HCS - 612 (Martinez, Oakland and Sacramento) | 55 | 3.64 | 3.06 | 3.28 | 3.15 | 3.26 | 3.83 | 3.61 |
| 21 | VA Palo Alto HCS (VAMC Livermore - 640A4 and VAMC Palo Alto - 640), Menlo Park, CA | 194 | 3.29 | 2.85 | 3.17 | 3.11 | 3.30 | 3.78 | 3.62 |
| 21 | VA Sierra Nevada HCS, NV - 654 | 55 | 2.84 | 2.66 | 3.43 | 3.21 | 3.38 | 3.94 | 3.44 |
| 21 | VAM&ROC Honolulu, HI - 459 | 7 | 3.80 | 3.80 | 3.57 | 3.29 | 3.14 | 3.71 | 3.43 |
| 21 | VAMC San Francisco, CA - 662 | 147 | 3.28 | 3.17 | 3.60 | 3.38 | 3.39 | 3.86 | 3.67 |
| 22 | VA Greater Los Angeles HCS (VAOPC Los Angeles - 691GE, VAMC Sepulveda - 691A4 and VAMC West Los Angeles - 691) | 230 | 3.18 | 3.04 | 3.72 | 3.20 | 3.32 | 4.05 | 3.87 |
| 22 | VA Southern Nevada HCS - 593 | 133 | 3.10 | 2.90 | 3.24 | 3.16 | 3.20 | 3.78 | 3.76 |
| 22 | VAMC Loma Linda, CA - 605 | 99 | 2.78 | 2.72 | 3.18 | 3.05 | 3.36 | 3.73 | 3.53 |
| 22 | VAMC Long Beach, CA - 600 | 143 | 3.37 | 3.09 | 3.44 | 2.95 | 3.13 | 3.68 | 3.60 |
| 22 | VAMC San Diego, CA - 664 | 263 | 2.59 | 2.47 | 2.84 | 2.85 | 2.95 | 3.17 | 3.12 |

5 point scale: 1= unmet need ... 5 = met need

Appendix 1: 2011 CHALENG Needs Score by VA Facility - Homeless Veterans' Assessment

| VISN | VA Facility - 2011 Name | Respondents N= | SSI/SSD Process | Guardianship (Financial) | Help Managing Money | Job Training | Job Placement | Help Getting ID/ Documents | Transportation |
|------|---|-------------------|--------------------|-----------------------------|---------------------------|--------------|------------------|----------------------------------|----------------|
| 23 | VA Black Hills HCS (VAMC Fort Meade - 568 and VAMC Hot Springs - 568A4) | 149 | 2.99 | 3.01 | 2.97 | 2.75 | 2.74 | 3.41 | 3.35 |
| 23 | VAH&ROC Sioux Falls, SD - 438 | 43 | 2.93 | 3.26 | 2.90 | 2.72 | 2.63 | 3.58 | 3.79 |
| 23 | VAM&ROC Fargo, ND - 437 | 43 | 3.16 | 3.45 | 3.77 | 3.35 | 3.94 | 4.30 | 3.64 |
| 23 | VAMC Minneapolis, MN - 618, and Superior, WI | 71 | 3.19 | 2.83 | 3.31 | 3.10 | 3.37 | 3.78 | 3.49 |
| 23 | VAMC St. Cloud, MN - 656 | 29 | 2.85 | 3.00 | 3.18 | 2.88 | 2.69 | 3.46 | 3.46 |
| 23 | VA Central Iowa HCS (VAMC Des Moines - 555, VAMC Knoxville - 555A4) | 1 | | 5.00 | | | | | 5.00 |
| 23 | VA Nebraska Western Iowa HCS (VAMC Grand Island - 597A4 and VAMC Lincoln - 597, VAMC Omaha-636) | 131 | 3.17 | 2.94 | 3.05 | 3.10 | 3.18 | 3.65 | 3.42 |
| 23 | VAMC Iowa City, IA - 584 | 70 | 3.38 | 3.28 | 3.40 | 3.36 | 3.44 | 3.88 | 3.67 |

5 point scale: 1= unmet need ... 5 = met need

Appendix 1: 2011 CHALENG Needs Score by VA Facility - Homeless Veterans' Assessment

| VISN | VA Facility - 2011 Name | Respondents N= | Education | Child Care | Family Reconcilia- tion | Discharge Upgrade | Spiritual | Incarcerate d Veterans | Elder Assisted Living | Legal Child Support |
|------|---|-------------------|-----------|------------|-------------------------------|----------------------|-----------|---------------------------|-----------------------------|---------------------------|
| 1 | VA Boston HCS (VAMC Boston - 523 and VAMC W. Roxbury - 523A4), VAMC Brockton, MA - 523A5 and VAH Bedford, MA) | 60 | 3.46 | 3.35 | 3.23 | 3.14 | 3.74 | 3.14 | 2.85 | 3.11 |
| 1 | VA Connecticut HCS (VAMC Newington and VAMC West Haven) | 118 | 3.31 | 2.82 | 2.95 | 3.18 | 3.74 | 3.17 | 3.01 | 3.00 |
| 1 | VAM&ROC Togus, ME - 402 | 52 | 3.36 | 3.45 | 3.26 | 3.40 | 3.88 | 3.68 | 3.88 | 3.30 |
| 1 | VAM&ROC White River Junction, VT - 405 | 11 | 3.00 | 2.56 | 2.22 | 2.50 | 2.80 | 2.71 | 2.22 | 3.11 |
| 1 | VAMC Manchester, NH - 608 | 27 | 3.00 | 2.53 | 2.39 | 2.61 | 3.00 | 2.61 | 2.68 | 2.44 |
| 1 | VAMC Northampton, MA - 631 (Leeds) | 142 | 3.47 | 3.33 | 3.49 | 3.27 | 3.91 | 3.26 | 3.43 | 3.40 |
| 1 | VAMC Providence, RI - 650, Bristol, RI | 33 | 3.73 | 3.40 | 3.20 | 3.07 | 4.00 | 3.54 | 3.67 | 3.00 |
| 2 | VA Western New York HCS - (VAMC Batavia - 528A4 and VAMC Buffalo - 528) | 169 | 3.45 | 3.46 | 3.27 | 3.35 | 3.72 | 3.34 | 3.38 | 3.18 |
| 2 | VAMC Albany, NY - 500 | 56 | 3.98 | 3.29 | 3.40 | 3.69 | 4.17 | 3.58 | 3.10 | 3.45 |
| 2 | VAMC Canandaigua, NY - 528A5, Rochester, NY | 34 | 3.89 | 3.14 | 3.54 | 3.68 | 4.13 | 3.33 | 3.18 | 2.67 |
| 2 | VAMC Syracuse, NY - 670 | 16 | 3.75 | 2.25 | 2.62 | 3.31 | 3.56 | 2.75 | 3.17 | 1.92 |
| 2 | VAMC Bath, NY | 72 | 3.18 | 2.49 | 2.35 | 2.88 | 3.71 | 2.90 | 3.06 | 2.64 |
| 3 | VA Hudson Valley HCS (VAMC Castle Point - 620A4 and VAH Montrose - 620) | 41 | 3.79 | 2.82 | 3.32 | 3.50 | 4.12 | 3.46 | 3.20 | 3.26 |
| 3 | VA New Jersey HCS (VAMC East Orange - 561 and VAMC Lyons - 561A4) | 67 | 3.57 | 3.15 | 2.85 | 3.10 | 3.64 | 2.87 | 2.71 | 3.00 |
| 3 | VAMC Bronx, NY - 526 | 87 | 3.30 | 2.60 | 2.65 | 2.76 | 2.89 | 2.43 | 2.67 | 2.67 |
| 3 | VAMC Northport, NY - 632 | 13 | 2.82 | 3.14 | 2.56 | 3.33 | 3.73 | 3.17 | 3.71 | 3.25 |
| 3 | VA New York Harbor HCS (VAMC Brooklyn - 630A4 and VAMC New York - 630) | 51 | 3.70 | 2.61 | 2.95 | 3.20 | 3.57 | 2.82 | 3.22 | 2.62 |

5 point scale: 1= unmet need ... 5 = met need

Appendix 1: 2011 CHALENG Needs Score by VA Facility - Homeless Veterans' Assessment

| VISN | VA Facility - 2011 Name | Respondents N= | Education | Child Care | Family Reconcilia- tion | Discharge Upgrade | Spiritual | Incarcerate d Veterans | Elder Assisted Living | Legal Child Support |
|------|---|-------------------|-----------|------------|-------------------------------|----------------------|-----------|---------------------------|-----------------------------|---------------------------|
| 4 | VA Pittsburgh HCS, PA (VAMC Pittsburgh (HD) - 646A5 and VAMC Pittsburgh (UD) - 646) | 36 | 3.40 | 3.29 | 3.12 | 3.44 | 3.63 | 3.63 | 3.35 | 3.28 |
| 4 | VAM&ROC Wilmington, DE - 460 | 9 | 3.22 | 3.00 | 2.44 | 3.00 | 3.44 | 2.89 | 2.89 | 3.33 |
| 4 | VAMC Altoona, PA - 503 | 65 | 3.02 | 2.78 | 2.91 | 2.80 | 3.73 | 3.13 | 3.21 | 2.90 |
| 4 | VAMC Butler, PA - 529 | 6 | 2.83 | 2.80 | 2.50 | 2.00 | 3.83 | 3.50 | 2.83 | 2.33 |
| 4 | VAMC Clarksburg, WV - 540 | 12 | 4.00 | 3.00 | 2.73 | 2.82 | 3.82 | 2.64 | 2.91 | 2.25 |
| 4 | VAMC Coatesville - 542 | 125 | 3.35 | 2.52 | 2.86 | 2.84 | 4.04 | 3.11 | 3.02 | 2.86 |
| 4 | VAMC Erie, PA - 562 | 58 | 3.41 | 2.93 | 3.24 | 3.14 | 3.80 | 3.21 | 3.33 | 2.73 |
| 4 | VAMC Lebanon, PA - 595 | 49 | 3.33 | 2.71 | 2.97 | 2.92 | 3.85 | 3.16 | 2.68 | 2.61 |
| 4 | VAMC Philadelphia, PA - 642 | 9 | 3.38 | 2.00 | 2.14 | 2.67 | 3.63 | 4.14 | 3.17 | 3.50 |
| 4 | VAMC Wilkes-Barre, PA - 693 | 47 | 3.78 | 3.42 | 3.38 | 3.56 | 3.80 | 3.56 | 3.67 | 3.28 |
| 5 | VA Maryland HCS (VAMC Baltimore - 512, VAMC Fort Howard - 512A4 and VAMC Perry Point - 512A5) | 77 | 3.22 | 3.07 | 3.18 | 2.98 | 3.05 | 3.20 | 3.00 | 2.93 |
| 5 | VAMC Martinsburg, WV - 613 | 93 | 3.48 | 3.27 | 3.36 | 3.44 | 4.30 | 3.68 | 3.88 | 3.31 |
| 5 | VAMC Washington, DC - 688 | 132 | 3.06 | 2.69 | 2.56 | 2.63 | 3.25 | 2.77 | 2.80 | 2.54 |
| 6 | VAMC Asheville, NC - 637 | 49 | 3.30 | 3.03 | 2.95 | 3.06 | 3.98 | 3.10 | 3.48 | 3.11 |
| 6 | VAMC Beckley, WV - 517 | 9 | 2.33 | 1.89 | 1.89 | 2.67 | 2.33 | 2.11 | 2.22 | 2.00 |
| 6 | VAMC Durham, NC - 558 | 15 | 2.50 | 3.29 | 3.20 | 2.73 | 3.92 | 2.50 | 2.88 | 2.55 |
| 6 | VAMC Fayetteville, NC - 565 | 27 | 3.04 | 2.60 | 2.54 | 2.80 | 3.29 | 2.17 | 2.46 | 2.27 |
| 6 | VAMC Hampton, VA - 590 | 111 | 3.17 | 2.51 | 2.74 | 2.69 | 3.65 | 2.97 | 2.95 | 2.56 |
| 6 | VAMC Richmond, VA - 652 | 54 | 3.40 | 2.50 | 2.87 | 3.34 | 4.06 | 3.61 | 2.77 | 2.67 |
| 6 | VAMC Salem, VA - 658 | 27 | 3.56 | 2.81 | 2.57 | 2.61 | 4.31 | 3.10 | 3.29 | 2.73 |
| 6 | VAMC Salisbury, NC - 659 | 86 | 3.17 | 2.95 | 2.83 | 2.91 | 3.71 | 3.00 | 3.25 | 2.78 |
| 7 | VA Central Alabama HCS (VAMC Montgomery - 619 and VAMC Tuskegee - 619A4) | 86 | 3.15 | 2.87 | 2.43 | 2.46 | 3.64 | 2.74 | 3.17 | 2.85 |
| 7 | VAMC - Augusta, GA - 509 | 61 | 3.35 | 2.63 | 2.63 | 2.93 | 3.61 | 2.96 | 2.81 | 2.41 |
| 7 | VAMC Atlanta, GA - 508 (Decatur, GA) | 218 | 3.39 | 2.83 | 2.97 | 3.15 | 3.78 | 3.23 | 3.21 | 2.90 |
| 7 | VAMC Birmingham, AL - 521 | 44 | 3.19 | 2.59 | 2.78 | 3.15 | 3.76 | 3.17 | 2.87 | 2.94 |
| 7 | VAMC Charleston, SC - 534 | 160 | 4.02 | 2.95 | 2.98 | 3.46 | 4.01 | 3.02 | 3.39 | 3.22 |

5 point scale: 1= unmet need ... 5 = met need

Appendix 1: 2011 CHALENG Needs Score by VA Facility - Homeless Veterans' Assessment

| VISN | VA Facility - 2011 Name | Respondents N= | Education | Child Care | Family Reconcilia- tion | Discharge Upgrade | Spiritual | Incarcerate d Veterans | Elder Assisted Living | Legal Child Support |
|------|--|-------------------|-----------|------------|-------------------------------|----------------------|-----------|---------------------------|-----------------------------|---------------------------|
| 7 | VAMC Columbia, SC - 544 | 22 | 2.81 | 2.35 | 2.05 | 2.26 | 2.76 | 2.67 | 2.21 | 2.35 |
| 7 | VAMC Dublin, GA - 557 | 23 | 3.43 | 3.10 | 2.64 | 2.86 | 3.87 | 2.57 | 3.14 | 3.45 |
| 7 | VAMC Tuscaloosa, AL - 679 | 40 | 3.17 | 2.72 | 2.70 | 2.85 | 3.92 | 2.70 | 3.15 | 2.69 |
| 8 | VA North Florida/South Georgia HCS (VAMC Gainesville - 573 and VAMC Lake City - 573A4) | 17 | 4.41 | 4.00 | 3.60 | 4.60 | 4.31 | 4.00 | 4.13 | 2.33 |
| 8 | VAH Tampa, FL - 673 | 38 | 3.55 | 2.25 | 2.54 | 3.29 | 4.38 | 3.09 | 2.83 | 2.50 |
| 8 | VAMC Bay Pines - 516 | 404 | 3.37 | 3.03 | 2.90 | 3.05 | 3.81 | 3.17 | 3.05 | 2.87 |
| 8 | VAMC Miami, FL - 546 | 31 | 3.21 | 2.17 | 2.95 | 3.00 | 3.79 | 3.00 | 2.68 | 2.61 |
| 8 | VAMC West Palm Beach, FL - 548 | 123 | 2.85 | 2.42 | 2.47 | 2.65 | 3.15 | 2.46 | 2.57 | 2.54 |
| 8 | VAMC San Juan, PR - 672 | 13 | 2.17 | 1.78 | 2.25 | 2.00 | 3.18 | 1.56 | 1.89 | 1.89 |
| 8 | VAMC Orlando, FL-675 | 96 | 3.14 | 1.81 | 2.48 | 2.66 | 3.79 | 2.76 | 2.64 | 2.03 |
| 9 | VAMC Huntington, WV - 581 | 36 | 3.34 | 3.03 | 2.80 | 3.39 | 3.39 | 2.68 | 2.97 | 2.93 |
| 9 | VAMC Lexington, KY - 596 | 31 | 3.75 | 2.96 | 3.04 | 3.15 | 3.74 | 3.20 | 3.33 | 3.09 |
| 9 | VAMC Louisville, KY - 603 | 158 | 3.62 | 3.27 | 3.18 | 3.50 | 3.98 | 3.33 | 3.45 | 3.21 |
| 9 | VAMC Memphis, TN - 614 | 15 | 2.25 | 2.14 | 2.87 | 3.23 | 4.13 | 3.08 | 3.17 | 3.25 |
| 9 | VAMC Mountain Home, TN - 621 | 42 | 3.77 | 2.84 | 3.09 | 3.58 | 4.33 | 3.91 | 3.53 | 3.31 |
| 9 | VAMC Nashville, TN - 626 (Nashville and Murfreesboro) | 49 | 3.16 | 3.18 | 3.21 | 3.14 | 4.23 | 3.12 | 3.41 | 2.68 |
| 10 | VAMC Chillicothe, OH - 538 | 140 | 3.73 | 3.41 | 3.50 | 3.51 | 3.96 | 3.49 | 3.59 | 3.64 |
| 10 | VAMC Cincinnati, OH - 539 (Ft. Thomas, KY) | 133 | 3.61 | 2.58 | 2.90 | 3.09 | 4.08 | 3.36 | 3.05 | 2.94 |
| 10 | VAMC Cleveland, OH - 541 (Brecksville, OH) | 83 | 3.48 | 2.64 | 2.68 | 3.14 | 3.73 | 2.91 | 3.02 | 2.73 |
| 10 | VAMC Dayton, OH - 552 | 24 | 2.82 | 2.39 | 2.21 | 2.26 | 2.80 | 2.24 | 2.47 | 2.15 |
| 10 | VAOPC Columbus, OH - 757 (Grove City, OH) | 46 | 3.24 | 2.32 | 2.52 | 2.64 | 3.47 | 2.91 | 3.06 | 2.73 |
| 11 | VAOPC Toledo, OH and VA Ann Arbor HCS, MI - 506 | 63 | 3.55 | 3.06 | 2.89 | 3.02 | 3.61 | 3.15 | 3.19 | 2.92 |
| 11 | VA Northern Indiana HCS (VAMC Fort Wayne - 610A4 and VAMC Marion - 610) | 45 | 3.41 | 3.03 | 3.13 | 3.48 | 4.16 | 3.26 | 3.33 | 3.12 |
| 11 | VAMC Battle Creek, MI - 515 | 263 | 3.77 | 3.68 | 3.73 | 3.61 | 4.00 | 3.75 | 3.56 | 3.67 |

5 point scale: 1= unmet need ... 5 = met need

Appendix 1: 2011 CHALENG Needs Score by VA Facility - Homeless Veterans' Assessment

| VISN | VA Facility - 2011 Name | Respondents N= | Education | Child Care | Family Reconcilia- tion | Discharge Upgrade | Spiritual | Incarcerate d Veterans | Elder Assisted Living | Legal Child Support |
|------|--|-------------------|-----------|------------|-------------------------------|----------------------|-----------|---------------------------|-----------------------------|---------------------------|
| 11 | VAMC Danville, IL - 550 | 95 | 3.78 | 2.89 | 3.16 | 3.36 | 4.05 | 3.38 | 3.38 | 3.29 |
| 11 | VAMC Detroit, MI - 553 | 101 | 3.27 | 2.47 | 2.37 | 2.53 | 3.30 | 2.63 | 2.93 | 2.69 |
| 11 | VAMC Indianapolis - 583 | 208 | 3.04 | 2.55 | 2.74 | 2.93 | 3.66 | 2.78 | 2.69 | 2.40 |
| 11 | VAMC Saginaw, MI - 655 | 37 | 3.38 | 2.76 | 2.91 | 3.87 | 3.81 | 3.35 | 3.50 | 2.83 |
| 12 | VAH Hines, IL - 578 | 127 | 3.48 | 3.06 | 3.13 | 3.03 | 3.65 | 3.15 | 3.09 | 3.02 |
| 12 | VAH Madison, WI - 607 | 103 | 3.68 | 3.00 | 3.06 | 3.47 | 3.65 | 3.40 | 3.41 | 3.19 |
| 12 | VAMC Iron Mountain, MI - 585 | | | | | | | | | |
| 12 | VAMC Milwaukee, WI - 695 | 226 | 3.00 | 2.63 | 2.64 | 2.86 | 3.33 | 2.67 | 2.84 | 2.60 |
| 12 | VAMC North Chicago, IL - 556 | 51 | 3.00 | 2.51 | 2.65 | 3.03 | 3.96 | 2.86 | 3.10 | 2.74 |
| 12 | VAMC Tomah, WI - 676 | 42 | 3.18 | 2.45 | 2.71 | 2.89 | 3.15 | 2.81 | 2.83 | 2.78 |
| 12 | VA Chicago HCS (VAMC Chicago (LS) - 537A4 and VAMC Chicago (WS) - 537) | 21 | 3.67 | 2.78 | 3.06 | 3.26 | 3.70 | 2.95 | 3.41 | 2.95 |
| 15 | VA Eastern Kansas HCS (VAMC Leavenworth - 677A4) | 143 | 3.04 | 2.45 | 2.62 | 2.94 | 3.82 | 2.91 | 2.96 | 2.65 |
| 15 | VAH Columbia, MO - 543 | 43 | 3.47 | 2.89 | 2.76 | 2.81 | 3.45 | 3.11 | 3.14 | 2.47 |
| 15 | VAM&ROC Wichita, KS - 452 | 94 | 3.18 | 2.96 | 3.03 | 3.05 | 3.38 | 3.03 | 3.23 | 2.97 |
| 15 | VAMC Kansas City, MO - 589 | 248 | 2.98 | 2.79 | 2.80 | 2.88 | 3.51 | 2.89 | 2.75 | 2.66 |
| 15 | VAMC Marion, IL - 609 | 9 | 4.00 | 3.83 | 4.13 | 4.00 | 4.75 | 3.29 | 4.50 | 2.71 |
| 15 | VAMC Poplar Bluff, MO - 647 | 4 | 4.33 | 4.00 | 5.00 | 5.00 | 5.00 | 4.00 | 5.00 | 5.00 |
| 15 | VAMC St. Louis, MO - 657 | 118 | 3.34 | 2.86 | 2.98 | 3.01 | 3.52 | 2.93 | 2.94 | 2.68 |
| 15 | VAMC Topeka - 677 | 20 | 3.65 | 2.69 | 3.06 | 3.21 | 3.89 | 3.41 | 3.38 | 3.18 |
| 16 | VA Central Arkansas HCS - 598 | 61 | 3.11 | 3.00 | 2.92 | 2.78 | 3.44 | 3.08 | 2.86 | 2.54 |
| 16 | VA Gulf Coast HCS - 520 (Biloxi, MS, Pensacola, FL) | 55 | 2.80 | 2.57 | 2.44 | 2.95 | 3.51 | 2.50 | 2.74 | 2.49 |
| 16 | VAMC Alexandria, LA - 502 | 52 | 3.82 | 2.88 | 3.19 | 3.22 | 4.16 | 2.97 | 2.77 | 2.48 |
| 16 | VAMC Fayetteville, AR - 564 | 47 | 3.95 | 2.58 | 2.97 | 3.29 | 4.11 | 3.00 | 2.94 | 3.06 |
| 16 | VAMC Houston, TX - 580 | 141 | 3.14 | 2.56 | 2.58 | 2.92 | 3.46 | 2.86 | 2.81 | 2.61 |
| 16 | VAMC Jackson, MS - 586 | 98 | 3.03 | 2.46 | 2.64 | 2.76 | 3.24 | 2.83 | 2.70 | 2.74 |
| 16 | VAMC New Orleans, LA - 629 | 188 | 3.61 | 2.71 | 3.25 | 3.15 | 3.94 | 3.08 | 2.99 | 2.94 |
| 16 | VAMC Oklahoma City, OK - 635 | 52 | 3.12 | 2.79 | 2.77 | 2.84 | 3.28 | 3.03 | 2.94 | 2.91 |
| 16 | VAMC Shreveport, LA - 667 | 85 | 3.25 | 2.83 | 3.03 | 2.79 | 3.64 | 2.90 | 2.97 | 2.62 |

5 point scale: 1= unmet need ... 5 = met need

Appendix 1: 2011 CHALENG Needs Score by VA Facility - Homeless Veterans' Assessment

| VISN | VA Facility - 2011 Name | Respondents N= | Education | Child Care | Family Reconcilia- tion | Discharge Upgrade | Spiritual | Incarcerate d Veterans | Elder Assisted Living | Legal Child Support |
|------|---|-------------------|-----------|------------|-------------------------------|----------------------|-----------|---------------------------|-----------------------------|---------------------------|
| 16 | VAMC Muskogee, OK- 623 (Tulsa, OK) | 40 | 3.49 | 2.86 | 3.08 | 3.23 | 4.08 | 2.89 | 3.03 | 2.87 |
| 17 | VA Central Texas HCS (VAMC Marlin - 674A5, VAMC Temple - 674, VAMC Waco - 674A4 and VAOPC Austin - 674BY) | 62 | 3.32 | 2.78 | 2.77 | 3.03 | 3.59 | 3.13 | 2.97 | 3.07 |
| 17 | VA North Texas HCS (VAMC Bonham - 549A4 and VAMC Dallas - 549) | 436 | 3.17 | 2.52 | 2.55 | 2.81 | 3.64 | 2.77 | 2.95 | 2.47 |
| 17 | VA Texas Valley Coastal Bend Health Care System (VA OPC Corpus Christi, TX - 671BZ, VA OPC Harlingen, TX-671GA) | 5 | 2.40 | 3.67 | 1.75 | 2.00 | 3.25 | 3.67 | 5.00 | 3.67 |
| 17 | VA South Texas Veterans HCS (VAMC Kerrville - 671A4 and VAH San Antonio - 671) | 67 | 3.44 | 2.76 | 2.90 | 2.90 | 3.65 | 3.17 | 3.15 | 3.00 |
| 18 | El Paso VA HCS, TX - 756 | 122 | 3.05 | 2.78 | 2.91 | 3.03 | 3.41 | 3.00 | 3.21 | 3.04 |
| 18 | VA New Mexico HCS - 501 | 83 | 3.04 | 2.67 | 2.65 | 2.75 | 3.50 | 2.83 | 2.62 | 2.59 |
| 18 | VA Northern Arizona HCS - 649 | 163 | 3.31 | 3.12 | 2.96 | 3.25 | 3.61 | 3.16 | 3.09 | 3.12 |
| 18 | VA Southern Arizona HCS - 678 | 184 | 2.43 | 2.20 | 2.19 | 2.27 | 2.95 | 2.57 | 2.43 | 2.31 |
| 18 | VAMC Amarillo, TX - 504 | 35 | 3.82 | 3.00 | 3.48 | 3.59 | 4.27 | 3.45 | 3.18 | 3.00 |
| 18 | VA West Texas HCS - 519 | 18 | 2.82 | 2.79 | 2.67 | 2.64 | 3.44 | 2.88 | 3.50 | 2.47 |
| 18 | VAMC Phoenix, AZ - 644 | 107 | 3.12 | 2.45 | 2.57 | 2.98 | 3.14 | 3.16 | 2.99 | 2.71 |
| 19 | VA Montana HCS (VAM&ROC Ft. Harrison - 436 and VA Eastern Montana HCS - 436A4), Miles City, MT | 39 | 3.19 | 3.15 | 3.19 | 3.13 | 4.16 | 3.39 | 3.42 | 3.39 |
| 19 | VA Southern Colorado HCS, (Colorado Springs-567) | 15 | 3.31 | 1.86 | 2.00 | 1.75 | 2.80 | 2.75 | 2.38 | 2.22 |
| 19 | VAM&ROC Cheyenne, WY - 442 | 17 | 3.27 | 3.09 | 3.17 | 3.15 | 3.86 | 2.85 | 3.08 | 3.42 |
| 19 | VA Eastern Colorado HCS (VAMC Denver - 554) | 161 | 3.58 | 3.11 | 2.86 | 3.00 | 3.60 | 3.13 | 3.26 | 3.01 |
| 19 | VAMC Grand Junction, CO - 575 | 31 | 3.79 | 3.15 | 3.04 | 3.50 | 4.37 | 3.19 | 3.63 | 3.19 |

5 point scale: 1= unmet need ... 5 = met need

Appendix 1: 2011 CHALENG Needs Score by VA Facility - Homeless Veterans' Assessment

| VISN | VA Facility - 2011 Name | Respondents N= | Education | Child Care | Family Reconcilia- tion | Discharge Upgrade | Spiritual | Incarcerate d Veterans | Elder Assisted Living | Legal Child Support |
|------|---|-------------------|-----------|------------|-------------------------------|----------------------|-----------|---------------------------|-----------------------------|---------------------------|
| 19 | VAMC Salt Lake City, UT - 660 | 78 | 3.17 | 2.74 | 2.46 | 3.22 | 3.54 | 3.26 | 3.24 | 2.81 |
| 19 | VAMC Sheridan, WY - 666 | 53 | 3.18 | 2.33 | 2.67 | 3.02 | 4.12 | 2.84 | 3.47 | 2.50 |
| 20 | VA Alaska HCS & RO - 463 | 71 | 2.81 | 2.41 | 2.73 | 2.50 | 3.47 | 2.74 | 2.92 | 2.46 |
| 20 | VA DOM White City, OR - 692 | 78 | 2.78 | 2.53 | 2.49 | 2.62 | 3.66 | 2.60 | 3.00 | 2.42 |
| 20 | VA Puget Sound HCS (VAMC American Lake - 663A4 and VAMC Seattle, WA - 663), Tacoma, WA | 280 | 3.18 | 3.36 | 3.22 | 3.26 | 3.72 | 3.37 | 3.23 | 3.07 |
| 20 | VA Roseburg HCS, OR - 653 (Eugene, OR) | 42 | 2.81 | 2.77 | 2.85 | 2.93 | 3.41 | 3.24 | 3.53 | 3.26 |
| 20 | VAMC Boise, ID - 531 | 60 | 3.32 | 2.81 | 2.76 | 3.17 | 3.67 | 3.03 | 3.07 | 2.72 |
| 20 | VAMC Portland, OR - 648 | 84 | 2.92 | 2.73 | 2.56 | 2.90 | 3.47 | 2.41 | 2.71 | 2.63 |
| 20 | VAMC Spokane, WA - 668 | 79 | 2.94 | 2.80 | 2.71 | 2.83 | 3.03 | 3.25 | 2.93 | 2.60 |
| 20 | VAMC Walla Walla, WA - 687 | 38 | 3.68 | 2.77 | 2.77 | 3.00 | 3.91 | 3.08 | 2.89 | 2.63 |
| 21 | VA Central California HCS, CA - 570 | 17 | 2.54 | 2.44 | 2.27 | 2.20 | 2.92 | 2.30 | 2.56 | 2.11 |
| 21 | VA Northern California HCS - 612 (Martinez, Oakland and Sacramento) | 55 | 3.52 | 3.19 | 3.14 | 3.18 | 3.44 | 3.17 | 3.29 | 3.05 |
| 21 | VA Palo Alto HCS (VAMC Livermore - 640A4 and VAMC Palo Alto - 640), Menlo Park, CA | 194 | 3.46 | 2.74 | 2.95 | 3.01 | 3.76 | 3.15 | 3.27 | 3.06 |
| 21 | VA Sierra Nevada HCS, NV - 654 | 55 | 3.20 | 2.69 | 2.77 | 3.56 | 3.68 | 3.22 | 3.25 | 2.67 |
| 21 | VAM&ROC Honolulu, HI - 459 | 7 | 3.29 | 4.20 | 4.60 | 3.00 | 4.00 | 4.20 | 5.00 | 4.00 |
| 21 | VAMC San Francisco, CA - 662 | 147 | 3.56 | 2.85 | 3.15 | 3.28 | 3.60 | 3.35 | 2.95 | 2.91 |
| 22 | VA Greater Los Angeles HCS (VAOPC Los Angeles - 691GE, VAMC Sepulveda - 691A4 and VAMC West Los Angeles - 691) | 230 | 3.67 | 2.83 | 3.18 | 3.31 | 3.86 | 3.38 | 3.12 | 3.02 |
| 22 | VA Southern Nevada HCS - 593 | 133 | 3.18 | 2.82 | 2.90 | 3.08 | 3.27 | 3.17 | 3.08 | 2.92 |
| 22 | VAMC Loma Linda, CA - 605 | 99 | 3.49 | 2.74 | 3.02 | 2.92 | 3.65 | 3.02 | 3.25 | 2.95 |
| 22 | VAMC Long Beach, CA - 600 | 143 | 3.32 | 2.90 | 3.07 | 3.04 | 3.74 | 3.16 | 3.15 | 3.19 |
| 22 | VAMC San Diego, CA - 664 | 263 | 2.89 | 2.39 | 2.54 | 2.52 | 2.98 | 2.63 | 2.57 | 2.46 |

5 point scale: 1= unmet need ... 5 = met need

Appendix 1: 2011 CHALENG Needs Score by VA Facility - Homeless Veterans' Assessment

| VISN | VA Facility - 2011 Name | Respondents N= | Education | Child Care | Family Reconcilia- tion | Discharge Upgrade | Spiritual | Incarcerate d Veterans | Elder Assisted Living | Legal Child Support |
|------|---|-------------------|-----------|------------|-------------------------------|----------------------|-----------|---------------------------|-----------------------------|---------------------------|
| 23 | VA Black Hills HCS (VAMC Fort Meade - 568 and VAMC Hot Springs - 568A4) | 149 | 3.14 | 3.00 | 2.88 | 3.03 | 3.27 | 2.90 | 2.82 | 2.85 |
| 23 | VAH&ROC Sioux Falls, SD - 438 | 43 | 3.20 | 3.00 | 3.00 | 3.16 | 3.12 | 3.31 | 3.14 | 2.85 |
| 23 | VAM&ROC Fargo, ND - 437 | 43 | 3.59 | 3.36 | 3.39 | 3.55 | 3.71 | 3.34 | 3.57 | 3.03 |
| 23 | VAMC Minneapolis, MN - 618, and Superior, WI | 71 | 3.46 | 2.54 | 2.88 | 3.05 | 3.47 | 2.85 | 2.92 | 2.89 |
| 23 | VAMC St. Cloud, MN - 656 | 29 | 2.89 | 3.24 | 2.86 | 2.77 | 3.89 | 3.29 | 2.95 | 2.85 |
| 23 | VA Central Iowa HCS (VAMC Des Moines - 555, VAMC Knoxville - 555A4) | 1 | 5.00 | | | | 5.00 | | | |
| 23 | VA Nebraska Western Iowa HCS (VAMC Grand Island - 597A4 and VAMC Lincoln - 597, VAMC Omaha-636) | 131 | 3.43 | 2.86 | 2.97 | 3.28 | 3.45 | 3.00 | 3.17 | 2.73 |
| 23 | VAMC Iowa City, IA - 584 | 70 | 3.69 | 3.04 | 3.29 | 3.36 | 3.82 | 3.09 | 3.21 | 3.00 |

5 point scale: 1= unmet need ... 5 = met need

Appendix 1: 2011 CHALENG Needs Score by VA Facility - Homeless Veterans' Assessment

| VISN | VA Facility - 2011 Name | Respondents N= | Legal Warrants/ Fines | Legal Eviction/ foreclosure | Financial Eviction/ foreclosure | Move-in Assistance | Goods for New Apartment |
|------|---|-------------------|-----------------------------|-----------------------------------|---------------------------------------|-----------------------|-------------------------------|
| 1 | VA Boston HCS (VAMC Boston - 523 and VAMC W. Roxbury - 523A4), VAMC Brockton, MA - 523A5 and VAH Bedford, MA) | 60 | 3.22 | 3.26 | 3.18 | 3.19 | 3.24 |
| 1 | VA Connecticut HCS (VAMC Newington and VAMC West Haven) | 118 | 2.83 | 2.96 | 2.97 | 3.33 | 3.06 |
| 1 | VAM&ROC Togus, ME - 402 | 52 | 3.37 | 3.03 | 3.05 | 3.60 | 2.98 |
| 1 | VAM&ROC White River Junction, VT - 405 | 11 | 2.50 | 2.50 | 2.78 | 2.00 | 2.11 |
| 1 | VAMC Manchester, NH - 608 | 27 | 2.21 | 2.33 | 2.39 | 2.68 | 2.83 |
| 1 | VAMC Northampton, MA - 631 (Leeds) | 142 | 3.44 | 3.17 | 3.13 | 3.01 | 3.18 |
| 1 | VAMC Providence, RI - 650, Bristol, RI | 33 | 3.00 | 2.65 | 3.21 | 3.44 | 3.52 |
| 2 | VA Western New York HCS - (VAMC Batavia - 528A4 and VAMC Buffalo - 528) | 169 | 3.20 | 3.39 | 3.28 | 3.25 | 3.09 |
| 2 | VAMC Albany, NY - 500 | 56 | 3.58 | 3.37 | 3.37 | 3.32 | 3.30 |
| 2 | VAMC Canandaigua, NY - 528A5, Rochester, NY | 34 | 3.12 | 3.24 | 3.13 | 3.14 | 3.07 |
| 2 | VAMC Syracuse, NY - 670 | 16 | 2.69 | 2.33 | 2.46 | 2.42 | 2.92 |
| 2 | VAMC Bath, NY | 72 | 2.61 | 2.44 | 2.35 | 2.33 | 2.46 |
| 3 | VA Hudson Valley HCS (VAMC Castle Point - 620A4 and VAH Montrose - 620) | 41 | 3.48 | 3.39 | 3.28 | 3.72 | 3.39 |
| 3 | VA New Jersey HCS (VAMC East Orange - 561 and VAMC Lyons - 561A4) | 67 | 3.06 | 2.98 | 3.14 | 3.63 | 3.88 |
| 3 | VAMC Bronx, NY - 526 | 87 | 2.42 | 2.39 | 2.46 | 2.95 | 2.72 |
| 3 | VAMC Northport, NY - 632 | 13 | 2.25 | 2.63 | 2.57 | 2.45 | 2.18 |
| 3 | VA New York Harbor HCS (VAMC Brooklyn - 630A4 and VAMC New York - 630) | 51 | 2.63 | 2.70 | 2.72 | 2.98 | 2.78 |

5 point scale: 1= unmet need ... 5 = met need

Appendix 1: 2011 CHALENG Needs Score by VA Facility - Homeless Veterans' Assessment

| VISN | VA Facility - 2011 Name | Respondents N= | Legal Warrants/ Fines | Legal Eviction/ foreclosure | Financial Eviction/ foreclosure | Move-in Assistance | Goods for New Apartment |
|------|---|-------------------|-----------------------------|-----------------------------------|---------------------------------------|-----------------------|-------------------------------|
| 4 | VA Pittsburgh HCS, PA (VAMC Pittsburgh (HD) - 646A5 and VAMC Pittsburgh (UD) - 646) | 36 | 3.12 | 3.32 | 3.29 | 3.15 | 3.00 |
| 4 | VAM&ROC Wilmington, DE - 460 | 9 | 3.11 | 2.44 | 2.56 | 2.56 | 2.67 |
| 4 | VAMC Altoona, PA - 503 | 65 | 2.87 | 3.04 | 3.08 | 3.06 | 3.11 |
| 4 | VAMC Butler, PA - 529 | 6 | 2.67 | 2.50 | 2.67 | 2.83 | 2.67 |
| 4 | VAMC Clarksburg, WV - 540 | 12 | 2.09 | 2.27 | 2.27 | 3.17 | 2.92 |
| 4 | VAMC Coatesville - 542 | 125 | 3.04 | 2.40 | 2.51 | 2.46 | 2.30 |
| 4 | VAMC Erie, PA - 562 | 58 | 2.82 | 2.93 | 2.93 | 3.32 | 3.49 |
| 4 | VAMC Lebanon, PA - 595 | 49 | 3.16 | 2.61 | 2.48 | 2.59 | 2.53 |
| 4 | VAMC Philadelphia, PA - 642 | 9 | 3.38 | 1.86 | 1.57 | 3.88 | 2.43 |
| 4 | VAMC Wilkes-Barre, PA - 693 | 47 | 3.23 | 3.12 | 2.85 | 3.18 | 3.12 |
| 5 | VA Maryland HCS (VAMC Baltimore - 512, VAMC Fort Howard - 512A4 and VAMC Perry Point - 512A5) | 77 | 2.98 | 2.77 | 2.72 | 2.54 | 2.49 |
| 5 | VAMC Martinsburg, WV - 613 | 93 | 3.53 | 3.48 | 3.29 | 3.21 | 3.35 |
| 5 | VAMC Washington, DC - 688 | 132 | 2.72 | 2.59 | 2.42 | 2.27 | 2.29 |
| 6 | VAMC Asheville, NC - 637 | 49 | 3.03 | 2.75 | 2.56 | 3.43 | 2.86 |
| 6 | VAMC Beckley, WV - 517 | 9 | 2.22 | 1.89 | 2.00 | 3.44 | 3.33 |
| 6 | VAMC Durham, NC - 558 | 15 | 2.30 | 2.33 | 2.10 | 1.92 | 2.08 |
| 6 | VAMC Fayetteville, NC - 565 | 27 | 2.29 | 2.25 | 2.32 | 2.92 | 2.92 |
| 6 | VAMC Hampton, VA - 590 | 111 | 2.65 | 2.68 | 2.42 | 2.57 | 2.63 |
| 6 | VAMC Richmond, VA - 652 | 54 | 2.53 | 2.49 | 2.38 | 2.83 | 2.88 |
| 6 | VAMC Salem, VA - 658 | 27 | 2.52 | 2.55 | 2.50 | 2.96 | 3.28 |
| 6 | VAMC Salisbury, NC - 659 | 86 | 2.78 | 2.91 | 3.01 | 3.47 | 3.04 |
| 7 | VA Central Alabama HCS (VAMC Montgomery - 619 and VAMC Tuskegee - 619A4) | 86 | 2.82 | 2.63 | 2.58 | 2.59 | 2.71 |
| 7 | VAMC - Augusta, GA - 509 | 61 | 2.63 | 2.37 | 2.41 | 2.44 | 2.60 |
| 7 | VAMC Atlanta, GA - 508 (Decatur, GA) | 218 | 2.85 | 2.99 | 2.90 | 3.06 | 3.10 |
| 7 | VAMC Birmingham, AL - 521 | 44 | 2.78 | 2.64 | 2.70 | 2.56 | 2.65 |
| 7 | VAMC Charleston, SC - 534 | 160 | 3.25 | 3.18 | 2.59 | 2.96 | 3.06 |

5 point scale: 1= unmet need ... 5 = met need

Appendix 1: 2011 CHALENG Needs Score by VA Facility - Homeless Veterans' Assessment

| VISN | VA Facility - 2011 Name | Respondents N= | Legal Warrants/ Fines | Legal Eviction/ foreclosure | Financial Eviction/ foreclosure | Move-in Assistance | Goods for New Apartment |
|------|--|-------------------|-----------------------------|-----------------------------------|---------------------------------------|-----------------------|-------------------------------|
| 7 | VAMC Columbia, SC - 544 | 22 | 2.21 | 1.79 | 1.95 | 1.90 | 1.90 |
| 7 | VAMC Dublin, GA - 557 | 23 | 3.05 | 2.95 | 2.55 | 2.26 | 2.22 |
| 7 | VAMC Tuscaloosa, AL - 679 | 40 | 2.63 | 2.59 | 2.56 | 2.83 | 2.67 |
| 8 | VA North Florida/South Georgia HCS (VAMC Gainesville - 573 and VAMC Lake City - 573A4) | 17 | 2.47 | 3.00 | 3.07 | 3.07 | 4.25 |
| 8 | VAH Tampa, FL - 673 | 38 | 2.43 | 3.33 | 3.36 | 3.73 | 3.63 |
| 8 | VAMC Bay Pines - 516 | 404 | 2.95 | 2.72 | 2.56 | 2.60 | 2.80 |
| 8 | VAMC Miami, FL - 546 | 31 | 2.30 | 2.11 | 2.17 | 2.44 | 2.67 |
| 8 | VAMC West Palm Beach, FL - 548 | 123 | 2.59 | 2.42 | 2.24 | 2.50 | 2.44 |
| 8 | VAMC San Juan, PR - 672 | 13 | 2.20 | 2.00 | 2.00 | 2.09 | 2.55 |
| 8 | VAMC Orlando, FL-675 | 96 | 2.27 | 2.23 | 2.15 | 1.86 | 2.26 |
| 9 | VAMC Huntington, WV - 581 | 36 | 2.66 | 2.86 | 2.86 | 2.90 | 2.90 |
| 9 | VAMC Lexington, KY - 596 | 31 | 3.00 | 2.85 | 2.85 | 2.83 | 2.86 |
| 9 | VAMC Louisville, KY - 603 | 158 | 3.26 | 3.18 | 3.05 | 3.08 | 3.15 |
| 9 | VAMC Memphis, TN - 614 | 15 | 2.92 | 3.62 | 3.43 | 3.93 | 3.23 |
| 9 | VAMC Mountain Home, TN - 621 | 42 | 3.48 | 3.59 | 3.41 | 3.42 | 3.58 |
| 9 | VAMC Nashville, TN - 626 (Nashville and Murfreesboro) | 49 | 2.69 | 2.81 | 2.71 | 3.58 | 2.71 |
| 10 | VAMC Chillicothe, OH - 538 | 140 | 3.42 | 3.62 | 3.44 | 3.55 | 3.46 |
| 10 | VAMC Cincinnati, OH - 539 (Ft. Thomas, KY) | 133 | 3.31 | 2.63 | 2.55 | 2.71 | 2.76 |
| 10 | VAMC Cleveland, OH - 541 (Brecksville, OH) | 83 | 2.95 | 2.76 | 2.75 | 3.23 | 3.19 |
| 10 | VAMC Dayton, OH - 552 | 24 | 2.33 | 2.50 | 2.75 | 2.24 | 2.30 |
| 10 | VAOPC Columbus, OH - 757 (Grove City, OH) | 46 | 2.85 | 2.53 | 2.83 | 3.62 | 3.36 |
| 11 | VAOPC Toledo, OH and VA Ann Arbor HCS, MI - 506 | 63 | 2.79 | 3.04 | 3.18 | 3.36 | 3.51 |
| 11 | VA Northern Indiana HCS (VAMC Fort Wayne - 610A4 and VAMC Marion - 610) | 45 | 2.91 | 3.06 | 2.88 | 3.46 | 3.93 |
| 11 | VAMC Battle Creek, MI - 515 | 263 | 3.59 | 3.65 | 3.66 | 3.28 | 3.29 |

5 point scale: 1= unmet need ... 5 = met need

Appendix 1: 2011 CHALENG Needs Score by VA Facility - Homeless Veterans' Assessment

| VISN | VA Facility - 2011 Name | Respondents N= | Legal Warrants/ Fines | Legal Eviction/ foreclosure | Financial Eviction/ foreclosure | Move-in Assistance | Goods for New Apartment |
|------|--|-------------------|-----------------------------|-----------------------------------|---------------------------------------|-----------------------|-------------------------------|
| 11 | VAMC Danville, IL - 550 | 95 | 3.25 | 3.24 | 3.14 | 3.30 | 3.14 |
| 11 | VAMC Detroit, MI - 553 | 101 | 2.60 | 2.48 | 2.33 | 2.68 | 2.71 |
| 11 | VAMC Indianapolis - 583 | 208 | 2.48 | 2.61 | 2.54 | 2.64 | 2.73 |
| 11 | VAMC Saginaw, MI - 655 | 37 | 2.70 | 3.05 | 3.09 | 3.59 | 3.00 |
| 12 | VAH Hines, IL - 578 | 127 | 2.88 | 2.98 | 2.84 | 2.93 | 3.03 |
| 12 | VAH Madison, WI - 607 | 103 | 2.84 | 3.18 | 3.03 | 3.67 | 3.42 |
| 12 | VAMC Iron Mountain, MI - 585 | | | | | | |
| 12 | VAMC Milwaukee, WI - 695 | 226 | 2.49 | 2.40 | 2.21 | 2.48 | 2.33 |
| 12 | VAMC North Chicago, IL - 556 | 51 | 2.67 | 2.49 | 2.49 | 2.34 | 2.36 |
| 12 | VAMC Tomah, WI - 676 | 42 | 3.03 | 2.80 | 2.66 | 2.63 | 2.54 |
| 12 | VA Chicago HCS (VAMC Chicago (LS) - 537A4 and VAMC Chicago (WS) - 537) | 21 | 2.94 | 3.00 | 2.90 | 2.55 | 2.68 |
| 15 | VA Eastern Kansas HCS (VAMC Leavenworth - 677A4) | 143 | 2.73 | 2.31 | 2.33 | 2.45 | 2.44 |
| 15 | VAH Columbia, MO - 543 | 43 | 2.64 | 2.56 | 2.50 | 3.05 | 2.95 |
| 15 | VAM&ROC Wichita, KS - 452 | 94 | 2.74 | 2.96 | 2.99 | 3.38 | 3.51 |
| 15 | VAMC Kansas City, MO - 589 | 248 | 2.77 | 2.69 | 2.67 | 2.64 | 2.72 |
| 15 | VAMC Marion, IL - 609 | 9 | 3.50 | 2.63 | 3.00 | 3.13 | 3.25 |
| 15 | VAMC Poplar Bluff, MO - 647 | 4 | 5.00 | 5.00 | 5.00 | 3.67 | 3.00 |
| 15 | VAMC St. Louis, MO - 657 | 118 | 2.85 | 2.71 | 2.57 | 2.62 | 2.62 |
| 15 | VAMC Topeka - 677 | 20 | 3.31 | 3.18 | 3.06 | 3.00 | 2.72 |
| 16 | VA Central Arkansas HCS - 598 | 61 | 3.18 | 2.75 | 2.79 | 3.30 | 3.00 |
| 16 | VA Gulf Coast HCS - 520 (Biloxi, MS, Pensacola, FL) | 55 | 2.36 | 2.57 | 2.36 | 2.74 | 2.67 |
| 16 | VAMC Alexandria, LA - 502 | 52 | 2.84 | 2.24 | 2.40 | 2.49 | 2.49 |
| 16 | VAMC Fayetteville, AR - 564 | 47 | 3.27 | 2.79 | 2.79 | 3.14 | 2.86 |
| 16 | VAMC Houston, TX - 580 | 141 | 2.77 | 2.49 | 2.40 | 2.59 | 2.51 |
| 16 | VAMC Jackson, MS - 586 | 98 | 2.62 | 2.60 | 2.60 | 2.83 | 2.62 |
| 16 | VAMC New Orleans, LA - 629 | 188 | 2.95 | 2.91 | 2.87 | 2.84 | 2.73 |
| 16 | VAMC Oklahoma City, OK - 635 | 52 | 2.63 | 2.50 | 2.31 | 2.66 | 2.67 |
| 16 | VAMC Shreveport, LA - 667 | 85 | 2.80 | 2.81 | 2.67 | 2.96 | 3.05 |

5 point scale: 1= unmet need ... 5 = met need

Appendix 1: 2011 CHALENG Needs Score by VA Facility - Homeless Veterans' Assessment

| VISN | VA Facility - 2011 Name | Respondents N= | Legal Warrants/ Fines | Legal Eviction/ foreclosure | Financial Eviction/ foreclosure | Move-in Assistance | Goods for New Apartment |
|------|---|-------------------|-----------------------------|-----------------------------------|---------------------------------------|-----------------------|-------------------------------|
| 16 | VAMC Muskogee, OK- 623 (Tulsa, OK) | 40 | 2.53 | 2.54 | 2.53 | 2.51 | 2.38 |
| 17 | VA Central Texas HCS (VAMC Marlin - 674A5, VAMC Temple - 674, VAMC Waco - 674A4 and VAOPC Austin - 674BY) | 62 | 3.34 | 3.05 | 2.78 | 2.60 | 2.86 |
| 17 | VA North Texas HCS (VAMC Bonham - 549A4 and VAMC Dallas - 549) | 436 | 2.61 | 2.40 | 2.40 | 2.66 | 2.65 |
| 17 | VA Texas Valley Coastal Bend Health Care System (VA OPC Corpus Christi, TX - 671BZ, VA OPC Harlingen, TX-671GA) | 5 | 1.00 | 3.67 | 3.67 | 4.00 | 2.50 |
| 17 | VA South Texas Veterans HCS (VAMC Kerrville - 671A4 and VAH San Antonio - 671) | 67 | 3.02 | 3.08 | 2.98 | 3.28 | 3.16 |
| 18 | El Paso VA HCS, TX - 756 | 122 | 3.01 | 2.84 | 2.94 | 2.69 | 2.89 |
| 18 | VA New Mexico HCS - 501 | 83 | 2.45 | 2.60 | 2.47 | 2.34 | 2.57 |
| 18 | VA Northern Arizona HCS - 649 | 163 | 3.18 | 2.95 | 2.79 | 2.87 | 3.03 |
| 18 | VA Southern Arizona HCS - 678 | 184 | 2.53 | 2.13 | 2.03 | 2.13 | 2.28 |
| 18 | VAMC Amarillo, TX - 504 | 35 | 3.27 | 3.30 | 3.20 | 3.62 | 3.08 |
| 18 | VA West Texas HCS - 519 | 18 | 2.63 | 2.31 | 2.25 | 2.76 | 2.35 |
| 18 | VAMC Phoenix, AZ - 644 | 107 | 2.97 | 2.74 | 2.59 | 3.01 | 3.26 |
| 19 | VA Montana HCS (VAM&ROC Ft. Harrison - 436 and VA Eastern Montana HCS - 436A4), Miles City, MT | 39 | 3.39 | 3.24 | 3.04 | 2.66 | 2.74 |
| 19 | VA Southern Colorado HCS, (Colorado Springs-567) | 15 | 2.30 | 2.44 | 2.44 | 2.73 | 2.91 |
| 19 | VAM&ROC Cheyenne, WY - 442 | 17 | 2.79 | 3.15 | 3.15 | 3.17 | 2.92 |
| 19 | VA Eastern Colorado HCS (VAMC Denver - 554) | 161 | 2.75 | 2.87 | 2.82 | 2.89 | 2.82 |
| 19 | VAMC Grand Junction, CO - 575 | 31 | 3.11 | 3.26 | 3.32 | 4.53 | 4.17 |

5 point scale: 1= unmet need ... 5 = met need

Appendix 1: 2011 CHALENG Needs Score by VA Facility - Homeless Veterans' Assessment

| VISN | VA Facility - 2011 Name | Respondents N= | Legal Warrants/ Fines | Legal Eviction/ foreclosure | Financial Eviction/ foreclosure | Move-in Assistance | Goods for New Apartment |
|------|---|-------------------|-----------------------------|-----------------------------------|---------------------------------------|-----------------------|-------------------------------|
| 19 | VAMC Salt Lake City, UT - 660 | 78 | 2.81 | 3.03 | 3.08 | 3.13 | 3.23 |
| 19 | VAMC Sheridan, WY - 666 | 53 | 2.35 | 2.26 | 2.42 | 2.82 | 2.53 |
| 20 | VA Alaska HCS & RO - 463 | 71 | 2.71 | 2.44 | 2.23 | 2.36 | 2.48 |
| 20 | VA DOM White City, OR - 692 | 78 | 2.73 | 2.38 | 2.38 | 2.55 | 2.53 |
| 20 | VA Puget Sound HCS (VAMC American Lake - 663A4 and VAMC Seattle, WA - 663), Tacoma, WA | 280 | 2.97 | 3.16 | 3.14 | 3.26 | 3.26 |
| 20 | VA Roseburg HCS, OR - 653 (Eugene, OR) | 42 | 3.00 | 2.88 | 2.76 | 2.85 | 3.37 |
| 20 | VAMC Boise, ID - 531 | 60 | 2.64 | 2.83 | 2.84 | 3.00 | 3.02 |
| 20 | VAMC Portland, OR - 648 | 84 | 2.60 | 2.41 | 2.43 | 1.91 | 2.06 |
| 20 | VAMC Spokane, WA - 668 | 79 | 2.45 | 2.53 | 2.51 | 2.23 | 2.63 |
| 20 | VAMC Walla Walla, WA - 687 | 38 | 3.12 | 2.67 | 2.52 | 3.23 | 2.97 |
| 21 | VA Central California HCS, CA - 570 | 17 | 2.17 | 1.91 | 2.18 | 2.00 | 2.14 |
| 21 | VA Northern California HCS - 612 (Martinez, Oakland and Sacramento) | 55 | 3.13 | 2.84 | 2.97 | 3.15 | 2.87 |
| 21 | VA Palo Alto HCS (VAMC Livermore - 640A4 and VAMC Palo Alto - 640), Menlo Park, CA | 194 | 3.11 | 2.67 | 2.63 | 2.90 | 2.96 |
| 21 | VA Sierra Nevada HCS, NV - 654 | 55 | 2.83 | 2.91 | 2.80 | 3.07 | 3.12 |
| 21 | VAM&ROC Honolulu, HI - 459 | 7 | 4.75 | 3.40 | 3.20 | 3.00 | 3.00 |
| 21 | VAMC San Francisco, CA - 662 | 147 | 2.94 | 2.77 | 2.70 | 2.71 | 2.66 |
| 22 | VA Greater Los Angeles HCS (VAOPC Los Angeles - 691GE, VAMC Sepulveda - 691A4 and VAMC West Los Angeles - 691) | 230 | 3.37 | 2.95 | 2.80 | 2.95 | 2.74 |
| 22 | VA Southern Nevada HCS - 593 | 133 | 3.25 | 2.84 | 2.77 | 3.01 | 3.00 |
| 22 | VAMC Loma Linda, CA - 605 | 99 | 3.04 | 2.80 | 2.62 | 2.90 | 2.42 |
| 22 | VAMC Long Beach, CA - 600 | 143 | 3.32 | 2.95 | 2.94 | 2.92 | 2.91 |
| 22 | VAMC San Diego, CA - 664 | 263 | 2.79 | 2.37 | 2.35 | 2.32 | 2.40 |

5 point scale: 1= unmet need ... 5 = met need

Appendix 1: 2011 CHALENG Needs Score by VA Facility - Homeless Veterans' Assessment

| VISN | VA Facility - 2011 Name | Respondents N= | Legal Warrants/ Fines | Legal Eviction/ foreclosure | Financial Eviction/ foreclosure | Move-in Assistance | Goods for New Apartment |
|------|---|-------------------|-----------------------------|-----------------------------------|---------------------------------------|-----------------------|-------------------------------|
| 23 | VA Black Hills HCS (VAMC Fort Meade - 568 and VAMC Hot Springs - 568A4) | 149 | 2.79 | 2.75 | 2.67 | 2.70 | 2.67 |
| 23 | VAH&ROC Sioux Falls, SD - 438 | 43 | 2.77 | 3.20 | 3.00 | 3.70 | 4.00 |
| 23 | VAM&ROC Fargo, ND - 437 | 43 | 3.09 | 3.17 | 3.27 | 3.24 | 3.00 |
| 23 | VAMC Minneapolis, MN - 618, and Superior, WI | 71 | 3.27 | 2.79 | 2.48 | 2.91 | 3.00 |
| 23 | VAMC St. Cloud, MN - 656 | 29 | 2.64 | 2.32 | 2.35 | 2.00 | 1.89 |
| 23 | VA Central Iowa HCS (VAMC Des Moines - 555, VAMC Knoxville - 555A4) | 1 | | | | | |
| 23 | VA Nebraska Western Iowa HCS (VAMC Grand Island - 597A4 and VAMC Lincoln - 597, VAMC Omaha-636) | 131 | 2.88 | 2.82 | 2.95 | 3.31 | 3.25 |
| 23 | VAMC Iowa City, IA - 584 | 70 | 3.04 | 3.14 | 3.11 | 2.90 | 2.97 |

5 point scale: 1= unmet need ... 5 = met need

Appendix 2: 2011 CHALENG Needs Score by VA Facility - Combined Community and VA Representatives Assessment

| VISN | VA Facility - 2011 Name | Respondents N= | Personal Hygiene | Food | Clothing | Emergency Shelter | Transitional Housing | Permanent Housing | Detox | Substance Abuse Treatment |
|------|---|-------------------|---------------------|------|----------|----------------------|-------------------------|----------------------|-------|---------------------------------|
| 1 | VA Boston HCS (VAMC Boston - 523 and VAMC W. Roxbury - 523A4), VAMC Brockton, MA - 523A5 and VAH Bedford, MA) | 19 | 3.79 | 4.37 | 4.11 | 4.16 | 3.89 | 3.05 | 3.89 | 4.16 |
| 1 | VA Connecticut HCS (VAMC Newington and VAMC West Haven) | 28 | 3.84 | 4.22 | 3.88 | 4.19 | 3.96 | 3.30 | 4.04 | 4.04 |
| 1 | VAM&ROC Togus, ME - 402 | 34 | 3.52 | 3.70 | 3.27 | 3.15 | 2.36 | 2.06 | 2.73 | 2.72 |
| 1 | VAM&ROC White River Junction, VT - 405 | 22 | 3.70 | 4.29 | 4.19 | 3.52 | 3.45 | 2.59 | 3.27 | 3.27 |
| 1 | VAMC Manchester, NH - 608 | 28 | 3.79 | 3.88 | 3.76 | 3.58 | 3.38 | 3.04 | 2.35 | 2.78 |
| 1 | VAMC Northampton, MA - 631 (Leeds) | 16 | 3.00 | 3.07 | 2.87 | 2.87 | 2.73 | 2.80 | 3.20 | 3.07 |
| 1 | VAMC Providence, RI - 650, Bristol, RI | 20 | 3.25 | 3.40 | 3.35 | 2.95 | 3.58 | 2.80 | 3.40 | 3.60 |
| 2 | VA Western New York HCS - (VAMC Batavia - 528A4 and VAMC Buffalo - 528) | 76 | 3.13 | 3.46 | 3.39 | 3.28 | 3.04 | 2.72 | 3.56 | 3.63 |
| 2 | VAMC Albany, NY - 500 | 106 | 3.43 | 3.78 | 3.61 | 3.25 | 3.15 | 2.83 | 3.46 | 3.70 |
| 2 | VAMC Canandaigua, NY - 528A5, Rochester, NY | 25 | 3.30 | 3.65 | 3.57 | 3.78 | 3.35 | 2.87 | 3.78 | 4.00 |
| 2 | VAMC Syracuse, NY - 670 | 99 | 2.96 | 3.47 | 3.33 | 2.82 | 2.43 | 2.37 | 2.98 | 3.22 |
| 2 | VAMC Bath, NY | 20 | 3.28 | 3.47 | 3.61 | 2.67 | 2.44 | 2.53 | 3.72 | 3.56 |
| 3 | VA Hudson Valley HCS (VAMC Castle Point - 620A4 and VAH Montrose - 620) | 26 | 3.63 | 3.83 | 3.75 | 3.42 | 3.58 | 3.21 | 3.35 | 3.88 |
| 3 | VA New Jersey HCS (VAMC East Orange - 561 and VAMC Lyons - 561A4) | 22 | 3.00 | 3.21 | 3.21 | 2.94 | 3.05 | 2.83 | 3.16 | 3.21 |
| 3 | VAMC Bronx, NY - 526 | 34 | 3.03 | 3.35 | 3.00 | 3.09 | 2.76 | 2.12 | 3.15 | 3.15 |
| 3 | VAMC Northport, NY - 632 | 47 | 3.33 | 3.47 | 3.60 | 3.74 | 3.69 | 3.05 | 3.00 | 3.30 |
| 3 | VA New York Harbor HCS (VAMC Brooklyn - 630A4 and VAMC New York - 630) | 48 | 3.64 | 3.55 | 3.37 | 3.78 | 3.30 | 2.78 | 3.67 | 3.83 |

5 point scale: 1= unmet need ... 5 = met need

Appendix 2: 2011 CHALENG Needs Score by VA Facility - Combined Community and VA Representatives Assessment

| VISN | VA Facility - 2011 Name | Respondents N= | Personal Hygiene | Food | Clothing | Emergency Shelter | Transitional Housing | Permanent Housing | Detox | Substance Abuse Treatment |
|------|---|-------------------|---------------------|------|----------|----------------------|-------------------------|----------------------|-------|---------------------------------|
| 4 | VA Pittsburgh HCS, PA (VAMC Pittsburgh (HD) - 646A5 and VAMC Pittsburgh (UD) - 646) | 64 | 3.11 | 3.60 | 3.47 | 3.25 | 3.29 | 3.04 | 3.51 | 3.76 |
| 4 | VAM&ROC Wilmington, DE - 460 | 14 | 2.71 | 3.21 | 3.00 | 3.00 | 2.14 | 2.07 | 2.57 | 2.79 |
| 4 | VAMC Altoona, PA - 503 | 31 | 3.21 | 3.79 | 3.66 | 2.83 | 2.86 | 2.72 | 3.18 | 3.33 |
| 4 | VAMC Butler, PA - 529 | 26 | 3.27 | 3.80 | 3.77 | 2.88 | 3.38 | 2.88 | 3.46 | 3.58 |
| 4 | VAMC Clarksburg, WV - 540 | 60 | 3.16 | 3.80 | 3.63 | 3.32 | 3.02 | 2.74 | 3.14 | 3.33 |
| 4 | VAMC Coatesville - 542 | 13 | 3.83 | 4.00 | 4.00 | 3.08 | 3.33 | 2.92 | 3.58 | 3.75 |
| 4 | VAMC Erie, PA - 562 | 131 | 3.06 | 3.45 | 3.45 | 2.82 | 2.79 | 2.57 | 3.20 | 3.30 |
| 4 | VAMC Lebanon, PA - 595 | 34 | 3.45 | 3.77 | 3.52 | 3.21 | 3.40 | 2.97 | 3.37 | 3.30 |
| 4 | VAMC Philadelphia, PA - 642 | 68 | 3.02 | 3.48 | 3.38 | 3.19 | 3.15 | 2.83 | 3.20 | 3.36 |
| 4 | VAMC Wilkes-Barre, PA - 693 | 75 | 3.31 | 3.81 | 3.68 | 3.29 | 3.29 | 3.12 | 3.36 | 3.53 |
| 5 | VA Maryland HCS (VAMC Baltimore - 512, VAMC Fort Howard - 512A4 and VAMC Perry Point - 512A5) | 18 | 3.06 | 3.56 | 3.56 | 3.13 | 3.41 | 2.41 | 3.53 | 3.76 |
| 5 | VAMC Martinsburg, WV - 613 | 35 | 3.24 | 3.61 | 3.42 | 3.03 | 2.85 | 2.42 | 3.21 | 3.21 |
| 5 | VAMC Washington, DC - 688 | 64 | 2.83 | 3.31 | 3.25 | 2.34 | 2.22 | 1.89 | 2.58 | 2.78 |
| 6 | VAMC Asheville, NC - 637 | 28 | 3.77 | 4.38 | 4.12 | 3.63 | 3.48 | 2.38 | 3.37 | 3.27 |
| 6 | VAMC Beckley, WV - 517 | 14 | 3.14 | 3.57 | 3.64 | 2.79 | 2.57 | 2.93 | 2.64 | 3.00 |
| 6 | VAMC Durham, NC - 558 | 3 | 3.33 | 4.00 | 4.00 | 3.33 | 4.00 | 3.67 | 4.00 | 4.00 |
| 6 | VAMC Fayetteville, NC - 565 | 11 | 3.00 | 3.18 | 3.18 | 2.60 | 3.18 | 2.40 | 3.00 | 3.18 |
| 6 | VAMC Hampton, VA - 590 | 126 | 3.19 | 3.51 | 3.45 | 2.80 | 2.86 | 2.41 | 3.26 | 3.61 |
| 6 | VAMC Richmond, VA - 652 | 11 | 4.22 | 4.50 | 4.00 | 3.11 | 3.70 | 2.40 | 3.30 | 3.70 |
| 6 | VAMC Salem, VA - 658 | 72 | 3.42 | 3.78 | 3.58 | 3.51 | 3.09 | 2.61 | 3.33 | 3.60 |
| 6 | VAMC Salisbury, NC - 659 | 73 | 3.10 | 3.55 | 3.30 | 3.19 | 2.71 | 2.65 | 3.26 | 3.43 |
| 7 | VA Central Alabama HCS (VAMC Montgomery - 619 and VAMC Tuskegee - 619A4) | 18 | 3.27 | 3.40 | 3.33 | 3.31 | 3.19 | 3.06 | 2.86 | 3.40 |
| 7 | VAMC - Augusta, GA - 509 | 37 | 3.39 | 3.70 | 3.52 | 2.85 | 2.88 | 2.06 | 2.59 | 2.74 |
| 7 | VAMC Atlanta, GA - 508 (Decatur, GA) | 27 | 2.92 | 3.04 | 3.32 | 3.46 | 3.35 | 3.24 | 3.20 | 3.56 |
| 7 | VAMC Birmingham, AL - 521 | 25 | 3.24 | 3.33 | 3.20 | 2.86 | 3.10 | 2.67 | 3.38 | 3.62 |

5 point scale: 1= unmet need ... 5 = met need

Appendix 2: 2011 CHALENG Needs Score by VA Facility - Combined Community and VA Representatives Assessment

| VISN | VA Facility - 2011 Name | Respondents N= | Personal Hygiene | Food | Clothing | Emergency Shelter | Transitional Housing | Permanent Housing | Detox | Substance Abuse Treatment |
|------|--|-------------------|---------------------|------|----------|----------------------|-------------------------|----------------------|-------|---------------------------------|
| 7 | VAMC Charleston, SC - 534 | 39 | 3.48 | 4.09 | 4.00 | 2.88 | 3.59 | 3.24 | 3.59 | 3.94 |
| 7 | VAMC Columbia, SC - 544 | 50 | 3.64 | 3.78 | 3.66 | 3.65 | 3.59 | 2.77 | 3.33 | 3.64 |
| 7 | VAMC Dublin, GA - 557 | 31 | 3.77 | 3.63 | 3.70 | 3.28 | 2.79 | 2.71 | 3.79 | 3.59 |
| 7 | VAMC Tuscaloosa, AL - 679 | 31 | 3.78 | 4.04 | 4.00 | 3.52 | 3.52 | 3.62 | 3.56 | 4.00 |
| 8 | VA North Florida/South Georgia HCS (VAMC Gainesville - 573 and VAMC Lake City - 573A4) | 9 | 3.50 | 3.57 | 3.71 | 3.00 | 3.29 | 2.43 | 2.43 | 3.29 |
| 8 | VAH Tampa, FL - 673 | 32 | 2.89 | 3.57 | 3.29 | 2.48 | 2.93 | 2.59 | 2.52 | 2.80 |
| 8 | VAMC Bay Pines - 516 | 92 | 3.33 | 3.54 | 3.41 | 3.11 | 3.27 | 2.93 | 2.90 | 3.35 |
| 8 | VAMC Miami, FL - 546 | 50 | 3.23 | 3.48 | 3.29 | 3.07 | 2.91 | 2.69 | 3.22 | 3.07 |
| 8 | VAMC West Palm Beach, FL - 548 | 72 | 3.40 | 3.61 | 3.79 | 2.82 | 3.29 | 2.94 | 3.55 | 3.73 |
| 8 | VAMC San Juan, PR - 672 | 22 | 3.16 | 3.47 | 3.42 | 3.44 | 3.47 | 3.24 | 2.67 | 3.35 |
| 8 | VAMC Orlando, FL-675 | 25 | 3.23 | 3.73 | 3.36 | 2.64 | 3.35 | 3.05 | 3.27 | 3.59 |
| 9 | VAMC Huntington, WV - 581 | 23 | 3.87 | 3.91 | 4.26 | 4.00 | 3.57 | 3.32 | 3.30 | 3.70 |
| 9 | VAMC Lexington, KY - 596 | 32 | 3.00 | 3.68 | 3.58 | 3.44 | 3.30 | 3.00 | 3.59 | 3.69 |
| 9 | VAMC Louisville, KY - 603 | 56 | 3.31 | 3.94 | 3.65 | 3.89 | 3.55 | 3.25 | 3.42 | 3.71 |
| 9 | VAMC Memphis, TN - 614 | 37 | 3.45 | 3.71 | 3.74 | 3.25 | 3.65 | 3.32 | 3.64 | 3.74 |
| 9 | VAMC Mountain Home, TN - 621 | 53 | 3.42 | 3.67 | 3.53 | 3.20 | 3.09 | 2.64 | 2.98 | 3.23 |
| 9 | VAMC Nashville, TN - 626 (Nashville and Murfreesboro) | 39 | 3.57 | 3.59 | 3.73 | 3.51 | 3.95 | 3.11 | 3.58 | 3.54 |
| 10 | VAMC Chillicothe, OH - 538 | 26 | 3.23 | 3.38 | 3.23 | 2.81 | 3.04 | 2.96 | 2.65 | 2.77 |
| 10 | VAMC Cincinnati, OH - 539 (Ft. Thomas, KY) | 28 | 4.07 | 4.39 | 4.04 | 3.70 | 4.00 | 3.58 | 3.26 | 3.93 |
| 10 | VAMC Cleveland, OH - 541 (Brecksville, OH) | 51 | 2.80 | 3.49 | 3.00 | 3.30 | 2.98 | 2.77 | 3.24 | 3.26 |
| 10 | VAMC Dayton, OH - 552 | 18 | 3.59 | 3.44 | 3.63 | 3.69 | 3.56 | 3.19 | 3.88 | 4.13 |
| 10 | VAOPC Columbus, OH - 757 (Grove City, OH) | 52 | 3.29 | 4.06 | 3.80 | 3.84 | 3.73 | 3.50 | 3.79 | 3.92 |
| 11 | VAOPC Toledo, OH and VA Ann Arbor HCS, MI - 506 | 19 | 3.79 | 4.00 | 3.79 | 4.21 | 3.64 | 3.14 | 3.64 | 3.71 |
| 11 | VA Northern Indiana HCS (VAMC Fort Wayne - 610A4 and VAMC Marion - 610) | 72 | 3.02 | 3.46 | 3.44 | 3.18 | 3.00 | 2.67 | 2.80 | 3.17 |

5 point scale: 1= unmet need ... 5 = met need

Appendix 2: 2011 CHALENG Needs Score by VA Facility - Combined Community and VA Representatives Assessment

| VISN | VA Facility - 2011 Name | Respondents N= | Personal Hygiene | Food | Clothing | Emergency Shelter | Transitional Housing | Permanent Housing | Detox | Substance Abuse Treatment |
|------|--|-------------------|---------------------|------|----------|----------------------|-------------------------|----------------------|-------|---------------------------------|
| 11 | VAMC Battle Creek, MI - 515 | 19 | 3.69 | 4.13 | 3.81 | 3.44 | 3.25 | 2.63 | 3.13 | 3.31 |
| 11 | VAMC Danville, IL - 550 | 15 | 3.33 | 3.67 | 3.73 | 3.33 | 2.87 | 2.60 | 2.67 | 3.13 |
| 11 | VAMC Detroit, MI - 553 | 58 | 3.45 | 3.80 | 3.69 | 3.74 | 3.47 | 2.61 | 3.54 | 3.60 |
| 11 | VAMC Indianapolis - 583 | 31 | 3.19 | 3.45 | 3.13 | 2.50 | 3.10 | 2.84 | 2.23 | 2.65 |
| 11 | VAMC Saginaw, MI - 655 | 19 | 4.19 | 4.35 | 3.76 | 4.05 | 2.83 | 2.24 | 3.69 | 3.88 |
| 12 | VAH Hines, IL - 578 | 85 | 3.40 | 3.52 | 3.42 | 3.29 | 3.30 | 2.81 | 3.12 | 3.29 |
| 12 | VAH Madison, WI - 607 | 69 | 3.34 | 3.95 | 3.80 | 3.18 | 3.17 | 2.53 | 2.99 | 3.24 |
| 12 | VAMC Iron Mountain, MI - 585 | 52 | 2.64 | 3.53 | 3.45 | 2.70 | 2.14 | 2.15 | 3.06 | 3.10 |
| 12 | VAMC Milwaukee, WI - 695 | 129 | 3.19 | 3.52 | 3.44 | 3.21 | 2.98 | 2.70 | 3.33 | 3.33 |
| 12 | VAMC North Chicago, IL - 556 | 12 | 4.09 | 4.25 | 4.08 | 3.67 | 3.25 | 3.08 | 3.50 | 3.58 |
| 12 | VAMC Tomah, WI - 676 | 25 | 3.26 | 3.53 | 3.63 | 2.70 | 3.10 | 2.89 | 3.45 | 3.45 |
| 12 | VA Chicago HCS (VAMC Chicago (LS) - 537A4 and VAMC Chicago (WS) - 537) | 26 | 3.12 | 3.04 | 3.04 | 2.72 | 2.92 | 2.29 | 3.44 | 3.52 |
| 15 | VA Eastern Kansas HCS (VAMC Leavenworth - 677A4) | 35 | 3.71 | 3.97 | 3.86 | 2.80 | 2.82 | 3.03 | 3.31 | 3.54 |
| 15 | VAH Columbia, MO - 543 | 126 | 3.34 | 3.68 | 3.59 | 2.96 | 2.96 | 2.83 | 3.60 | 3.73 |
| 15 | VAM&ROC Wichita, KS - 452 | 27 | 3.20 | 4.20 | 3.88 | 3.20 | 2.96 | 3.04 | 2.58 | 3.04 |
| 15 | VAMC Kansas City, MO - 589 | 28 | 3.04 | 3.52 | 3.48 | 3.15 | 3.46 | 3.16 | 3.56 | 3.50 |
| 15 | VAMC Marion, IL - 609 | 38 | 3.09 | 3.56 | 3.39 | 2.79 | 2.58 | 2.39 | 2.45 | 2.67 |
| 15 | VAMC Poplar Bluff, MO - 647 | 24 | 3.18 | 3.61 | 3.33 | 3.39 | 2.83 | 2.50 | 2.67 | 3.06 |
| 15 | VAMC St. Louis, MO - 657 | 40 | 3.44 | 3.68 | 3.63 | 3.00 | 2.82 | 3.14 | 3.65 | 3.58 |
| 15 | VAMC Topeka - 677 | 25 | 3.80 | 3.96 | 3.96 | 3.54 | 3.40 | 3.24 | 3.60 | 3.84 |
| 16 | VA Central Arkansas HCS - 598 | 20 | 3.33 | 4.06 | 3.53 | 3.56 | 3.00 | 3.56 | 3.61 | 4.26 |
| 16 | VA Gulf Coast HCS - 520 (Biloxi, MS, Pensacola, FL) | 60 | 2.91 | 3.35 | 3.16 | 2.60 | 2.38 | 2.43 | 2.48 | 2.63 |
| 16 | VAMC Alexandria, LA - 502 | 61 | 3.26 | 3.74 | 3.70 | 2.98 | 3.19 | 3.07 | 3.19 | 3.46 |
| 16 | VAMC Fayetteville, AR - 564 | 17 | 3.71 | 4.35 | 3.82 | 4.18 | 4.12 | 3.63 | 3.47 | 3.94 |
| 16 | VAMC Houston, TX - 580 | 24 | 3.45 | 3.38 | 3.20 | 3.05 | 3.19 | 3.05 | 3.52 | 3.80 |
| 16 | VAMC Jackson, MS - 586 | 47 | 3.65 | 3.87 | 3.67 | 3.62 | 3.66 | 3.19 | 3.79 | 3.91 |
| 16 | VAMC New Orleans, LA - 629 | 38 | 3.43 | 3.71 | 3.60 | 2.89 | 3.76 | 3.03 | 3.09 | 3.66 |
| 16 | VAMC Oklahoma City, OK - 635 | 52 | 3.00 | 3.48 | 3.38 | 2.98 | 3.00 | 3.00 | 3.21 | 3.38 |
| 16 | VAMC Shreveport, LA - 667 | 69 | 3.75 | 3.94 | 3.88 | 3.62 | 3.71 | 3.28 | 3.81 | 3.90 |

5 point scale: 1= unmet need ... 5 = met need

Appendix 2: 2011 CHALENG Needs Score by VA Facility - Combined Community and VA Representatives Assessment

| VISN | VA Facility - 2011 Name | Respondents N= | Personal Hygiene | Food | Clothing | Emergency Shelter | Transitional Housing | Permanent Housing | Detox | Substance Abuse Treatment |
|------|---|-------------------|---------------------|------|----------|----------------------|-------------------------|----------------------|-------|---------------------------------|
| 16 | VAMC Muskogee, OK- 623 (Tulsa, OK) | 26 | 3.46 | 3.65 | 3.48 | 3.46 | 2.92 | 2.27 | 2.96 | 3.08 |
| 17 | VA Central Texas HCS (VAMC Marlin - 674A5, VAMC Temple - 674, VAMC Waco - 674A4 and VAOPC Austin - 674BY) | 68 | 3.11 | 3.63 | 3.47 | 2.92 | 2.54 | 2.66 | 2.94 | 3.09 |
| 17 | VA North Texas HCS (VAMC Bonham - 549A4 and VAMC Dallas - 549) | 116 | 3.06 | 3.51 | 3.39 | 2.84 | 2.56 | 2.71 | 3.11 | 3.50 |
| 17 | VA Texas Valley Coastal Bend Health Care System (VA OPC Corpus Christi, TX - 671BZ, VA OPC Harlingen, TX-671GA) | 10 | 3.40 | 4.00 | 4.00 | 3.60 | 2.67 | 2.50 | 4.75 | 4.00 |
| 17 | VA South Texas Veterans HCS (VAMC Kerrville - 671A4 and VAH San Antonio - 671) | 35 | 3.46 | 3.80 | 3.49 | 3.49 | 3.37 | 2.94 | 3.17 | 3.09 |
| 18 | El Paso VA HCS, TX - 756 | 0 | | | | | | | | |
| 18 | VA New Mexico HCS - 501 | 37 | 3.40 | 3.64 | 3.66 | 2.97 | 2.69 | 2.63 | 2.69 | 3.20 |
| 18 | VA Northern Arizona HCS - 649 | 43 | 3.17 | 3.43 | 3.34 | 2.78 | 2.71 | 2.12 | 2.68 | 3.29 |
| 18 | VA Southern Arizona HCS - 678 | 77 | 3.87 | 3.67 | 3.81 | 3.19 | 3.36 | 3.09 | 3.62 | 3.75 |
| 18 | VAMC Amarillo, TX - 504 | 50 | 3.49 | 3.37 | 3.44 | 3.21 | 3.02 | 2.67 | 2.53 | 2.98 |
| 18 | VA West Texas HCS - 519 | 21 | 2.89 | 3.72 | 3.47 | 3.44 | 3.06 | 2.78 | 3.28 | 3.61 |
| 18 | VAMC Phoenix, AZ - 644 | 70 | 3.33 | 3.73 | 3.68 | 3.24 | 3.18 | 2.87 | 3.05 | 3.24 |
| 19 | VA Montana HCS (VAM&ROC Ft. Harrison - 436 and VA Eastern Montana HCS - 436A4), Miles City, MT | 45 | 2.67 | 3.63 | 3.26 | 2.79 | 2.10 | 2.05 | 2.19 | 2.37 |
| 19 | VA Southern Colorado HCS, (Colorado Springs-567) | 32 | 2.66 | 3.59 | 3.47 | 2.19 | 2.41 | 2.00 | 2.41 | 2.53 |
| 19 | VAM&ROC Cheyenne, WY - 442 | 23 | 3.05 | 3.55 | 3.43 | 3.05 | 2.80 | 2.43 | 2.81 | 3.05 |
| 19 | VA Eastern Colorado HCS (VAMC Denver - 554) | 34 | 3.26 | 3.76 | 3.65 | 3.21 | 3.24 | 2.62 | 2.79 | 3.29 |
| 19 | VAMC Grand Junction, CO - 575 | 16 | 3.75 | 4.06 | 4.00 | 3.94 | 3.13 | 2.94 | 3.63 | 3.56 |

5 point scale: 1= unmet need ... 5 = met need

Appendix 2: 2011 CHALENG Needs Score by VA Facility - Combined Community and VA Representatives Assessment

| VISN | VA Facility - 2011 Name | Respondents N= | Personal Hygiene | Food | Clothing | Emergency Shelter | Transitional Housing | Permanent Housing | Detox | Substance Abuse Treatment |
|------|---|-------------------|---------------------|------|----------|----------------------|-------------------------|----------------------|-------|---------------------------------|
| 19 | VAMC Salt Lake City, UT - 660 | 62 | 3.33 | 3.82 | 3.76 | 3.12 | 3.02 | 2.88 | 3.12 | 3.26 |
| 19 | VAMC Sheridan, WY - 666 | 23 | 3.57 | 4.00 | 3.76 | 4.23 | 3.57 | 3.00 | 3.95 | 4.23 |
| 20 | VA Alaska HCS & RO - 463 | 21 | 2.95 | 3.21 | 3.11 | 2.89 | 2.68 | 2.47 | 2.37 | 2.58 |
| 20 | VA DOM White City, OR - 692 | 40 | 3.19 | 3.92 | 3.82 | 3.50 | 3.41 | 3.13 | 3.47 | 3.74 |
| 20 | VA Puget Sound HCS (VAMC American Lake - 663A4 and VAMC Seattle, WA - 663), Tacoma, WA | 106 | 3.03 | 3.31 | 3.02 | 2.96 | 2.91 | 2.59 | 2.99 | 3.23 |
| 20 | VA Roseburg HCS, OR - 653 (Eugene, OR) | 34 | 2.88 | 3.63 | 3.32 | 2.33 | 2.45 | 2.13 | 2.73 | 2.74 |
| 20 | VAMC Boise, ID - 531 | 26 | 3.12 | 3.35 | 3.15 | 2.96 | 2.85 | 2.23 | 2.88 | 3.08 |
| 20 | VAMC Portland, OR - 648 | 91 | 3.07 | 3.68 | 3.37 | 2.24 | 2.65 | 2.58 | 2.66 | 3.23 |
| 20 | VAMC Spokane, WA - 668 | 71 | 3.32 | 3.64 | 3.62 | 3.35 | 3.31 | 3.07 | 3.44 | 3.42 |
| 20 | VAMC Walla Walla, WA - 687 | 27 | 3.44 | 4.00 | 3.68 | 2.88 | 3.04 | 2.79 | 2.52 | 3.68 |
| 21 | VA Central California HCS, CA - 570 | 7 | 3.00 | 3.00 | 3.57 | 3.71 | 3.71 | 4.00 | 3.71 | 4.14 |
| 21 | VA Northern California HCS - 612 (Martinez, Oakland and Sacramento) | 43 | 3.34 | 3.39 | 3.44 | 3.05 | 2.76 | 2.43 | 2.68 | 2.88 |
| 21 | VA Palo Alto HCS (VAMC Livermore - 640A4 and VAMC Palo Alto - 640), Menlo Park, CA | 152 | 3.03 | 3.35 | 3.32 | 2.94 | 3.04 | 2.65 | 2.70 | 3.18 |
| 21 | VA Sierra Nevada HCS, NV - 654 | 16 | 3.31 | 3.19 | 3.44 | 3.50 | 3.69 | 3.13 | 3.38 | 3.81 |
| 21 | VAM&ROC Honolulu, HI - 459 | 88 | 2.86 | 3.06 | 3.06 | 2.57 | 2.59 | 2.27 | 2.67 | 2.89 |
| 21 | VAMC San Francisco, CA - 662 | 23 | 3.22 | 3.48 | 3.05 | 2.68 | 3.17 | 2.57 | 3.17 | 3.26 |
| 22 | VA Greater Los Angeles HCS (VAOPC Los Angeles - 691GE, VAMC Sepulveda - 691A4 and VAMC West Los Angeles - 691) | 84 | 3.76 | 4.00 | 4.00 | 3.78 | 4.21 | 3.83 | 3.97 | 4.05 |
| 22 | VA Southern Nevada HCS - 593 | 114 | 2.95 | 3.29 | 3.08 | 3.12 | 3.23 | 3.21 | 3.11 | 3.29 |
| 22 | VAMC Loma Linda, CA - 605 | 102 | 2.82 | 3.12 | 2.96 | 2.74 | 2.73 | 2.77 | 2.99 | 3.47 |
| 22 | VAMC Long Beach, CA - 600 | 38 | 3.29 | 3.71 | 3.45 | 2.76 | 3.03 | 3.08 | 2.95 | 3.37 |
| 22 | VAMC San Diego, CA - 664 | 45 | 3.15 | 3.60 | 3.40 | 2.51 | 3.19 | 2.44 | 3.02 | 3.59 |

5 point scale: 1= unmet need ... 5 = met need

Appendix 2: 2011 CHALENG Needs Score by VA Facility - Combined Community and VA Representatives Assessment

| VISN | VA Facility - 2011 Name | Respondents N= | Personal Hygiene | Food | Clothing | Emergency Shelter | Transitional Housing | Permanent Housing | Detox | Substance Abuse Treatment |
|------|---|-------------------|---------------------|------|----------|----------------------|-------------------------|----------------------|-------|---------------------------------|
| 23 | VA Black Hills HCS (VAMC Fort Meade - 568 and VAMC Hot Springs - 568A4) | 88 | 3.21 | 3.59 | 3.46 | 3.49 | 3.03 | 3.13 | 3.74 | 3.71 |
| 23 | VAH&ROC Sioux Falls, SD - 438 | 57 | 3.00 | 3.72 | 3.42 | 3.08 | 2.06 | 2.62 | 3.31 | 3.35 |
| 23 | VAM&ROC Fargo, ND - 437 | 110 | 3.45 | 3.98 | 3.70 | 3.37 | 3.23 | 2.93 | 3.37 | 3.31 |
| 23 | VAMC Minneapolis, MN - 618, and Superior, WI | 127 | 2.72 | 3.31 | 3.10 | 2.77 | 2.66 | 2.53 | 3.13 | 3.29 |
| 23 | VAMC St. Cloud, MN - 656 | 66 | 2.95 | 3.48 | 3.22 | 2.61 | 2.48 | 2.43 | 3.45 | 3.70 |
| 23 | VA Central Iowa HCS (VAMC Des Moines - 555, VAMC Knoxville - 555A4) | 26 | 3.52 | 3.88 | 3.71 | 3.64 | 3.21 | 2.72 | 2.92 | 3.00 |
| 23 | VA Nebraska Western Iowa HCS (VAMC Grand Island - 597A4 and VAMC Lincoln - 597, VAMC Omaha-636) | 42 | 3.54 | 3.86 | 3.76 | 3.60 | 3.51 | 3.17 | 3.51 | 3.55 |
| 23 | VAMC Iowa City, IA - 584 | 97 | 3.18 | 3.53 | 3.38 | 2.98 | 3.04 | 2.62 | 3.25 | 3.28 |

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Appendix 2: 2011 CHALENG Needs Score by VA Facility - Combined Community and VA Representatives Assessment

| VISN | VA Facility - 2011 Name | Respondents N= | Emotional/ Psychiatric Services | Sex Offender Housing | Family Counseling | Medical Services | Women's Health Care | Social Network | Drop-in Center | HIV/AIDS Testing/ Counseling |
|------|---|-------------------|---------------------------------------|----------------------------|----------------------|---------------------|---------------------------|-------------------|-------------------|------------------------------------|
| 1 | VA Boston HCS (VAMC Boston - 523 and VAMC W. Roxbury - 523A4), VAMC Brockton, MA - 523A5 and VAH Bedford, MA) | 19 | 3.84 | 1.79 | 2.74 | 4.26 | 4.16 | 3.21 | 2.63 | 4.11 |
| 1 | VA Connecticut HCS (VAMC Newington and VAMC West Haven) | 28 | 3.96 | 1.92 | 3.64 | 4.27 | 3.76 | 3.69 | 3.71 | 4.28 |
| 1 | VAM&ROC Togus, ME - 402 | 34 | 2.84 | 1.61 | 2.55 | 3.27 | 2.67 | 2.64 | 2.58 | 3.12 |
| 1 | VAM&ROC White River Junction, VT - 405 | 22 | 3.57 | 1.62 | 3.67 | 4.32 | 3.81 | 3.53 | 3.22 | 3.79 |
| 1 | VAMC Manchester, NH - 608 | 28 | 3.15 | 1.46 | 3.16 | 3.76 | 3.42 | 3.44 | 2.88 | 3.38 |
| 1 | VAMC Northampton, MA - 631 (Leeds) | 16 | 3.29 | 1.79 | 2.87 | 3.53 | 2.93 | 2.50 | 2.53 | 3.13 |
| 1 | VAMC Providence, RI - 650, Bristol, RI | 20 | 3.40 | 1.80 | 3.00 | 4.15 | 3.85 | 3.11 | 3.10 | 3.75 |
| 2 | VA Western New York HCS - (VAMC Batavia - 528A4 and VAMC Buffalo - 528) | 76 | 3.61 | 2.49 | 3.25 | 3.91 | 3.60 | 3.26 | 3.11 | 3.55 |
| 2 | VAMC Albany, NY - 500 | 106 | 3.46 | 2.10 | 3.14 | 3.96 | 3.41 | 3.20 | 3.15 | 3.72 |
| 2 | VAMC Canandaigua, NY - 528A5, Rochester, NY | 25 | 3.70 | 2.04 | 3.29 | 4.17 | 3.73 | 3.26 | 3.26 | 3.96 |
| 2 | VAMC Syracuse, NY - 670 | 99 | 2.83 | 1.78 | 2.99 | 3.66 | 3.21 | 2.92 | 2.73 | 3.34 |
| 2 | VAMC Bath, NY | 20 | 3.67 | 2.06 | 3.11 | 4.16 | 3.72 | 2.94 | 2.89 | 3.67 |
| 3 | VA Hudson Valley HCS (VAMC Castle Point - 620A4 and VAH Montrose - 620) | 26 | 4.00 | 1.95 | 3.35 | 4.08 | 3.87 | 3.43 | 3.21 | 4.00 |
| 3 | VA New Jersey HCS (VAMC East Orange - 561 and VAMC Lyons - 561A4) | 22 | 3.16 | 2.06 | 2.84 | 3.84 | 3.33 | 2.95 | 2.95 | 3.33 |
| 3 | VAMC Bronx, NY - 526 | 34 | 3.35 | 1.65 | 2.47 | 3.59 | 3.00 | 2.76 | 3.06 | 3.35 |
| 3 | VAMC Northport, NY - 632 | 47 | 3.42 | 2.07 | 2.95 | 3.93 | 3.70 | 3.33 | 3.42 | 3.50 |
| 3 | VA New York Harbor HCS (VAMC Brooklyn - 630A4 and VAMC New York - 630) | 48 | 3.72 | 2.00 | 2.89 | 4.20 | 3.59 | 3.27 | 3.50 | 3.96 |

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Appendix 2: 2011 CHALENG Needs Score by VA Facility - Combined Community and VA Representatives Assessment

| VISN | VA Facility - 2011 Name | Respondents N= | Emotional/ Psychiatric Services | Sex Offender Housing | Family Counseling | Medical Services | Women's Health Care | Social Network | Drop-in Center | HIV/AIDS Testing/ Counseling |
|------|---|-------------------|---------------------------------------|----------------------------|----------------------|---------------------|---------------------------|-------------------|-------------------|------------------------------------|
| 4 | VA Pittsburgh HCS, PA (VAMC Pittsburgh (HD) - 646A5 and VAMC Pittsburgh (UD) - 646) | 64 | 3.61 | 2.22 | 3.20 | 3.95 | 3.52 | 3.56 | 3.64 | 3.63 |
| 4 | VAM&ROC Wilmington, DE - 460 | 14 | 2.71 | 1.71 | 2.86 | 3.79 | 3.57 | 2.57 | 2.21 | 3.79 |
| 4 | VAMC Altoona, PA - 503 | 31 | 3.21 | 1.89 | 3.11 | 3.69 | 3.19 | 3.21 | 2.89 | 3.29 |
| 4 | VAMC Butler, PA - 529 | 26 | 3.42 | 1.75 | 3.24 | 3.96 | 3.42 | 3.16 | 3.08 | 3.52 |
| 4 | VAMC Clarksburg, WV - 540 | 60 | 3.41 | 2.20 | 3.07 | 4.05 | 3.68 | 3.29 | 2.82 | 3.30 |
| 4 | VAMC Coatesville - 542 | 13 | 3.67 | 2.00 | 3.00 | 3.92 | 3.67 | 3.25 | 3.08 | 3.83 |
| 4 | VAMC Erie, PA - 562 | 131 | 3.47 | 1.72 | 3.04 | 3.70 | 3.31 | 2.96 | 3.19 | 3.31 |
| 4 | VAMC Lebanon, PA - 595 | 34 | 3.23 | 1.86 | 3.20 | 3.70 | 3.28 | 3.10 | 2.87 | 3.52 |
| 4 | VAMC Philadelphia, PA - 642 | 68 | 3.33 | 1.81 | 2.53 | 3.70 | 3.20 | 2.88 | 3.21 | 3.63 |
| 4 | VAMC Wilkes-Barre, PA - 693 | 75 | 3.62 | 2.10 | 3.41 | 3.92 | 3.33 | 3.44 | 3.26 | 3.73 |
| 5 | VA Maryland HCS (VAMC Baltimore - 512, VAMC Fort Howard - 512A4 and VAMC Perry Point - 512A5) | 18 | 3.76 | 1.50 | 2.64 | 4.13 | 3.86 | 3.27 | 3.20 | 3.93 |
| 5 | VAMC Martinsburg, WV - 613 | 35 | 3.16 | 1.61 | 2.52 | 4.00 | 3.25 | 2.71 | 2.41 | 3.38 |
| 5 | VAMC Washington, DC - 688 | 64 | 2.90 | 1.66 | 2.74 | 3.35 | 3.12 | 2.67 | 2.65 | 3.23 |
| 6 | VAMC Asheville, NC - 637 | 28 | 3.37 | 1.50 | 2.88 | 4.15 | 3.56 | 3.15 | 2.96 | 3.81 |
| 6 | VAMC Beckley, WV - 517 | 14 | 3.57 | 1.93 | 3.29 | 4.29 | 3.79 | 3.00 | 2.29 | 3.00 |
| 6 | VAMC Durham, NC - 558 | 3 | 4.00 | 2.67 | 3.00 | 4.00 | 3.33 | 3.67 | 2.67 | 4.00 |
| 6 | VAMC Fayetteville, NC - 565 | 11 | 2.60 | 1.40 | 2.36 | 3.00 | 2.73 | 2.82 | 2.73 | 3.20 |
| 6 | VAMC Hampton, VA - 590 | 126 | 3.52 | 1.99 | 2.86 | 3.74 | 3.49 | 3.13 | 2.55 | 3.50 |
| 6 | VAMC Richmond, VA - 652 | 11 | 3.20 | 2.20 | 3.10 | 4.00 | 3.60 | 3.11 | 2.40 | 3.80 |
| 6 | VAMC Salem, VA - 658 | 72 | 3.41 | 2.15 | 2.92 | 3.67 | 3.58 | 2.98 | 2.92 | 3.48 |
| 6 | VAMC Salisbury, NC - 659 | 73 | 3.24 | 2.23 | 2.83 | 3.48 | 3.08 | 2.91 | 2.51 | 3.25 |
| 7 | VA Central Alabama HCS (VAMC Montgomery - 619 and VAMC Tuskegee - 619A4) | 18 | 3.50 | 2.07 | 2.87 | 3.71 | 3.36 | 3.29 | 2.85 | 3.29 |
| 7 | VAMC - Augusta, GA - 509 | 37 | 2.88 | 1.76 | 2.47 | 3.82 | 3.21 | 3.12 | 2.58 | 3.06 |
| 7 | VAMC Atlanta, GA - 508 (Decatur, GA) | 27 | 3.42 | 2.24 | 2.92 | 3.71 | 3.70 | 3.13 | 2.74 | 3.83 |
| 7 | VAMC Birmingham, AL - 521 | 25 | 3.43 | 1.90 | 2.95 | 4.05 | 3.62 | 3.50 | 2.80 | 3.35 |

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| VISN | VA Facility - 2011 Name | Respondents N= | Emotional/ Psychiatric Services | Sex Offender Housing | Family Counseling | Medical Services | Women's Health Care | Social Network | Drop-in Center | HIV/AIDS Testing/ Counseling |
|------|--|-------------------|---------------------------------------|----------------------------|----------------------|---------------------|---------------------------|-------------------|-------------------|------------------------------------|
| 7 | VAMC Charleston, SC - 534 | 39 | 3.84 | 2.19 | 3.10 | 4.25 | 4.03 | 3.48 | 3.31 | 3.90 |
| 7 | VAMC Columbia, SC - 544 | 50 | 3.21 | 2.76 | 2.95 | 3.58 | 2.92 | 3.42 | 2.93 | 3.08 |
| 7 | VAMC Dublin, GA - 557 | 31 | 3.72 | 2.04 | 3.07 | 4.00 | 3.89 | 3.38 | 2.71 | 3.76 |
| 7 | VAMC Tuscaloosa, AL - 679 | 31 | 4.19 | 2.81 | 3.65 | 4.19 | 4.15 | 3.92 | 3.52 | 4.19 |
| 8 | VA North Florida/South Georgia HCS (VAMC Gainesville - 573 and VAMC Lake City - 573A4) | 9 | 3.57 | 1.25 | 2.71 | 4.86 | 4.71 | 2.57 | 3.25 | 4.25 |
| 8 | VAH Tampa, FL - 673 | 32 | 3.67 | 1.86 | 2.80 | 3.80 | 3.54 | 3.28 | 2.86 | 3.66 |
| 8 | VAMC Bay Pines - 516 | 92 | 3.34 | 1.99 | 2.79 | 3.76 | 3.46 | 3.07 | 3.07 | 3.48 |
| 8 | VAMC Miami, FL - 546 | 50 | 3.27 | 2.00 | 3.27 | 3.98 | 3.69 | 3.51 | 3.05 | 3.86 |
| 8 | VAMC West Palm Beach, FL - 548 | 72 | 3.85 | 2.13 | 3.16 | 4.04 | 3.84 | 3.30 | 3.14 | 3.92 |
| 8 | VAMC San Juan, PR - 672 | 22 | 3.11 | 2.13 | 3.00 | 3.67 | 2.76 | 3.00 | 2.31 | 3.33 |
| 8 | VAMC Orlando, FL-675 | 25 | 3.52 | 2.15 | 3.00 | 4.23 | 3.45 | 3.43 | 2.77 | 3.62 |
| 9 | VAMC Huntington, WV - 581 | 23 | 3.70 | 2.09 | 3.22 | 3.87 | 3.43 | 3.48 | 3.74 | 3.74 |
| 9 | VAMC Lexington, KY - 596 | 32 | 3.31 | 1.87 | 2.81 | 3.63 | 3.13 | 2.84 | 2.22 | 3.61 |
| 9 | VAMC Louisville, KY - 603 | 56 | 3.65 | 2.38 | 3.02 | 4.02 | 3.44 | 3.23 | 3.41 | 3.80 |
| 9 | VAMC Memphis, TN - 614 | 37 | 3.50 | 2.58 | 2.97 | 3.91 | 3.45 | 3.35 | 3.43 | 3.39 |
| 9 | VAMC Mountain Home, TN - 621 | 53 | 3.18 | 2.07 | 2.78 | 3.78 | 3.12 | 3.20 | 3.11 | 3.49 |
| 9 | VAMC Nashville, TN - 626 (Nashville and Murfreesboro) | 39 | 3.54 | 2.48 | 2.89 | 3.89 | 3.91 | 3.37 | 3.00 | 3.62 |
| 10 | VAMC Chillicothe, OH - 538 | 26 | 2.88 | 1.88 | 2.81 | 3.69 | 3.15 | 3.08 | 2.69 | 2.88 |
| 10 | VAMC Cincinnati, OH - 539 (Ft. Thomas, KY) | 28 | 3.37 | 2.16 | 2.79 | 3.81 | 2.89 | 3.48 | 3.48 | 3.60 |
| 10 | VAMC Cleveland, OH - 541 (Brecksville, OH) | 51 | 3.16 | 2.02 | 2.45 | 3.62 | 2.88 | 2.80 | 2.73 | 3.12 |
| 10 | VAMC Dayton, OH - 552 | 18 | 3.88 | 2.00 | 3.21 | 4.33 | 3.92 | 3.36 | 3.23 | 3.69 |
| 10 | VAOPC Columbus, OH - 757 (Grove City, OH) | 52 | 3.90 | 2.31 | 3.19 | 4.08 | 3.57 | 3.40 | 3.10 | 3.86 |
| 11 | VAOPC Toledo, OH and VA Ann Arbor HCS, MI - 506 | 19 | 4.14 | 2.69 | 3.07 | 4.08 | 3.54 | 3.31 | 3.38 | 3.54 |
| 11 | VA Northern Indiana HCS (VAMC Fort Wayne - 610A4 and VAMC Marion - 610) | 72 | 3.10 | 1.70 | 2.77 | 3.20 | 2.74 | 2.79 | 2.55 | 3.05 |

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| VISN | VA Facility - 2011 Name | Respondents N= | Emotional/ Psychiatric Services | Sex Offender Housing | Family Counseling | Medical Services | Women's Health Care | Social Network | Drop-in Center | HIV/AIDS Testing/ Counseling |
|------|--|-------------------|---------------------------------------|----------------------------|----------------------|---------------------|---------------------------|-------------------|-------------------|------------------------------------|
| 11 | VAMC Battle Creek, MI - 515 | 19 | 3.07 | 1.87 | 2.71 | 3.29 | 3.00 | 3.08 | 3.21 | 3.00 |
| 11 | VAMC Danville, IL - 550 | 15 | 3.47 | 2.40 | 3.07 | 3.73 | 3.71 | 3.40 | 2.80 | 3.53 |
| 11 | VAMC Detroit, MI - 553 | 58 | 3.35 | 1.81 | 2.83 | 3.88 | 3.42 | 3.33 | 3.25 | 3.58 |
| 11 | VAMC Indianapolis - 583 | 31 | 3.16 | 2.16 | 2.87 | 3.71 | 3.29 | 3.32 | 3.26 | 3.45 |
| 11 | VAMC Saginaw, MI - 655 | 19 | 3.94 | 2.12 | 3.19 | 4.06 | 4.00 | 3.18 | 2.39 | 3.81 |
| 12 | VAH Hines, IL - 578 | 85 | 3.31 | 1.93 | 2.99 | 3.95 | 3.54 | 3.29 | 3.21 | 3.55 |
| 12 | VAH Madison, WI - 607 | 69 | 3.27 | 2.10 | 2.97 | 3.97 | 3.50 | 2.91 | 2.91 | 3.50 |
| 12 | VAMC Iron Mountain, MI - 585 | 52 | 3.04 | 1.74 | 2.92 | 3.66 | 3.42 | 2.67 | 1.78 | 3.28 |
| 12 | VAMC Milwaukee, WI - 695 | 129 | 3.30 | 1.88 | 3.00 | 3.77 | 3.42 | 3.02 | 2.88 | 3.52 |
| 12 | VAMC North Chicago, IL - 556 | 12 | 3.33 | 2.22 | 3.18 | 3.50 | 3.50 | 3.55 | 3.64 | 3.55 |
| 12 | VAMC Tomah, WI - 676 | 25 | 3.42 | 2.47 | 3.47 | 4.00 | 3.65 | 2.85 | 2.65 | 3.37 |
| 12 | VA Chicago HCS (VAMC Chicago (LS) - 537A4 and VAMC Chicago (WS) - 537) | 26 | 3.48 | 1.58 | 2.96 | 3.92 | 3.32 | 3.00 | 3.20 | 3.70 |
| 15 | VA Eastern Kansas HCS (VAMC Leavenworth - 677A4) | 35 | 3.65 | 1.97 | 3.44 | 4.09 | 3.94 | 3.15 | 2.60 | 3.88 |
| 15 | VAH Columbia, MO - 543 | 126 | 3.69 | 1.73 | 3.17 | 4.01 | 3.52 | 3.30 | 2.09 | 3.76 |
| 15 | VAM&ROC Wichita, KS - 452 | 27 | 3.42 | 2.42 | 3.23 | 3.69 | 3.69 | 3.27 | 3.62 | 3.80 |
| 15 | VAMC Kansas City, MO - 589 | 28 | 3.59 | 2.27 | 2.83 | 3.85 | 3.27 | 2.92 | 2.39 | 3.48 |
| 15 | VAMC Marion, IL - 609 | 38 | 3.03 | 1.74 | 3.06 | 3.65 | 3.39 | 3.26 | 2.56 | 3.30 |
| 15 | VAMC Poplar Bluff, MO - 647 | 24 | 3.16 | 2.41 | 2.67 | 3.63 | 3.35 | 2.82 | 2.12 | 3.50 |
| 15 | VAMC St. Louis, MO - 657 | 40 | 3.20 | 2.19 | 3.35 | 3.68 | 3.29 | 3.12 | 3.21 | 3.56 |
| 15 | VAMC Topeka - 677 | 25 | 3.88 | 2.54 | 3.58 | 4.16 | 3.91 | 3.44 | 3.33 | 3.76 |
| 16 | VA Central Arkansas HCS - 598 | 20 | 3.89 | 1.90 | 3.61 | 4.32 | 4.11 | 3.84 | 3.95 | 4.47 |
| 16 | VA Gulf Coast HCS - 520 (Biloxi, MS, Pensacola, FL) | 60 | 3.04 | 1.88 | 2.91 | 3.36 | 3.11 | 2.89 | 3.09 | 3.36 |
| 16 | VAMC Alexandria, LA - 502 | 61 | 3.50 | 1.91 | 3.18 | 3.90 | 3.44 | 3.21 | 2.36 | 3.34 |
| 16 | VAMC Fayetteville, AR - 564 | 17 | 3.76 | 2.33 | 3.06 | 4.29 | 3.81 | 3.41 | 3.00 | 3.71 |
| 16 | VAMC Houston, TX - 580 | 24 | 3.47 | 2.29 | 3.38 | 3.73 | 3.23 | 3.45 | 3.90 | 3.85 |
| 16 | VAMC Jackson, MS - 586 | 47 | 3.86 | 2.70 | 3.32 | 4.00 | 3.50 | 3.59 | 2.84 | 3.64 |
| 16 | VAMC New Orleans, LA - 629 | 38 | 3.60 | 2.26 | 3.24 | 3.97 | 3.30 | 3.21 | 2.77 | 3.54 |
| 16 | VAMC Oklahoma City, OK - 635 | 52 | 3.22 | 1.87 | 3.02 | 3.85 | 3.32 | 2.90 | 2.90 | 3.60 |
| 16 | VAMC Shreveport, LA - 667 | 69 | 3.91 | 2.43 | 3.19 | 4.07 | 3.67 | 3.49 | 2.87 | 3.68 |

5 point scale: 1= unmet need ... 5 = met need

Appendix 2: 2011 CHALENG Needs Score by VA Facility - Combined Community and VA Representatives Assessment

| VISN | VA Facility - 2011 Name | Respondents N= | Emotional/ Psychiatric Services | Sex Offender Housing | Family Counseling | Medical Services | Women's Health Care | Social Network | Drop-in Center | HIV/AIDS Testing/ Counseling |
|------|---|-------------------|---------------------------------------|----------------------------|----------------------|---------------------|---------------------------|-------------------|-------------------|------------------------------------|
| 16 | VAMC Muskogee, OK- 623 (Tulsa, OK) | 26 | 3.52 | 1.33 | 3.00 | 3.72 | 3.00 | 3.12 | 3.60 | 3.68 |
| 17 | VA Central Texas HCS (VAMC Marlin - 674A5, VAMC Temple - 674, VAMC Waco - 674A4 and VAOPC Austin - 674BY) | 68 | 3.22 | 2.02 | 2.88 | 3.58 | 3.37 | 3.00 | 2.65 | 3.33 |
| 17 | VA North Texas HCS (VAMC Bonham - 549A4 and VAMC Dallas - 549) | 116 | 3.52 | 1.82 | 2.96 | 3.97 | 3.59 | 3.06 | 2.58 | 3.76 |
| 17 | VA Texas Valley Coastal Bend Health Care System (VA OPC Corpus Christi, TX - 671BZ, VA OPC Harlingen, TX-671GA) | 10 | 3.80 | 1.20 | 3.00 | 3.83 | 3.25 | 3.25 | 2.80 | 3.60 |
| 17 | VA South Texas Veterans HCS (VAMC Kerrville - 671A4 and VAH San Antonio - 671) | 35 | 3.29 | 1.94 | 3.24 | 3.83 | 2.97 | 3.17 | 2.80 | 3.44 |
| 18 | El Paso VA HCS, TX - 756 | 0 | | | | | | | | |
| 18 | VA New Mexico HCS - 501 | 37 | 3.40 | 1.66 | 2.91 | 3.94 | 3.74 | 2.94 | 2.74 | 3.48 |
| 18 | VA Northern Arizona HCS - 649 | 43 | 3.18 | 1.81 | 2.64 | 3.41 | 3.11 | 2.82 | 2.18 | 2.95 |
| 18 | VA Southern Arizona HCS - 678 | 77 | 3.55 | 1.84 | 3.03 | 4.03 | 3.45 | 3.00 | 3.21 | 3.73 |
| 18 | VAMC Amarillo, TX - 504 | 50 | 3.18 | 1.80 | 3.02 | 3.74 | 3.43 | 3.15 | 3.07 | 3.48 |
| 18 | VA West Texas HCS - 519 | 21 | 3.41 | 2.25 | 3.28 | 3.39 | 3.06 | 3.29 | 2.72 | 2.88 |
| 18 | VAMC Phoenix, AZ - 644 | 70 | 2.90 | 1.59 | 2.79 | 3.81 | 3.44 | 2.72 | 2.65 | 3.17 |
| 19 | VA Montana HCS (VAM&ROC Ft. Harrison - 436 and VA Eastern Montana HCS - 436A4), Miles City, MT | 45 | 2.51 | 1.61 | 2.54 | 3.12 | 2.88 | 2.41 | 2.33 | 2.82 |
| 19 | VA Southern Colorado HCS, (Colorado Springs-567) | 32 | 2.35 | 1.47 | 2.66 | 2.97 | 2.75 | 2.56 | 2.10 | 2.72 |
| 19 | VAM&ROC Cheyenne, WY - 442 | 23 | 3.38 | 1.72 | 3.05 | 3.20 | 3.15 | 2.94 | 2.85 | 3.60 |
| 19 | VA Eastern Colorado HCS (VAMC Denver - 554) | 34 | 3.12 | 1.50 | 2.88 | 3.79 | 3.61 | 3.00 | 3.00 | 3.38 |
| 19 | VAMC Grand Junction, CO - 575 | 16 | 3.81 | 2.13 | 3.40 | 4.38 | 4.00 | 3.60 | 3.69 | 3.71 |

5 point scale: 1= unmet need ... 5 = met need

Appendix 2: 2011 CHALENG Needs Score by VA Facility - Combined Community and VA Representatives Assessment

| VISN | VA Facility - 2011 Name | Respondents N= | Emotional/ Psychiatric Services | Sex Offender Housing | Family Counseling | Medical Services | Women's Health Care | Social Network | Drop-in Center | HIV/AIDS Testing/ Counseling |
|------|---|-------------------|---------------------------------------|----------------------------|----------------------|---------------------|---------------------------|-------------------|-------------------|------------------------------------|
| 19 | VAMC Salt Lake City, UT - 660 | 62 | 3.33 | 1.96 | 2.82 | 3.56 | 3.19 | 2.95 | 2.47 | 3.12 |
| 19 | VAMC Sheridan, WY - 666 | 23 | 4.18 | 1.74 | 3.05 | 4.32 | 3.82 | 3.27 | 3.38 | 3.71 |
| 20 | VA Alaska HCS & RO - 463 | 21 | 2.84 | 1.60 | 2.88 | 3.67 | 3.41 | 2.94 | 2.67 | 3.28 |
| 20 | VA DOM White City, OR - 692 | 40 | 3.31 | 2.55 | 3.03 | 3.81 | 3.34 | 3.29 | 3.17 | 3.65 |
| 20 | VA Puget Sound HCS (VAMC American Lake - 663A4 and VAMC Seattle, WA - 663), Tacoma, WA | 106 | 3.07 | 1.89 | 2.56 | 3.38 | 3.22 | 2.80 | 2.65 | 3.25 |
| 20 | VA Roseburg HCS, OR - 653 (Eugene, OR) | 34 | 2.76 | 1.84 | 2.68 | 3.29 | 3.35 | 2.87 | 2.86 | 2.95 |
| 20 | VAMC Boise, ID - 531 | 26 | 3.00 | 1.73 | 3.00 | 3.42 | 3.00 | 3.08 | 2.69 | 3.23 |
| 20 | VAMC Portland, OR - 648 | 91 | 2.90 | 1.57 | 2.53 | 3.56 | 3.26 | 2.90 | 2.97 | 3.64 |
| 20 | VAMC Spokane, WA - 668 | 71 | 3.46 | 3.03 | 3.36 | 3.84 | 3.66 | 3.35 | 3.27 | 3.66 |
| 20 | VAMC Walla Walla, WA - 687 | 27 | 3.28 | 1.69 | 3.08 | 3.85 | 3.68 | 3.25 | 2.24 | 3.44 |
| 21 | VA Central California HCS, CA - 570 | 7 | 4.00 | 4.17 | 3.43 | 3.57 | 4.00 | 3.57 | 3.14 | 3.67 |
| 21 | VA Northern California HCS - 612 (Martinez, Oakland and Sacramento) | 43 | 3.12 | 1.79 | 3.07 | 3.64 | 3.32 | 3.05 | 2.95 | 3.53 |
| 21 | VA Palo Alto HCS (VAMC Livermore - 640A4 and VAMC Palo Alto - 640), Menlo Park, CA | 152 | 3.19 | 1.88 | 2.69 | 3.67 | 3.23 | 3.03 | 2.86 | 3.37 |
| 21 | VA Sierra Nevada HCS, NV - 654 | 16 | 3.44 | 2.40 | 2.80 | 3.75 | 3.25 | 2.81 | 3.00 | 3.38 |
| 21 | VAM&ROC Honolulu, HI - 459 | 88 | 2.92 | 1.71 | 2.67 | 3.54 | 3.16 | 2.94 | 2.43 | 3.09 |
| 21 | VAMC San Francisco, CA - 662 | 23 | 3.09 | 1.48 | 2.59 | 3.65 | 2.95 | 2.65 | 2.90 | 3.64 |
| 22 | VA Greater Los Angeles HCS (VAOPC Los Angeles - 691GE, VAMC Sepulveda - 691A4 and VAMC West Los Angeles - 691) | 84 | 3.90 | 1.94 | 3.14 | 4.35 | 3.84 | 3.54 | 3.75 | 4.03 |
| 22 | VA Southern Nevada HCS - 593 | 114 | 3.32 | 2.05 | 2.91 | 3.77 | 3.46 | 3.27 | 2.79 | 3.46 |
| 22 | VAMC Loma Linda, CA - 605 | 102 | 3.46 | 2.11 | 3.17 | 3.88 | 3.56 | 3.02 | 2.30 | 3.44 |
| 22 | VAMC Long Beach, CA - 600 | 38 | 3.26 | 1.69 | 2.92 | 3.55 | 2.97 | 3.06 | 3.26 | 3.32 |
| 22 | VAMC San Diego, CA - 664 | 45 | 3.20 | 1.42 | 3.15 | 3.67 | 3.29 | 3.10 | 2.76 | 3.51 |

5 point scale: 1= unmet need ... 5 = met need

Appendix 2: 2011 CHALENG Needs Score by VA Facility - Combined Community and VA Representatives Assessment

| VISN | VA Facility - 2011 Name | Respondents N= | Emotional/ Psychiatric Services | Sex Offender Housing | Family Counseling | Medical Services | Women's Health Care | Social Network | Drop-in Center | HIV/AIDS Testing/ Counseling |
|------|---|-------------------|---------------------------------------|----------------------------|----------------------|---------------------|---------------------------|-------------------|-------------------|------------------------------------|
| 23 | VA Black Hills HCS (VAMC Fort Meade - 568 and VAMC Hot Springs - 568A4) | 88 | 3.80 | 2.32 | 3.23 | 4.06 | 3.76 | 3.24 | 3.11 | 3.60 |
| 23 | VAH&ROC Sioux Falls, SD - 438 | 57 | 3.58 | 1.84 | 3.21 | 3.88 | 3.55 | 3.04 | 2.74 | 3.68 |
| 23 | VAM&ROC Fargo, ND - 437 | 110 | 3.30 | 1.86 | 2.99 | 3.89 | 3.45 | 3.03 | 3.30 | 3.43 |
| 23 | VAMC Minneapolis, MN - 618, and Superior, WI | 127 | 3.22 | 2.01 | 3.18 | 3.70 | 3.35 | 2.94 | 2.68 | 3.35 |
| 23 | VAMC St. Cloud, MN - 656 | 66 | 3.57 | 1.92 | 3.13 | 3.90 | 3.56 | 3.02 | 2.03 | 3.28 |
| 23 | VA Central Iowa HCS (VAMC Des Moines - 555, VAMC Knoxville - 555A4) | 26 | 2.79 | 1.96 | 3.08 | 3.64 | 2.92 | 2.75 | 2.96 | 3.08 |
| 23 | VA Nebraska Western Iowa HCS (VAMC Grand Island - 597A4 and VAMC Lincoln - 597, VAMC Omaha-636) | 42 | 3.50 | 2.05 | 3.39 | 4.02 | 3.78 | 3.34 | 3.34 | 3.54 |
| 23 | VAMC Iowa City, IA - 584 | 97 | 3.07 | 2.30 | 3.11 | 3.59 | 3.38 | 3.10 | 2.82 | 3.29 |

5 point scale: 1= unmet need ... 5 = met need

Appendix 2: 2011 CHALENG Needs Score by VA Facility - Combined Community and VA Representatives Assessment

| VISN | VA Facility - 2011 Name | Respondents N= | TB Testing and Treatment | Legal Driver's License | Hepatitis C Testing | Dental Care | Eye Care/ Glasses | Credit Counsel | VA Disability/ Pension | Welfare Payments |
|------|---|-------------------|--------------------------------|------------------------------|------------------------|----------------|----------------------|-------------------|------------------------------|---------------------|
| 1 | VA Boston HCS (VAMC Boston - 523 and VAMC W. Roxbury - 523A4), VAMC Brockton, MA - 523A5 and VAH Bedford, MA) | 19 | 4.32 | 3.16 | 4.05 | 2.79 | 3.95 | 2.89 | 3.89 | 3.53 |
| 1 | VA Connecticut HCS (VAMC Newington and VAMC West Haven) | 28 | 4.40 | 3.20 | 4.32 | 2.56 | 3.42 | 2.93 | 3.58 | 3.30 |
| 1 | VAM&ROC Togus, ME - 402 | 34 | 3.09 | 2.30 | 2.94 | 2.03 | 2.38 | 2.33 | 3.12 | 2.91 |
| 1 | VAM&ROC White River Junction, VT - 405 | 22 | 4.05 | 3.10 | 4.05 | 2.81 | 3.60 | 3.10 | 3.55 | 3.76 |
| 1 | VAMC Manchester, NH - 608 | 28 | 3.46 | 2.35 | 3.38 | 2.15 | 2.75 | 2.70 | 3.40 | 3.17 |
| 1 | VAMC Northampton, MA - 631 (Leeds) | 16 | 3.36 | 2.13 | 3.00 | 2.80 | 2.93 | 2.13 | 3.00 | 3.00 |
| 1 | VAMC Providence, RI - 650, Bristol, RI | 20 | 3.80 | 2.85 | 3.80 | 2.85 | 3.40 | 2.90 | 3.80 | 3.20 |
| 2 | VA Western New York HCS - (VAMC Batavia - 528A4 and VAMC Buffalo - 528) | 76 | 3.71 | 3.04 | 3.67 | 2.87 | 3.13 | 2.91 | 3.57 | 3.38 |
| 2 | VAMC Albany, NY - 500 | 106 | 3.65 | 2.80 | 3.57 | 3.22 | 3.37 | 2.85 | 3.47 | 3.31 |
| 2 | VAMC Canandaigua, NY - 528A5, Rochester, NY | 25 | 4.04 | 3.04 | 4.00 | 3.04 | 3.52 | 3.48 | 3.87 | 3.61 |
| 2 | VAMC Syracuse, NY - 670 | 99 | 3.41 | 2.52 | 3.20 | 2.70 | 3.06 | 2.82 | 3.65 | 3.35 |
| 2 | VAMC Bath, NY | 20 | 3.56 | 2.94 | 3.33 | 3.44 | 3.58 | 2.89 | 3.50 | 3.24 |
| 3 | VA Hudson Valley HCS (VAMC Castle Point - 620A4 and VAH Montrose - 620) | 26 | 4.17 | 2.63 | 3.92 | 3.26 | 3.54 | 2.91 | 4.09 | 3.86 |
| 3 | VA New Jersey HCS (VAMC East Orange - 561 and VAMC Lyons - 561A4) | 22 | 3.11 | 2.78 | 2.94 | 2.78 | 2.67 | 2.67 | 3.39 | 3.17 |
| 3 | VAMC Bronx, NY - 526 | 34 | 3.35 | 2.38 | 3.12 | 2.91 | 2.88 | 2.47 | 2.97 | 2.59 |
| 3 | VAMC Northport, NY - 632 | 47 | 3.60 | 3.05 | 3.55 | 3.10 | 3.48 | 3.21 | 3.56 | 3.40 |
| 3 | VA New York Harbor HCS (VAMC Brooklyn - 630A4 and VAMC New York - 630) | 48 | 3.93 | 2.64 | 3.81 | 2.93 | 3.72 | 2.77 | 3.61 | 3.17 |

5 point scale: 1= unmet need ... 5 = met need

Appendix 2: 2011 CHALENG Needs Score by VA Facility - Combined Community and VA Representatives Assessment

| VISN | VA Facility - 2011 Name | Respondents N= | TB Testing and Treatment | Legal Driver's License | Hepatitis C Testing | Dental Care | Eye Care/ Glasses | Credit Counsel | VA Disability/ Pension | Welfare Payments |
|------|---|-------------------|--------------------------------|------------------------------|------------------------|----------------|----------------------|-------------------|------------------------------|---------------------|
| 4 | VA Pittsburgh HCS, PA (VAMC Pittsburgh (HD) - 646A5 and VAMC Pittsburgh (UD) - 646) | 64 | 3.68 | 2.94 | 3.52 | 3.11 | 3.43 | 2.95 | 3.32 | 3.46 |
| 4 | VAM&ROC Wilmington, DE - 460 | 14 | 3.64 | 2.14 | 3.43 | 2.50 | 3.00 | 2.14 | 3.36 | 2.71 |
| 4 | VAMC Altoona, PA - 503 | 31 | 3.29 | 2.82 | 3.22 | 2.75 | 3.10 | 2.90 | 3.27 | 3.52 |
| 4 | VAMC Butler, PA - 529 | 26 | 3.81 | 2.81 | 3.50 | 2.77 | 3.27 | 2.77 | 3.58 | 3.65 |
| 4 | VAMC Clarksburg, WV - 540 | 60 | 3.59 | 2.88 | 3.48 | 2.77 | 3.16 | 2.79 | 3.36 | 3.58 |
| 4 | VAMC Coatesville - 542 | 13 | 4.08 | 3.08 | 3.92 | 3.17 | 3.50 | 2.50 | 3.58 | 3.42 |
| 4 | VAMC Erie, PA - 562 | 131 | 3.41 | 2.58 | 3.35 | 2.90 | 3.09 | 2.65 | 3.45 | 3.08 |
| 4 | VAMC Lebanon, PA - 595 | 34 | 3.46 | 2.68 | 3.60 | 2.80 | 3.13 | 3.04 | 3.28 | 3.13 |
| 4 | VAMC Philadelphia, PA - 642 | 68 | 3.72 | 2.68 | 3.65 | 2.70 | 2.93 | 2.41 | 3.53 | 3.09 |
| 4 | VAMC Wilkes-Barre, PA - 693 | 75 | 3.75 | 3.22 | 3.67 | 3.39 | 3.57 | 3.14 | 3.71 | 3.64 |
| 5 | VA Maryland HCS (VAMC Baltimore - 512, VAMC Fort Howard - 512A4 and VAMC Perry Point - 512A5) | 18 | 3.57 | 2.50 | 3.38 | 3.08 | 3.50 | 2.54 | 3.47 | 2.43 |
| 5 | VAMC Martinsburg, WV - 613 | 35 | 3.63 | 2.06 | 3.47 | 2.72 | 3.13 | 2.06 | 3.23 | 2.87 |
| 5 | VAMC Washington, DC - 688 | 64 | 3.34 | 2.15 | 3.05 | 2.15 | 2.75 | 2.24 | 2.75 | 2.67 |
| 6 | VAMC Asheville, NC - 637 | 28 | 3.96 | 2.58 | 3.88 | 2.58 | 3.42 | 3.52 | 3.77 | 3.46 |
| 6 | VAMC Beckley, WV - 517 | 14 | 3.43 | 2.21 | 3.36 | 2.21 | 2.86 | 2.50 | 3.43 | 3.29 |
| 6 | VAMC Durham, NC - 558 | 3 | 4.00 | 2.67 | 2.67 | 3.33 | 3.00 | 3.67 | 4.00 | 3.00 |
| 6 | VAMC Fayetteville, NC - 565 | 11 | 3.20 | 2.50 | 3.00 | 2.27 | 2.73 | 2.09 | 3.09 | 2.91 |
| 6 | VAMC Hampton, VA - 590 | 126 | 3.68 | 2.49 | 3.54 | 2.85 | 2.89 | 2.84 | 3.58 | 3.05 |
| 6 | VAMC Richmond, VA - 652 | 11 | 3.78 | 2.80 | 3.90 | 2.78 | 3.00 | 2.80 | 3.20 | 3.20 |
| 6 | VAMC Salem, VA - 658 | 72 | 3.48 | 2.75 | 3.30 | 2.52 | 2.70 | 2.69 | 3.40 | 2.93 |
| 6 | VAMC Salisbury, NC - 659 | 73 | 3.27 | 2.44 | 3.19 | 2.52 | 2.94 | 2.62 | 3.22 | 2.92 |
| 7 | VA Central Alabama HCS (VAMC Montgomery - 619 and VAMC Tuskegee - 619A4) | 18 | 3.21 | 2.71 | 3.38 | 3.21 | 3.40 | 2.43 | 3.50 | 2.79 |
| 7 | VAMC - Augusta, GA - 509 | 37 | 3.30 | 2.47 | 2.83 | 2.44 | 2.56 | 2.39 | 3.03 | 2.71 |
| 7 | VAMC Atlanta, GA - 508 (Decatur, GA) | 27 | 4.04 | 2.78 | 3.87 | 2.61 | 3.43 | 3.00 | 3.77 | 3.18 |
| 7 | VAMC Birmingham, AL - 521 | 25 | 3.45 | 2.89 | 3.16 | 2.86 | 3.19 | 2.89 | 3.62 | 3.26 |

5 point scale: 1= unmet need ... 5 = met need

Appendix 2: 2011 CHALENG Needs Score by VA Facility - Combined Community and VA Representatives Assessment

| VISN | VA Facility - 2011 Name | Respondents N= | TB Testing and Treatment | Legal Driver's License | Hepatitis C Testing | Dental Care | Eye Care/ Glasses | Credit Counsel | VA Disability/ Pension | Welfare Payments |
|------|--|-------------------|--------------------------------|------------------------------|------------------------|----------------|----------------------|-------------------|------------------------------|---------------------|
| 7 | VAMC Charleston, SC - 534 | 39 | 4.00 | 3.53 | 3.77 | 3.50 | 3.42 | 3.06 | 3.77 | 3.50 |
| 7 | VAMC Columbia, SC - 544 | 50 | 3.49 | 3.00 | 3.34 | 2.91 | 3.27 | 2.71 | 2.78 | 2.60 |
| 7 | VAMC Dublin, GA - 557 | 31 | 4.11 | 3.25 | 4.00 | 3.86 | 3.90 | 3.07 | 3.89 | 3.11 |
| 7 | VAMC Tuscaloosa, AL - 679 | 31 | 4.19 | 3.56 | 4.12 | 3.84 | 3.89 | 3.42 | 4.12 | 3.72 |
| 8 | VA North Florida/South Georgia HCS (VAMC Gainesville - 573 and VAMC Lake City - 573A4) | 9 | 4.38 | 2.50 | 4.13 | 3.25 | 4.38 | 2.50 | 3.63 | 3.29 |
| 8 | VAH Tampa, FL - 673 | 32 | 3.76 | 2.43 | 3.46 | 2.14 | 3.07 | 1.97 | 3.41 | 2.79 |
| 8 | VAMC Bay Pines - 516 | 92 | 3.49 | 2.75 | 3.51 | 2.68 | 3.00 | 2.68 | 3.69 | 3.02 |
| 8 | VAMC Miami, FL - 546 | 50 | 3.74 | 3.05 | 3.69 | 2.84 | 3.55 | 2.76 | 3.68 | 3.26 |
| 8 | VAMC West Palm Beach, FL - 548 | 72 | 3.89 | 2.73 | 3.84 | 2.97 | 3.38 | 3.02 | 3.86 | 3.23 |
| 8 | VAMC San Juan, PR - 672 | 22 | 3.07 | 2.38 | 3.07 | 2.33 | 2.50 | 2.27 | 2.36 | 2.71 |
| 8 | VAMC Orlando, FL-675 | 25 | 3.90 | 2.90 | 3.57 | 3.00 | 3.71 | 3.32 | 3.78 | 3.30 |
| 9 | VAMC Huntington, WV - 581 | 23 | 3.91 | 3.09 | 3.87 | 2.65 | 2.96 | 3.09 | 4.00 | 3.61 |
| 9 | VAMC Lexington, KY - 596 | 32 | 3.39 | 2.23 | 3.16 | 2.55 | 2.83 | 2.33 | 3.71 | 2.90 |
| 9 | VAMC Louisville, KY - 603 | 56 | 3.96 | 2.90 | 3.64 | 2.96 | 3.30 | 2.69 | 3.74 | 3.37 |
| 9 | VAMC Memphis, TN - 614 | 37 | 3.59 | 2.91 | 3.32 | 3.09 | 3.06 | 2.80 | 3.29 | 3.09 |
| 9 | VAMC Mountain Home, TN - 621 | 53 | 3.67 | 2.62 | 3.50 | 2.29 | 2.86 | 2.51 | 3.58 | 2.86 |
| 9 | VAMC Nashville, TN - 626 (Nashville and Murfreesboro) | 39 | 3.91 | 3.03 | 3.44 | 3.17 | 3.62 | 2.94 | 3.43 | 3.15 |
| 10 | VAMC Chillicothe, OH - 538 | 26 | 3.00 | 2.42 | 2.83 | 3.04 | 3.00 | 2.77 | 3.38 | 3.28 |
| 10 | VAMC Cincinnati, OH - 539 (Ft. Thomas, KY) | 28 | 4.11 | 3.04 | 3.91 | 3.26 | 3.35 | 2.81 | 3.84 | 3.57 |
| 10 | VAMC Cleveland, OH - 541 (Brecksville, OH) | 51 | 3.17 | 2.46 | 3.10 | 2.48 | 2.74 | 2.29 | 3.05 | 2.76 |
| 10 | VAMC Dayton, OH - 552 | 18 | 3.69 | 2.50 | 3.77 | 3.23 | 3.57 | 3.07 | 3.71 | 3.08 |
| 10 | VAOPC Columbus, OH - 757 (Grove City, OH) | 52 | 4.10 | 3.02 | 3.86 | 3.19 | 3.71 | 3.02 | 3.92 | 3.34 |
| 11 | VAOPC Toledo, OH and VA Ann Arbor HCS, MI - 506 | 19 | 3.46 | 2.92 | 3.50 | 2.92 | 3.00 | 3.00 | 3.86 | 3.46 |
| 11 | VA Northern Indiana HCS (VAMC Fort Wayne - 610A4 and VAMC Marion - 610) | 72 | 3.03 | 2.30 | 2.98 | 2.30 | 2.72 | 2.38 | 3.16 | 2.99 |

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Appendix 2: 2011 CHALENG Needs Score by VA Facility - Combined Community and VA Representatives Assessment

| VISN | VA Facility - 2011 Name | Respondents N= | TB Testing and Treatment | Legal Driver's License | Hepatitis C Testing | Dental Care | Eye Care/ Glasses | Credit Counsel | VA Disability/ Pension | Welfare Payments |
|------|--|-------------------|--------------------------------|------------------------------|------------------------|----------------|----------------------|-------------------|------------------------------|---------------------|
| 11 | VAMC Battle Creek, MI - 515 | 19 | 3.29 | 2.86 | 3.31 | 2.85 | 3.23 | 2.93 | 3.50 | 3.29 |
| 11 | VAMC Danville, IL - 550 | 15 | 3.64 | 2.87 | 3.60 | 3.20 | 3.29 | 3.13 | 3.53 | 3.47 |
| 11 | VAMC Detroit, MI - 553 | 58 | 3.81 | 2.96 | 3.53 | 3.28 | 3.48 | 2.71 | 3.27 | 2.78 |
| 11 | VAMC Indianapolis - 583 | 31 | 3.52 | 2.63 | 3.35 | 2.10 | 2.94 | 2.68 | 3.29 | 2.97 |
| 11 | VAMC Saginaw, MI - 655 | 19 | 4.06 | 2.12 | 3.88 | 2.35 | 2.82 | 2.53 | 3.59 | 3.29 |
| 12 | VAH Hines, IL - 578 | 85 | 3.77 | 2.84 | 3.62 | 2.93 | 3.22 | 2.87 | 3.45 | 3.11 |
| 12 | VAH Madison, WI - 607 | 69 | 3.62 | 2.32 | 3.32 | 2.70 | 2.88 | 2.60 | 3.34 | 3.10 |
| 12 | VAMC Iron Mountain, MI - 585 | 52 | 3.45 | 2.10 | 3.39 | 2.09 | 2.65 | 2.38 | 3.67 | 2.62 |
| 12 | VAMC Milwaukee, WI - 695 | 129 | 3.63 | 2.93 | 3.52 | 2.76 | 2.93 | 2.62 | 3.47 | 2.87 |
| 12 | VAMC North Chicago, IL - 556 | 12 | 3.82 | 3.33 | 3.58 | 3.00 | 3.42 | 3.00 | 3.92 | 3.25 |
| 12 | VAMC Tomah, WI - 676 | 25 | 3.53 | 2.58 | 3.47 | 2.89 | 3.11 | 3.25 | 3.45 | 2.56 |
| 12 | VA Chicago HCS (VAMC Chicago (LS) - 537A4 and VAMC Chicago (WS) - 537) | 26 | 3.41 | 3.13 | 3.30 | 2.52 | 3.38 | 2.63 | 3.42 | 3.24 |
| 15 | VA Eastern Kansas HCS (VAMC Leavenworth - 677A4) | 35 | 3.82 | 2.71 | 3.67 | 3.35 | 3.17 | 2.74 | 3.73 | 3.31 |
| 15 | VAH Columbia, MO - 543 | 126 | 3.92 | 2.90 | 3.86 | 2.31 | 3.38 | 2.80 | 3.36 | 3.25 |
| 15 | VAM&ROC Wichita, KS - 452 | 27 | 3.88 | 2.63 | 3.63 | 2.40 | 3.20 | 3.04 | 3.56 | 3.46 |
| 15 | VAMC Kansas City, MO - 589 | 28 | 3.50 | 2.52 | 3.32 | 2.19 | 2.68 | 2.24 | 3.35 | 3.25 |
| 15 | VAMC Marion, IL - 609 | 38 | 3.42 | 2.64 | 3.15 | 2.39 | 2.97 | 2.82 | 3.38 | 3.21 |
| 15 | VAMC Poplar Bluff, MO - 647 | 24 | 3.39 | 2.76 | 3.17 | 2.32 | 2.83 | 2.53 | 3.74 | 3.29 |
| 15 | VAMC St. Louis, MO - 657 | 40 | 3.79 | 3.09 | 3.59 | 2.97 | 3.29 | 2.79 | 3.49 | 3.09 |
| 15 | VAMC Topeka - 677 | 25 | 3.88 | 3.46 | 3.79 | 3.24 | 3.44 | 3.16 | 3.92 | 3.41 |
| 16 | VA Central Arkansas HCS - 598 | 20 | 3.84 | 2.89 | 3.53 | 2.84 | 3.19 | 2.94 | 3.72 | 3.33 |
| 16 | VA Gulf Coast HCS - 520 (Biloxi, MS, Pensacola, FL) | 60 | 3.31 | 2.62 | 3.23 | 2.32 | 2.43 | 2.49 | 3.08 | 2.83 |
| 16 | VAMC Alexandria, LA - 502 | 61 | 3.39 | 2.79 | 3.32 | 2.81 | 2.86 | 2.59 | 3.66 | 3.23 |
| 16 | VAMC Fayetteville, AR - 564 | 17 | 3.88 | 2.59 | 3.71 | 3.00 | 3.76 | 2.47 | 3.59 | 3.25 |
| 16 | VAMC Houston, TX - 580 | 24 | 3.86 | 3.41 | 3.60 | 3.05 | 3.24 | 3.15 | 3.62 | 3.33 |
| 16 | VAMC Jackson, MS - 586 | 47 | 3.86 | 2.78 | 3.64 | 3.23 | 3.62 | 3.17 | 3.93 | 3.26 |
| 16 | VAMC New Orleans, LA - 629 | 38 | 3.97 | 2.85 | 3.44 | 3.55 | 3.71 | 2.50 | 3.46 | 2.88 |
| 16 | VAMC Oklahoma City, OK - 635 | 52 | 3.69 | 2.81 | 3.51 | 2.88 | 2.70 | 2.62 | 3.62 | 3.17 |
| 16 | VAMC Shreveport, LA - 667 | 69 | 3.72 | 2.96 | 3.71 | 3.15 | 3.61 | 3.04 | 3.81 | 3.31 |

5 point scale: 1= unmet need ... 5 = met need

Appendix 2: 2011 CHALENG Needs Score by VA Facility - Combined Community and VA Representatives Assessment

| VISN | VA Facility - 2011 Name | Respondents N= | TB Testing and Treatment | Legal Driver's License | Hepatitis C Testing | Dental Care | Eye Care/ Glasses | Credit Counsel | VA Disability/ Pension | Welfare Payments |
|------|---|-------------------|--------------------------------|------------------------------|------------------------|----------------|----------------------|-------------------|------------------------------|---------------------|
| 16 | VAMC Muskogee, OK- 623 (Tulsa, OK) | 26 | 4.00 | 2.92 | 3.40 | 2.56 | 3.00 | 2.48 | 3.48 | 3.00 |
| 17 | VA Central Texas HCS (VAMC Marlin - 674A5, VAMC Temple - 674, VAMC Waco - 674A4 and VAOPC Austin - 674BY) | 68 | 3.45 | 2.64 | 3.24 | 2.37 | 2.80 | 2.69 | 3.40 | 3.03 |
| 17 | VA North Texas HCS (VAMC Bonham - 549A4 and VAMC Dallas - 549) | 116 | 3.85 | 2.91 | 3.53 | 2.19 | 2.87 | 2.85 | 3.56 | 2.78 |
| 17 | VA Texas Valley Coastal Bend Health Care System (VA OPC Corpus Christi, TX - 671BZ, VA OPC Harlingen, TX-671GA) | 10 | 3.00 | 2.25 | 2.60 | 2.75 | 2.40 | 2.75 | 4.25 | 2.75 |
| 17 | VA South Texas Veterans HCS (VAMC Kerrville - 671A4 and VAH San Antonio - 671) | 35 | 3.71 | 3.09 | 3.53 | 3.03 | 3.20 | 3.15 | 3.61 | 3.27 |
| 18 | El Paso VA HCS, TX - 756 | 0 | | | | | | | | |
| 18 | VA New Mexico HCS - 501 | 37 | 3.35 | 2.27 | 3.25 | 2.56 | 2.74 | 2.03 | 3.36 | 2.91 |
| 18 | VA Northern Arizona HCS - 649 | 43 | 3.26 | 2.64 | 2.95 | 2.20 | 2.64 | 2.31 | 3.43 | 2.86 |
| 18 | VA Southern Arizona HCS - 678 | 77 | 3.91 | 3.09 | 3.78 | 2.71 | 3.38 | 2.51 | 3.49 | 2.96 |
| 18 | VAMC Amarillo, TX - 504 | 50 | 3.41 | 3.02 | 3.38 | 2.54 | 2.95 | 2.64 | 3.52 | 3.05 |
| 18 | VA West Texas HCS - 519 | 21 | 2.94 | 2.67 | 3.06 | 2.44 | 3.06 | 2.59 | 3.67 | 3.41 |
| 18 | VAMC Phoenix, AZ - 644 | 70 | 3.81 | 3.14 | 3.61 | 2.79 | 2.88 | 2.61 | 3.51 | 2.89 |
| 19 | VA Montana HCS (VAM&ROC Ft. Harrison - 436 and VA Eastern Montana HCS - 436A4), Miles City, MT | 45 | 2.85 | 2.12 | 2.85 | 2.24 | 2.39 | 2.03 | 2.58 | 2.95 |
| 19 | VA Southern Colorado HCS, (Colorado Springs-567) | 32 | 2.69 | 2.03 | 2.75 | 2.16 | 2.25 | 2.41 | 2.97 | 2.84 |
| 19 | VAM&ROC Cheyenne, WY - 442 | 23 | 3.30 | 2.15 | 3.20 | 2.75 | 2.57 | 2.55 | 3.45 | 3.20 |
| 19 | VA Eastern Colorado HCS (VAMC Denver - 554) | 34 | 3.62 | 2.65 | 3.38 | 1.97 | 2.74 | 2.50 | 3.26 | 3.15 |
| 19 | VAMC Grand Junction, CO - 575 | 16 | 3.73 | 2.93 | 3.80 | 3.00 | 3.21 | 2.86 | 3.79 | 3.57 |

5 point scale: 1= unmet need ... 5 = met need

Appendix 2: 2011 CHALENG Needs Score by VA Facility - Combined Community and VA Representatives Assessment

| VISN | VA Facility - 2011 Name | Respondents N= | TB Testing and Treatment | Legal Driver's License | Hepatitis C Testing | Dental Care | Eye Care/ Glasses | Credit Counsel | VA Disability/ Pension | Welfare Payments |
|------|---|-------------------|--------------------------------|------------------------------|------------------------|----------------|----------------------|-------------------|------------------------------|---------------------|
| 19 | VAMC Salt Lake City, UT - 660 | 62 | 3.33 | 2.63 | 3.30 | 2.59 | 2.98 | 2.57 | 3.55 | 3.28 |
| 19 | VAMC Sheridan, WY - 666 | 23 | 4.05 | 2.86 | 3.86 | 2.91 | 3.32 | 2.50 | 4.00 | 3.05 |
| 20 | VA Alaska HCS & RO - 463 | 21 | 3.53 | 2.63 | 3.41 | 3.06 | 3.00 | 2.72 | 3.29 | 3.35 |
| 20 | VA DOM White City, OR - 692 | 40 | 3.69 | 3.09 | 3.75 | 2.46 | 3.16 | 3.09 | 3.67 | 3.21 |
| 20 | VA Puget Sound HCS (VAMC American Lake - 663A4 and VAMC Seattle, WA - 663), Tacoma, WA | 106 | 3.39 | 2.42 | 3.31 | 2.27 | 2.69 | 2.55 | 3.23 | 2.87 |
| 20 | VA Roseburg HCS, OR - 653 (Eugene, OR) | 34 | 2.86 | 2.09 | 2.81 | 2.17 | 2.05 | 2.45 | 3.33 | 3.05 |
| 20 | VAMC Boise, ID - 531 | 26 | 3.08 | 2.72 | 3.04 | 2.54 | 2.62 | 2.50 | 3.15 | 2.84 |
| 20 | VAMC Portland, OR - 648 | 91 | 3.84 | 2.64 | 3.51 | 1.94 | 2.53 | 2.34 | 3.35 | 2.83 |
| 20 | VAMC Spokane, WA - 668 | 71 | 3.71 | 3.03 | 3.64 | 3.05 | 3.43 | 3.02 | 3.83 | 3.47 |
| 20 | VAMC Walla Walla, WA - 687 | 27 | 3.67 | 2.71 | 3.68 | 2.35 | 2.52 | 2.88 | 3.50 | 3.35 |
| 21 | VA Central California HCS, CA - 570 | 7 | 3.57 | 3.17 | 3.67 | 2.71 | 3.14 | 3.29 | 3.50 | 3.33 |
| 21 | VA Northern California HCS - 612 (Martinez, Oakland and Sacramento) | 43 | 3.59 | 2.82 | 3.51 | 2.54 | 3.00 | 2.75 | 3.32 | 3.03 |
| 21 | VA Palo Alto HCS (VAMC Livermore - 640A4 and VAMC Palo Alto - 640), Menlo Park, CA | 152 | 3.43 | 2.62 | 3.29 | 2.61 | 2.99 | 2.54 | 3.18 | 2.74 |
| 21 | VA Sierra Nevada HCS, NV - 654 | 16 | 3.75 | 2.00 | 3.25 | 2.33 | 2.63 | 2.47 | 3.31 | 2.67 |
| 21 | VAM&ROC Honolulu, HI - 459 | 88 | 3.31 | 2.73 | 3.31 | 2.62 | 2.76 | 2.70 | 3.20 | 3.08 |
| 21 | VAMC San Francisco, CA - 662 | 23 | 3.59 | 2.43 | 3.50 | 2.58 | 2.36 | 2.52 | 3.24 | 3.00 |
| 22 | VA Greater Los Angeles HCS (VAOPC Los Angeles - 691GE, VAMC Sepulveda - 691A4 and VAMC West Los Angeles - 691) | 84 | 4.22 | 3.50 | 4.08 | 3.38 | 3.74 | 2.97 | 3.81 | 3.17 |
| 22 | VA Southern Nevada HCS - 593 | 114 | 3.80 | 3.00 | 3.51 | 3.19 | 3.26 | 2.84 | 3.57 | 3.25 |
| 22 | VAMC Loma Linda, CA - 605 | 102 | 3.62 | 2.41 | 3.60 | 2.48 | 2.83 | 2.21 | 3.46 | 2.64 |
| 22 | VAMC Long Beach, CA - 600 | 38 | 3.51 | 2.89 | 3.19 | 2.24 | 2.76 | 2.75 | 3.38 | 3.05 |
| 22 | VAMC San Diego, CA - 664 | 45 | 3.88 | 3.12 | 3.39 | 2.46 | 2.67 | 2.56 | 3.53 | 2.89 |

5 point scale: 1= unmet need ... 5 = met need

Appendix 2: 2011 CHALENG Needs Score by VA Facility - Combined Community and VA Representatives Assessment

| VISN | VA Facility - 2011 Name | Respondents N= | TB Testing and Treatment | Legal Driver's License | Hepatitis C Testing | Dental Care | Eye Care/ Glasses | Credit Counsel | VA Disability/ Pension | Welfare Payments |
|------|---|-------------------|--------------------------------|------------------------------|------------------------|----------------|----------------------|-------------------|------------------------------|---------------------|
| 23 | VA Black Hills HCS (VAMC Fort Meade - 568 and VAMC Hot Springs - 568A4) | 88 | 3.91 | 2.79 | 3.61 | 2.88 | 3.30 | 2.89 | 3.55 | 3.08 |
| 23 | VAH&ROC Sioux Falls, SD - 438 | 57 | 3.49 | 2.33 | 3.22 | 2.33 | 2.92 | 2.90 | 3.68 | 3.19 |
| 23 | VAM&ROC Fargo, ND - 437 | 110 | 3.60 | 2.77 | 3.51 | 2.84 | 3.15 | 2.73 | 3.74 | 3.43 |
| 23 | VAMC Minneapolis, MN - 618, and Superior, WI | 127 | 3.29 | 2.65 | 3.23 | 2.84 | 3.09 | 2.71 | 3.66 | 3.34 |
| 23 | VAMC St. Cloud, MN - 656 | 66 | 3.35 | 2.42 | 3.37 | 2.62 | 2.95 | 2.98 | 3.77 | 3.32 |
| 23 | VA Central Iowa HCS (VAMC Des Moines - 555, VAMC Knoxville - 555A4) | 26 | 3.04 | 2.71 | 3.00 | 2.50 | 3.22 | 2.64 | 3.26 | 2.91 |
| 23 | VA Nebraska Western Iowa HCS (VAMC Grand Island - 597A4 and VAMC Lincoln - 597, VAMC Omaha-636) | 42 | 3.54 | 2.85 | 3.44 | 2.79 | 3.17 | 2.90 | 3.76 | 3.35 |
| 23 | VAMC Iowa City, IA - 584 | 97 | 3.32 | 2.80 | 3.17 | 2.32 | 2.75 | 2.84 | 3.43 | 3.31 |

5 point scale: 1= unmet need ... 5 = met need

Appendix 2: 2011 CHALENG Needs Score by VA Facility - Combined Community and VA Representatives Assessment

| VISN | VA Facility - 2011 Name | Respondents N= | SSI/SSD Process | Guardianship (Financial) | Help Managing Money | Job Training | Job Placement | Help Getting ID/ Documents | Transpor- tation |
|------|---|-------------------|--------------------|-----------------------------|---------------------------|-----------------|------------------|----------------------------------|---------------------|
| 1 | VA Boston HCS (VAMC Boston - 523 and VAMC W. Roxbury - 523A4), VAMC Brockton, MA - 523A5 and VAH Bedford, MA) | 19 | 3.58 | 2.79 | 2.74 | 3.58 | 3.47 | 3.84 | 2.95 |
| 1 | VA Connecticut HCS (VAMC Newington and VAMC West Haven) | 28 | 3.46 | 3.00 | 3.23 | 3.62 | 3.27 | 3.46 | 2.81 |
| 1 | VAM&ROC Togus, ME - 402 | 34 | 2.94 | 2.66 | 2.33 | 2.30 | 2.30 | 2.82 | 2.64 |
| 1 | VAM&ROC White River Junction, VT - 405 | 22 | 3.45 | 3.11 | 3.30 | 3.45 | 3.80 | 3.58 | 3.18 |
| 1 | VAMC Manchester, NH - 608 | 28 | 3.04 | 3.08 | 3.17 | 2.96 | 3.17 | 3.38 | 2.43 |
| 1 | VAMC Northampton, MA - 631 (Leeds) | 16 | 3.00 | 2.50 | 2.33 | 2.50 | 2.75 | 2.63 | 2.00 |
| 1 | VAMC Providence, RI - 650, Bristol, RI | 20 | 3.20 | 3.20 | 3.10 | 3.45 | 3.60 | 3.45 | 2.85 |
| 2 | VA Western New York HCS - (VAMC Batavia - 528A4 and VAMC Buffalo - 528) | 76 | 3.49 | 3.06 | 2.96 | 3.27 | 3.46 | 3.34 | 3.13 |
| 2 | VAMC Albany, NY - 500 | 106 | 3.30 | 2.99 | 3.00 | 3.30 | 3.37 | 3.32 | 3.27 |
| 2 | VAMC Canandaigua, NY - 528A5, Rochester, NY | 25 | 3.52 | 2.90 | 3.00 | 3.78 | 3.87 | 3.65 | 3.13 |
| 2 | VAMC Syracuse, NY - 670 | 99 | 3.09 | 2.88 | 2.83 | 2.92 | 2.99 | 3.14 | 2.59 |
| 2 | VAMC Bath, NY | 20 | 3.35 | 2.88 | 2.88 | 3.12 | 3.12 | 3.00 | 2.83 |
| 3 | VA Hudson Valley HCS (VAMC Castle Point - 620A4 and VAH Montrose - 620) | 26 | 3.58 | 2.76 | 3.13 | 3.79 | 3.78 | 3.38 | 3.17 |
| 3 | VA New Jersey HCS (VAMC East Orange - 561 and VAMC Lyons - 561A4) | 22 | 3.11 | 2.63 | 2.74 | 2.53 | 2.95 | 2.79 | 2.53 |
| 3 | VAMC Bronx, NY - 526 | 34 | 2.79 | 2.41 | 2.50 | 2.56 | 2.62 | 2.59 | 2.44 |
| 3 | VAMC Northport, NY - 632 | 47 | 3.40 | 3.14 | 3.28 | 3.51 | 3.49 | 3.45 | 3.21 |
| 3 | VA New York Harbor HCS (VAMC Brooklyn - 630A4 and VAMC New York - 630) | 48 | 3.28 | 2.91 | 3.04 | 3.28 | 3.37 | 3.37 | 3.26 |

5 point scale: 1= unmet need ... 5 = met need

Appendix 2: 2011 CHALENG Needs Score by VA Facility - Combined Community and VA Representatives Assessment

| VISN | VA Facility - 2011 Name | Respondents N= | SSI/SSD Process | Guardianship (Financial) | Help Managing Money | Job Training | Job Placement | Help Getting ID/ Documents | Transpor- tation |
|------|---|-------------------|--------------------|-----------------------------|---------------------------|-----------------|------------------|----------------------------------|---------------------|
| 4 | VA Pittsburgh HCS, PA (VAMC Pittsburgh (HD) - 646A5 and VAMC Pittsburgh (UD) - 646) | 64 | 3.37 | 3.04 | 3.04 | 3.51 | 3.45 | 3.40 | 3.22 |
| 4 | VAM&ROC Wilmington, DE - 460 | 14 | 2.29 | 2.00 | 2.14 | 2.43 | 2.36 | 2.57 | 2.79 |
| 4 | VAMC Altoona, PA - 503 | 31 | 3.45 | 3.14 | 3.10 | 3.03 | 3.13 | 3.33 | 3.03 |
| 4 | VAMC Butler, PA - 529 | 26 | 3.65 | 3.04 | 3.04 | 3.19 | 3.19 | 3.31 | 2.77 |
| 4 | VAMC Clarksburg, WV - 540 | 60 | 3.33 | 3.24 | 3.20 | 3.32 | 3.36 | 3.36 | 3.21 |
| 4 | VAMC Coatesville - 542 | 13 | 3.42 | 2.73 | 2.67 | 2.83 | 3.42 | 3.58 | 3.08 |
| 4 | VAMC Erie, PA - 562 | 131 | 2.98 | 2.50 | 2.49 | 2.83 | 2.90 | 2.97 | 3.09 |
| 4 | VAMC Lebanon, PA - 595 | 34 | 3.07 | 2.93 | 3.00 | 2.83 | 2.90 | 3.14 | 2.80 |
| 4 | VAMC Philadelphia, PA - 642 | 68 | 3.11 | 2.52 | 2.45 | 2.72 | 2.80 | 3.05 | 2.89 |
| 4 | VAMC Wilkes-Barre, PA - 693 | 75 | 3.64 | 3.18 | 3.17 | 3.17 | 3.35 | 3.43 | 2.96 |
| 5 | VA Maryland HCS (VAMC Baltimore - 512, VAMC Fort Howard - 512A4 and VAMC Perry Point - 512A5) | 18 | 3.07 | 2.57 | 3.14 | 3.27 | 3.36 | 3.43 | 2.47 |
| 5 | VAMC Martinsburg, WV - 613 | 35 | 2.91 | 2.06 | 2.34 | 2.50 | 3.00 | 3.27 | 2.70 |
| 5 | VAMC Washington, DC - 688 | 64 | 2.74 | 2.30 | 2.32 | 2.56 | 2.56 | 2.71 | 2.35 |
| 6 | VAMC Asheville, NC - 637 | 28 | 2.96 | 3.25 | 3.28 | 3.23 | 3.08 | 3.44 | 3.04 |
| 6 | VAMC Beckley, WV - 517 | 14 | 3.14 | 3.00 | 2.71 | 3.71 | 3.93 | 3.50 | 2.57 |
| 6 | VAMC Durham, NC - 558 | 3 | 4.00 | 3.33 | 4.00 | 4.00 | 3.67 | 4.00 | 4.00 |
| 6 | VAMC Fayetteville, NC - 565 | 11 | 3.27 | 2.73 | 2.50 | 2.27 | 2.73 | 2.80 | 2.30 |
| 6 | VAMC Hampton, VA - 590 | 126 | 3.21 | 2.87 | 2.80 | 2.83 | 2.91 | 3.09 | 2.70 |
| 6 | VAMC Richmond, VA - 652 | 11 | 3.56 | 2.22 | 3.70 | 2.67 | 3.20 | 3.50 | 3.20 |
| 6 | VAMC Salem, VA - 658 | 72 | 3.32 | 2.65 | 2.84 | 2.76 | 2.91 | 3.23 | 3.05 |
| 6 | VAMC Salisbury, NC - 659 | 73 | 3.02 | 2.94 | 2.77 | 2.95 | 2.85 | 2.98 | 2.75 |
| 7 | VA Central Alabama HCS (VAMC Montgomery - 619 and VAMC Tuskegee - 619A4) | 18 | 3.21 | 2.86 | 3.25 | 3.38 | 3.44 | 3.19 | 3.06 |
| 7 | VAMC - Augusta, GA - 509 | 37 | 2.57 | 2.62 | 2.66 | 2.68 | 2.72 | 2.84 | 3.06 |
| 7 | VAMC Atlanta, GA - 508 (Decatur, GA) | 27 | 3.22 | 2.86 | 2.96 | 3.35 | 3.45 | 3.45 | 3.16 |
| 7 | VAMC Birmingham, AL - 521 | 25 | 3.21 | 2.95 | 3.05 | 3.45 | 3.35 | 3.25 | 3.10 |

5 point scale: 1= unmet need ... 5 = met need

Appendix 2: 2011 CHALENG Needs Score by VA Facility - Combined Community and VA Representatives Assessment

| VISN | VA Facility - 2011 Name | Respondents N= | SSI/SSD Process | Guardianship (Financial) | Help Managing Money | Job Training | Job Placement | Help Getting ID/ Documents | Transpor- tation |
|------|--|-------------------|--------------------|-----------------------------|---------------------------|-----------------|------------------|----------------------------------|---------------------|
| 7 | VAMC Charleston, SC - 534 | 39 | 3.72 | 3.50 | 3.55 | 3.50 | 3.47 | 3.59 | 3.30 |
| 7 | VAMC Columbia, SC - 544 | 50 | 2.71 | 2.68 | 3.14 | 3.02 | 3.24 | 3.18 | 3.39 |
| 7 | VAMC Dublin, GA - 557 | 31 | 3.32 | 3.00 | 3.36 | 3.46 | 3.72 | 3.45 | 2.90 |
| 7 | VAMC Tuscaloosa, AL - 679 | 31 | 3.85 | 3.56 | 3.63 | 3.96 | 3.96 | 3.92 | 3.63 |
| 8 | VA North Florida/South Georgia HCS (VAMC Gainesville - 573 and VAMC Lake City - 573A4) | 9 | 3.00 | 3.00 | 2.25 | 1.88 | 1.88 | 2.50 | 2.25 |
| 8 | VAH Tampa, FL - 673 | 32 | 3.00 | 2.77 | 2.67 | 3.07 | 3.33 | 3.11 | 3.00 |
| 8 | VAMC Bay Pines - 516 | 92 | 3.10 | 2.75 | 2.88 | 3.15 | 3.19 | 3.09 | 2.98 |
| 8 | VAMC Miami, FL - 546 | 50 | 3.36 | 2.90 | 2.88 | 3.11 | 3.36 | 3.30 | 3.47 |
| 8 | VAMC West Palm Beach, FL - 548 | 72 | 3.26 | 3.13 | 3.02 | 3.42 | 3.50 | 3.42 | 3.55 |
| 8 | VAMC San Juan, PR - 672 | 22 | 2.54 | 2.29 | 2.14 | 2.21 | 2.29 | 2.36 | 3.12 |
| 8 | VAMC Orlando, FL-675 | 25 | 3.38 | 3.00 | 3.18 | 3.48 | 3.09 | 3.59 | 2.18 |
| 9 | VAMC Huntington, WV - 581 | 23 | 3.74 | 3.22 | 3.17 | 3.65 | 3.95 | 3.87 | 3.39 |
| 9 | VAMC Lexington, KY - 596 | 32 | 2.77 | 2.47 | 2.62 | 3.00 | 3.23 | 2.97 | 2.69 |
| 9 | VAMC Louisville, KY - 603 | 56 | 3.37 | 3.00 | 3.06 | 3.21 | 3.30 | 3.21 | 3.15 |
| 9 | VAMC Memphis, TN - 614 | 37 | 3.18 | 2.79 | 2.91 | 2.97 | 2.75 | 3.37 | 3.23 |
| 9 | VAMC Mountain Home, TN - 621 | 53 | 3.21 | 2.61 | 2.52 | 2.64 | 2.71 | 3.26 | 2.93 |
| 9 | VAMC Nashville, TN - 626 (Nashville and Murfreesboro) | 39 | 3.38 | 3.03 | 3.28 | 3.33 | 3.47 | 3.72 | 3.43 |
| 10 | VAMC Chillicothe, OH - 538 | 26 | 3.27 | 3.16 | 3.15 | 3.00 | 2.96 | 2.92 | 3.62 |
| 10 | VAMC Cincinnati, OH - 539 (Ft. Thomas, KY) | 28 | 3.50 | 3.05 | 2.81 | 3.08 | 3.54 | 3.70 | 3.64 |
| 10 | VAMC Cleveland, OH - 541 (Brecksville, OH) | 51 | 2.88 | 2.54 | 2.45 | 2.58 | 2.51 | 2.88 | 2.74 |
| 10 | VAMC Dayton, OH - 552 | 18 | 3.40 | 2.67 | 3.00 | 3.27 | 3.47 | 3.67 | 3.00 |
| 10 | VAOPC Columbus, OH - 757 (Grove City, OH) | 52 | 3.58 | 3.33 | 3.23 | 3.51 | 3.76 | 3.76 | 3.51 |
| 11 | VAOPC Toledo, OH and VA Ann Arbor HCS, MI - 506 | 19 | 3.77 | 3.38 | 2.67 | 2.85 | 2.92 | 3.08 | 3.29 |
| 11 | VA Northern Indiana HCS (VAMC Fort Wayne - 610A4 and VAMC Marion - 610) | 72 | 3.00 | 2.50 | 2.60 | 2.97 | 3.03 | 3.16 | 3.01 |

5 point scale: 1= unmet need ... 5 = met need

Appendix 2: 2011 CHALENG Needs Score by VA Facility - Combined Community and VA Representatives Assessment

| VISN | VA Facility - 2011 Name | Respondents N= | SSI/SSD Process | Guardianship (Financial) | Help Managing Money | Job Training | Job Placement | Help Getting ID/ Documents | Transpor- tation |
|------|--|-------------------|--------------------|-----------------------------|---------------------------|-----------------|------------------|----------------------------------|---------------------|
| 11 | VAMC Battle Creek, MI - 515 | 19 | 3.36 | 3.07 | 2.79 | 3.71 | 3.93 | 3.79 | 3.36 |
| 11 | VAMC Danville, IL - 550 | 15 | 3.20 | 3.20 | 3.13 | 3.33 | 3.33 | 3.40 | 3.53 |
| 11 | VAMC Detroit, MI - 553 | 58 | 3.04 | 2.61 | 2.62 | 3.32 | 3.54 | 3.40 | 2.91 |
| 11 | VAMC Indianapolis - 583 | 31 | 3.23 | 2.57 | 2.84 | 3.19 | 3.33 | 3.17 | 3.00 |
| 11 | VAMC Saginaw, MI - 655 | 19 | 3.27 | 3.12 | 3.13 | 3.25 | 3.25 | 3.44 | 3.06 |
| 12 | VAH Hines, IL - 578 | 85 | 3.10 | 2.86 | 3.01 | 3.26 | 3.22 | 3.29 | 3.19 |
| 12 | VAH Madison, WI - 607 | 69 | 3.02 | 2.57 | 2.53 | 3.11 | 3.25 | 2.89 | 2.70 |
| 12 | VAMC Iron Mountain, MI - 585 | 52 | 2.88 | 2.39 | 2.60 | 2.60 | 2.81 | 3.06 | 2.53 |
| 12 | VAMC Milwaukee, WI - 695 | 129 | 3.02 | 2.63 | 2.55 | 2.96 | 2.89 | 3.16 | 3.01 |
| 12 | VAMC North Chicago, IL - 556 | 12 | 3.33 | 3.42 | 2.92 | 2.83 | 3.00 | 3.55 | 3.08 |
| 12 | VAMC Tomah, WI - 676 | 25 | 3.20 | 3.26 | 2.95 | 3.30 | 3.50 | 3.30 | 2.95 |
| 12 | VA Chicago HCS (VAMC Chicago (LS) - 537A4 and VAMC Chicago (WS) - 537) | 26 | 3.54 | 3.08 | 2.81 | 3.04 | 3.08 | 3.23 | 3.42 |
| 15 | VA Eastern Kansas HCS (VAMC Leavenworth - 677A4) | 35 | 3.18 | 2.68 | 2.94 | 2.91 | 3.29 | 3.23 | 2.26 |
| 15 | VAH Columbia, MO - 543 | 126 | 2.88 | 2.87 | 2.94 | 3.44 | 3.43 | 3.37 | 2.78 |
| 15 | VAM&ROC Wichita, KS - 452 | 27 | 3.42 | 3.13 | 2.96 | 3.04 | 2.96 | 2.96 | 2.72 |
| 15 | VAMC Kansas City, MO - 589 | 28 | 3.17 | 2.75 | 2.26 | 2.68 | 2.77 | 2.72 | 2.65 |
| 15 | VAMC Marion, IL - 609 | 38 | 3.11 | 2.85 | 2.85 | 2.85 | 2.85 | 2.97 | 2.77 |
| 15 | VAMC Poplar Bluff, MO - 647 | 24 | 3.29 | 3.00 | 2.76 | 3.11 | 3.11 | 3.00 | 3.00 |
| 15 | VAMC St. Louis, MO - 657 | 40 | 2.91 | 2.91 | 2.91 | 3.19 | 3.44 | 3.44 | 3.37 |
| 15 | VAMC Topeka - 677 | 25 | 3.52 | 3.30 | 3.28 | 3.26 | 3.48 | 3.43 | 3.17 |
| 16 | VA Central Arkansas HCS - 598 | 20 | 3.31 | 3.18 | 3.12 | 3.24 | 3.20 | 3.61 | 3.06 |
| 16 | VA Gulf Coast HCS - 520 (Biloxi, MS, Pensacola, FL) | 60 | 2.91 | 2.58 | 2.45 | 2.63 | 2.83 | 2.76 | 2.47 |
| 16 | VAMC Alexandria, LA - 502 | 61 | 3.33 | 2.95 | 2.88 | 3.13 | 3.26 | 3.25 | 2.98 |
| 16 | VAMC Fayetteville, AR - 564 | 17 | 3.18 | 2.81 | 3.00 | 3.12 | 3.29 | 3.47 | 3.82 |
| 16 | VAMC Houston, TX - 580 | 24 | 3.48 | 3.26 | 3.35 | 3.32 | 3.55 | 3.57 | 3.33 |
| 16 | VAMC Jackson, MS - 586 | 47 | 3.61 | 2.98 | 3.02 | 3.21 | 3.19 | 3.35 | 3.20 |
| 16 | VAMC New Orleans, LA - 629 | 38 | 3.48 | 2.82 | 3.09 | 3.28 | 3.50 | 3.74 | 3.00 |
| 16 | VAMC Oklahoma City, OK - 635 | 52 | 3.21 | 2.72 | 2.70 | 3.13 | 3.14 | 3.11 | 2.76 |
| 16 | VAMC Shreveport, LA - 667 | 69 | 3.52 | 3.07 | 3.24 | 3.49 | 3.52 | 3.58 | 3.28 |

5 point scale: 1= unmet need ... 5 = met need

Appendix 2: 2011 CHALENG Needs Score by VA Facility - Combined Community and VA Representatives Assessment

| VISN | VA Facility - 2011 Name | Respondents N= | SSI/SSD Process | Guardianship (Financial) | Help Managing Money | Job Training | Job Placement | Help Getting ID/ Documents | Transpor- tation |
|------|---|-------------------|--------------------|-----------------------------|---------------------------|-----------------|------------------|----------------------------------|---------------------|
| 16 | VAMC Muskogee, OK- 623 (Tulsa, OK) | 26 | 3.29 | 2.63 | 2.28 | 3.24 | 3.52 | 3.23 | 3.00 |
| 17 | VA Central Texas HCS (VAMC Marlin - 674A5, VAMC Temple - 674, VAMC Waco - 674A4 and VAOPC Austin - 674BY) | 68 | 3.10 | 2.80 | 2.89 | 3.06 | 3.16 | 3.21 | 2.72 |
| 17 | VA North Texas HCS (VAMC Bonham - 549A4 and VAMC Dallas - 549) | 116 | 3.02 | 2.73 | 2.94 | 3.11 | 3.08 | 3.20 | 2.57 |
| 17 | VA Texas Valley Coastal Bend Health Care System (VA OPC Corpus Christi, TX - 671BZ, VA OPC Harlingen, TX-671GA) | 10 | 2.67 | 3.25 | 2.67 | 2.25 | 2.75 | 3.00 | 3.00 |
| 17 | VA South Texas Veterans HCS (VAMC Kerrville - 671A4 and VAH San Antonio - 671) | 35 | 3.26 | 2.97 | 3.24 | 3.47 | 3.40 | 3.41 | 3.09 |
| 18 | El Paso VA HCS, TX - 756 | 0 | | | | | | | |
| 18 | VA New Mexico HCS - 501 | 37 | 2.89 | 2.88 | 2.44 | 2.94 | 3.00 | 2.91 | 2.69 |
| 18 | VA Northern Arizona HCS - 649 | 43 | 3.08 | 2.79 | 2.49 | 2.59 | 2.59 | 2.73 | 2.44 |
| 18 | VA Southern Arizona HCS - 678 | 77 | 3.03 | 2.97 | 2.69 | 3.26 | 3.29 | 3.27 | 3.30 |
| 18 | VAMC Amarillo, TX - 504 | 50 | 3.14 | 2.76 | 2.84 | 2.81 | 2.95 | 3.07 | 2.72 |
| 18 | VA West Texas HCS - 519 | 21 | 3.53 | 3.00 | 2.72 | 3.50 | 3.71 | 3.29 | 3.22 |
| 18 | VAMC Phoenix, AZ - 644 | 70 | 2.70 | 2.86 | 2.77 | 2.97 | 3.14 | 2.98 | 2.87 |
| 19 | VA Montana HCS (VAM&ROC Ft. Harrison - 436 and VA Eastern Montana HCS - 436A4), Miles City, MT | 45 | 2.68 | 2.22 | 2.18 | 2.13 | 2.53 | 2.85 | 2.76 |
| 19 | VA Southern Colorado HCS, (Colorado Springs-567) | 32 | 2.69 | 2.57 | 2.39 | 2.69 | 2.66 | 2.55 | 2.00 |
| 19 | VAM&ROC Cheyenne, WY - 442 | 23 | 2.80 | 2.72 | 2.70 | 3.35 | 3.40 | 2.89 | 2.62 |
| 19 | VA Eastern Colorado HCS (VAMC Denver - 554) | 34 | 2.94 | 2.59 | 2.76 | 2.91 | 2.97 | 3.09 | 2.67 |
| 19 | VAMC Grand Junction, CO - 575 | 16 | 3.29 | 2.79 | 2.71 | 2.86 | 2.93 | 3.29 | 3.50 |

5 point scale: 1= unmet need ... 5 = met need

Appendix 2: 2011 CHALENG Needs Score by VA Facility - Combined Community and VA Representatives Assessment

| VISN | VA Facility - 2011 Name | Respondents N= | SSI/SSD Process | Guardianship (Financial) | Help Managing Money | Job Training | Job Placement | Help Getting ID/ Documents | Transpor- tation |
|------|---|-------------------|--------------------|-----------------------------|---------------------------|-----------------|------------------|----------------------------------|---------------------|
| 19 | VAMC Salt Lake City, UT - 660 | 62 | 3.16 | 3.02 | 2.88 | 3.31 | 3.30 | 3.09 | 2.73 |
| 19 | VAMC Sheridan, WY - 666 | 23 | 3.55 | 2.89 | 2.75 | 3.10 | 3.58 | 3.68 | 2.81 |
| 20 | VA Alaska HCS & RO - 463 | 21 | 3.00 | 2.89 | 2.67 | 3.11 | 3.05 | 3.11 | 2.61 |
| 20 | VA DOM White City, OR - 692 | 40 | 3.21 | 3.12 | 3.08 | 3.25 | 3.34 | 3.30 | 2.73 |
| 20 | VA Puget Sound HCS (VAMC American Lake - 663A4 and VAMC Seattle, WA - 663), Tacoma, WA | 106 | 2.82 | 2.75 | 2.57 | 2.82 | 2.73 | 2.73 | 2.62 |
| 20 | VA Roseburg HCS, OR - 653 (Eugene, OR) | 34 | 2.86 | 2.57 | 2.50 | 2.91 | 2.86 | 3.00 | 2.75 |
| 20 | VAMC Boise, ID - 531 | 26 | 2.60 | 2.72 | 2.60 | 3.00 | 3.08 | 3.17 | 2.73 |
| 20 | VAMC Portland, OR - 648 | 91 | 2.80 | 2.57 | 2.56 | 2.92 | 3.11 | 3.05 | 2.71 |
| 20 | VAMC Spokane, WA - 668 | 71 | 3.33 | 3.25 | 3.18 | 3.48 | 3.60 | 3.58 | 3.38 |
| 20 | VAMC Walla Walla, WA - 687 | 27 | 3.17 | 2.75 | 2.92 | 3.23 | 3.67 | 3.39 | 2.68 |
| 21 | VA Central California HCS, CA - 570 | 7 | 3.50 | 3.33 | 3.50 | 3.83 | 3.83 | 3.43 | 2.86 |
| 21 | VA Northern California HCS - 612 (Martinez, Oakland and Sacramento) | 43 | 3.10 | 2.75 | 2.95 | 2.92 | 2.77 | 3.31 | 2.69 |
| 21 | VA Palo Alto HCS (VAMC Livermore - 640A4 and VAMC Palo Alto - 640), Menlo Park, CA | 152 | 2.89 | 2.62 | 2.66 | 2.91 | 2.98 | 3.06 | 2.78 |
| 21 | VA Sierra Nevada HCS, NV - 654 | 16 | 2.93 | 2.33 | 2.53 | 2.81 | 3.00 | 2.69 | 2.63 |
| 21 | VAM&ROC Honolulu, HI - 459 | 88 | 3.05 | 2.81 | 2.71 | 2.78 | 2.85 | 3.06 | 2.74 |
| 21 | VAMC San Francisco, CA - 662 | 23 | 2.78 | 2.43 | 2.41 | 2.60 | 2.90 | 3.00 | 2.57 |
| 22 | VA Greater Los Angeles HCS (VAOPC Los Angeles - 691GE, VAMC Sepulveda - 691A4 and VAMC West Los Angeles - 691) | 84 | 3.39 | 3.24 | 3.28 | 3.69 | 3.86 | 3.61 | 3.67 |
| 22 | VA Southern Nevada HCS - 593 | 114 | 3.26 | 2.84 | 2.82 | 3.17 | 3.24 | 3.33 | 3.24 |
| 22 | VAMC Loma Linda, CA - 605 | 102 | 2.99 | 2.56 | 2.49 | 2.81 | 2.81 | 2.88 | 2.90 |
| 22 | VAMC Long Beach, CA - 600 | 38 | 3.24 | 2.87 | 2.95 | 3.00 | 3.24 | 3.42 | 3.08 |
| 22 | VAMC San Diego, CA - 664 | 45 | 3.02 | 2.53 | 2.71 | 3.21 | 3.36 | 3.35 | 2.70 |

5 point scale: 1= unmet need ... 5 = met need

Appendix 2: 2011 CHALENG Needs Score by VA Facility - Combined Community and VA Representatives Assessment

| VISN | VA Facility - 2011 Name | Respondents N= | SSI/SSD Process | Guardianship (Financial) | Help Managing Money | Job Training | Job Placement | Help Getting ID/ Documents | Transpor- tation |
|------|---|-------------------|--------------------|-----------------------------|---------------------------|-----------------|------------------|----------------------------------|---------------------|
| 23 | VA Black Hills HCS (VAMC Fort Meade - 568 and VAMC Hot Springs - 568A4) | 88 | 3.11 | 3.01 | 2.92 | 3.43 | 3.54 | 3.20 | 2.93 |
| 23 | VAH&ROC Sioux Falls, SD - 438 | 57 | 3.10 | 2.80 | 2.83 | 2.92 | 3.17 | 2.85 | 2.75 |
| 23 | VAM&ROC Fargo, ND - 437 | 110 | 3.42 | 3.10 | 2.96 | 3.24 | 3.37 | 3.42 | 2.95 |
| 23 | VAMC Minneapolis, MN - 618, and Superior, WI | 127 | 3.19 | 3.01 | 2.86 | 3.00 | 3.14 | 3.19 | 2.85 |
| 23 | VAMC St. Cloud, MN - 656 | 66 | 3.26 | 2.87 | 2.95 | 3.22 | 3.16 | 3.08 | 3.00 |
| 23 | VA Central Iowa HCS (VAMC Des Moines - 555, VAMC Knoxville - 555A4) | 26 | 3.00 | 2.70 | 2.83 | 3.00 | 3.08 | 3.27 | 2.84 |
| 23 | VA Nebraska Western Iowa HCS (VAMC Grand Island - 597A4 and VAMC Lincoln - 597, VAMC Omaha-636) | 42 | 3.40 | 3.25 | 3.26 | 3.36 | 3.52 | 3.46 | 2.98 |
| 23 | VAMC Iowa City, IA - 584 | 97 | 3.09 | 2.74 | 2.70 | 3.03 | 3.12 | 3.13 | 2.85 |

5 point scale: 1= unmet need ... 5 = met need

Appendix 2: 2011 CHALENG Needs Score by VA Facility - Combined Community and VA Representatives Assessment

| VISN | VA Facility - 2011 Name | Respondents N= | Education | Child Care | Family Reconcilia- tion | Discharge Upgrade | Spiritual | Incarcerated Veterans | Elder Assisted Living | Legal Child Support |
|------|---|-------------------|-----------|------------|-------------------------------|----------------------|-----------|--------------------------|-----------------------------|---------------------------|
| 1 | VA Boston HCS (VAMC Boston - 523 and VAMC W. Roxbury - 523A4), VAMC Brockton, MA - 523A5 and VAH Bedford, MA) | 19 | 3.63 | 2.05 | 2.33 | 2.95 | 3.06 | 3.42 | 2.59 | 2.95 |
| 1 | VA Connecticut HCS (VAMC Newington and VAMC West Haven) | 28 | 3.54 | 2.71 | 3.13 | 3.00 | 3.72 | 3.48 | 3.04 | 3.12 |
| 1 | VAM&ROC Togus, ME - 402 | 34 | 2.45 | 2.06 | 2.33 | 2.66 | 2.78 | 2.19 | 2.67 | 2.27 |
| 1 | VAM&ROC White River Junction, VT - 405 | 22 | 3.47 | 2.52 | 2.76 | 3.05 | 3.45 | 2.81 | 3.05 | 2.74 |
| 1 | VAMC Manchester, NH - 608 | 28 | 3.08 | 2.88 | 2.79 | 3.04 | 3.43 | 2.67 | 2.88 | 2.50 |
| 1 | VAMC Northampton, MA - 631 (Leeds) | 16 | 2.56 | 1.85 | 2.23 | 2.00 | 2.86 | 2.43 | 2.31 | 2.00 |
| 1 | VAMC Providence, RI - 650, Bristol, RI | 20 | 3.30 | 2.45 | 2.65 | 3.15 | 3.40 | 3.00 | 3.11 | 2.63 |
| 2 | VA Western New York HCS - (VAMC Batavia - 528A4 and VAMC Buffalo - 528) | 76 | 3.37 | 3.04 | 3.04 | 3.24 | 3.51 | 3.30 | 3.28 | 2.98 |
| 2 | VAMC Albany, NY - 500 | 106 | 3.34 | 2.69 | 2.64 | 3.09 | 3.34 | 3.16 | 2.78 | 2.74 |
| 2 | VAMC Canandaigua, NY - 528A5, Rochester, NY | 25 | 3.39 | 2.82 | 3.00 | 3.23 | 3.73 | 3.52 | 3.35 | 3.00 |
| 2 | VAMC Syracuse, NY - 670 | 99 | 3.10 | 2.61 | 2.72 | 3.03 | 3.41 | 2.71 | 2.84 | 2.61 |
| 2 | VAMC Bath, NY | 20 | 2.94 | 2.82 | 2.76 | 3.06 | 3.24 | 3.12 | 3.18 | 2.94 |
| 3 | VA Hudson Valley HCS (VAMC Castle Point - 620A4 and VAH Montrose - 620) | 26 | 3.54 | 2.54 | 2.70 | 2.95 | 3.42 | 3.65 | 3.08 | 2.25 |
| 3 | VA New Jersey HCS (VAMC East Orange - 561 and VAMC Lyons - 561A4) | 22 | 2.68 | 2.32 | 2.56 | 2.71 | 2.78 | 2.78 | 2.63 | 2.56 |
| 3 | VAMC Bronx, NY - 526 | 34 | 2.53 | 1.94 | 2.00 | 2.41 | 2.68 | 2.47 | 2.44 | 2.18 |
| 3 | VAMC Northport, NY - 632 | 47 | 3.33 | 3.07 | 2.93 | 3.35 | 3.40 | 3.29 | 3.28 | 2.79 |
| 3 | VA New York Harbor HCS (VAMC Brooklyn - 630A4 and VAMC New York - 630) | 48 | 3.38 | 2.55 | 2.73 | 3.24 | 3.62 | 3.29 | 2.93 | 2.40 |

5 point scale: 1= unmet need ... 5 = met need

Appendix 2: 2011 CHALENG Needs Score by VA Facility - Combined Community and VA Representatives Assessment

| VISN | VA Facility - 2011 Name | Respondents N= | Education | Child Care | Family Reconcilia- tion | Discharge Upgrade | Spiritual | Incarcerated Veterans | Elder Assisted Living | Legal Child Support |
|------|---|-------------------|-----------|------------|-------------------------------|----------------------|-----------|--------------------------|-----------------------------|---------------------------|
| 4 | VA Pittsburgh HCS, PA (VAMC Pittsburgh (HD) - 646A5 and VAMC Pittsburgh (UD) - 646) | 64 | 3.40 | 2.74 | 3.02 | 3.21 | 3.42 | 3.30 | 3.19 | 3.02 |
| 4 | VAM&ROC Wilmington, DE - 460 | 14 | 2.43 | 2.00 | 1.86 | 2.57 | 3.00 | 2.36 | 2.36 | 1.86 |
| 4 | VAMC Altoona, PA - 503 | 31 | 3.00 | 2.86 | 2.83 | 3.04 | 3.28 | 2.72 | 3.45 | 2.86 |
| 4 | VAMC Butler, PA - 529 | 26 | 3.08 | 2.81 | 2.77 | 3.26 | 3.68 | 2.92 | 3.38 | 3.12 |
| 4 | VAMC Clarksburg, WV - 540 | 60 | 3.41 | 2.89 | 2.82 | 3.06 | 3.25 | 2.93 | 3.12 | 2.89 |
| 4 | VAMC Coatesville - 542 | 13 | 3.08 | 2.27 | 2.91 | 3.36 | 3.50 | 2.92 | 3.36 | 2.09 |
| 4 | VAMC Erie, PA - 562 | 131 | 2.97 | 2.31 | 2.55 | 2.91 | 3.28 | 2.82 | 2.98 | 2.41 |
| 4 | VAMC Lebanon, PA - 595 | 34 | 2.93 | 2.50 | 2.58 | 2.88 | 3.62 | 2.83 | 3.10 | 2.59 |
| 4 | VAMC Philadelphia, PA - 642 | 68 | 2.98 | 2.34 | 2.49 | 2.75 | 2.95 | 3.09 | 2.86 | 2.46 |
| 4 | VAMC Wilkes-Barre, PA - 693 | 75 | 3.24 | 2.80 | 2.92 | 3.22 | 3.65 | 3.12 | 3.32 | 2.84 |
| 5 | VA Maryland HCS (VAMC Baltimore - 512, VAMC Fort Howard - 512A4 and VAMC Perry Point - 512A5) | 18 | 2.93 | 1.69 | 2.23 | 2.62 | 2.85 | 2.94 | 2.85 | 2.62 |
| 5 | VAMC Martinsburg, WV - 613 | 35 | 2.56 | 1.77 | 2.00 | 2.60 | 3.48 | 2.69 | 2.41 | 1.97 |
| 5 | VAMC Washington, DC - 688 | 64 | 2.48 | 2.24 | 2.31 | 2.20 | 2.98 | 2.38 | 2.46 | 2.23 |
| 6 | VAMC Asheville, NC - 637 | 28 | 3.04 | 2.44 | 2.63 | 2.96 | 3.77 | 2.85 | 3.08 | 2.58 |
| 6 | VAMC Beckley, WV - 517 | 14 | 3.00 | 2.36 | 2.57 | 2.93 | 3.43 | 2.86 | 3.14 | 2.21 |
| 6 | VAMC Durham, NC - 558 | 3 | 2.67 | 2.67 | 2.67 | 2.67 | 3.67 | 2.67 | 2.67 | 2.67 |
| 6 | VAMC Fayetteville, NC - 565 | 11 | 2.70 | 2.00 | 2.20 | 2.30 | 2.90 | 2.27 | 2.45 | 2.22 |
| 6 | VAMC Hampton, VA - 590 | 126 | 2.84 | 2.13 | 2.40 | 2.93 | 3.44 | 2.91 | 2.71 | 2.39 |
| 6 | VAMC Richmond, VA - 652 | 11 | 2.90 | 2.11 | 2.50 | 2.44 | 3.89 | 2.70 | 2.40 | 2.38 |
| 6 | VAMC Salem, VA - 658 | 72 | 2.70 | 2.35 | 2.41 | 2.81 | 3.58 | 3.08 | 2.86 | 2.77 |
| 6 | VAMC Salisbury, NC - 659 | 73 | 3.02 | 2.08 | 2.37 | 2.74 | 3.28 | 2.70 | 2.76 | 2.22 |
| 7 | VA Central Alabama HCS (VAMC Montgomery - 619 and VAMC Tuskegee - 619A4) | 18 | 3.50 | 2.43 | 2.93 | 3.07 | 2.87 | 3.14 | 3.50 | 2.87 |
| 7 | VAMC - Augusta, GA - 509 | 37 | 3.06 | 2.28 | 2.29 | 2.37 | 3.61 | 2.58 | 2.39 | 2.23 |
| 7 | VAMC Atlanta, GA - 508 (Decatur, GA) | 27 | 3.18 | 2.32 | 2.45 | 2.91 | 3.48 | 2.95 | 2.76 | 2.61 |
| 7 | VAMC Birmingham, AL - 521 | 25 | 3.25 | 2.79 | 2.75 | 3.17 | 3.58 | 3.21 | 3.16 | 2.84 |

5 point scale: 1= unmet need ... 5 = met need

Appendix 2: 2011 CHALENG Needs Score by VA Facility - Combined Community and VA Representatives Assessment

| VISN | VA Facility - 2011 Name | Respondents N= | Education | Child Care | Family Reconcilia- tion | Discharge Upgrade | Spiritual | Incarcerated Veterans | Elder Assisted Living | Legal Child Support |
|------|--|-------------------|-----------|------------|-------------------------------|----------------------|-----------|--------------------------|-----------------------------|---------------------------|
| 7 | VAMC Charleston, SC - 534 | 39 | 3.53 | 2.27 | 2.66 | 3.45 | 3.53 | 3.18 | 3.14 | 3.31 |
| 7 | VAMC Columbia, SC - 544 | 50 | 3.00 | 2.60 | 2.76 | 2.67 | 3.14 | 2.68 | 2.83 | 2.54 |
| 7 | VAMC Dublin, GA - 557 | 31 | 3.54 | 2.25 | 3.00 | 3.18 | 3.97 | 3.34 | 3.52 | 3.07 |
| 7 | VAMC Tuscaloosa, AL - 679 | 31 | 3.93 | 3.19 | 3.41 | 3.70 | 4.07 | 3.65 | 3.58 | 3.37 |
| 8 | VA North Florida/South Georgia HCS (VAMC Gainesville - 573 and VAMC Lake City - 573A4) | 9 | 2.38 | 1.75 | 1.88 | 3.00 | 3.50 | 4.13 | 2.88 | 2.25 |
| 8 | VAH Tampa, FL - 673 | 32 | 2.97 | 2.44 | 2.23 | 2.58 | 2.86 | 2.75 | 3.41 | 2.29 |
| 8 | VAMC Bay Pines - 516 | 92 | 3.06 | 2.36 | 2.56 | 2.84 | 3.28 | 3.06 | 3.18 | 2.59 |
| 8 | VAMC Miami, FL - 546 | 50 | 3.11 | 2.81 | 3.02 | 3.32 | 3.35 | 3.11 | 2.80 | 2.83 |
| 8 | VAMC West Palm Beach, FL - 548 | 72 | 3.50 | 2.66 | 2.81 | 3.11 | 3.46 | 3.35 | 3.56 | 2.78 |
| 8 | VAMC San Juan, PR - 672 | 22 | 3.06 | 2.25 | 2.57 | 2.36 | 3.60 | 1.93 | 2.47 | 2.21 |
| 8 | VAMC Orlando, FL-675 | 25 | 3.41 | 2.18 | 2.71 | 3.10 | 3.38 | 3.45 | 2.86 | 2.43 |
| 9 | VAMC Huntington, WV - 581 | 23 | 3.48 | 2.74 | 2.50 | 3.13 | 3.57 | 3.13 | 3.00 | 2.61 |
| 9 | VAMC Lexington, KY - 596 | 32 | 2.97 | 2.06 | 2.16 | 2.81 | 2.90 | 2.90 | 2.67 | 2.13 |
| 9 | VAMC Louisville, KY - 603 | 56 | 3.02 | 2.60 | 2.72 | 2.86 | 3.27 | 3.17 | 3.02 | 2.78 |
| 9 | VAMC Memphis, TN - 614 | 37 | 3.06 | 2.55 | 2.74 | 3.09 | 3.18 | 3.06 | 2.81 | 2.64 |
| 9 | VAMC Mountain Home, TN - 621 | 53 | 3.05 | 2.07 | 2.34 | 2.58 | 3.35 | 2.60 | 3.05 | 2.39 |
| 9 | VAMC Nashville, TN - 626 (Nashville and Murfreesboro) | 39 | 3.40 | 2.68 | 2.81 | 2.69 | 3.61 | 3.12 | 3.03 | 2.91 |
| 10 | VAMC Chillicothe, OH - 538 | 26 | 3.35 | 2.92 | 2.88 | 3.08 | 3.54 | 2.77 | 2.96 | 3.12 |
| 10 | VAMC Cincinnati, OH - 539 (Ft. Thomas, KY) | 28 | 3.62 | 2.32 | 2.44 | 3.12 | 3.63 | 2.72 | 2.64 | 2.44 |
| 10 | VAMC Cleveland, OH - 541 (Brecksville, OH) | 51 | 2.81 | 2.63 | 2.40 | 2.61 | 2.68 | 2.67 | 2.73 | 2.38 |
| 10 | VAMC Dayton, OH - 552 | 18 | 3.21 | 2.86 | 2.86 | 3.47 | 3.71 | 3.50 | 3.29 | 2.50 |
| 10 | VAOPC Columbus, OH - 757 (Grove City, OH) | 52 | 3.35 | 2.57 | 2.79 | 3.25 | 3.31 | 3.40 | 3.46 | 2.83 |
| 11 | VAOPC Toledo, OH and VA Ann Arbor HCS, MI - 506 | 19 | 3.00 | 2.77 | 2.92 | 3.25 | 3.23 | 2.77 | 3.17 | 2.69 |
| 11 | VA Northern Indiana HCS (VAMC Fort Wayne - 610A4 and VAMC Marion - 610) | 72 | 3.00 | 2.50 | 2.60 | 2.65 | 3.32 | 2.77 | 2.80 | 2.56 |

5 point scale: 1= unmet need ... 5 = met need

Appendix 2: 2011 CHALENG Needs Score by VA Facility - Combined Community and VA Representatives Assessment

| VISN | VA Facility - 2011 Name | Respondents N= | Education | Child Care | Family Reconcilia- tion | Discharge Upgrade | Spiritual | Incarcerated Veterans | Elder Assisted Living | Legal Child Support |
|------|--|-------------------|-----------|------------|-------------------------------|----------------------|-----------|--------------------------|-----------------------------|---------------------------|
| 11 | VAMC Battle Creek, MI - 515 | 19 | 3.57 | 2.36 | 2.43 | 2.86 | 3.64 | 3.08 | 3.57 | 3.00 |
| 11 | VAMC Danville, IL - 550 | 15 | 3.36 | 2.93 | 3.07 | 3.36 | 3.93 | 3.29 | 3.64 | 3.07 |
| 11 | VAMC Detroit, MI - 553 | 58 | 3.30 | 2.25 | 2.60 | 2.86 | 3.44 | 2.98 | 2.79 | 2.48 |
| 11 | VAMC Indianapolis - 583 | 31 | 2.94 | 2.32 | 2.55 | 2.97 | 3.35 | 3.16 | 2.73 | 2.42 |
| 11 | VAMC Saginaw, MI - 655 | 19 | 3.00 | 2.81 | 2.69 | 2.82 | 3.25 | 2.94 | 3.13 | 2.40 |
| 12 | VAH Hines, IL - 578 | 85 | 3.31 | 2.48 | 2.76 | 2.79 | 3.15 | 2.75 | 3.22 | 2.96 |
| 12 | VAH Madison, WI - 607 | 69 | 2.98 | 2.64 | 2.51 | 2.76 | 3.31 | 2.97 | 3.03 | 2.54 |
| 12 | VAMC Iron Mountain, MI - 585 | 52 | 2.77 | 2.15 | 2.33 | 2.66 | 3.38 | 2.38 | 3.16 | 2.16 |
| 12 | VAMC Milwaukee, WI - 695 | 129 | 3.10 | 2.43 | 2.58 | 2.99 | 3.23 | 3.15 | 2.89 | 2.54 |
| 12 | VAMC North Chicago, IL - 556 | 12 | 3.17 | 2.92 | 3.17 | 3.25 | 3.33 | 2.92 | 3.17 | 3.08 |
| 12 | VAMC Tomah, WI - 676 | 25 | 3.21 | 2.39 | 2.72 | 3.27 | 3.71 | 3.06 | 3.16 | 2.32 |
| 12 | VA Chicago HCS (VAMC Chicago (LS) - 537A4 and VAMC Chicago (WS) - 537) | 26 | 3.17 | 2.13 | 2.60 | 3.00 | 3.65 | 3.12 | 3.08 | 3.00 |
| 15 | VA Eastern Kansas HCS (VAMC Leavenworth - 677A4) | 35 | 3.21 | 2.58 | 2.78 | 3.24 | 3.79 | 3.09 | 2.68 | 2.74 |
| 15 | VAH Columbia, MO - 543 | 126 | 3.11 | 2.57 | 2.81 | 3.16 | 3.51 | 3.24 | 3.10 | 2.04 |
| 15 | VAM&ROC Wichita, KS - 452 | 27 | 3.20 | 2.77 | 2.84 | 3.32 | 3.80 | 2.96 | 3.24 | 2.80 |
| 15 | VAMC Kansas City, MO - 589 | 28 | 2.80 | 2.32 | 2.36 | 2.83 | 3.27 | 2.79 | 2.83 | 2.21 |
| 15 | VAMC Marion, IL - 609 | 38 | 3.15 | 2.58 | 2.48 | 2.75 | 3.15 | 2.62 | 3.06 | 2.82 |
| 15 | VAMC Poplar Bluff, MO - 647 | 24 | 3.16 | 2.59 | 2.53 | 2.71 | 3.94 | 3.12 | 3.24 | 2.50 |
| 15 | VAMC St. Louis, MO - 657 | 40 | 3.17 | 2.39 | 2.74 | 3.06 | 3.22 | 3.09 | 3.17 | 2.69 |
| 15 | VAMC Topeka - 677 | 25 | 3.33 | 3.14 | 3.18 | 3.50 | 3.58 | 3.14 | 3.73 | 3.29 |
| 16 | VA Central Arkansas HCS - 598 | 20 | 3.56 | 1.87 | 2.43 | 2.94 | 3.53 | 3.94 | 3.67 | 2.94 |
| 16 | VA Gulf Coast HCS - 520 (Biloxi, MS, Pensacola, FL) | 60 | 2.80 | 2.22 | 2.40 | 2.63 | 3.09 | 2.56 | 2.67 | 2.30 |
| 16 | VAMC Alexandria, LA - 502 | 61 | 3.02 | 2.43 | 2.59 | 2.96 | 3.41 | 3.46 | 3.16 | 2.59 |
| 16 | VAMC Fayetteville, AR - 564 | 17 | 3.65 | 2.35 | 2.59 | 2.69 | 4.00 | 3.29 | 3.18 | 2.50 |
| 16 | VAMC Houston, TX - 580 | 24 | 3.52 | 2.67 | 3.00 | 2.90 | 3.32 | 3.14 | 3.00 | 2.95 |
| 16 | VAMC Jackson, MS - 586 | 47 | 3.26 | 2.53 | 2.78 | 3.13 | 3.47 | 3.19 | 3.19 | 2.58 |
| 16 | VAMC New Orleans, LA - 629 | 38 | 3.11 | 2.39 | 2.79 | 2.85 | 3.33 | 2.76 | 3.00 | 2.62 |
| 16 | VAMC Oklahoma City, OK - 635 | 52 | 3.04 | 2.43 | 2.49 | 2.74 | 3.46 | 2.98 | 2.87 | 2.51 |
| 16 | VAMC Shreveport, LA - 667 | 69 | 3.54 | 2.85 | 3.06 | 3.30 | 3.47 | 3.33 | 3.24 | 3.11 |

5 point scale: 1= unmet need ... 5 = met need

Appendix 2: 2011 CHALENG Needs Score by VA Facility - Combined Community and VA Representatives Assessment

| VISN | VA Facility - 2011 Name | Respondents N= | Education | Child Care | Family Reconcilia- tion | Discharge Upgrade | Spiritual | Incarcerated Veterans | Elder Assisted Living | Legal Child Support |
|------|---|-------------------|-----------|------------|-------------------------------|----------------------|-----------|--------------------------|-----------------------------|---------------------------|
| 16 | VAMC Muskogee, OK- 623 (Tulsa, OK) | 26 | 2.76 | 2.04 | 2.35 | 2.68 | 3.27 | 2.44 | 2.48 | 2.71 |
| 17 | VA Central Texas HCS (VAMC Marlin - 674A5, VAMC Temple - 674, VAMC Waco - 674A4 and VAOPC Austin - 674BY) | 68 | 2.89 | 2.41 | 2.47 | 2.74 | 3.19 | 2.69 | 2.87 | 2.74 |
| 17 | VA North Texas HCS (VAMC Bonham - 549A4 and VAMC Dallas - 549) | 116 | 3.10 | 2.10 | 2.25 | 2.73 | 3.31 | 2.57 | 2.83 | 2.40 |
| 17 | VA Texas Valley Coastal Bend Health Care System (VA OPC Corpus Christi, TX - 671BZ, VA OPC Harlingen, TX-671GA) | 10 | 2.67 | 3.00 | 2.33 | 3.20 | 2.33 | 3.25 | 2.25 | 2.50 |
| 17 | VA South Texas Veterans HCS (VAMC Kerrville - 671A4 and VAH San Antonio - 671) | 35 | 3.29 | 2.82 | 3.03 | 3.15 | 3.27 | 3.15 | 2.97 | 2.97 |
| 18 | El Paso VA HCS, TX - 756 | 0 | | | | | | | | |
| 18 | VA New Mexico HCS - 501 | 37 | 2.64 | 2.22 | 2.23 | 2.77 | 3.00 | 2.79 | 2.45 | 2.19 |
| 18 | VA Northern Arizona HCS - 649 | 43 | 2.83 | 2.03 | 2.16 | 2.66 | 3.37 | 2.61 | 2.65 | 2.37 |
| 18 | VA Southern Arizona HCS - 678 | 77 | 2.95 | 2.25 | 2.61 | 3.08 | 3.18 | 3.17 | 2.80 | 2.43 |
| 18 | VAMC Amarillo, TX - 504 | 50 | 3.00 | 2.37 | 2.54 | 2.73 | 3.37 | 2.81 | 2.74 | 2.72 |
| 18 | VA West Texas HCS - 519 | 21 | 3.29 | 2.83 | 2.94 | 3.22 | 3.83 | 3.39 | 3.11 | 2.76 |
| 18 | VAMC Phoenix, AZ - 644 | 70 | 3.13 | 1.92 | 2.36 | 2.50 | 2.97 | 2.73 | 2.69 | 2.61 |
| 19 | VA Montana HCS (VAM&ROC Ft. Harrison - 436 and VA Eastern Montana HCS - 436A4), Miles City, MT | 45 | 2.55 | 2.36 | 2.26 | 2.30 | 3.08 | 1.98 | 2.35 | 2.21 |
| 19 | VA Southern Colorado HCS, (Colorado Springs-567) | 32 | 2.61 | 2.32 | 2.33 | 2.22 | 3.19 | 2.19 | 2.61 | 2.50 |
| 19 | VAM&ROC Cheyenne, WY - 442 | 23 | 2.85 | 2.39 | 2.37 | 2.53 | 3.45 | 2.80 | 2.42 | 2.05 |
| 19 | VA Eastern Colorado HCS (VAMC Denver - 554) | 34 | 2.94 | 2.18 | 2.42 | 2.79 | 3.26 | 2.59 | 2.61 | 2.15 |
| 19 | VAMC Grand Junction, CO - 575 | 16 | 3.29 | 2.57 | 2.64 | 2.83 | 3.50 | 3.54 | 3.57 | 2.85 |

5 point scale: 1= unmet need ... 5 = met need

Appendix 2: 2011 CHALENG Needs Score by VA Facility - Combined Community and VA Representatives Assessment

| VISN | VA Facility - 2011 Name | Respondents N= | Education | Child Care | Family Reconcilia- tion | Discharge Upgrade | Spiritual | Incarcerated Veterans | Elder Assisted Living | Legal Child Support |
|------|---|-------------------|-----------|------------|-------------------------------|----------------------|-----------|--------------------------|-----------------------------|---------------------------|
| 19 | VAMC Salt Lake City, UT - 660 | 62 | 2.93 | 2.29 | 2.60 | 2.81 | 3.40 | 3.24 | 3.00 | 2.48 |
| 19 | VAMC Sheridan, WY - 666 | 23 | 3.11 | 2.33 | 2.76 | 3.05 | 4.14 | 2.80 | 3.24 | 2.60 |
| 20 | VA Alaska HCS & RO - 463 | 21 | 2.83 | 2.29 | 2.40 | 2.87 | 3.31 | 2.60 | 3.12 | 2.56 |
| 20 | VA DOM White City, OR - 692 | 40 | 3.37 | 2.39 | 2.85 | 3.00 | 3.62 | 3.21 | 3.17 | 2.78 |
| 20 | VA Puget Sound HCS (VAMC American Lake - 663A4 and VAMC Seattle, WA - 663), Tacoma, WA | 106 | 2.79 | 2.17 | 2.46 | 2.55 | 3.10 | 2.69 | 2.69 | 2.44 |
| 20 | VA Roseburg HCS, OR - 653 (Eugene, OR) | 34 | 3.20 | 2.58 | 2.17 | 2.68 | 2.95 | 2.26 | 2.55 | 2.40 |
| 20 | VAMC Boise, ID - 531 | 26 | 3.16 | 2.36 | 2.67 | 2.76 | 2.85 | 2.38 | 2.81 | 2.42 |
| 20 | VAMC Portland, OR - 648 | 91 | 2.71 | 2.05 | 2.30 | 2.82 | 3.27 | 2.84 | 2.74 | 2.30 |
| 20 | VAMC Spokane, WA - 668 | 71 | 3.46 | 2.95 | 2.98 | 3.19 | 3.44 | 3.42 | 3.33 | 3.02 |
| 20 | VAMC Walla Walla, WA - 687 | 27 | 2.91 | 2.00 | 2.64 | 3.08 | 3.75 | 3.00 | 3.13 | 2.54 |
| 21 | VA Central California HCS, CA - 570 | 7 | 3.33 | 2.86 | 3.00 | 3.67 | 3.71 | 3.50 | 3.75 | 3.50 |
| 21 | VA Northern California HCS - 612 (Martinez, Oakland and Sacramento) | 43 | 3.05 | 2.41 | 2.59 | 2.87 | 3.05 | 2.53 | 2.60 | 2.76 |
| 21 | VA Palo Alto HCS (VAMC Livermore - 640A4 and VAMC Palo Alto - 640), Menlo Park, CA | 152 | 2.91 | 2.37 | 2.45 | 2.78 | 3.23 | 2.92 | 2.75 | 2.52 |
| 21 | VA Sierra Nevada HCS, NV - 654 | 16 | 2.69 | 1.93 | 2.13 | 2.44 | 2.69 | 3.00 | 2.60 | 2.00 |
| 21 | VAM&ROC Honolulu, HI - 459 | 88 | 2.82 | 2.43 | 2.57 | 2.90 | 2.94 | 2.86 | 2.78 | 2.60 |
| 21 | VAMC San Francisco, CA - 662 | 23 | 2.43 | 2.15 | 2.68 | 2.74 | 3.05 | 2.86 | 2.25 | 2.30 |
| 22 | VA Greater Los Angeles HCS (VAOPC Los Angeles - 691GE, VAMC Sepulveda - 691A4 and VAMC West Los Angeles - 691) | 84 | 3.63 | 2.27 | 2.77 | 3.59 | 3.21 | 3.72 | 3.25 | 2.73 |
| 22 | VA Southern Nevada HCS - 593 | 114 | 3.17 | 2.69 | 2.77 | 3.00 | 3.19 | 3.09 | 2.96 | 2.73 |
| 22 | VAMC Loma Linda, CA - 605 | 102 | 2.80 | 1.96 | 2.32 | 2.63 | 3.07 | 3.04 | 2.99 | 2.23 |
| 22 | VAMC Long Beach, CA - 600 | 38 | 3.00 | 2.46 | 2.68 | 2.82 | 3.26 | 2.97 | 2.97 | 2.78 |
| 22 | VAMC San Diego, CA - 664 | 45 | 3.05 | 2.13 | 2.44 | 2.63 | 3.36 | 2.82 | 2.51 | 2.81 |

5 point scale: 1= unmet need ... 5 = met need

Appendix 2: 2011 CHALENG Needs Score by VA Facility - Combined Community and VA Representatives Assessment

| VISN | VA Facility - 2011 Name | Respondents N= | Education | Child Care | Family Reconcilia- tion | Discharge Upgrade | Spiritual | Incarcerated Veterans | Elder Assisted Living | Legal Child Support |
|------|---|-------------------|-----------|------------|-------------------------------|----------------------|-----------|--------------------------|-----------------------------|---------------------------|
| 23 | VA Black Hills HCS (VAMC Fort Meade - 568 and VAMC Hot Springs - 568A4) | 88 | 3.16 | 2.51 | 2.72 | 3.04 | 3.39 | 3.11 | 3.07 | 2.71 |
| 23 | VAH&ROC Sioux Falls, SD - 438 | 57 | 2.86 | 2.59 | 2.65 | 2.87 | 3.33 | 3.02 | 3.15 | 2.44 |
| 23 | VAM&ROC Fargo, ND - 437 | 110 | 3.15 | 2.65 | 2.64 | 3.20 | 3.35 | 2.93 | 3.12 | 2.49 |
| 23 | VAMC Minneapolis, MN - 618, and Superior, WI | 127 | 3.17 | 2.59 | 2.79 | 3.12 | 3.32 | 2.78 | 3.30 | 2.82 |
| 23 | VAMC St. Cloud, MN - 656 | 66 | 2.92 | 2.43 | 2.66 | 2.98 | 3.44 | 2.89 | 3.22 | 2.52 |
| 23 | VA Central Iowa HCS (VAMC Des Moines - 555, VAMC Knoxville - 555A4) | 26 | 3.08 | 2.43 | 2.68 | 2.65 | 2.91 | 2.83 | 2.82 | 2.70 |
| 23 | VA Nebraska Western Iowa HCS (VAMC Grand Island - 597A4 and VAMC Lincoln - 597, VAMC Omaha-636) | 42 | 3.29 | 3.00 | 2.95 | 3.30 | 3.40 | 3.29 | 3.39 | 2.63 |
| 23 | VAMC Iowa City, IA - 584 | 97 | 3.18 | 2.69 | 2.76 | 2.89 | 3.45 | 2.93 | 3.08 | 2.88 |

5 point scale: 1= unmet need ... 5 = met need

Appendix 2: 2011 CHALENG Needs Score by VA Facility - Combined Community and VA Representatives Assessment

| VISN | VA Facility - 2011 Name | Respondents N= | Legal Warrants/ Fines | Legal Eviction/ foreclosure | Financial Eviction/ foreclosure | Move-in Assistance | Goods for New Apartment |
|------|---|-------------------|-----------------------------|-----------------------------------|---------------------------------------|-----------------------|-------------------------------|
| 1 | VA Boston HCS (VAMC Boston - 523 and VAMC W. Roxbury - 523A4), VAMC Brockton, MA - 523A5 and VAH Bedford, MA) | 19 | 2.74 | 2.53 | 2.05 | 3.00 | 3.00 |
| 1 | VA Connecticut HCS (VAMC Newington and VAMC West Haven) | 28 | 3.32 | 3.39 | 2.83 | 3.30 | 3.48 |
| 1 | VAM&ROC Togus, ME - 402 | 34 | 2.19 | 2.33 | 2.21 | 2.73 | 2.64 |
| 1 | VAM&ROC White River Junction, VT - 405 | 22 | 2.75 | 2.90 | 3.10 | 3.15 | 3.10 |
| 1 | VAMC Manchester, NH - 608 | 28 | 2.54 | 2.43 | 2.48 | 2.82 | 3.23 |
| 1 | VAMC Northampton, MA - 631 (Leeds) | 16 | 2.07 | 2.27 | 2.00 | 2.14 | 2.00 |
| 1 | VAMC Providence, RI - 650, Bristol, RI | 20 | 2.60 | 2.78 | 2.67 | 2.67 | 3.28 |
| 2 | VA Western New York HCS - (VAMC Batavia - 528A4 and VAMC Buffalo - 528) | 76 | 2.92 | 2.82 | 2.74 | 2.90 | 3.04 |
| 2 | VAMC Albany, NY - 500 | 106 | 2.67 | 2.94 | 2.78 | 2.94 | 3.02 |
| 2 | VAMC Canandaigua, NY - 528A5, Rochester, NY | 25 | 3.09 | 3.14 | 2.73 | 2.55 | 2.65 |
| 2 | VAMC Syracuse, NY - 670 | 99 | 2.54 | 2.56 | 2.56 | 2.74 | 2.71 |
| 2 | VAMC Bath, NY | 20 | 3.12 | 3.20 | 2.80 | 2.67 | 2.87 |
| 3 | VA Hudson Valley HCS (VAMC Castle Point - 620A4 and VAH Montrose - 620) | 26 | 2.29 | 2.29 | 2.30 | 3.05 | 3.50 |
| 3 | VA New Jersey HCS (VAMC East Orange - 561 and VAMC Lyons - 561A4) | 22 | 2.72 | 2.61 | 2.61 | 2.83 | 2.76 |
| 3 | VAMC Bronx, NY - 526 | 34 | 2.24 | 2.36 | 2.33 | 2.39 | 2.36 |
| 3 | VAMC Northport, NY - 632 | 47 | 2.90 | 2.98 | 2.74 | 2.95 | 2.93 |
| 3 | VA New York Harbor HCS (VAMC Brooklyn - 630A4 and VAMC New York - 630) | 48 | 2.55 | 2.73 | 2.39 | 2.47 | 2.16 |

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Appendix 2: 2011 CHALENG Needs Score by VA Facility - Combined Community and VA Representatives Assessment

| VISN | VA Facility - 2011 Name | Respondents N= | Legal Warrants/ Fines | Legal Eviction/ foreclosure | Financial Eviction/ foreclosure | Move-in Assistance | Goods for New Apartment |
|------|---|-------------------|-----------------------------|-----------------------------------|---------------------------------------|-----------------------|-------------------------------|
| 4 | VA Pittsburgh HCS, PA (VAMC Pittsburgh (HD) - 646A5 and VAMC Pittsburgh (UD) - 646) | 64 | 3.09 | 2.75 | 2.62 | 2.91 | 2.94 |
| 4 | VAM&ROC Wilmington, DE - 460 | 14 | 2.21 | 2.46 | 2.23 | 2.46 | 2.77 |
| 4 | VAMC Altoona, PA - 503 | 31 | 2.76 | 2.87 | 2.97 | 3.03 | 2.97 |
| 4 | VAMC Butler, PA - 529 | 26 | 3.20 | 2.87 | 2.57 | 2.75 | 2.92 |
| 4 | VAMC Clarksburg, WV - 540 | 60 | 2.85 | 2.71 | 2.76 | 2.94 | 2.92 |
| 4 | VAMC Coatesville - 542 | 13 | 2.58 | 2.55 | 2.45 | 2.67 | 3.08 |
| 4 | VAMC Erie, PA - 562 | 131 | 2.33 | 2.31 | 2.39 | 2.81 | 2.99 |
| 4 | VAMC Lebanon, PA - 595 | 34 | 2.76 | 2.93 | 2.86 | 2.86 | 3.21 |
| 4 | VAMC Philadelphia, PA - 642 | 68 | 2.48 | 2.44 | 2.47 | 2.79 | 2.61 |
| 4 | VAMC Wilkes-Barre, PA - 693 | 75 | 2.81 | 2.95 | 3.04 | 3.07 | 3.04 |
| 5 | VA Maryland HCS (VAMC Baltimore - 512, VAMC Fort Howard - 512A4 and VAMC Perry Point - 512A5) | 18 | 2.38 | 2.55 | 2.58 | 2.67 | 2.08 |
| 5 | VAMC Martinsburg, WV - 613 | 35 | 1.94 | 1.84 | 1.65 | 2.19 | 2.71 |
| 5 | VAMC Washington, DC - 688 | 64 | 2.23 | 2.21 | 2.35 | 2.35 | 2.43 |
| 6 | VAMC Asheville, NC - 637 | 28 | 2.48 | 2.67 | 2.48 | 3.20 | 3.40 |
| 6 | VAMC Beckley, WV - 517 | 14 | 2.21 | 2.00 | 1.86 | 2.64 | 2.57 |
| 6 | VAMC Durham, NC - 558 | 3 | 2.67 | 3.00 | 3.00 | 2.67 | 3.33 |
| 6 | VAMC Fayetteville, NC - 565 | 11 | 2.27 | 1.73 | 1.82 | 1.55 | 2.09 |
| 6 | VAMC Hampton, VA - 590 | 126 | 2.32 | 2.26 | 2.25 | 2.44 | 2.78 |
| 6 | VAMC Richmond, VA - 652 | 11 | 2.20 | 2.20 | 2.44 | 2.00 | 3.13 |
| 6 | VAMC Salem, VA - 658 | 72 | 2.71 | 2.38 | 2.25 | 2.46 | 2.79 |
| 6 | VAMC Salisbury, NC - 659 | 73 | 2.40 | 2.48 | 2.47 | 2.56 | 2.67 |
| 7 | VA Central Alabama HCS (VAMC Montgomery - 619 and VAMC Tuskegee - 619A4) | 18 | 3.00 | 2.71 | 2.64 | 2.62 | 2.62 |
| 7 | VAMC - Augusta, GA - 509 | 37 | 2.23 | 2.06 | 1.97 | 2.28 | 2.34 |
| 7 | VAMC Atlanta, GA - 508 (Decatur, GA) | 27 | 2.83 | 2.61 | 2.46 | 2.60 | 2.72 |
| 7 | VAMC Birmingham, AL - 521 | 25 | 2.95 | 2.78 | 2.61 | 2.44 | 2.55 |

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Appendix 2: 2011 CHALENG Needs Score by VA Facility - Combined Community and VA Representatives Assessment

| VISN | VA Facility - 2011 Name | Respondents N= | Legal Warrants/ Fines | Legal Eviction/ foreclosure | Financial Eviction/ foreclosure | Move-in Assistance | Goods for New Apartment |
|------|--|-------------------|-----------------------------|-----------------------------------|---------------------------------------|-----------------------|-------------------------------|
| 7 | VAMC Charleston, SC - 534 | 39 | 3.43 | 3.10 | 2.97 | 3.06 | 3.13 |
| 7 | VAMC Columbia, SC - 544 | 50 | 2.63 | 2.42 | 2.32 | 2.44 | 2.43 |
| 7 | VAMC Dublin, GA - 557 | 31 | 3.14 | 2.52 | 2.32 | 2.73 | 3.32 |
| 7 | VAMC Tuscaloosa, AL - 679 | 31 | 3.42 | 3.38 | 3.29 | 3.44 | 3.56 |
| 8 | VA North Florida/South Georgia HCS (VAMC Gainesville - 573 and VAMC Lake City - 573A4) | 9 | 2.00 | 2.38 | 1.88 | 2.13 | 2.50 |
| 8 | VAH Tampa, FL - 673 | 32 | 2.14 | 2.68 | 2.61 | 2.89 | 2.86 |
| 8 | VAMC Bay Pines - 516 | 92 | 2.56 | 2.49 | 2.28 | 2.38 | 2.51 |
| 8 | VAMC Miami, FL - 546 | 50 | 2.74 | 2.79 | 2.81 | 2.90 | 3.11 |
| 8 | VAMC West Palm Beach, FL - 548 | 72 | 2.90 | 2.65 | 2.67 | 2.80 | 2.90 |
| 8 | VAMC San Juan, PR - 672 | 22 | 2.14 | 2.31 | 2.15 | 2.69 | 2.46 |
| 8 | VAMC Orlando, FL-675 | 25 | 2.55 | 2.30 | 2.37 | 2.84 | 2.89 |
| 9 | VAMC Huntington, WV - 581 | 23 | 2.61 | 2.70 | 2.61 | 3.30 | 3.57 |
| 9 | VAMC Lexington, KY - 596 | 32 | 1.90 | 2.07 | 2.14 | 2.39 | 2.46 |
| 9 | VAMC Louisville, KY - 603 | 56 | 2.88 | 2.73 | 2.65 | 2.74 | 3.02 |
| 9 | VAMC Memphis, TN - 614 | 37 | 2.58 | 2.88 | 2.88 | 3.00 | 2.88 |
| 9 | VAMC Mountain Home, TN - 621 | 53 | 2.66 | 2.34 | 2.28 | 2.70 | 2.73 |
| 9 | VAMC Nashville, TN - 626 (Nashville and Murfreesboro) | 39 | 2.86 | 2.47 | 2.55 | 2.89 | 2.66 |
| 10 | VAMC Chillicothe, OH - 538 | 26 | 2.88 | 3.08 | 3.00 | 2.92 | 2.72 |
| 10 | VAMC Cincinnati, OH - 539 (Ft. Thomas, KY) | 28 | 2.32 | 2.20 | 2.00 | 2.70 | 2.59 |
| 10 | VAMC Cleveland, OH - 541 (Brecksville, OH) | 51 | 2.33 | 2.33 | 2.56 | 2.93 | 2.58 |
| 10 | VAMC Dayton, OH - 552 | 18 | 2.57 | 2.31 | 2.29 | 2.71 | 3.07 |
| 10 | VAOPC Columbus, OH - 757 (Grove City, OH) | 52 | 2.96 | 3.00 | 3.13 | 3.61 | 3.69 |
| 11 | VAOPC Toledo, OH and VA Ann Arbor HCS, MI - 506 | 19 | 2.62 | 3.29 | 3.36 | 3.29 | 3.15 |
| 11 | VA Northern Indiana HCS (VAMC Fort Wayne - 610A4 and VAMC Marion - 610) | 72 | 2.44 | 2.41 | 2.47 | 2.38 | 2.80 |

5 point scale: 1= unmet need ... 5 = met need

Appendix 2: 2011 CHALENG Needs Score by VA Facility - Combined Community and VA Representatives Assessment

| VISN | VA Facility - 2011 Name | Respondents N= | Legal Warrants/ Fines | Legal Eviction/ foreclosure | Financial Eviction/ foreclosure | Move-in Assistance | Goods for New Apartment |
|------|--|-------------------|-----------------------------|-----------------------------------|---------------------------------------|-----------------------|-------------------------------|
| 11 | VAMC Battle Creek, MI - 515 | 19 | 3.07 | 3.23 | 2.85 | 2.75 | 2.82 |
| 11 | VAMC Danville, IL - 550 | 15 | 3.21 | 2.87 | 2.60 | 3.00 | 3.21 |
| 11 | VAMC Detroit, MI - 553 | 58 | 2.61 | 2.56 | 2.48 | 2.56 | 2.67 |
| 11 | VAMC Indianapolis - 583 | 31 | 2.48 | 2.21 | 2.27 | 3.00 | 2.97 |
| 11 | VAMC Saginaw, MI - 655 | 19 | 2.44 | 2.29 | 2.35 | 3.18 | 3.00 |
| 12 | VAH Hines, IL - 578 | 85 | 2.85 | 2.76 | 2.68 | 2.86 | 2.91 |
| 12 | VAH Madison, WI - 607 | 69 | 2.44 | 2.69 | 2.58 | 2.70 | 2.82 |
| 12 | VAMC Iron Mountain, MI - 585 | 52 | 2.16 | 2.31 | 2.39 | 2.76 | 3.09 |
| 12 | VAMC Milwaukee, WI - 695 | 129 | 2.63 | 2.62 | 2.49 | 2.81 | 2.59 |
| 12 | VAMC North Chicago, IL - 556 | 12 | 3.08 | 3.55 | 3.00 | 2.64 | 2.91 |
| 12 | VAMC Tomah, WI - 676 | 25 | 2.33 | 2.68 | 2.63 | 2.63 | 3.11 |
| 12 | VA Chicago HCS (VAMC Chicago (LS) - 537A4 and VAMC Chicago (WS) - 537) | 26 | 3.00 | 3.04 | 2.81 | 3.04 | 3.04 |
| 15 | VA Eastern Kansas HCS (VAMC Leavenworth - 677A4) | 35 | 2.76 | 2.58 | 2.61 | 2.53 | 2.72 |
| 15 | VAH Columbia, MO - 543 | 126 | 2.23 | 2.12 | 1.97 | 2.14 | 2.34 |
| 15 | VAM&ROC Wichita, KS - 452 | 27 | 2.71 | 2.70 | 2.70 | 2.83 | 3.41 |
| 15 | VAMC Kansas City, MO - 589 | 28 | 2.58 | 2.17 | 2.52 | 2.57 | 2.78 |
| 15 | VAMC Marion, IL - 609 | 38 | 2.58 | 2.64 | 2.52 | 2.65 | 2.44 |
| 15 | VAMC Poplar Bluff, MO - 647 | 24 | 2.47 | 2.65 | 2.76 | 2.76 | 2.94 |
| 15 | VAMC St. Louis, MO - 657 | 40 | 2.97 | 2.84 | 2.72 | 3.00 | 3.03 |
| 15 | VAMC Topeka - 677 | 25 | 3.43 | 3.23 | 3.09 | 3.33 | 3.33 |
| 16 | VA Central Arkansas HCS - 598 | 20 | 3.47 | 3.00 | 3.00 | 3.94 | 3.38 |
| 16 | VA Gulf Coast HCS - 520 (Biloxi, MS, Pensacola, FL) | 60 | 2.28 | 2.20 | 2.16 | 2.53 | 2.70 |
| 16 | VAMC Alexandria, LA - 502 | 61 | 2.80 | 2.63 | 2.67 | 2.72 | 2.85 |
| 16 | VAMC Fayetteville, AR - 564 | 17 | 2.65 | 2.13 | 2.06 | 2.63 | 2.63 |
| 16 | VAMC Houston, TX - 580 | 24 | 2.89 | 2.75 | 2.85 | 3.05 | 3.00 |
| 16 | VAMC Jackson, MS - 586 | 47 | 2.60 | 2.62 | 2.74 | 2.88 | 2.82 |
| 16 | VAMC New Orleans, LA - 629 | 38 | 2.75 | 2.53 | 2.47 | 2.66 | 2.59 |
| 16 | VAMC Oklahoma City, OK - 635 | 52 | 2.45 | 2.72 | 2.50 | 2.57 | 2.63 |
| 16 | VAMC Shreveport, LA - 667 | 69 | 3.12 | 2.94 | 2.89 | 3.05 | 3.29 |

5 point scale: 1= unmet need ... 5 = met need

Appendix 2: 2011 CHALENG Needs Score by VA Facility - Combined Community and VA Representatives Assessment

| VISN | VA Facility - 2011 Name | Respondents N= | Legal Warrants/ Fines | Legal Eviction/ foreclosure | Financial Eviction/ foreclosure | Move-in Assistance | Goods for New Apartment |
|------|---|-------------------|-----------------------------|-----------------------------------|---------------------------------------|-----------------------|-------------------------------|
| 16 | VAMC Muskogee, OK- 623 (Tulsa, OK) | 26 | 2.38 | 2.50 | 2.13 | 2.48 | 2.33 |
| 17 | VA Central Texas HCS (VAMC Marlin - 674A5, VAMC Temple - 674, VAMC Waco - 674A4 and VAOPC Austin - 674BY) | 68 | 2.55 | 2.52 | 2.56 | 2.54 | 2.64 |
| 17 | VA North Texas HCS (VAMC Bonham - 549A4 and VAMC Dallas - 549) | 116 | 2.54 | 2.33 | 2.13 | 2.37 | 2.36 |
| 17 | VA Texas Valley Coastal Bend Health Care System (VA OPC Corpus Christi, TX - 671BZ, VA OPC Harlingen, TX-671GA) | 10 | 2.50 | 1.75 | 2.33 | 2.75 | 2.50 |
| 17 | VA South Texas Veterans HCS (VAMC Kerrville - 671A4 and VAH San Antonio - 671) | 35 | 2.83 | 2.88 | 2.77 | 3.06 | 2.97 |
| 18 | El Paso VA HCS, TX - 756 | 0 | | | | | |
| 18 | VA New Mexico HCS - 501 | 37 | 2.45 | 2.47 | 2.12 | 2.30 | 2.65 |
| 18 | VA Northern Arizona HCS - 649 | 43 | 2.39 | 2.21 | 1.97 | 2.18 | 2.40 |
| 18 | VA Southern Arizona HCS - 678 | 77 | 3.14 | 2.55 | 2.28 | 3.03 | 2.88 |
| 18 | VAMC Amarillo, TX - 504 | 50 | 2.91 | 2.63 | 2.63 | 2.82 | 3.05 |
| 18 | VA West Texas HCS - 519 | 21 | 2.71 | 2.78 | 3.11 | 3.11 | 3.11 |
| 18 | VAMC Phoenix, AZ - 644 | 70 | 2.69 | 2.19 | 2.38 | 2.72 | 3.15 |
| 19 | VA Montana HCS (VAM&ROC Ft. Harrison - 436 and VA Eastern Montana HCS - 436A4), Miles City, MT | 45 | 2.18 | 2.08 | 1.73 | 1.89 | 2.68 |
| 19 | VA Southern Colorado HCS, (Colorado Springs-567) | 32 | 2.48 | 2.33 | 2.13 | 2.10 | 2.93 |
| 19 | VAM&ROC Cheyenne, WY - 442 | 23 | 2.00 | 2.00 | 2.22 | 2.68 | 2.28 |
| 19 | VA Eastern Colorado HCS (VAMC Denver - 554) | 34 | 2.26 | 2.15 | 2.09 | 2.65 | 2.71 |
| 19 | VAMC Grand Junction, CO - 575 | 16 | 3.07 | 2.62 | 2.62 | 2.85 | 3.50 |

5 point scale: 1= unmet need ... 5 = met need

Appendix 2: 2011 CHALENG Needs Score by VA Facility - Combined Community and VA Representatives Assessment

| VISN | VA Facility - 2011 Name | Respondents N= | Legal Warrants/ Fines | Legal Eviction/ foreclosure | Financial Eviction/ foreclosure | Move-in Assistance | Goods for New Apartment |
|------|---|-------------------|-----------------------------|-----------------------------------|---------------------------------------|-----------------------|-------------------------------|
| 19 | VAMC Salt Lake City, UT - 660 | 62 | 2.54 | 2.56 | 2.49 | 2.91 | 2.91 |
| 19 | VAMC Sheridan, WY - 666 | 23 | 2.75 | 2.33 | 2.61 | 2.95 | 3.05 |
| 20 | VA Alaska HCS & RO - 463 | 21 | 2.30 | 2.30 | 2.35 | 2.60 | 2.55 |
| 20 | VA DOM White City, OR - 692 | 40 | 2.88 | 2.76 | 2.52 | 2.75 | 2.75 |
| 20 | VA Puget Sound HCS (VAMC American Lake - 663A4 and VAMC Seattle, WA - 663), Tacoma, WA | 106 | 2.38 | 2.47 | 2.49 | 2.94 | 2.71 |
| 20 | VA Roseburg HCS, OR - 653 (Eugene, OR) | 34 | 2.15 | 2.33 | 2.19 | 2.63 | 2.70 |
| 20 | VAMC Boise, ID - 531 | 26 | 2.35 | 2.21 | 2.13 | 2.50 | 2.67 |
| 20 | VAMC Portland, OR - 648 | 91 | 2.30 | 2.14 | 1.95 | 2.28 | 2.98 |
| 20 | VAMC Spokane, WA - 668 | 71 | 3.08 | 3.00 | 2.92 | 2.19 | 3.20 |
| 20 | VAMC Walla Walla, WA - 687 | 27 | 2.63 | 2.36 | 2.32 | 2.27 | 2.68 |
| 21 | VA Central California HCS, CA - 570 | 7 | 3.20 | 3.50 | 3.25 | 3.33 | 3.33 |
| 21 | VA Northern California HCS - 612 (Martinez, Oakland and Sacramento) | 43 | 2.71 | 2.82 | 2.54 | 2.68 | 2.76 |
| 21 | VA Palo Alto HCS (VAMC Livermore - 640A4 and VAMC Palo Alto - 640), Menlo Park, CA | 152 | 2.58 | 2.42 | 2.34 | 2.71 | 2.71 |
| 21 | VA Sierra Nevada HCS, NV - 654 | 16 | 1.86 | 2.00 | 2.14 | 2.50 | 2.71 |
| 21 | VAM&ROC Honolulu, HI - 459 | 88 | 2.58 | 2.39 | 2.52 | 2.85 | 2.89 |
| 21 | VAMC San Francisco, CA - 662 | 23 | 2.45 | 2.33 | 2.37 | 2.47 | 2.11 |
| 22 | VA Greater Los Angeles HCS (VAOPC Los Angeles - 691GE, VAMC Sepulveda - 691A4 and VAMC West Los Angeles - 691) | 84 | 3.34 | 2.94 | 2.85 | 3.21 | 3.06 |
| 22 | VA Southern Nevada HCS - 593 | 114 | 3.13 | 2.62 | 2.60 | 2.94 | 3.03 |
| 22 | VAMC Loma Linda, CA - 605 | 102 | 2.25 | 2.19 | 2.25 | 2.42 | 2.18 |
| 22 | VAMC Long Beach, CA - 600 | 38 | 3.00 | 2.40 | 2.47 | 2.87 | 2.47 |
| 22 | VAMC San Diego, CA - 664 | 45 | 3.10 | 2.29 | 2.28 | 2.11 | 2.31 |

5 point scale: 1= unmet need ... 5 = met need

Appendix 2: 2011 CHALENG Needs Score by VA Facility - Combined Community and VA Representatives Assessment

| VISN | VA Facility - 2011 Name | Respondents N= | Legal Warrants/ Fines | Legal Eviction/ foreclosure | Financial Eviction/ foreclosure | Move-in Assistance | Goods for New Apartment |
|------|---|-------------------|-----------------------------|-----------------------------------|---------------------------------------|-----------------------|-------------------------------|
| 23 | VA Black Hills HCS (VAMC Fort Meade - 568 and VAMC Hot Springs - 568A4) | 88 | 2.67 | 2.56 | 2.46 | 2.59 | 2.59 |
| 23 | VAH&ROC Sioux Falls, SD - 438 | 57 | 2.42 | 2.47 | 2.53 | 2.81 | 3.37 |
| 23 | VAM&ROC Fargo, ND - 437 | 110 | 2.58 | 2.63 | 2.51 | 2.76 | 2.88 |
| 23 | VAMC Minneapolis, MN - 618, and Superior, WI | 127 | 2.82 | 2.88 | 2.87 | 2.95 | 2.88 |
| 23 | VAMC St. Cloud, MN - 656 | 66 | 2.47 | 2.58 | 2.73 | 2.90 | 2.95 |
| 23 | VA Central Iowa HCS (VAMC Des Moines - 555, VAMC Knoxville - 555A4) | 26 | 2.54 | 2.54 | 2.48 | 2.88 | 2.92 |
| 23 | VA Nebraska Western Iowa HCS (VAMC Grand Island - 597A4 and VAMC Lincoln - 597, VAMC Omaha-636) | 42 | 2.71 | 2.71 | 2.76 | 2.74 | 3.00 |
| 23 | VAMC Iowa City, IA - 584 | 97 | 2.74 | 2.86 | 2.61 | 2.73 | 2.66 |

5 point scale: 1= unmet need ... 5 = met need

Appendix 3: 2011 CHALENG Needs Score by Network -- All Participants

| VISN | Respondents N= | Personal Hygiene | Food | Clothing | Emergency Shelter | Transitional Housing | Permanent Housing | Detox | Substance Abuse Treatment | Emotional/ Psychiatric Services | Sex Offender Housing | Family Counseling |
|------|-------------------|---------------------|------|----------|----------------------|-------------------------|----------------------|-------|---------------------------------|---------------------------------------|----------------------------|----------------------|
| 1 | 610 | 3.95 | 3.98 | 3.76 | 3.81 | 3.54 | 3.17 | 3.79 | 3.87 | 3.85 | 2.52 | 3.23 |
| 2 | 673 | 3.73 | 3.92 | 3.73 | 3.55 | 3.39 | 3.04 | 3.76 | 3.87 | 3.68 | 2.54 | 3.24 |
| 3 | 436 | 3.84 | 3.85 | 3.64 | 3.67 | 3.40 | 3.11 | 3.58 | 3.73 | 3.72 | 2.27 | 3.01 |
| 4 | 932 | 3.64 | 3.89 | 3.70 | 3.47 | 3.43 | 3.02 | 3.63 | 3.76 | 3.74 | 2.25 | 3.14 |
| 5 | 419 | 3.68 | 3.72 | 3.56 | 3.26 | 3.13 | 2.59 | 3.60 | 3.67 | 3.49 | 2.49 | 2.95 |
| 6 | 716 | 3.66 | 3.86 | 3.69 | 3.41 | 3.28 | 2.85 | 3.54 | 3.73 | 3.58 | 2.26 | 3.00 |
| 7 | 912 | 3.75 | 3.77 | 3.61 | 3.56 | 3.50 | 3.08 | 3.73 | 3.87 | 3.75 | 2.55 | 3.03 |
| 8 | 1,024 | 3.82 | 3.88 | 3.68 | 3.41 | 3.49 | 2.99 | 3.63 | 3.76 | 3.71 | 2.40 | 2.97 |
| 9 | 571 | 3.91 | 4.08 | 3.89 | 3.87 | 3.90 | 3.22 | 3.86 | 3.99 | 3.78 | 2.75 | 3.16 |
| 10 | 601 | 3.93 | 4.04 | 3.72 | 3.91 | 3.84 | 3.33 | 3.89 | 4.03 | 3.84 | 2.72 | 3.15 |
| 11 | 1,045 | 3.92 | 3.94 | 3.71 | 3.80 | 3.58 | 3.20 | 3.66 | 3.74 | 3.75 | 2.70 | 3.19 |
| 12 | 968 | 3.72 | 3.86 | 3.65 | 3.52 | 3.29 | 2.83 | 3.59 | 3.66 | 3.56 | 2.38 | 2.99 |
| 15 | 1,022 | 3.65 | 3.76 | 3.60 | 3.37 | 3.15 | 2.91 | 3.59 | 3.69 | 3.57 | 2.43 | 3.07 |
| 16 | 1,233 | 3.82 | 3.88 | 3.64 | 3.66 | 3.68 | 3.11 | 3.66 | 3.88 | 3.72 | 2.45 | 3.10 |
| 17 | 799 | 3.82 | 3.87 | 3.69 | 3.59 | 3.27 | 3.05 | 3.62 | 3.80 | 3.64 | 2.37 | 3.01 |
| 18 | 1,010 | 3.84 | 3.82 | 3.71 | 3.49 | 3.38 | 2.77 | 3.58 | 3.74 | 3.50 | 2.36 | 2.92 |
| 19 | 629 | 3.88 | 4.13 | 3.90 | 3.78 | 3.56 | 2.83 | 3.65 | 3.76 | 3.71 | 2.38 | 3.08 |
| 20 | 1,148 | 3.59 | 3.80 | 3.57 | 3.33 | 3.23 | 2.77 | 3.49 | 3.68 | 3.41 | 2.49 | 2.94 |
| 21 | 804 | 3.75 | 3.82 | 3.65 | 3.53 | 3.58 | 2.81 | 3.53 | 3.73 | 3.64 | 2.32 | 2.98 |
| 22 | 1,251 | 3.64 | 3.76 | 3.51 | 3.50 | 3.65 | 3.08 | 3.62 | 3.77 | 3.65 | 2.40 | 3.10 |
| 23 | 1,150 | 3.63 | 3.87 | 3.65 | 3.52 | 3.22 | 2.97 | 3.58 | 3.67 | 3.58 | 2.33 | 3.19 |

5 point scale: 1= unmet need ... 5 = met need

Appendix 3: 2011 CHALENG Needs Score by Network -- All Participants

| VISN | Respondents N= | Medical Services | Women's Health Care | Social Network | Drop-in Center | HIV/AIDS Testing/ Counseling | TB Testing and Treatment | Legal Driver's License | Hepatitis C Testing | Dental Care | Eye Care/ Glasses | Credit Counsel | VA Disability/ Pension |
|------|-------------------|---------------------|---------------------------|-------------------|-------------------|------------------------------------|--------------------------------|------------------------------|------------------------|----------------|----------------------|-------------------|------------------------------|
| 1 | 610 | 4.14 | 3.40 | 3.50 | 3.39 | 3.87 | 4.08 | 3.11 | 3.86 | 2.83 | 3.59 | 3.04 | 3.32 |
| 2 | 673 | 4.08 | 3.38 | 3.46 | 3.33 | 3.83 | 3.94 | 3.00 | 3.76 | 3.26 | 3.60 | 3.07 | 3.41 |
| 3 | 436 | 4.16 | 3.24 | 3.39 | 3.33 | 3.74 | 3.88 | 2.81 | 3.63 | 3.14 | 3.72 | 2.92 | 3.41 |
| 4 | 932 | 4.08 | 3.37 | 3.39 | 3.29 | 3.71 | 3.84 | 3.03 | 3.70 | 3.22 | 3.53 | 2.88 | 3.40 |
| 5 | 419 | 3.91 | 3.26 | 3.20 | 2.99 | 3.69 | 3.79 | 2.79 | 3.56 | 2.88 | 3.40 | 2.72 | 3.01 |
| 6 | 716 | 3.94 | 3.41 | 3.26 | 2.95 | 3.65 | 3.75 | 2.63 | 3.57 | 2.75 | 3.19 | 2.91 | 3.27 |
| 7 | 912 | 4.06 | 3.37 | 3.42 | 3.10 | 3.72 | 4.03 | 3.07 | 3.74 | 3.00 | 3.68 | 2.90 | 3.30 |
| 8 | 1,024 | 4.12 | 3.29 | 3.41 | 3.06 | 3.84 | 3.91 | 2.77 | 3.66 | 2.90 | 3.55 | 2.72 | 3.25 |
| 9 | 571 | 4.11 | 3.39 | 3.48 | 3.48 | 3.74 | 4.05 | 3.13 | 3.72 | 3.16 | 3.55 | 3.03 | 3.55 |
| 10 | 601 | 4.18 | 3.03 | 3.57 | 3.23 | 3.88 | 4.06 | 3.04 | 3.74 | 3.31 | 3.70 | 2.86 | 3.45 |
| 11 | 1,045 | 4.06 | 3.16 | 3.43 | 3.26 | 3.73 | 3.85 | 2.95 | 3.68 | 2.87 | 3.56 | 2.91 | 3.31 |
| 12 | 968 | 4.04 | 3.34 | 3.28 | 3.10 | 3.55 | 3.85 | 2.85 | 3.59 | 3.08 | 3.40 | 2.79 | 3.31 |
| 15 | 1,022 | 3.89 | 3.27 | 3.28 | 2.93 | 3.61 | 3.83 | 2.92 | 3.59 | 2.85 | 3.34 | 2.77 | 3.14 |
| 16 | 1,233 | 4.13 | 3.24 | 3.41 | 3.27 | 3.74 | 3.93 | 2.94 | 3.67 | 3.11 | 3.49 | 2.89 | 3.34 |
| 17 | 799 | 4.16 | 3.19 | 3.39 | 2.92 | 3.76 | 3.96 | 2.95 | 3.62 | 2.60 | 3.15 | 3.16 | 3.27 |
| 18 | 1,010 | 3.99 | 3.20 | 3.16 | 3.05 | 3.50 | 3.84 | 2.91 | 3.56 | 2.82 | 3.36 | 2.68 | 3.16 |
| 19 | 629 | 4.04 | 3.32 | 3.29 | 3.11 | 3.66 | 3.89 | 2.77 | 3.64 | 2.73 | 3.13 | 2.73 | 3.31 |
| 20 | 1,148 | 3.75 | 3.26 | 3.22 | 3.07 | 3.59 | 3.76 | 2.81 | 3.58 | 2.68 | 3.09 | 2.74 | 3.19 |
| 21 | 804 | 4.12 | 3.26 | 3.40 | 3.28 | 3.68 | 3.93 | 3.03 | 3.69 | 3.00 | 3.37 | 2.87 | 3.38 |
| 22 | 1,251 | 3.92 | 3.20 | 3.33 | 3.01 | 3.52 | 3.94 | 3.16 | 3.60 | 3.00 | 3.32 | 2.97 | 3.32 |
| 23 | 1,150 | 3.98 | 3.36 | 3.28 | 3.06 | 3.54 | 3.69 | 2.83 | 3.49 | 2.81 | 3.27 | 2.93 | 3.47 |

5 point scale: 1= unmet need ... 5 = met need

Appendix 3: 2011 CHALENG Needs Score by Network -- All Participants

| VISN | Respondents N= | Welfare Payments | SSI/SSD Process | Guardianship (Financial) | Help Managing Money | Job Training | Job Placement | Help Getting ID/ Documents | Transpor- tation | Education | Child Care |
|------|-------------------|---------------------|--------------------|-----------------------------|---------------------------|-----------------|------------------|----------------------------------|---------------------|-----------|------------|
| 1 | 610 | 3.07 | 3.31 | 3.05 | 3.22 | 3.06 | 3.12 | 3.68 | 3.36 | 3.30 | 2.88 |
| 2 | 673 | 3.28 | 3.31 | 3.04 | 3.19 | 3.21 | 3.25 | 3.54 | 3.28 | 3.40 | 2.95 |
| 3 | 436 | 3.17 | 3.30 | 2.80 | 3.12 | 3.12 | 3.24 | 3.49 | 3.45 | 3.34 | 2.66 |
| 4 | 932 | 3.22 | 3.25 | 2.92 | 3.07 | 3.07 | 3.22 | 3.50 | 3.35 | 3.23 | 2.69 |
| 5 | 419 | 2.82 | 2.96 | 2.68 | 2.86 | 2.84 | 2.96 | 3.35 | 3.02 | 3.03 | 2.64 |
| 6 | 716 | 2.87 | 3.03 | 2.81 | 3.12 | 2.91 | 2.96 | 3.44 | 3.14 | 3.04 | 2.44 |
| 7 | 912 | 2.82 | 3.09 | 2.94 | 3.21 | 3.12 | 3.19 | 3.60 | 3.40 | 3.43 | 2.73 |
| 8 | 1,024 | 2.76 | 2.95 | 2.77 | 3.08 | 3.01 | 3.05 | 3.48 | 3.32 | 3.22 | 2.63 |
| 9 | 571 | 3.14 | 3.27 | 3.02 | 3.31 | 3.20 | 3.24 | 3.70 | 3.44 | 3.34 | 2.79 |
| 10 | 601 | 2.99 | 3.21 | 3.05 | 3.26 | 3.15 | 3.23 | 3.74 | 3.64 | 3.44 | 2.77 |
| 11 | 1,045 | 3.00 | 3.21 | 2.96 | 3.18 | 3.15 | 3.20 | 3.66 | 3.40 | 3.38 | 2.85 |
| 12 | 968 | 2.86 | 3.02 | 2.84 | 2.99 | 2.99 | 3.04 | 3.36 | 3.24 | 3.19 | 2.63 |
| 15 | 1,022 | 2.92 | 2.93 | 2.86 | 2.95 | 2.92 | 3.01 | 3.32 | 3.04 | 3.15 | 2.70 |
| 16 | 1,233 | 2.84 | 3.08 | 2.80 | 3.09 | 3.02 | 3.21 | 3.52 | 3.40 | 3.28 | 2.59 |
| 17 | 799 | 2.75 | 2.98 | 2.80 | 3.31 | 3.02 | 3.09 | 3.50 | 3.09 | 3.17 | 2.50 |
| 18 | 1,010 | 2.79 | 3.00 | 2.78 | 2.91 | 2.86 | 2.98 | 3.29 | 3.18 | 3.00 | 2.51 |
| 19 | 629 | 2.93 | 3.05 | 2.85 | 3.06 | 3.06 | 3.23 | 3.48 | 3.31 | 3.18 | 2.65 |
| 20 | 1,148 | 2.98 | 3.02 | 2.92 | 3.00 | 2.98 | 3.01 | 3.33 | 3.11 | 3.04 | 2.68 |
| 21 | 804 | 3.00 | 3.14 | 2.83 | 3.08 | 3.06 | 3.16 | 3.51 | 3.27 | 3.20 | 2.62 |
| 22 | 1,251 | 2.88 | 3.04 | 2.81 | 3.13 | 3.07 | 3.19 | 3.53 | 3.42 | 3.23 | 2.57 |
| 23 | 1,150 | 3.10 | 3.18 | 3.00 | 3.02 | 3.10 | 3.20 | 3.42 | 3.17 | 3.22 | 2.74 |

5 point scale: 1= unmet need ... 5 = met need

Appendix 3: 2011 CHALENG Needs Score by Network -- All Participants

| VISN | Respondents N= | Family Reconcilia- tion | Discharge Upgrade | Spiritual | Incarcerated Veterans | Elder Assisted Living | Legal Child Support | Legal Warrants/ Fines | Legal Eviction/ foreclosure | Financial Eviction/ foreclosure | Move-in Assistance | Goods for New Apartment |
|------|-------------------|-------------------------------|----------------------|-----------|--------------------------|-----------------------------|---------------------------|-----------------------------|-----------------------------------|---------------------------------------|-----------------------|-------------------------------|
| 1 | 610 | 2.98 | 3.07 | 3.60 | 3.08 | 3.08 | 2.97 | 2.94 | 2.88 | 2.85 | 3.09 | 3.07 |
| 2 | 673 | 2.95 | 3.23 | 3.64 | 3.17 | 3.11 | 2.89 | 2.93 | 2.98 | 2.88 | 2.92 | 2.94 |
| 3 | 436 | 2.73 | 3.02 | 3.35 | 2.92 | 2.89 | 2.66 | 2.65 | 2.68 | 2.65 | 2.99 | 2.91 |
| 4 | 932 | 2.82 | 3.02 | 3.57 | 3.08 | 3.13 | 2.77 | 2.82 | 2.69 | 2.69 | 2.89 | 2.89 |
| 5 | 419 | 2.72 | 2.77 | 3.41 | 2.94 | 2.93 | 2.64 | 2.73 | 2.64 | 2.55 | 2.52 | 2.60 |
| 6 | 716 | 2.60 | 2.85 | 3.62 | 2.93 | 2.90 | 2.55 | 2.53 | 2.49 | 2.42 | 2.75 | 2.83 |
| 7 | 912 | 2.79 | 3.05 | 3.71 | 3.02 | 3.12 | 2.89 | 2.90 | 2.79 | 2.62 | 2.77 | 2.85 |
| 8 | 1,024 | 2.72 | 2.94 | 3.58 | 3.00 | 2.98 | 2.62 | 2.67 | 2.57 | 2.46 | 2.58 | 2.73 |
| 9 | 571 | 2.86 | 3.15 | 3.70 | 3.14 | 3.18 | 2.87 | 2.87 | 2.87 | 2.80 | 3.03 | 2.99 |
| 10 | 601 | 2.87 | 3.11 | 3.67 | 3.12 | 3.13 | 2.93 | 2.99 | 2.86 | 2.85 | 3.15 | 3.09 |
| 11 | 1,045 | 2.95 | 3.12 | 3.70 | 3.13 | 3.11 | 2.90 | 2.87 | 2.91 | 2.87 | 2.98 | 3.04 |
| 12 | 968 | 2.74 | 2.96 | 3.42 | 2.92 | 3.03 | 2.73 | 2.67 | 2.70 | 2.57 | 2.78 | 2.75 |
| 15 | 1,022 | 2.81 | 3.01 | 3.56 | 2.99 | 3.02 | 2.63 | 2.72 | 2.59 | 2.56 | 2.68 | 2.75 |
| 16 | 1,233 | 2.83 | 2.96 | 3.58 | 2.99 | 2.94 | 2.72 | 2.77 | 2.66 | 2.60 | 2.80 | 2.74 |
| 17 | 799 | 2.55 | 2.83 | 3.53 | 2.81 | 2.95 | 2.59 | 2.67 | 2.52 | 2.46 | 2.68 | 2.68 |
| 18 | 1,010 | 2.62 | 2.86 | 3.32 | 2.94 | 2.85 | 2.68 | 2.83 | 2.59 | 2.50 | 2.67 | 2.83 |
| 19 | 629 | 2.65 | 2.90 | 3.62 | 2.93 | 3.08 | 2.70 | 2.63 | 2.65 | 2.62 | 2.86 | 2.93 |
| 20 | 1,148 | 2.75 | 2.93 | 3.45 | 2.98 | 3.00 | 2.69 | 2.68 | 2.66 | 2.60 | 2.68 | 2.86 |
| 21 | 804 | 2.79 | 3.01 | 3.42 | 3.05 | 2.95 | 2.77 | 2.82 | 2.62 | 2.58 | 2.80 | 2.79 |
| 22 | 1,251 | 2.80 | 2.94 | 3.37 | 3.08 | 2.98 | 2.77 | 3.05 | 2.67 | 2.61 | 2.76 | 2.68 |
| 23 | 1,150 | 2.84 | 3.10 | 3.42 | 2.98 | 3.12 | 2.74 | 2.76 | 2.76 | 2.71 | 2.88 | 2.93 |

5 point scale: 1= unmet need ... 5 = met need

Appendix 1: 2011 CHALENG Integration/Implementation Scores by VA Facility -- Community Representatives Assessment

| VISN | VA Facility - 2011 Name | Respondents N= | VA Access* | VA Service Coordination* | Regular Meetings | Service Co- Location | Cross Training | Interagency Agreement | Joint Service Teams |
|------|---|-------------------|------------|-----------------------------|---------------------|-------------------------|-------------------|--------------------------|---------------------------|
| 1 | VA Boston HCS (VAMC Boston - 523 and VAMC W. Roxbury - 523A4), VAMC Brockton, MA - 523A5 and VAH Bedford, MA) | 6 | 3.67 | 4.00 | 3.50 | 2.33 | 1.50 | 3.50 | 3.00 |
| 1 | VA Connecticut HCS (VAMC Newington and VAMC West Haven) | 22 | 4.23 | 4.25 | 3.11 | 2.39 | 2.83 | 3.12 | 2.89 |
| 1 | VAM&ROC Togus, ME - 402 | 28 | 2.89 | 3.50 | 2.82 | 2.26 | 1.73 | 2.33 | 2.52 |
| 1 | VAM&ROC White River Junction, VT - 405 | 14 | 4.00 | 4.14 | 3.36 | 2.42 | 2.64 | 2.67 | 3.00 |
| 1 | VAMC Manchester, NH - 608 | 16 | 3.47 | 4.07 | 3.21 | 2.15 | 1.93 | 2.64 | 2.77 |
| 1 | VAMC Northampton, MA - 631 (Leeds) | 13 | 3.42 | 3.23 | 2.08 | 1.69 | 1.62 | 1.62 | 2.23 |
| 1 | VAMC Providence, RI - 650, Bristol, RI | 10 | 3.89 | 3.89 | 3.40 | 2.56 | 2.30 | 2.00 | 2.70 |
| 2 | VA Western New York HCS - (VAMC Batavia - 528A4 and VAMC Buffalo - 528) | 58 | 3.59 | 3.82 | 2.37 | 1.86 | 1.89 | 2.18 | 1.69 |
| 2 | VAMC Albany, NY - 500 | 80 | 3.41 | 3.30 | 2.44 | 1.59 | 1.87 | 2.01 | 1.92 |
| 2 | VAMC Canandaigua, NY - 528A5, Rochester, NY | 19 | 3.63 | 3.89 | 2.67 | 1.67 | 1.78 | 2.22 | 1.94 |
| 2 | VAMC Syracuse, NY - 670 | 92 | 3.73 | 3.76 | 2.62 | 1.91 | 2.00 | 2.01 | 1.99 |
| 2 | VAMC Bath, NY | 16 | 3.75 | 3.63 | 2.50 | 1.75 | 2.31 | 1.94 | 1.73 |
| 3 | VA Hudson Valley HCS (VAMC Castle Point - 620A4 and VAH Montrose - 620) | 12 | 4.00 | 3.90 | 3.36 | 1.91 | 2.50 | 2.91 | 2.80 |
| 3 | VA New Jersey HCS (VAMC East Orange - 561 and VAMC Lyons - 561A4) | 19 | 3.11 | 3.37 | 2.69 | 2.19 | 2.19 | 2.63 | 2.47 |
| 3 | VAMC Bronx, NY - 526 | 30 | 3.40 | 3.23 | 2.60 | 2.33 | 2.03 | 2.53 | 2.27 |
| 3 | VAMC Northport, NY - 632 | 21 | 3.86 | 3.90 | 2.83 | 2.06 | 2.39 | 2.69 | 2.63 |
| 3 | VA New York Harbor HCS (VAMC Brooklyn - 630A4 and VAMC New York - 630) | 15 | 3.27 | 3.60 | 3.00 | 2.22 | 3.00 | 2.44 | 2.22 |

5 point scale: 1= unmet need ... 5 = met need

Appendix 1: 2011 CHALENG Integration/Implementation Scores by VA Facility -- Community Representatives Assessment

| VISN | VA Facility - 2011 Name | Respondents N= | VA Access* | VA Service Coordination* | Regular Meetings | Service Co- Location | Cross Training | Interagency Agreement | Joint Service Teams |
|------|---|-------------------|------------|-----------------------------|---------------------|-------------------------|-------------------|--------------------------|---------------------------|
| 4 | VA Pittsburgh HCS, PA (VAMC Pittsburgh (HD) - 646A5 and VAMC Pittsburgh (UD) - 646) | 27 | 3.73 | 3.73 | 2.31 | 2.06 | 2.50 | 2.00 | 2.13 |
| 4 | VAM&ROC Wilmington, DE - 460 | 4 | 5.00 | 4.75 | 4.00 | 1.00 | 1.00 | 3.50 | 3.50 |
| 4 | VAMC Altoona, PA - 503 | 31 | 3.74 | 3.83 | 2.66 | 1.52 | 2.18 | 2.43 | 2.28 |
| 4 | VAMC Butler, PA - 529 | 25 | 3.76 | 3.80 | 2.46 | 1.82 | 2.04 | 2.21 | 2.33 |
| 4 | VAMC Clarksburg, WV - 540 | 44 | 3.68 | 3.58 | 2.14 | 1.78 | 2.00 | 2.00 | 1.81 |
| 4 | VAMC Coatesville - 542 | 8 | 4.00 | 4.00 | 3.00 | 2.43 | 2.43 | 2.57 | 2.71 |
| 4 | VAMC Erie, PA - 562 | 82 | 3.28 | 3.39 | 2.35 | 1.57 | 1.91 | 2.03 | 1.67 |
| 4 | VAMC Lebanon, PA - 595 | 26 | 3.69 | 3.68 | 2.90 | 2.05 | 2.36 | 2.55 | 2.40 |
| 4 | VAMC Philadelphia, PA - 642 | 46 | 3.19 | 3.44 | 2.66 | 1.97 | 2.07 | 2.25 | 2.38 |
| 4 | VAMC Wilkes-Barre, PA - 693 | 67 | 3.80 | 3.73 | 2.59 | 1.81 | 1.95 | 2.25 | 2.05 |
| 5 | VA Maryland HCS (VAMC Baltimore - 512, VAMC Fort Howard - 512A4 and VAMC Perry Point - 512A5) | 14 | 3.29 | 3.50 | 2.93 | 1.79 | 2.43 | 2.23 | 2.54 |
| 5 | VAMC Martinsburg, WV - 613 | 17 | 3.35 | 3.27 | 2.47 | 1.75 | 1.93 | 1.94 | 1.87 |
| 5 | VAMC Washington, DC - 688 | 52 | 2.57 | 2.72 | 2.18 | 1.35 | 1.69 | 2.04 | 1.73 |
| 6 | VAMC Asheville, NC - 637 | 18 | 4.31 | 4.31 | 3.29 | 1.81 | 2.18 | 2.61 | 2.73 |
| 6 | VAMC Beckley, WV - 517 | 3 | 4.00 | 3.67 | 3.33 | 2.67 | 2.33 | 2.33 | 2.00 |
| 6 | VAMC Durham, NC - 558 | 3 | 3.67 | 3.67 | 3.33 | 3.33 | 3.33 | 3.33 | 3.00 |
| 6 | VAMC Fayetteville, NC - 565 | 7 | 2.43 | 2.43 | 2.29 | 1.71 | 1.86 | 2.00 | 1.86 |
| 6 | VAMC Hampton, VA - 590 | 63 | 3.52 | 3.57 | 2.88 | 1.95 | 2.09 | 2.17 | 2.41 |
| 6 | VAMC Richmond, VA - 652 | 11 | 4.18 | 4.45 | 3.00 | 2.64 | 1.90 | 2.91 | 2.55 |
| 6 | VAMC Salem, VA - 658 | 41 | 3.56 | 3.73 | 2.64 | 2.21 | 2.08 | 2.59 | 2.37 |
| 6 | VAMC Salisbury, NC - 659 | 53 | 3.54 | 3.78 | 2.75 | 2.00 | 2.30 | 2.59 | 2.13 |
| 7 | VA Central Alabama HCS (VAMC Montgomery - 619 and VAMC Tuskegee - 619A4) | 10 | 3.90 | 4.30 | 3.25 | 2.43 | 3.00 | 3.00 | 2.71 |
| 7 | VAMC - Augusta, GA - 509 | 26 | 3.73 | 3.85 | 2.89 | 1.50 | 1.94 | 2.35 | 2.00 |
| 7 | VAMC Atlanta, GA - 508 (Decatur, GA) | 11 | 3.73 | 3.91 | 2.90 | 2.40 | 2.50 | 2.67 | 2.70 |
| 7 | VAMC Birmingham, AL - 521 | 24 | 3.88 | 4.04 | 2.71 | 1.95 | 1.76 | 2.05 | 1.84 |
| 7 | VAMC Charleston, SC - 534 | 29 | 3.85 | 3.92 | 2.82 | 1.91 | 2.10 | 2.20 | 2.05 |

5 point scale: 1= unmet need ... 5 = met need

Appendix 1: 2011 CHALENG Integration/Implementation Scores by VA Facility -- Community Representatives Assessment

| VISN | VA Facility - 2011 Name | Respondents N= | VA Access* | VA Service Coordination* | Regular Meetings | Service Co- Location | Cross Training | Interagency Agreement | Joint Service Teams |
|------|--|-------------------|------------|-----------------------------|---------------------|-------------------------|-------------------|--------------------------|---------------------------|
| 7 | VAMC Columbia, SC - 544 | 15 | 3.85 | 3.46 | 2.91 | 2.50 | 2.50 | 3.00 | 2.56 |
| 7 | VAMC Dublin, GA - 557 | 10 | 3.67 | 4.00 | 2.40 | 1.90 | 1.70 | 2.30 | 1.90 |
| 7 | VAMC Tuscaloosa, AL - 679 | 15 | 4.08 | 4.27 | 2.70 | 2.40 | 2.55 | 2.60 | 2.27 |
| 8 | VA North Florida/South Georgia HCS (VAMC Gainesville - 573 and VAMC Lake City - 573A4) | 5 | 4.60 | 4.60 | 4.00 | 1.67 | 3.33 | 3.00 | 2.00 |
| 8 | VAH Tampa, FL - 673 | 22 | 3.76 | 3.55 | 2.81 | 1.70 | 1.95 | 2.25 | 2.21 |
| 8 | VAMC Bay Pines - 516 | 29 | 3.81 | 3.69 | 2.63 | 2.00 | 2.00 | 2.43 | 2.36 |
| 8 | VAMC Miami, FL - 546 | 44 | 3.85 | 4.06 | 2.90 | 2.02 | 2.30 | 2.63 | 2.54 |
| 8 | VAMC West Palm Beach, FL - 548 | 41 | 3.90 | 3.64 | 2.58 | 2.18 | 2.18 | 2.42 | 2.45 |
| 8 | VAMC San Juan, PR - 672 | 19 | 3.22 | 3.31 | 2.42 | 2.00 | 1.82 | 2.00 | 1.73 |
| 8 | VAMC Orlando, FL-675 | 20 | 3.37 | 3.68 | 2.94 | 2.12 | 2.25 | 2.88 | 2.38 |
| 9 | VAMC Huntington, WV - 581 | 14 | 4.36 | 3.92 | 3.00 | 2.15 | 2.08 | 2.69 | 2.23 |
| 9 | VAMC Lexington, KY - 596 | 17 | 3.94 | 4.18 | 3.41 | 2.53 | 2.35 | 2.88 | 3.06 |
| 9 | VAMC Louisville, KY - 603 | 11 | 4.27 | 4.36 | 3.67 | 3.78 | 3.11 | 3.44 | 3.44 |
| 9 | VAMC Memphis, TN - 614 | 34 | 3.79 | 3.97 | 3.14 | 2.17 | 2.23 | 2.72 | 2.69 |
| 9 | VAMC Mountain Home, TN - 621 | 47 | 3.86 | 3.71 | 2.86 | 1.46 | 2.08 | 2.46 | 2.00 |
| 9 | VAMC Nashville, TN - 626 (Nashville and Murfreesboro) | 14 | 3.43 | 3.57 | 2.86 | 2.38 | 2.44 | 2.88 | 2.63 |
| 10 | VAMC Chillicothe, OH - 538 | 25 | 3.88 | 3.83 | 3.12 | 2.12 | 2.40 | 2.64 | 2.44 |
| 10 | VAMC Cincinnati, OH - 539 (Ft. Thomas, KY) | 28 | 4.22 | 3.93 | 3.41 | 2.44 | 2.15 | 2.81 | 2.85 |
| 10 | VAMC Cleveland, OH - 541 (Brecksville, OH) | 35 | 3.48 | 3.73 | 2.74 | 2.41 | 2.48 | 2.86 | 2.38 |
| 10 | VAMC Dayton, OH - 552 | 13 | 3.92 | 3.67 | 2.56 | 2.70 | 2.27 | 2.64 | 2.00 |
| 10 | VAOPC Columbus, OH - 757 (Grove City, OH) | 30 | 4.07 | 4.31 | 3.34 | 2.53 | 2.25 | 2.97 | 2.83 |
| 11 | VAOPC Toledo, OH and VA Ann Arbor HCS, MI - 506 | 14 | 4.42 | 4.25 | 3.18 | 2.27 | 1.82 | 2.45 | 2.36 |
| 11 | VA Northern Indiana HCS (VAMC Fort Wayne - 610A4 and VAMC Marion - 610) | 60 | 3.39 | 3.53 | 2.32 | 1.93 | 1.84 | 2.14 | 1.96 |
| 11 | VAMC Battle Creek, MI - 515 | 19 | 3.68 | 3.35 | 2.44 | 1.88 | 1.82 | 2.35 | 2.06 |
| 11 | VAMC Danville, IL - 550 | 1 | 3.00 | 2.00 | 4.00 | 3.00 | 3.00 | 4.00 | 2.00 |

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Appendix 1: 2011 CHALENG Integration/Implementation Scores by VA Facility -- Community Representatives Assessment

| VISN | VA Facility - 2011 Name | Respondents N= | VA Access* | VA Service Coordination* | Regular Meetings | Service Co- Location | Cross Training | Interagency Agreement | Joint Service Teams |
|------|--|-------------------|------------|-----------------------------|---------------------|-------------------------|-------------------|--------------------------|---------------------------|
| 11 | VAMC Detroit, MI - 553 | 41 | 3.82 | 3.91 | 2.63 | 2.05 | 2.10 | 2.39 | 2.55 |
| 11 | VAMC Indianapolis - 583 | 6 | 3.00 | 3.67 | 3.50 | 1.50 | 2.25 | 3.00 | 3.00 |
| 11 | VAMC Saginaw, MI - 655 | 9 | 3.89 | 4.44 | 2.88 | 1.63 | 2.11 | 2.25 | 2.50 |
| 12 | VAH Hines, IL - 578 | 57 | 3.82 | 4.05 | 2.95 | 2.00 | 2.20 | 2.58 | 2.56 |
| 12 | VAH Madison, WI - 607 | 53 | 3.43 | 3.42 | 2.42 | 1.79 | 1.77 | 1.92 | 1.90 |
| 12 | VAMC Iron Mountain, MI - 585 | 42 | 3.37 | 3.45 | 2.78 | 1.56 | 1.78 | 2.18 | 1.97 |
| 12 | VAMC Milwaukee, WI - 695 | 68 | 3.54 | 3.62 | 2.39 | 1.80 | 1.96 | 2.04 | 2.15 |
| 12 | VAMC North Chicago, IL - 556 | 12 | 4.00 | 3.92 | 3.27 | 2.30 | 2.20 | 2.80 | 2.27 |
| 12 | VAMC Tomah, WI - 676 | 20 | 3.73 | 3.73 | 2.81 | 1.47 | 2.13 | 2.13 | 2.07 |
| 12 | VA Chicago HCS (VAMC Chicago (LS) - 537A4 and VAMC Chicago (WS) - 537) | 21 | 3.67 | 3.81 | 2.95 | 2.10 | 2.29 | 2.67 | 2.24 |
| 15 | VA Eastern Kansas HCS (VAMC Leavenworth - 677A4) | 22 | 3.50 | 3.45 | 1.95 | 1.40 | 1.20 | 1.84 | 1.74 |
| 15 | VAH Columbia, MO - 543 | 33 | 3.53 | 3.41 | 2.40 | 1.31 | 1.58 | 1.85 | 1.81 |
| 15 | VAM&ROC Wichita, KS - 452 | 22 | 3.67 | 3.95 | 2.86 | 2.19 | 2.38 | 2.35 | 2.15 |
| 15 | VAMC Kansas City, MO - 589 | 14 | 3.36 | 3.36 | 1.78 | 1.70 | 2.20 | 1.50 | 1.90 |
| 15 | VAMC Marion, IL - 609 | 36 | 3.14 | 3.21 | 2.24 | 1.59 | 1.82 | 1.85 | 1.88 |
| 15 | VAMC Poplar Bluff, MO - 647 | 17 | 4.13 | 4.13 | 2.75 | 1.75 | 2.08 | 2.00 | 1.92 |
| 15 | VAMC St. Louis, MO - 657 | 22 | 3.55 | 3.71 | 3.00 | 1.84 | 2.06 | 2.50 | 2.61 |
| 15 | VAMC Topeka - 677 | 22 | 3.86 | 3.90 | 2.43 | 1.62 | 1.90 | 2.22 | 2.00 |
| 16 | VA Central Arkansas HCS - 598 | 12 | 4.33 | 4.83 | 3.90 | 2.70 | 3.40 | 3.50 | 3.55 |
| 16 | VA Gulf Coast HCS - 520 (Biloxi, MS, Pensacola, FL) | 44 | 3.34 | 3.59 | 2.15 | 1.97 | 1.74 | 1.74 | 1.90 |
| 16 | VAMC Alexandria, LA - 502 | 30 | 3.69 | 3.66 | 2.08 | 1.52 | 1.58 | 1.91 | 1.78 |
| 16 | VAMC Fayetteville, AR - 564 | 11 | 4.09 | 4.27 | 3.45 | 2.27 | 2.45 | 3.36 | 3.00 |
| 16 | VAMC Houston, TX - 580 | 22 | 3.57 | 3.67 | 3.20 | 2.58 | 2.83 | 2.95 | 2.55 |
| 16 | VAMC Jackson, MS - 586 | 26 | 4.08 | 3.92 | 2.90 | 1.84 | 2.05 | 2.29 | 2.79 |
| 16 | VAMC New Orleans, LA - 629 | 26 | 3.68 | 3.64 | 2.96 | 2.17 | 2.39 | 2.70 | 2.88 |
| 16 | VAMC Oklahoma City, OK - 635 | 30 | 3.68 | 3.57 | 2.00 | 1.79 | 1.86 | 1.76 | 1.74 |
| 16 | VAMC Shreveport, LA - 667 | 34 | 3.97 | 3.87 | 2.97 | 2.07 | 2.48 | 2.44 | 2.89 |
| 16 | VAMC Muskogee, OK- 623 (Tulsa, OK) | 21 | 3.68 | 3.74 | 2.95 | 2.37 | 1.84 | 2.37 | 2.70 |

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Appendix 1: 2011 CHALENG Integration/Implementation Scores by VA Facility -- Community Representatives Assessment

| VISN | VA Facility - 2011 Name | Respondents N= | VA Access* | VA Service Coordination* | Regular Meetings | Service Co- Location | Cross Training | Interagency Agreement | Joint Service Teams |
|------|---|-------------------|------------|-----------------------------|---------------------|-------------------------|-------------------|--------------------------|---------------------------|
| 17 | VA Central Texas HCS (VAMC Marlin - 674A5, VAMC Temple - 674, VAMC Waco - 674A4 and VAOPC Austin - 674BY) | 52 | 3.73 | 3.83 | 3.00 | 2.23 | 2.15 | 2.25 | 2.17 |
| 17 | VA North Texas HCS (VAMC Bonham - 549A4 and VAMC Dallas - 549) | 50 | 3.44 | 3.35 | 2.39 | 1.84 | 1.91 | 2.07 | 1.93 |
| 17 | VA Texas Valley Coastal Bend Health Care System (VA OPC Corpus Christi, TX - 671BZ, VA OPC Harlingen, TX-671GA) | 8 | 3.86 | 4.38 | 3.60 | 1.80 | 2.40 | 2.40 | 3.20 |
| 17 | VA South Texas Veterans HCS (VAMC Kerrville - 671A4 and VAH San Antonio - 671) | 31 | 3.90 | 3.93 | 2.74 | 2.07 | 1.96 | 2.38 | 2.23 |
| 18 | El Paso VA HCS, TX - 756 | 0 | | | | | | | |
| 18 | VA New Mexico HCS - 501 | 13 | 3.38 | 3.77 | 2.85 | 2.17 | 1.92 | 2.54 | 2.54 |
| 18 | VA Northern Arizona HCS - 649 | 25 | 3.40 | 3.17 | 2.77 | 2.43 | 2.32 | 2.33 | 1.85 |
| 18 | VA Southern Arizona HCS - 678 | 48 | 3.85 | 3.64 | 2.83 | 1.72 | 2.17 | 2.58 | 2.31 |
| 18 | VAMC Amarillo, TX - 504 | 32 | 3.66 | 3.59 | 2.14 | 1.63 | 1.65 | 2.05 | 1.75 |
| 18 | VA West Texas HCS - 519 | 16 | 4.13 | 3.93 | 3.00 | 2.23 | 2.31 | 2.38 | 2.23 |
| 18 | VAMC Phoenix, AZ - 644 | 42 | 3.39 | 3.54 | 2.68 | 2.63 | 2.12 | 2.59 | 2.38 |
| 19 | VA Montana HCS (VAM&ROC Ft. Harrison - 436 and VA Eastern Montana HCS - 436A4), Miles City, MT | 43 | 3.05 | 2.86 | 2.17 | 1.32 | 1.44 | 2.10 | 2.03 |
| 19 | VA Southern Colorado HCS, (Colorado Springs-567) | 32 | 3.17 | 3.00 | 2.17 | 1.26 | 1.53 | 1.42 | 1.82 |
| 19 | VAM&ROC Cheyenne, WY - 442 | 19 | 3.74 | 3.71 | 3.19 | 2.19 | 2.06 | 3.06 | 2.88 |
| 19 | VA Eastern Colorado HCS (VAMC Denver - 554) | 12 | 3.67 | 3.58 | 3.17 | 1.42 | 1.70 | 3.00 | 3.00 |
| 19 | VAMC Grand Junction, CO - 575 | 11 | 4.36 | 4.45 | 3.18 | 1.80 | 2.00 | 2.64 | 2.73 |
| 19 | VAMC Salt Lake City, UT - 660 | 35 | 2.91 | 3.03 | 2.35 | 1.58 | 1.60 | 1.79 | 1.36 |
| 19 | VAMC Sheridan, WY - 666 | 14 | 4.21 | 4.23 | 3.00 | 1.77 | 1.77 | 2.57 | 2.23 |
| 20 | VA Alaska HCS & RO - 463 | 20 | 3.68 | 3.56 | 2.90 | 1.60 | 1.90 | 2.25 | 2.11 |

5 point scale: 1= unmet need ... 5 = met need

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| VISN | VA Facility - 2011 Name | Respondents N= | VA Access* | VA Service Coordination* | Regular Meetings | Service Co- Location | Cross Training | Interagency Agreement | Joint Service Teams |
|------|---|-------------------|------------|-----------------------------|---------------------|-------------------------|-------------------|--------------------------|---------------------------|
| 20 | VA DOM White City, OR - 692 | 25 | 3.79 | 3.63 | 3.13 | 2.55 | 2.55 | 2.68 | 2.70 |
| 20 | VA Puget Sound HCS (VAMC American Lake - 663A4 and VAMC Seattle, WA - 663), Tacoma, WA | 97 | 3.43 | 3.63 | 2.88 | 2.22 | 2.00 | 2.82 | 2.60 |
| 20 | VA Roseburg HCS, OR - 653 (Eugene, OR) | 30 | 3.32 | 3.23 | 1.91 | 1.23 | 1.50 | 1.55 | 1.52 |
| 20 | VAMC Boise, ID - 531 | 25 | 3.38 | 3.48 | 2.48 | 1.56 | 1.88 | 1.92 | 2.36 |
| 20 | VAMC Portland, OR - 648 | 33 | 3.22 | 2.97 | 2.47 | 2.00 | 1.67 | 2.00 | 2.04 |
| 20 | VAMC Spokane, WA - 668 | 44 | 3.74 | 3.84 | 3.00 | 2.12 | 2.48 | 2.49 | 2.50 |
| 20 | VAMC Walla Walla, WA - 687 | 16 | 3.88 | 3.71 | 2.71 | 1.21 | 2.21 | 2.36 | 1.93 |
| 21 | VA Central California HCS, CA - 570 | 2 | 5.00 | 5.00 | 2.50 | 3.00 | 2.00 | 3.00 | 3.50 |
| 21 | VA Northern California HCS - 612 (Martinez, Oakland and Sacramento) | 33 | 3.41 | 3.58 | 2.80 | 1.71 | 1.96 | 2.04 | 2.29 |
| 21 | VA Palo Alto HCS (VAMC Livermore - 640A4 and VAMC Palo Alto - 640), Menlo Park, CA | 87 | 3.26 | 3.48 | 2.79 | 2.18 | 2.19 | 2.33 | 2.41 |
| 21 | VA Sierra Nevada HCS, NV - 654 | 10 | 3.60 | 4.10 | 3.40 | 1.90 | 2.80 | 3.40 | 3.00 |
| 21 | VAM&ROC Honolulu, HI - 459 | 62 | 2.93 | 3.08 | 2.44 | 1.64 | 1.98 | 1.98 | 2.05 |
| 21 | VAMC San Francisco, CA - 662 | 23 | 3.65 | 3.52 | 2.73 | 1.68 | 2.09 | 2.45 | 2.11 |
| 22 | VA Greater Los Angeles HCS (VAOPC Los Angeles - 691GE, VAMC Sepulveda - 691A4 and VAMC West Los Angeles - 691) | 28 | 4.15 | 3.92 | 3.23 | 2.62 | 2.54 | 3.42 | 3.17 |
| 22 | VA Southern Nevada HCS - 593 | 80 | 3.86 | 3.89 | 3.15 | 2.21 | 2.37 | 2.94 | 2.84 |
| 22 | VAMC Loma Linda, CA - 605 | 40 | 3.48 | 3.60 | 2.76 | 2.06 | 2.21 | 2.12 | 2.30 |
| 22 | VAMC Long Beach, CA - 600 | 30 | 3.83 | 3.89 | 3.11 | 1.96 | 2.32 | 2.59 | 2.61 |
| 22 | VAMC San Diego, CA - 664 | 33 | 3.84 | 3.93 | 3.03 | 2.31 | 2.36 | 3.07 | 2.86 |
| 23 | VA Black Hills HCS (VAMC Fort Meade - 568 and VAMC Hot Springs - 568A4) | 31 | 3.43 | 3.29 | 2.24 | 1.83 | 1.81 | 1.93 | 1.88 |
| 23 | VAH&ROC Sioux Falls, SD - 438 | 40 | 3.61 | 3.68 | 2.14 | 1.45 | 1.89 | 1.86 | 1.77 |
| 23 | VAM&ROC Fargo, ND - 437 | 81 | 3.49 | 3.68 | 2.51 | 2.03 | 2.12 | 2.33 | 2.10 |

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| VISN | VA Facility - 2011 Name | Respondents N= | VA Access* | VA Service Coordination* | Regular Meetings | Service Co- Location | Cross Training | Interagency Agreement | Joint Service Teams |
|------|---|-------------------|------------|-----------------------------|---------------------|-------------------------|-------------------|--------------------------|---------------------------|
| 23 | VAMC Minneapolis, MN - 618, and Superior, WI | 112 | 3.34 | 3.41 | 2.50 | 1.81 | 2.14 | 2.22 | 2.17 |
| 23 | VAMC St. Cloud, MN - 656 | 45 | 3.45 | 3.23 | 2.38 | 1.63 | 1.78 | 1.93 | 1.68 |
| 23 | VA Central Iowa HCS (VAMC Des Moines - 555, VAMC Knoxville - 555A4) | 24 | 3.42 | 3.40 | 2.46 | 1.33 | 2.08 | 2.04 | 1.88 |

5 point scale: 1= unmet need ... 5 = met need

Appendix 5: Best Practice Examples for FY 2011

| VISN | VA Facility | Need | Action |
|-------------------------------|--|------------------------------|--|
| Housing Best Practices | | | |
| 2 | VAMC Albany, NY - 500 | Long-term, permanent housing | The Albany Healthcare for Homeless Veterans (HCHV) program has 155 vouchers. In the past year the HCHV program has permanently housed over 190 Veterans. Currently there are 105 Veterans that are residing in permanent housing. The HCHV program utilized several community agencies to assist Veterans in their goal of permanent housing, including: local department of social services offices, Catholic Charities, Albany Housing Coalition and Albany Housing Authority. Also have utilized Veteran volunteers from the community to assist homeless Veterans in the transition into permanent housing. For example, we developed a relationship with the Catholic Charities furniture program in which volunteers pick up and deliver furniture to Veterans. They are also transporting Veterans to important medical and other appointments. The volunteers services also compliment the work of our Veteran peer support specialist who provides services for homeless Veterans in the community. |
| 3 | VA New York Harbor HCS (VAMC Brooklyn 630A4 and VAMC New York - 630) | Long-term, permanent housing | Utilizing a shared drive that lists housing resource alternatives to HUD-VASH provides access to all the social workers. |
| 4 | VAMC Coatesville - 542 | Long-term, permanent housing | The biggest obstacle to permanent housing is lack of income as a result the Social Work staff have developed a relationship with a staff member of SOARS (SSI/SSDI Outreach, Access, and Recovery) in the community who will expedite the Veteran applications for Social Security Disability. The application process has been reduced to under 90 days. |

Appendix 5: Best Practice Examples for FY 2011

| VISN | VA Facility | Need | Action |
|------|--|------------------------------|---|
| 6 | VAMC Fayetteville, NC - 565 | Long-term, permanent housing | Homeless program staff hold weekly interdisciplinary treatment team meetings in order to provide a proactive, collaborative and holistic approach in determining how best meet the needs of our Veterans. Contract providers and disciplines are involved in these meetings to meet the individual needs of Veterans served. In addition, two weekly HUD-VASH support groups have been initiated to address specific needs of Veterans in the program. A morning process and support group is targeted toward Veterans only, while a second evening psychoeducational and intergenerational group is offered to address the needs of Veterans with families. Veterans are engaged in on-going evaluation and planning of these groups as they evolve. |
| 6 | VAMC Richmond, VA - 652 | Long-term, permanent housing | The local housing authority, a nonprofit housing agency (Better Housing Coalition) and local VA HUD-VASH staff are partnering in providing project-based, low-cost housing for 40 Veterans; this complex has several three-bedroom units, providing an opportunity for homeless families to find permanent housing with supportive services. |
| 6 | VAMC Salem, VA - 658 | Long-term, permanent housing | 1. Creation of HUD-VASH orientation groups to improve education to Veterans on HUD-VASH program. 2. Housing First Model: using housing first model and working to eliminate barriers to housing. For example, we are working with State of Virginia Department of Motor Vehicles and the Governors Office to streamline the State ID process for homeless Veterans who need official ID's to apply for housing , employment etc. |
| 7 | VA Central Alabama HCS (VAMC Montgomery - 619 and VAMC Tuskegee - 619A4) | Long-term, permanent housing | The House of Restoration utilized a time sensitive case management model to ensure the readiness of Veterans for permanent housing and to prevent reoccurrences of homelessness. Oversight of the model was provided by our Health Care for Homeless Veterans nurse practitioner and VA Grant & Per Diem provider staff. |

Appendix 5: Best Practice Examples for FY 2011

| VISN | VA Facility | Need | Action |
|------|------------------------------|---------------------------------|---|
| 7 | VAMC Tuscaloosa, AL - 679 | Long-term, permanent housing | Sites are doing the following: 1. Monthly outreach activities which involve partnerships with community and faith-based agencies and organization that may be in contact with homeless Veterans. 2. Provide education to the public entities (i.e., local law enforcement, bus stations, train stations, thrift stores, soup kitchens, churches, etc.) on resources to which homeless Veteran can be referred for permanent housing or emergency shelter. 3. Education sessions (provide lunch) for all VA staff, public entities, and private entities (i.e., realtors) on Veteran-specific housing programs and the benefits of leasing to Veterans. 4. Group orientation sessions on housing programs offered as part of the Veterans recovery activities. 5. At least monthly, offer groups session for formerly homeless Veteran to address issues and encourage peer support and problem-solving in relation to maintaining housing. |

Appendix 5: Best Practice Examples for FY 2011

| VISN | VA Facility | Need | Action |
|------|--------------------------------|------------------------------|---|
| 8 | VAMC West Palm Beach, FL - 548 | Long-term, permanent housing | <p>The HUD-VASH program at the West Palm Beach VA Medical Center utilizes innovative measures to assist homeless Veterans with long-term, permanent housing. One innovative practice that the HUD-VASH case managers utilize is the technology of smartphones to capture apartment images that may house homeless Veterans. While meeting prospective landlords and real estate developers within the community, the HUD-VASH case managers capturing onsite pictures & images. Prior to returning to the medical center, the HUD-VASH case managers are able to e-mail the images to their VA e-mail addresses to show Veterans potential properties. By utilizing smartphone technology, this enables the HUD-VASH team to house Veterans in a more timely fashion by decreasing physical time spent in the community searches. Another innovative practice that the HUD-VASH team has implemented is handing out of the landlord packet prior to the Veteran attending orientation at the public housing authority (PHA). In the past, Veterans were not issued a landlord/inspection packet until they attended orientation. This former practice prevented Veterans from beginning their housing search process until after they attended orientation. With new practice implementation, Veterans now come to orientation at the PHA already with an identified housing placement in mind with the required paperwork to submit to the PHA the same day that they receive their housing choice vouchers. These two innovative measures have shorted the time for HUD-VASH participants to get into their own apartments.</p> |

Appendix 5: Best Practice Examples for FY 2011

| VISN | VA Facility | Need | Action |
|------|---|------------------------------|--|
| 8 | VAMC Orlando, FL-675 | Long-term, permanent housing | A combination of clinical case management and peer support services has proven to be an effective way to engage Homeless Veterans, while assisting them with obtaining independent housing in the community. Once the Veteran receives a voucher, the Veteran is paired with a peer support specialist, in addition to the HUD-VASH case manager. The peer support specialist works with the Veteran and case manager to assist with the leasing process, similar to a housing specialist. The peer support specialist serves as a mentor and assists with navigating the leasing process. The Veteran is accompanied by the peer support specialist while viewing potential apartments, talking to landlords, and completing apartment applications. |
| 9 | VAMC Nashville, TN - 626 (Nashville and Murfreesboro) | Long-term, permanent housing | Numerous large apartment complexes were identified where Veterans live and schedule groups on how to prevent homelessness. Furthermore, have increased landlord participation in HUD-VASH: many landlords are lenient with adverse background checks; some have also agreed to assist with reductions in deposits and application fees. We have increased partnerships with The Academy (community half-way housing) which has been a important resource for furniture, other household essentials and affordable loans for automobiles and assistance with maintenance. Also, since the contract for case management services has expired with Key Alliance, the agency has still agreed to still provide outreach, case management, housing and utilities deposits at no cost. |
| 10 | VAMC Cleveland, OH - 541 (Brecksville, OH) | Long-term, permanent housing | VA staff embedded and involved at all local Housing First sites in providing case management for the Veterans. One of the housing programs is at a VA Grant and Per Diem site. |

Appendix 5: Best Practice Examples for FY 2011

| VISN | VA Facility | Need | Action |
|------|---|------------------------------|---|
| 10 | VAOPC Columbus, OH - 757 (Grove City, OH) | Long-term, permanent housing | Work continues to be done with local affordable and subsidized housing providers to prioritize Veterans for their properties. With the Commons at Livingston opening in July 2011, an additional 50 apartments have been made available to homeless Veterans. It is anticipated that an additional 200 units of permanent supportive housing units will be made available in our community during the next three years and it is our goal to have those housing operators prioritize Veterans for placement into housing. |
| 11 | VAMC Indianapolis - 583 | Long-term, permanent housing | VAMC Indianapolis has spent a lot of time communicating with other VA staff and community partners about HUD-VASH and which Veterans are suitable for this program. This is allowing a Veteran who is "chronically or literally homeless" to be identified immediately and referrals to be made within minutes instead of days. Referrals of Veterans who were not appropriate for the program seemed to have decreased. |

Appendix 5: Best Practice Examples for FY 2011

| VISN | VA Facility | Need | Action |
|------|------------------------------|------------------------------|---|
| 12 | VAMC Iron Mountain, MI - 585 | Long-term, permanent housing | <p>VAMC Iron Mountain is appreciative to have an E-RANGE team (an improved version of the former Rural Access Network for Growth Enhancement program) that works with the homeless program. This has made it possible to meet the needs of some Veterans with very significant needs by joining forces and using the HUD-VASH and the E-RANGE program to support them in community living. E-RANGE has the ability to work with the Veteran regarding medication issues and substance use issues in their homes. The E-RANGE population deals with serious and chronic mental illness and/ or deals with very chronic substance use issues. The HUD-VASH program is designed to help the chronically homeless, dealing with these same issues, to be able to live independently in a permanent housing situation. The HUD-VASH case manager and the E-RANGE team have developed individualized treatment plans identifying the needs and supports required to support the Veteran in independent living. They identify what needs and supports that each would provide. This has resulted in a decrease in hospitalization, more compliance with medication, least restrictive living environments and independent living in permanent housing.</p> |
| 12 | VAMC Milwaukee, WI - 695 | Long-term, permanent housing | <p>Center for Veterans Issues, Ltd., a long-time provider of transitional housing for Veterans, created a 52-unit permanent housing development for Veterans in Milwaukee. With support of the Milwaukee VA Medical Center and HUD, 17 HUD-VASH vouchers were converted to project-based vouchers to support this development. In July of 2011, 17 Veterans moved into permanent housing at Veterans Manor, with the support of HUD-VASH clinical care management.</p> |

Appendix 5: Best Practice Examples for FY 2011

| VISN | VA Facility | Need | Action |
|------|----------------------------------|---------------------------------|--|
| 16 | VA Central Arkansas HCS - 598 | Long-term, permanent housing | <p>Project STAY engages Veterans in acute and residential treatment that will contribute to their transition to a life of autonomy and accountability as they prepare to say "Yes," to long-term permanent housing. Project STAY will also use homeless prevention services through the HUD Emergency Solutions Grant (ESG) to assist Veterans at risk of homelessness that are willing to accept case management. The project uses Motivational Interviewing to move Veterans through the process. Finally, the project also uses self sufficiency-based "Housing Supportive Services" as incentives to help Veterans "STAY" in housing. Project STAY, is designed to serve at least 30 Veterans. During this fiscal year, 16 Veterans have opted to enroll in the Project. At 90 days, 100% of the Veterans in the STAY project remained in housing. They have been active in identifying and participating in social interventions that included both STAY and non-STAY Veterans as well as family members. In addition to VA national initiative funding, this project receives financial support from the annual Homeless Veterans Benefit Golf Tournament sponsored by the Scipio A. Jones High School Alumni Association (African-American High School that existed prior to the integration of Little Rock schools) and the VA Health Promotions Disease Prevention Program. In addition to promoting permanent housing stability, the project promotes family unification and reunification. Family members, including children, participated in all social events.</p> |

Appendix 5: Best Practice Examples for FY 2011

| VISN | VA Facility | Need | Action |
|------|------------------------|------------------------------|--|
| 16 | VAMC Houston, TX - 580 | Long-term, permanent housing | <p>Long-term permanent housing: We have 2 long-term permanent housing programs for Veterans. We have the Shelter Plus Care program and the HUD/VASH program. The Shelter Plus Care program started in 1994 and was designed to house 18 individual Veterans and 2 families that were homeless and suffered from either substance abuse, mental illness, or HIV. It was expanded in 1996 to include an additional 20 individual Veterans and 10 families. The Shelter Plus Care program has been able to assist Veterans and their families with purchasing a home, finding stable employment, remaining sober from alcohol and drugs, and empowering them to become advocates for other Veterans that are homeless due to similar circumstances. The Shelter Plus Care program currently has 70 Veterans enrolled in the program. In 2008 we began the HUD/VASH program. The development of the HUD/VASH program was a lot less strenuous due to our experience in working with landlords, housing authority staff, community resource agencies, and VA program partners. This allowed our Veterans to have confidence in our ability to meet their needs. It also provided an area of comfort for our constantly growing staff. In The program has expanded tremendously within a 3 year time period. We provide case management services for 740 Veterans and their family members. We are partnered with 4 housing authorities in the greater Houston area, the Houston Housing Authority, the Harris County Housing Authority, the Galveston Housing Authority, and the Regional Housing Authority of Deep East Texas in Jasper, TX.</p> |

Appendix 5: Best Practice Examples for FY 2011

| VISN | VA Facility | Need | Action |
|------|--------------------------|------------------------------|--|
| 18 | El Paso VA HCS, TX - 756 | Long-term, permanent housing | We have successfully completed our second year of HUD Shelter Plus Care housing for Veterans that suffer from PTSD, schizophrenia, or bipolar disorder. Through our partnership, we have housed 15 Veterans and provided them with intensive case management. Our May 2011 annual performance review indicated that Veterans placed in this program are showing a significantly lower drop-out rate percentage. We are also meeting all of our objectives with helping Veterans obtain greater self-sufficiency through employment and/or benefits. |
| 18 | VAMC Phoenix, AZ - 644 | long-term, permanent housing | Our HUD-VASH program is in collaboration with the Arizona Coalition to End Homelessness, HOM (Housing Operations and Management) Inc., Arizona Department of Veterans Services, HUD, City of Phoenix , United Way, United for Change Foundation and other supportive community partners that helped assist in housing Veterans. Up to \$10,000 of donated funds from the community were provided to help HUD-VASH participants pay for rental deposits and other additional housing expenses. Furniture donations furnished over 192 Veteran apartments. Internal assessment procedures to ensure that HUD-VASH referrals were distributed to the most appropriate case manager helped to expedite case management in housing homeless Veterans. |
| 19 | VAMC Sheridan, WY - 666 | Long-term, permanent housing | HUD-VASH Vouchers were awarded for Casper, Wyoming -- an area not previously served and in need of long -term, permanent housing resources. Support from the Casper community, including the Casper Housing Authority, was a factor in the success of this award. This is a community where resources other than the VA Community Based Outpatient Clinics were limited for Homeless Veterans. |

Appendix 5: Best Practice Examples for FY 2011

| VISN | VA Facility | Need | Action |
|------|--|------------------------------|---|
| 20 | VA Alaska HCS & RO - 463 | Long-term, permanent housing | Cost of housing in all communities in Alaska is above the National Average. Many communities in Alaska lack affordable housing options and opportunities. A new formal agreement with Alaska Housing Finance Corporation, (the statewide housing office) was signed, removing the geographic limitations on use of VASH vouchers. This change in the agreement allows the HUD-VASH staff to utilize vouchers in any community where the we are able to provide necessary case management services. Result: this change opens the use of VASH vouchers to 88% of the known Veteran population of Alaska and 100% of the known Homeless Veteran population. |
| 20 | VA Puget Sound HCS (VAMC American Lake - 663A4 and VAMC Seattle, WA - 663), Tacoma, WA | Long-term, permanent housing | VA Puget Sound Health Care System has joined with the local Seattle/King County Veterans Advisory Board to End Veteran Homelessness and worked closely with them to develop a coordinated and integrated Five-Year Plan to End Veteran Homelessness. All VA, state, county, city housing stock was counted. A gap analysis was done and the goals and objectives that have been developed were very clear. The local funders made Veterans one of their priorities. We also have a strong four-way partnership with the federal, county, state and city Veteran governmental units. We coordinate around most local projects/events. |
| 20 | VAMC Boise, ID - 531 | Long-term, permanent housing | Through VAMC Boise participation in the HUD Continuum of Care process the community gained ten additional units of permanent housing for chronically homeless female Veterans. VAMC Boise believes this is an excellent example of utilizing existing community processes to increase services to Veterans. |

Appendix 5: Best Practice Examples for FY 2011

| VISN | VA Facility | Need | Action |
|------|--|------------------------------|--|
| 20 | VAMC Portland, OR - 648 | Long-term, permanent housing | The local HUD-VASH team for the Portland VA Medical Center added a Substance Use Disorder (SUD) specialist to their case-management team. The specialist has been able to work with permanently placed Veterans whose substance use is interfering with their ability to be successful in long-term housing. Housing retention for these permanent placements was increased with the addition of this specialist. This is a unique approach to addressing housing barriers related to substance use and supports the Housing First model of practice. Additionally, the specialist can be mobile and support treatment goals and harm reduction in a setting that is most comfortable and suitable for the Veteran |
| 21 | VA Central California HCS, CA - 570 | Long-term, permanent housing | VA Central California has actively worked in collaboration with three different housing authorities to increase porting options and make more permanent housing available in the most needed areas. |
| 22 | VA Greater Los Angeles HCS (VAOPC Los Angeles - 691GE, VAMC Sepulveda - 691A4 and VAMC West Los Angeles - 691) | Long-term, permanent housing | Veterans-to-Home Project 60 (Project 60) is a collaboration between VA, the County of Los Angeles Mental Health Department, and several community partners. VHP60 targets vulnerable chronically homeless Veterans who may have failed traditional residential drug treatment and mental health programs. VHP 60 works with three homeless service providers (Ocean Park Community Center [OPCC]), Step Up on Second Street and St. Joseph's Center) who have already developed rapport with VHP 60 participants. GLA provides Section 8 housing vouchers (through its HUD-VASH program) and intensive case management services using a Housing First approach. Veterans are encouraged to participate in mental health and substance abuse treatment from community and VA providers. This program targets 60 chronically homeless Veterans and will expand this to 120 in FY 2012 "Project 120." |

Appendix 5: Best Practice Examples for FY 2011

| VISN | VA Facility | Need | Action |
|------|----------------------------|---------------------------------|---|
| 23 | VAM&ROC Fargo, ND - 437 | Long-term, permanent housing | VAMC Fargo has formed a collaborative of VA, other Federal, State, and County agencies to create permanent housing where there is an amazing shortage (due to flooding and the current oil boom in western North Dakota). |

Appendix 6: CHALENG Points of Contact by VISN

| COMMUNITY HOMELESSNESS ASSESSMENT, LOCAL EDUCATION AND NETWORKING GROUPS (CHALENG) FOR VETERANS - VAMC/VAOPC | | | | | | |
|--|-------------------------------|-----------------------------------|--|-----------------------------|------------------------|------------------------|
| Name | Title/Program | Facility/Station Number | Address | City/State/Zip | Phone | Fax |
| VISN 1 | | | | | | |
| Karen Guthrie, MSW | Homeless Veterans Coordinator | VA Medical Center -523 | 150 S. Huntington Ave. | Boston, MA 02130 | 617-699-2522 | 857-364-4477 |
| John Sullivan | Homeless Veterans Coordinator | VA Community Care Center | 114 Orange Ave. | West Haven, CT 06516 | 203-479-8043 | 203-931-4068 |
| Patricia Albert-Dehetre | Homeless Veterans Coordinator | VA Medical & Regional Office -402 | One Veterans Center MDP 116A | Augusta, ME 04330 | 207-623-8411 ext. 5658 | 207-623-5784 |
| Jesse H. Vazzano | Homeless Veterans Coordinator | Edith N. Rogers Vet. Hosp. -518 | 200 Springs Road | Bedford, MA 01730 | 781-687-2705 | 781-687-3179 |
| see Karen Guthrie above | Homeless Veterans Coordinator | VA Medical Center -525 | 940 Belmont Street | Brockton, MA 02401 | 508-583-4500 ext. 1122 | 508-583-4500 ext. 2592 |
| Robert Carroll | Homeless Veterans Coordinator | VA Medical Center -631 | 421 North Main Street | Leeds, MA 01053 | 413-584-4040 ext.2136 | 413-582-3178 |
| Lisa C . Jacobus | Homeless Program Coordinator | VA Medical Center -608 | 718 Smyth Road | Manchester, NH 03104 | 603-624-4366 ext.3622 | 603-626-6576 |
| Bill Carr, Ph.D | Homeless Veterans Program | VA Medical Center -650 | Davis Park | Providence, RI 02907 | 401-273-7100 ext.1673 | 401-254-2076 |
| Leigh M. Smith | Homeless Veterans Program | VA Community Based OPC-Bennington | 186 North Street | Bennington, VT 05201 | 802-595-9023 | 802-442-2137 |
| John Sullivan | Homeless Veterans Coordinator | VA Medical Center -627 | 555 Willard Ave | Newington, CT 06111 | 203-479-8043 | 860-667-6842 |
| see Bill Carr above | Homeless Veterans Program | Rhode Island Veterans Home | 480 Metacom Ave | Bristol, RI 02809 | 401-273-7100 ext.1673 | 401-254-2076 |
| David V. Bann | Associate Director, MHS | VAMC&Togus-402 | 1 VA Center | Togus, Me 04330 | 207-623-8411,ext.5404 | |
| VISN 2 | | | | | | |
| Nicholas Paziienza, Ph.D. | Homeless Coordinator | Samuel Stratton VA Med Ctr -500 | 113 Holland Ave. | Albany, NY 12208 | 518-626-5306 | 518-462-3099 |
| Darlene Prutsman, LCSW-R | Homeless Veterans Program | VA Medical Center -514 | Argonne Avenue | Bath, NY 14810 | 607-664-4319 | |
| Elizabeth Louer-Thompson | HCHV Coordinator | VA Outpatient Clinic | 465 Westfall Rd | Rochester, NY 14620 | 585-463-2612 | |
| Kristen Weese | HCHV Coordinator | VA Medical Center -528 | 3495 Bailey Ave. | Buffalo, NY 14215 | 716-862-5855 | 716-883-8420 |
| Shelia Harris | Homeless Veterans Program | VA Medical Center -532 | 400 Fort Hill Avenue | Canandaigua, NY 14424 | 585-393-7422 | 716-393-7629 |
| Adam Ormsby | HCHV Coordinator/SCI Coord. | VA Medical Center -670 | 800 Irving Avenue | Syracuse, NY 13210 | 315-425-4428 | 315-425-4406 |
| VISN 3 | | | | | | |
| Latonya Heyward,LCSW | HCHV Coordinator | Bronx VA Medical Center -526 | 130 W. Kingsbridge Rd. | Bronx, NY 10468 | 718-584-9000 ext. 5154 | 718-679-3363 |
| Emily Kalb, LCSW (630 GC) | Coordinator, Project TORCH | VA NY Harbor HCS-527 | 40 Flatbush Ave. Ext., 8th Fl. | Brooklyn, NY 11201 | 718-439-4345 | 718-439-4356 |
| see Paul Stolz below | | VA Hudson Valley HCS | | Castle Point, NY 12511-9999 | | |
| Paul Stolz, LMSW | Homeless Veterans Coordinator | VA Hudson Valley HCS | P. O. Box 100 Bldg 52, Albany Post Rd. | Montrose, NY 10548 | 914-737-4400 ext. 3740 | 914-788-4371 |
| see Emily Kalb above | | VA Medical Center -630 | 423 E. 23rd St. | New York, NY 10010 | | |
| Greg Curran, LCSW (122) | HCHV Coordinator | VA Medical Center -632 | 79 Middleville Road, Bldg. 7/115 | Northport, NY 11768 | 631-261-4400 ext. 2204 | 631-266-6029 |
| Donna Branca , LCSW | Homeless Program Coordinator | VA New Jersey HCS-561/561A4 | 151 Knollcroft Rd., Bldg 57 | Lyons, NJ 07939 | 908-647-0180 ext.4983 | 908-604-5850 |
| VISN 4 | | | | | | |
| Mary F. Pilarski, MSN, RN | Homeless Veterans Program | VA Pittsburgh Healthcare System | 1010 Delafield Road, Veterans Recovery Center (122B-A) | Pittsburgh, PA 15215 | 412-822-1272 | 412-365-5795 |
| Tracy C. Polk | Homeless Veterans Program | VA Medical & Regional Office -460 | 1601 Kirkwood Highway | Wilmington, DE 19805 | 302-994-2511 ext.4497 | 302-633-5482 |
| Karen Vislosky | Homeless Veterans Program | James E. Van Zandt VAMC -503 | 2907 Pleasant Valley Blvd. | Altoona, PA 16602 | 814-943-8164 ext. 7640 | 814-940-7898 |
| Daniel Slack, SW (54) | Homeless Veterans Program | VA Medical Center -529 | 325 New Castle Road | Butler, PA 16001-2480 | 724-285-2439 | 724-477-5038 |
| Claudia Hepler, MSW, ACSW, LCSW | Homeless Veterans Program | VA Medical Center -542 | 1400 Black Horse Hill Rd | Coatesville, PA 19320-2096 | 610-384-7711, 6827 | 610-383-0283 |
| Laryssa Stolar, SW | HCHV Coordinator | VA Medical Center -562 | 135 East 38th | Erie, PA 16504 | 814-860-2481 | 814-456-5464 |
| Keisha D. Kerr, LSW | Homeless Veterans Program | VA Medical Center -595 | 1700 S. Lincoln Avenue | Lebanon, PA 17042 | 717-272-6621 | 717-228-5972 |
| James Hammond | Homeless Veterans Program | VA Medical Center -642 | 3900 University Avenue | Philadelphia, PA 19104 | 215-823-5800 ext.5106 | 215-823-4040 |
| David Warke, SW | HCHV Coordinator | VA Medical Center -693 | 1111 East End Blvd. | Wilkes-Barre, PA 18711 | 570-824-3521 ext. 7956 | 570-821-7299 |
| Tammy M. Fumich, MSW, LGSW | Homeless Coordinator | Louis A. Johnson VAMC -540 | 1 Medical Center Drive | Clarksburg, WV 26301 | 304-623-3461 ext. 3583 | 304-626-7726 |
| VISN 5 | | | | | | |
| Eric A. Shank | Homeless Veterans Program | VA Medical Center -512 | 10 North Greene Street | Baltimore, MD 21201 | 410-605-7000 ext.4197 | 410-605-7926 |
| See Eric Shank above | Homeless Veterans Program | VA Maryland HCS -512a5 | Bldg 1 H | Perry Point, MD 21902 | 410-642-2411 | 410-642-1852 |
| Kevin Morton, LICSW | Homeless Veterans Program | VA Medical Center -688 | 50 Irving Street, NW | Washington, DC 20422 | 202-745-8000 ext. 6892 | 202-745-8629 |
| Jason A. Malcy, Ph.D. | DCHV Manager | VAMC, Domiciliary 502 -613 | 510 Butler Ave. | Martinsburg, WV 25401 | 304-263-0811 ext. 4659 | 304-264-3989 |

Appendix 6: CHALENG Points of Contact by VISN

| Name | Title/Program | Facility/Station Number | Address | City/State/Zip | Phone | Fax |
|-------------------------------------|-------------------------------------|---------------------------------|---------------------------------|---------------------------|-------------------------|--------------|
| VISN 6 | | | | | | |
| Bob Williamson, MSW | Homeless Veterans Program | VA Medical Center -558 | 508 Fulton Street | Durham, NC 27703 | 919-286-0411. 6045 | 919-416-5834 |
| Allison Bond, SW | Homeless Veterans Program | VA Medical Center -637 | 1100 Tunnel Road | Asheville, NC 28805 | 828-298-7911 ext.5506 | 828-299-5804 |
| Edgar C. Norwood | Acting HCHV Coordinator | VA Medical Center -565 | 2300 Ramsey Street | Fayetteville, NC 28301 | 910-488-2120 ext.5679 | 910-482-5163 |
| Hattie Johnson, SW | HCHV Coordinator | VA Medical Center -659 | 1601 Brenner Avenue, Bldg 11. | Salisbury, NC 28144 | 704-638-9000 ext.3699 | 704-638-3329 |
| Martha Chick-Ebey, MSW , LCSW, DCSW | HCHV Coordinator | VA Medical Center -590 | 100 Emancipation Road | Hampton, VA 23667 | 757-722-9961 ext. 1285 | 757-726-6035 |
| Raymond Patterson, SW | HCHV Coordinator | Hunter Holmes McGuire VAMC -652 | 1201 Broad Rock Blvd. | Richmond, VA 23249 | 804-675-5000 ext.4191 | 804-675-5346 |
| Jeanne M. Welch | Homeless Veterans Program (122) | VA Medical Center -658 | 1970 Roanoke Boulevard | Salem, VA 24153 | 540-982-2463 ext.3936 | 540-224-1932 |
| William Workman, SW | Homeless Veterans Program | VA Medical Center -517 | 200 Veterans Avenue | Beckley, WV 25801 | 304-255-2121 ext.4682 | 304-255-2431 |
| VISN 7 | | | | | | |
| Calvin Scott | HCHV Coordinator | VA Medical Center | 2675 N. Martin Street, Bldg 700 | East Point, GA 30344 | 404-321-6111 ext.7437 | 404-327-4028 |
| Beverly A. Knighten | HCHV Coordinator | VA Medical Center -509 | 1 Freedom Way | Augusta, GA 30904 | 706-733-0188 ext. 7426 | 706-481-6749 |
| Laura Vertin, SW | Acting Homeless Coordinator | Carl Vinson VAMC -557 | 1826 Veterans Blvd. | Dublin, GA 31021 | 478-272-1210 ext.2632 | 478-277-2874 |
| Willie Fields, LCSW | HCHV Coordinator | VA Medical Center -521 | 700 South 19th St. | Birmingham, AL 35205 | 205-933-8101 ext.6751 | 205-939-4585 |
| see Springe Love below | HCHV Coordinator | VA Medical Center -619 | 215 Perry Hill Road | Montgomery, AL 36109-3798 | | |
| Jackie Hill-Gordon | Homeless Veterans Program | VA Medical Center -679 | 3701 Loop Road East | Tuscaloosa, AL 35404 | 205-554-2000 ext.2737 | 205-554-3556 |
| Springe Love, LCSW | HCHV Coordinator | VA Medical Center -680 | 2400 Hospital Road | Tuskegee, AL 36083 | 334-725-2838 | 334-724-6764 |
| Linda Williams, RN | HCHV Coordinator | Ralph H. Johnson VAMC -534 | 109 Bee Street | Charleston, SC 29401-5799 | 843-789-7953 | 843-853-9167 |
| Rebecca Barnette,SW | Homeless Veterans Program Manager | WJB Dorn Vets. Hospital -544 | 6439 Garners Ferry Rd. | Columbia, SC 29209-1639 | 803-776-4000 ext. 7659 | 803-695-7962 |
| VISN 8 | | | | | | |
| Carrie E. Meo-Omens, LCSW | Homeless Veterans Coordinator | VA Medical Center -516 | 10000 Bay Pines Blvd. | Bay Pines, FL 33744 | 727-398-6661 ext.4711 | 727-318-1264 |
| Vianne Marchese | Homeless Veterans Coordinator | VA Medical Center -573 | 1601 Southwest Archer | Gainesville, FL 32608 | 352-376-1611ext.7461 | 352-376-7901 |
| See Vianne Marchese above | Homeless Coordinator | VA Medical Center -594 | 801 South Marion Street | Lake City, FL 32025-5898 | | |
| Beth Wolfsohn, LCSW | Homeless Program Coordinator | VA Medical Center -546 | 1201 NW 16th Street | Miami, FL 33125 | 305-541-5864 ext. 143 | 305-541-8614 |
| Wendy Hellickson, LCSW (116-A7) | HCHV Coordinator | James A. Haley Vets Hosp -673 | 10770 N. 46th Street | Tampa, FL 33617 | 813-979-3559 | 813-228-2857 |
| Maria J. Cabrera, LCSW | Homeless Veterans Coordinator | W. Palm Beach VAMC -548 | 7305 N. Military Trail | West Palm Beach, FL 33410 | 561-422-6870 | 561-442-6856 |
| Daniel Aponte-Ramos, MSW | Homeless Veteran Coordinator | VA Medical Center -672 | 10 Casia St. | San Juan, PR 00921-3201 | 787-641-7582 ext. 12327 | 787-641-4398 |
| Heather S. Gallagher, LCSW | Homeless Veteran Coordinator | VA Medical Center - 675 | 5201 Raymond Street | Orlando, FL 32803 | 321-397-6614 | |
| VISN 9 | | | | | | |
| Suzanne T. Jenkins | Homeless Veterans Program | VA Medical Center -626 | 1310 24th Ave., South | Nashville, TN 37212-2637 | 615-873-7619 | 615-321-6353 |
| Erin C. Clarey | Homeless Veterans Program | VA Medical Center -614 | 1030 Jefferson Avenue | Memphis, TN 38104 | 901-523-8990 ext.7753 | 901-577-7427 |
| James Forgey | HCHV/DCHV Coordinator | VA Medical Center -621 | James H. Quillen, VAMC | Mountain Home, TN 37684 | 423-979-2844 | 423-979-2812 |
| Randy Moler | GPD Liaison | VA Medical Center -596 | 1101 Veterans Drive | Lexington, KY 40502 | 859-233-4511 ext.3607 | 859-281-3984 |
| Brian A. Alexander, LCSW | GPD Liaison | VA Medical Center | 800 Zorn Ave | Louisville, KY 40206 | 502-587-8122 | 502-583-1991 |
| LeeAnn Bills | HCHV Coordinator | VA Medical Center -581 | 1540 Spring Valley Drive | Huntington, WV 25704 | 304-429-6755 ext.3711 | |
| VISN 10 | | | | | | |
| Kathleen Penman | Homeless Program Coordinator (181B) | VAMC Building 4116A(B) | 10000 Brecksville Road | Brecksville, OH 44141 | 440-526-3030 ext. 7036 | 440-546-2897 |
| Amy Combs, Clinical SW | Homeless Coordinator (116A4) | VA Medical Center -538 | 17273 State Route 104 | Chillicothe, OH 45601 | 740-773-1141 | 740-772-7051 |
| Christopher Chatfield | Homeless Veterans Program | VA Med. Ctr. -539 | 1000 S. Ft. Thomas Ave. | Ft. Thomas, KY 41075 | 859-572-6226 | 606-572-6222 |
| Lois Depp | Homeless Program Coordinator | VA Medical Center -552 | 4100 West 3rd Street | Dayton, OH 45428 | 937-267-3909 | 937-267-5314 |
| Adam Ruege | Homeless Veterans Program | VA Outpatient Clinic -757 | 420 N. James Road | Columbus, OH 43219 | 614-257-5206 | 614-253-7961 |

Appendix 6: CHALENG Points of Contact by VISN

| Name | Title/Program | Facility/Station Number | Address | City/State/Zip | Phone | Fax |
|-----------------------------------|---|-----------------------------------|------------------------------------|-----------------------------|-------------------------|--------------|
| VISN 11 | | | | | | |
| Shawn Dowling | Homeless Program Coordinator (F118) | VA Medical Center -506 | 2215 Fuller Road | Ann Arbor, MI 48108 | 734-845-3127 | 734-769-7412 |
| Shelia Williams, LMSW | Homeless Program Coordinator | VA Medical Center | 4646 John R. Street | Detroit, MI 48201 | 313-576-1000 ext.64602 | 313-576-1074 |
| Daleth C. Jean-Jules (122) | HCHV Coordinator | VA Medical Center -515 | 5500 Armstrong Rd. | Battle Creek, MI 49037-7314 | 269-966-5600 ext.31648 | 269-223-5287 |
| Mary K. Richards, SW | HCHV Coordinator | Aleda E. Lutz VAMC -655 | 1500 Weiss Street | Saginaw, MI 48602 | 989-497-2500 ext.11773 | |
| Jennifer Gerrib, LCSW | Grant & Per Diem Liaison (122) | Illiana VA Health Care System-550 | 1900 East Main Street | Danville, IL 61832 | 217-554-3411 | 217-554-4813 |
| Naomi R. Nicastro | Homeless Program Coordinator | VAMC NIHCS Ft. Wayne Campus | 2121 Lake Ave. | Ft.Wayne, IN 46805 | 260-426-5431 ext.71662 | 260-421-1029 |
| Deb Walls, LCSW | HCHV Coordinator | Richard L. Roudebush VAMC -583 | 2669 Cold Spring Road, B | Indianapolis, IN 46222 | 317-988-3198 | 317-988-1854 |
| Linda Webb, LISW (506GA-116A) | HCHV Program Coordinator | Toledo CBOC-506GA | 3333 Glendale Avenue | Toledo, OH 43614 | 419-213-7524 | 419-213-7631 |
| VISN 12 | | | | | | |
| Michael Gates | Homeless Veterans Coordinator | Jesse Brown VAMC-536/578 | 820 South Damen | Chicag, IL 60612 | 312-569-6929 | 708-202-8425 |
| Stephanie James, MSW,LCSW | Homeless Veterans Coordinator/VJO | VA Medical Center -556 | 3001 Greenbay Road | North Chicago, IL 60064 | 224-610-4836 | 224-610-3844 |
| Nicole Foster-Holdwick | Homeless Prgoram Coordinator | VA Medical Center -585 | 325 East "H" Street | Iron Mountain, MI 49801 | 906-774-3300 ext.32541 | 906-779-3147 |
| Marybeth Urbin, LCSW | Homeless Veterans Program | Wm. S. Middleton Vets Hosp. -607 | 307 N. Brooks St. | Madison, WI 53715 | 608-256-1901 | 608-280-7025 |
| Barbara Gilbert | HCHV Coordinator | VA Medical Center -695 | 3330 W. Wells Street | Milwaukee, WI 53208 | 414-342-2224 | 414-342-2207 |
| Cindi A. Groskreutz, SW | Homeless Veterans Coordinator | VA Medical Center -676 | 500 E. Veterans Parkway | Tomah, WI 54660 | 608-372-3971 ext.6778 | 608-372-7792 |
| William Baxter, LCSW | HCHV Coordinator | Edward Hines Jr. VAMC | 500 South 5th Avenue | Hines, IL 60141-5050 | 708-202-4961 | 708-202-4954 |
| VISN 15 | | | | | | |
| Okon Dale | Homeless Veterans Coordinator | VA Medical Center -589 | 4801 Linwood Blvd. | Kansas City, MO 64128-2295 | 816-861-4700 ext.57587 | 816-922-3317 |
| Katherine S. Burnham, MSW | (BHSL) | Harry S. Truman Vets. Hosp. -543 | 800 Hospital Drive | Columbia, MO 65201 | 573-814-6244 | 573-814-6493 |
| Vickie Eich, SW | 116) | VA Eastern Kansas HCS-Leavenworth | 4101 S. 4th St. Tfway | Leavenworth, KS 66048 | 913-682-2000 ext. 52401 | 913-758-4149 |
| Adam Coleman, LCSW | Homeless Veteran Coordinator/Clinical | VA Medical Center -609 | 2401 West Main Street | Marion, IL 62959 | 618-997-5311 ext.54463 | 618-993-4172 |
| Kristina Bowby, MSW | Homeless Veterans Coordinator | John J. Pershing VAMC | 1500 N. Westwood Blvd. | Poplar Bluff, MO 63901 | 573-686-4151 | 573-778-4156 |
| Joanne Joseph, LCSW, C-SWHC | HCHV Coordinator, SW Supervisor | STL VA Hope Recovery Center | 515 N. Jefferson | St. Louis, MO 63103 | 314-652-4100 ext.55472 | 314-289-9547 |
| Randy Crandall (116B21) | Homeless Coordinator | Colmery-O'Neil VAMC -677 | 2200 Gage Boulevard | Topeka, KS 66622 | 785-350-3111 ext.52090 | 785-350-4368 |
| Judith A. Epperson, SW | HCHV Coordinartor | VA Medical & Regional Office -452 | 5500 E. Kellogg | Wichita, KS 67218 | 316-651-3684 | 316-634-3075 |
| VISN 16 | | | | | | |
| Kimberly R. Knight, MSW, LCSW | Homeless Veterans Program | G.V.(Sonny) Montgomery VAMC -586 | 1500 E. W. Wilson Dr. | Jackson, MS 39216 | 601-362-4471 ext.4152 | 601-368-4094 |
| Rena Powell, 122 | HCHV Coordinator | VA Medical Center -502 | P.O.Box 69004 | Alexandria, LA 71306-9004 | 318-473-0010 ext. 2796 | 318-483-5177 |
| Margaret H. Scurfield | Homeless Veterans Program | VAMC Gulf Coast | 101 Vernon Ave. Ste 387 | Panama city, FL 32407 | 850-636-7018 | |
| Brian McAnally, LCSW (122) | HCHV Coordinator/Grant & Per Diem Liaison | VA Medical Center -564 | 1100 N. College Avenue | Fayetteville, AR 72703 | 479-444-4004 | 501-587-5994 |
| Luis Paulino | Homeless Veterans Program Coord. | VA Medical Center -580 | 2002 Holcombe Blvd. | Houston, TX 77030 | 281-658-3813 | |
| Estella L. Morris, Ph.D (116CHC) | Prog. Mgr. Comprehensive Hmls. Ctr. | VA Medical Center | 1101 W. 2nd Street | Little Rock, AR 72204 | 501-257-4499 | 501-257-4240 |
| Kenneth Rocky, MSW (COS6) | HCHV Coordinator | VA Medical Center -629 | 1601 Perdido Street | New Orleans, LA 70146 | 504-568-0811 ext 3620 | 504-589-5919 |
| Margaret L. Griffing, SW | Homeless Program Coordinator | Overton Brooks VA Med Ctr -667 | 510 East Stoner Avenue | Shreveport, LA 71101-4295 | 318-990-4402 | 318-841-4784 |
| Linda Carpenter-Rhodes, MSW, LCSW | Homeless Veterans Coordinator (122H) | VA Medical Center -635 | 1140 NW 32nd | Oklahoma City, OK 73118 | 405-456-1779 | 405-290-1777 |
| see Adam Cothran below | Homeless Coordinator, Suite 100 | VA Medical Center | 10159 E. 11th St. | Tulsa, OK 74128 | 918-610-2015 | 918-835-5760 |
| Adam Cothran | Homeless Veterans Program | VA Muskogee | 1011 Honor Heights Drive | Muskogee, OK 74401 | 918-610-2021 | |
| see Margaret Scurfield above | Homeless Veterans Program | VA Medical Center-520 | 400 Veterans Ave. | Biloxi, MS 39531 | 228-523-5502 | |
| VISN 17 | | | | | | |
| Helosie Ferguson, MSW, MPH | Coordinator | VA Medical Center, North Texas | 4500 Lancaster Rd. | Dallas, TX 75216 | 214-462-4546 | 214-857-1123 |
| Tammy L. Wood | HCHV Coordinator | VA Medical Center, North Texas | 4500 Lancaster Rd. | Dallas, TX 75236 | 214-467-1863 | |
| see Tammy Wood above | HCHV Coordinator | Sam Rayburn Mem Vet Ctr-522 | 1201 E. 9th Street | Bonham, TX 75418 | 903-583-6233 | 903-583-6687 |
| Steve Shomion | HCHV Coordinator | S. TX Vets. Health Care Sys. -671 | 4073 Medical Drive, Fairhaven Ctr. | San Antonio, TX 78229 | 210-949-9005 | 210-949-9771 |
| Paula Wood, LCSW (122) | HCHV Coordinator | VA Medical Center -685 | 1901 Veterans Memorial Drive | Temple, TX 76504 | 254-743-1261 | 254-754-9346 |
| Andrew Miller | HCHV Coordinator | VA Outpatient Clinic | 2901 Montopolis Drive | Austin, TX 78741 | 512-653-6844 | 512-389-7111 |
| Perdro Bustamante, LCSW | HCHV Coordinator | Clinic | 2106 Treasure Hills Blvd. | Harlingen, TX 78550 | 361-806-5600 | 361-806-5604 |
| Linda E. Saucedo, SW | HCHV Coordinator | VA Medical Center | 300 W. Rosedale | Ft. Worth, TX 76104 | 817-255-7123 | 817-255-7166 |

Appendix 6: CHALENG Points of Contact by VISN

| Name | Title/Program | Facility/Station Number | Address | City/State/Zip | Phone | Fax |
|-------------------------------|-----------------------------------|-------------------------------------|--------------------------------------|----------------------------|------------------------|--------------|
| VISN 18 | | | | | | |
| Michael A. Leon, LCSW | HCHV Coordinator | Carl T. Hayden VAMC -644 | 650 E. Indian School Rd. | Phoenix, AZ 85012 | 602-277-5551 ext. 7656 | 602-222-6521 |
| Richrd L. Meth, SW | Homeless Veterans Program | VA Medical Center -501 | 1501 San Pedro, SE. | Albuquerque, NM 87120 | 505-265-1711 ext.2057 | 505-256-2723 |
| Virginia Sartini, SW | HCHV Coordinator | VA Medical Center -504 | 6010 Amarillo Blvd., W. | Amarillo, TX 79106 | 806-355-9703 ext.7522 | 806-356-3794 |
| Shad Barrows | Homeless Program Coordinator | VA Medical Center West Texas-519 | 300 Veterans Blvd. | Big Spring, TX 79720-5500 | 432-263-7361 ext. 7059 | 432-268-5086 |
| Joel A. Arrigucci, SW | Homeless/CWT Program Coord. (116) | VA Health Care Center -756 | 5001 N. Piedras St. | El Paso, TX 79903-4211 | 915-564-6139 | 915-564-7867 |
| John J. Shebek, SW | Homeless Veterans Coordinator | VA Medical Center -649 | 500 Highway 89 North | Prescott, AZ 86313 | 928-445-4860 ext.6380 | 928-776-6176 |
| Vincent J. Fricano | 116A) | Southern Arizona VA HCS -678 | 3601 S. 6th Avenue Bld 66 | Tucson, AZ 85723 | 520-792-1450 ext.1901 | 520-629-4725 |
| VISN 19 | | | | | | |
| Colleen Cronin, SW | GPD Liaison | VA Medical Center -554 | 1055 Clermont Street | Denver, CO 80220 | 303-399-8020 ext.3478 | 303-393-4656 |
| Vanessa Stapert, LISW-S, LCSW | HCHV Program Coordinator | VA Medical Ctr.-442 &ROC | 2360 E. Pershing Blvd. | Cheyenne, WY 82001 | 307-778-7550 ext.7349 | 307-778-7812 |
| Anthony Snell, LCSW | Homeless Veterans Program Coord. | VA Med. & Regional Of. Ctr. -436 | 3687 Veterans Drive | Fort Harrison, MT 59636 | 406-447-7309 | 406-447-7333 |
| Monroe Jack Freeman (LCSW) | Homeless Program Coordinator | Colorado Springs VA Clinic | 25 North Spruce | Colorado Springs, CO 80905 | 719-667-5588 | 719-667-4462 |
| Lisa Strauss, LCSW | Homeless Coordinator | VA Medical Center -575 | 2121 North Avenue | Grand Junction, CO 81501 | 970-242-0731 ext.2723 | 970-256-8905 |
| see Anthony Snell, LCSW above | | VA Medical Center -617 | 210 S. Winchester | Miles City, MT 59301 | | |
| April Smith, LCSW | Homeless Veterans Program Coord. | VA Medical Center -660 | 500 Foothill Blvd. | Salt Lake City, UT 84148 | 801-582-1565 | 801-584-2507 |
| William Banks, LCSW | Liaison | VA Medical Center -666 | 1898 Fort Road | Sheridan, WY 82801 | 307-675-3823 | 307-672-1911 |
| VISN 20 | | | | | | |
| Peggy M. Kuhn | Homeless Program Coordinator | VA Medical Center -648 | Bldv.Bldg.18,Rm199 | Vancouver, WA 98661 | 360-696-4061 ext.33839 | 360-737-1424 |
| Jermiah Newbold, LCSW | HCHV Outreach | VA Medical Center | 3001 C Street | Anchorage, AK 99503 | 907-273-4017 | 907-273-4049 |
| Jill Vanheel | Homelessness Coordinator | VA Medical Center -531 | 500 West Fort Street | Boise, ID 83702 | 208-422-1000 ext.7806 | 202-422-1241 |
| Lansing Laughlin | Homeless Veterans Program | VA Medical Center | 100 River Ave. | Eugene, OR 97404 | 541-242-0459 | 541-345-7063 |
| Katherine Gerard | HCHV Coordinator S-116-ATC | VA Puget Sound HCS | 1660 S. Columbian Way | Seattle, WA 98108 | 206-277-3260 | 206-589-4064 |
| John Davis | HCHV Coordinator | VA Medical Center -668 | 4815 N. Assembly | Spokane, WA 99205 | 509-462-2500 EXT.4002 | 509-353-2709 |
| Chris Oliver | HCHV Coordinator | VA Medical Center - (326) | 77 Wainwright Drive | Walla Walla, WA 99362 | 509-525-5200 ext.22690 | 509-527-6113 |
| Laura Janus, SW | HCHV Coordinator (122) | VA Domiciliary-692 | 8495 Crater Lake | White City, OR 97503 | 541-826-2111 ext.3772 | |
| VISN 21 | | | | | | |
| Michael J. Martin, LCSW | HCHV Coordinaor (122) | VA Medical Center | 401 Third Street | San Francisco, CA 94107 | 415-551-7309 | 415-861-0323 |
| Carolyn S. Hughes, PhD, LCSW | Chief, Social Work Service | VA Medical Center -570 | 2615 E. Clinton Avenue | Fresno, CA 93703 | 559-225-6100 ext.5671 | 559-228-6903 |
| Emily Kobashigawa, SW | Homeless Program Coordinaor | VA Pacific Islands HCS | 459 Patterson Road | Honolulu, HI 96819-1522 | 808-433-0063 | 808-433-0392 |
| Stacy L. Studebaker | Homeless Program Coordinaor | VA Medical Center -599 | 4951 Arroyo Road | Livermore, CA 94550 | 650-444-8034 | |
| see Tracy Cascio, below | Homeless Program Coordinaor | Oakland Army Base | 2502 W . 14th St. | Oakland, CA 94607 | 510-587-3405 | 510-587-3420 |
| see Stacy L. Studebaker above | Homeless Program Coordinator | VA Palo Alto HCS | 795 Willow Road, Bldg 334 | Menlo Park, CA 94025 | 650-493-5000 | 650-617-2787 |
| Paula Rowles, LCSW | Coordinator HCHV/GPD Liaison | VA Medical Center -654 | 1000 Locust Street | Reno, NV 89502 | 775-328-1761 | 775-328-1403 |
| Tracy Cascio, SW | Homeless Program Coordinaor | VANCHCS-Social Work Service (122) | 150 Muir Road | Martinez, CA 94553 | 925-372-2420 | 925-372-2501 |
| See Tracy Cascio above | | | | Sacramento, CA | | |
| VISN 22 | | | | | | |
| Mechel Stanley, RN | Homeless Veterans Coordinator | VA Medical Center -600 | 5901 East 7th Street | Long Beach, CA 90822 | 562-826-8473 | 562-826-8000 |
| Marcia Evans, RN, MSN | Homeless Program Coordinator | c/o CBOC | P.O. Box 360001 | N. Las Vegas, NV 89036 | 702-636-3000 ext.6056 | 702-636-4078 |
| Melissa R. Conrad, SW | Homeless Veterans Program | VA Medical Center -116A | 11201 Benton Street | Loma Linda, CA 92354 | 909-825-7084 | 909-422-3186 |
| Jo Etta Brown Higgins, MSW | Homeless Veterans Coordinator | LAACC | 351 E. Temple Street | Los Angeles, CA 90012-3328 | 213-253-2677 ext. 4766 | 213-253-5555 |
| Yolanda P. Sidoti, LCSW | Homeless Veterans Program | VA Mission Valley Outpatient Clinic | 8810 Rio San Diego Drive. Suite 2200 | San Diego, CA 92108 | 619-400-5163 | 619-400-5159 |
| See Michelle Wildy below | Chief, Community Care | SACC | 16111 Plummer Street | Sepulveda, CA 91343 | 818-895-9596 | 818-895-9339 |
| Michelle Wildy, LCSW | Chief, Community Care | VA Greater Los Angeles HCS | 11301 Wilshire Blvd. | Los Angeles, CA 90073 | 310-268-3385 | 310-268-4743 |

Appendix 6: CHALENG Points of Contact by VISN

| Name | Title/Program | Facility/Station Number | Address | City/State/Zip | Phone | Fax |
|----------------------------|-------------------------------|--------------------------------|--------------------------|-----------------------------|-------------------------|--------------|
| VISN 23 | | | | | | |
| Jonelle Draughn, LICSW | Homeless Veterans Program | VA Medical Center -618 | One Veterans Drive | Minneapolis, MN 55417 | 612-467-1702 | 612-467-5971 |
| Mike Danielski | Homeless Veterans Program | VA Med. & Regional Office -437 | 2101 North Elm Street | Fargo, ND 58102 | 701-239-3700, ext.3561 | 701-237-2642 |
| Clint Olive, MSW | Homeless Veterans Coordinator | VA Medical Center -568 | 113 Comanche Road | Fort Meade, SD 57741 | 605-718-1095 | 605-347-7204 |
| see Clint Olive above | Homeless Veterans Coordinator | VA Medical Center -579 | 500 N. 5th Street | Hot Springs, SD 57747 | 605-745-2022 | 605-745-2056 |
| Candice Cummings, SW Exec. | Homeless Veterans Coordinator | VA Medical Center | 2501 W 22nd St. | Sioux Falls, SD 57117-5046 | 605-336-3230 ext. 6135 | 605-373-4119 |
| Denis McGuinness, LICSW | HCHV Coordinator | VA Medical Center -656 | 4801 Veterans Drive | St. Cloud, MN 56303 | 320-255-6480 | 320-255-6378 |
| Linda Twomey, SW | Homeless Program Coordinator | VAMC, NWIHS -636 | 4101 Woolworth Avenue | Omaha, NE 68105 | 402-599-2193 | 402-977-5684 |
| Kimberly S. Neal, MSW | HCHV Coordinator | VA Medical Center -555 | 3600 30th Street, Bldg.5 | Des Moines, IA 50310-5774 | 515-699-5999 ext.4036 | 515-699-5465 |
| Janelle Brock, MSW, LCSW | HCHV Coordinator | VA Medical Center -574 | 2201 N. Broadwell Ave. | Grand Island, NE 68803-2196 | 308-382-3660 ext.9-2059 | |
| Sarah E. Oliver, SW | Homeless Coordinator | VA Medical Center -584 | 601 Highway 6 West | Iowa City, IA 52246 | 563-370-1779 | 563-370-1779 |
| see Kimberly Neal above | Homeless Progrm Coordinator | VA Central Iowa HCS -592 | 3600 30th Street | Knoxville, IA 50138 | | |
| Joe P. Heatherly SW (116) | Homeless Coordinator | VA Medical Center -597 | 600 South 70th Street | Lincoln, NE 68510 | 402-489-3802 ext. 6980 | |

FY 2011 CHALENG Survey: HOMELESS VETERANS OR FORMERLY HOMELESS VETERANS

City: _____ State: _____

Please use a dark pen. Thank you for your participation!

1. Where are you living now? (choose one)

- Homeless (on streets, in shelter, car)
- VA Domiciliary
- Grant and Per Diem or other Transitional housing program
- Permanent Housing (including VASH and Section 8)

2. Have you been continuously homeless for the past 12 months?

(living on the streets, shelter, car, or some place not meant for human habitation?)

- Yes No

3. Have you been homeless at least four times in the past three years?

- Yes No

4. What is your Gender? Male Female

5. Age?

- <25 25-34 35-44 45-54 55-64 65+

6. Ethnicity

- AfricanAmerican AmericanIndian/Alaskan
- White Asian/PacificIslander
- Hispanic Other

7. NEEDS (ALL PARTICIPANTS COMPLETE) - Please rate the following needs of homeless veterans in your community area.

Unmet ← **Met** **Rating - Please shade one circle per line**

- | | 1 | 2 | 3 | 4 | 5 | |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|---|
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 1. Personal hygiene (shower, haircut, etc.) |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 2. Food |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 3. Clothing |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 4. Emergency (immediate shelter) |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 5. Transitional living facility or halfway house |
| <hr/> | | | | | | |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 6. Long-term, permanent housing |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 7. Detoxification from substances |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 8. Treatment for substance abuse |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 9. Services for emotional or psychiatric problems |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 10. Housing for registered sex offenders |

- | | Unmet
1 | 2 | 3 | 4 | Met
5 | |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|---|
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 11. Family and marital counseling |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 12. Medical services |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 13. Women's health care |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 14. Help developing social network |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 15. Drop-in center or day program |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 16. HIV/AIDS testing and treatment |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 17. TB testing and treatment |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 18. Legal assistance to help restore a driver's license |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 19. Hepatitis C testing and treatment |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 20. Dental care |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 21. Eye care and glasses |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 22. Credit counseling |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 23. VA disability/pension |
| <hr/> | | | | | | |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 24. Welfare payments |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 25. SSI/SSD process |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 26. Guardianship (financial) |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 27. Help managing money |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 28. Job training |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 29. Help with finding a job or getting employment |
| <hr/> | | | | | | |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 30. Help getting needed documents or identification |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 31. Help with transportation |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 32. Education |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 33. Child care |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 34. Family reconciliation assistance |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 35. Discharge upgrade |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 36. Spiritual |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 37. Re-entry services for incarcerated veterans |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 38. Assisted living for elderly |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 39. Legal assistance for child support issues |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 40. Legal assistance for outstanding warrants/fines |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 41. Legal assistance to prevent eviction/foreclosure |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 42. Financial assistance to prevent eviction/foreclosure |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 43. Move-in assistance (rent & utility security deposits) |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 44. Goods (furniture, housewares) for new apartment |

Leave blank

FY 2011 CHALENG (Community Homelessness Assessment, Local Education and Networking Groups) Participant Survey

44904

Shade Circles Like This--> ●
 Not Like This--> ⊗ ⊕

USE A DARK-COLORED PEN. THANK YOU FOR HELPING US IMPROVE OUR SERVICES TO VETERANS!

For optimum accuracy, please print carefully and avoid contact with the edges of the box. The following will serve as an example:

| | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 0 |
|---|---|---|---|---|---|---|---|---|---|

Today's date: _____

Name: _____

Agency name: _____

Street address: _____

City: _____ State: _____ Zip: _____

Phone number: _____ Fax number: _____

Email: _____

1. Are you a homeless or formerly homeless veteran? (check only one if applicable)

- HomelessVeteran FormerlyHomelessVeteran

2. Title Category/Your Program Function (please check one):

- Executive/TopLevelManager(ExecutiveDirector,CEO,Commander)
- Administrative/Mid-LevelManager(ProgramCoordinator,ProgramSupervisor)
- Clinician (social worker, case manager, nurse, outreach worker, doctor, CSO, LVER, DVOP, VDOP)
- ElectedGovernmentOfficialorrepresentative
- BoardMember
- Other (financial officer, attorney, police officer, office manager, admin staff, planning staff, etc.)

3. As part of Executive Order 13198, we are collecting information for the Federal Faith-Based and Community Initiative. In your opinion, is the agency you represent for CHALENG a faith-based organization? (please check one)

- No Yes Not Sure Not representing an agency

4. Personal Involvement in CHALENG: I have been involved with CHALENG for:

- 11 years or more 6-10 years 1-5 years < 1 year

OFFICE USE ONLY - DO NOT WRITE BELOW THIS LINE

| | | | | | | | | | |
|-------------|--|--|--|--|--|--|--|--|---|
| | | | | | | | | | |
| Leave blank | | | | | | | | | 1 |

5. Please select the choice that best describes the facility you are from (CHECK ONLY ONE)

- VA Medical Center
- VA Regional Office
- VA Outpatient Clinic
- VetCenter
- VISN
- VA Central Office
- VA National Cemetery Admin (NCA)
- State Department of Veterans Affairs
- VeteranServiceOrganization
- Non Profit Community Agency
- Private For Profit Community Agency
- Department of Defense (DOD)
- Department of Labor (DOL)
- Housing and Urban Development (HUD)
- Social Security Administration (SSA)
- Department of Agriculture (USDA)
- Other Federal Government Agency
- Other State Government Agency
- Local Government Agency
- Correctional Agency
- Other

6. COMMUNITY FEEDBACK, PART I (ALL PARTICIPANTS COMPLETE)

General Assessment Questions
 Please shade one circle per line

VA Accessibility: In general, how accessible do you feel VA services are to homeless veterans in the community?

| | | | | | |
|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| | Not Accessible | ←-----→ | | | Highly Accessible |
| | 1 | 2 | 3 | 4 | 5 |
| | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

VA Service Coordination: Rate the ability of the VA to coordinate clinical services for homeless veterans with your agency.

| | | | | | |
|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| | Not Able | ←-----→ | | | Highly Able |
| | 1 | 2 | 3 | 4 | 5 |
| | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

PLEASE TURN OVER AND COMPLETE OTHER SIDE

7. NEEDS (ALL PARTICIPANTS COMPLETE) - Please rate the following needs of homeless veterans in your community: This is an assessment of unmet/met needs based on all local resources (VA and non-VA).

| UNMET | | | | | MET | Rating - Please shade one circle per line |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|---|---|
| 1 | 2 | 3 | 4 | 5 | | |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 1. Personal hygiene (shower, haircut, etc.) | |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 2. Food | |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 3. Clothing | |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 4. Emergency (immediate shelter) | |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 5. Transitional living facility or halfway house | |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 6. Long-term, permanent housing | |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 7. Detoxification from substances | |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 8. Treatment for substance abuse | |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 9. Services for emotional or psychiatric problems | |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 10. Housing for registered sex offenders | |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 11. Family and marital counseling | |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 12. Medical services | |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 13. Women's health care | |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 14. Help developing social network | |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 15. Drop-in center or day program | |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 16. HIV/AIDS testing and treatment | |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 17. TB testing and treatment | |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 18. Legal assistance to help restore a driver's license | |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 19. Hepatitis C testing and treatment | |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 20. Dental care | |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 21. Eye care and glasses | |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 22. Credit counseling | |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 23. VA disability/pension | |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 24. Welfare payments | |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 25. SSI/SSD process | |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 26. Guardianship (financial) | |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 27. Help managing money | |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 28. Job training | |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 29. Help with finding a job or getting employment | |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 30. Help getting needed documents or identification | |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 31. Help with transportation | |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 32. Education | |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 33. Child care | |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 34. Family reconciliation assistance | |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 35. Discharge upgrade | |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 36. Spiritual | |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 37. Re-entry services for incarcerated veterans | |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 38. Assisted living for elderly | |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 39. Legal assistance for child support issues | |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 40. Legal assistance for outstanding warrants/fines | |

| | | | | |
|--|--|--|--|---|
| | | | | 1 |
|--|--|--|--|---|

| UNMET | | | | | | MET | Rating - Please shade one circle per line |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|---|-----|---|
| 1 | 2 | 3 | 4 | 5 | | | |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 41. Legal assistance to prevent eviction/foreclosure | | |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 42. Financial assistance to prevent eviction/foreclosure | | |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 43. Move-in assistance (rent and utility security deposits) | | |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 44. Goods (furniture, housewares) for new apartment | | |

8. COMMUNITY FEEDBACK, PART II (IMPORTANT: VA STAFF SKIP)

We are interested in the amount of collaboration between VA and other government and community agencies. Please let us know to what extent your agency and the VA have set up or implemented each of the following strategies:

- 1 = None, no steps taken to initiate implementation of the strategy.
- 2 = Low, in planning and/or initial minor steps taken.
- 3 = Moderate, significant steps taken but full implementation not achieved.
- 4 = High, strategy fully implemented.

| Strategy - Please shade one circle per line | None | | | | High | | | |
|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| | 1 | 2 | 3 | 4 | 1 | 2 | 3 | 4 |
| Interagency Coordinating Body - The VA and your agency meet formally to promote access to services. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Co-location of Services - The VA and your agency's services are in one location. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Cross-Training - Training that involves both the VA and your agency. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Interagency Agreements/ Memoranda of Understanding - Agreements between the VA and your agency to coordinate services. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Interagency Client Tracking Systems/Management Information Systems - Shared computer tracking systems that link the VA and your agency. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Pooled/Joint Funding - Combining of funds from the VA and your agency to create new services. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Uniform Applications, Eligibility Criteria, and Intake Assessments - Standardized forms to apply for services both at the VA and your agency. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Interagency Service Delivery Team/Provider Coalition - Team comprised of VA and agency staff to assist clients with multiple needs. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Consolidation of Programs/Agencies - Combining programs in order to integrate service delivery. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Flexible Funding - Flexible funding used to get additional resources to further systems integration e.g. contingency/emergency fund, or a fund to purchase unavailable services. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Use of Special Waivers - Waiving requirements for funding, eligibility or service delivery to reduce barriers to service, eliminate duplication of services, or promote access to comprehensive services. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| System Integration Coordinator - A staff position focused on systems integration activities such as identifying agencies, staffing interagency meetings, and assisting with joint proposal development. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

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