



April 2022

## Community Homelessness Assessment, Local Education and Networking Groups (CHALENG)

Community Homelessness Assessment, Local Education and Networking Groups for Veterans, commonly referred to as Project CHALENG was launched in 1994 to bring together providers, advocates, Veterans and other concerned citizens to identify the needs of homeless Veterans and work to meet those needs through planning and cooperative action.

Project CHALENG includes a CHALENG survey, in which participants rate the needs of homeless Veterans in their local communities. The results of the CHALENG survey are used each year to identify unmet needs and encourage new partnership development to meet those needs.

Over the years CHALENG has helped build thousands of relationships between VA and community agencies so they can better serve homeless Veterans locally. Data from CHALENG on Veterans' unmet needs has assisted VA in developing major new services for Veterans. In addition, community organizations use CHALENG data in grant applications to support services for homeless Veterans; grant applications are for VA, other Federal, local government, and foundation dollars, which maximizes community participation in serving homeless Veterans.

### 2021 CHALENG Results

- In 2021, 4,149 individuals completed a CHALENG Participant survey. This included 1,773 homeless Veterans and 2,376 providers (VA staff, state and public officials, community leaders, volunteers).
- Eight of the top ten *unmet* needs were the same according to Veteran responses and provider responses: Housing for Veterans who need to register as sex offenders, and Legal Assistance in seven areas: court fees/court fines, credit issues/debt collection, expunging criminal records, child support, family law, discharge upgrade appeals, and tax issues.
- Six of the top ten *met* needs were also the same according to Veteran responses and provider responses: medical services, mental health services, case management, food, TB testing, substance abuse treatment.
- Consistent with 2020 data and with the previous 20 years of CHALENG data, in 2021 unmet needs are primarily services that VA cannot provide directly. This underscores the importance of collaboration to meet the needs of homeless Veterans to successfully end Veteran homelessness.



**CHALENG 2021 Survey Results Summary**

**CHALENG Participant Survey**

**A. CHALENG Participant Survey: Participation**

**Total number of participants: 4,149**

	Veteran	VA staff	Other federal, state, local government	Community based homeless provider	Interested community member
Respondent	43%	32%	5%	15%	4%

**B. CHALENG Homeless Veteran Participant Demographics**

	Male Veterans	Female Veterans
Gender	90%	10%

	Less than 25	25-34	35-44	45-60	61+
Age	1%	6%	12%	37%	44%

	Non-Hispanic/Non-Latino	Hispanic/Latino	Don't Know
Ethnicity	75%	7%	18%

	American Indian or Alaska Native	Asian	Black or African American	Native Hawaiian or other Pacific Islander	White	Don't Know
Race	7%	0.7%	37%	0.8%	51%	4%

	Literally Homeless	Emergency Housing	Transitional Housing	Permanent Subsidized Housing	Unsubsidized Housing
Living situation	12%	4%	32%	37%	15%



## C. Ranking of Veteran Need, Veterans responses (One to four scale, with one equals unmet and four equals met)

### Top Ten Highest Unmet Needs, Veteran responses

Rank	Highest Unmet Needs: Veteran responses	Mean Score
1	Legal Assistance to Expunge a Criminal Record	2.12
2	Legal Assistance for Credit Issues/Debt Collection	2.22
3	Legal Assistance for Court Fees/Court Fines	2.24
4	Registered Sex Offender Housing	2.24
5	Tax Issues	2.29
6	Discharge Upgrade Appeals	2.30
7	Family Law (i.e. divorce, child custody)	2.32
8	Legal Assistance for Child Support Issues	2.34
9	Legal Assistance to Prevent Eviction and Foreclosure	2.39
10	Legal Assistance to Help Restore a Driver's License	2.40

### Top Ten Highest Met Needs, Veteran responses

Rank	Highest Met Needs: Veteran responses	Mean Score
1	Personal Hygiene (shower, haircut, etc.)	3.63
2	Medication Management	3.61
3	Medical Services	3.60
4	Case Management	3.58
5	Basic Contact Information (i.e. mailing address)	3.56
6	Food	3.53
7	Substance Abuse Treatment	3.49
8	TB Testing and Treatment	3.47
9	Services for Emotional or Psychiatric Problems	3.45
10	Basic Communication (i.e. working cell phone)	3.44



## D. Ranking of Veteran Need, Provider responses (One to four scale, with one equals unmet and four equals met)

### Top Ten Highest Unmet Needs, Provider responses

Rank	Highest Unmet Needs: Provider responses	Mean Score
1	Registered Sex Offender Housing	2.28
2	Child Care	2.45
3	Family Law (i.e. divorce, child custody)	2.49
4	Legal Assistance for Court Fees/Court Fines	2.50
5	Legal Assistance for Credit Issues/Debt Collection	2.51
6	Legal Assistance to Expunge a Criminal Record	2.56
7	Tax Issues	2.61
8	Legal Assistance for Child Support Issues	2.63
9	Discharge Upgrade Appeals	2.64
10	Family Reconciliation Assistance	2.64

### Top Ten Highest Met Needs, Provider responses

Rank	Highest Met Needs: Provider responses	Mean Score
1	Medical Services	3.58
2	Food	3.52
3	Case Management	3.52
4	TB Testing and Treatment	3.52
5	HIV/AIDS Testing and Treatment	3.45
6	Hepatitis C Testing and Treatment	3.44
7	Services for Emotional or Psychiatric Problems	3.42
8	Clothing	3.36
9	Substance Abuse Treatment	3.30
10	Emergency/Immediate Shelter	3.29