



Legal Services for Homeless Veterans and Veterans At-Risk for Homelessness (LSV-H) Grant Program

New Grantee Onboarding Day 3

September 28, 2023

Recording: <https://veteransaffairs.webex.com/veteransaffairs/ldr.php?RCID=1e8389e3965ee3bb5e7d9257385a03d4>

Password: Homeless1!



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Legal Services for Veterans Team



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National Deputy Director



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National Coordinator



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Legal Services for Veterans
Grants Management Specialist



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Unique Client Identifier

- When information is requested at the Veteran level (such as on the *LSV Caseload Tracking Tool* or during an Office of Business Oversight Audit), grantees need to utilize a Unique Client Identifier (UCI) instead of providing personally identifiable information for a given Veteran. A UCI is a unique combination of letters and numbers which is used to produce unduplicated counts of Veterans served over time. UCIs are widely used in other US Government grants such as those funded by the Legal Services Corporation, IRS's Low Income Taxpayer Clinics and others. The UCI for the LSV-H Grant should follow the naming convention below:
 - Two-character State/Territory abbreviation for where grantee is located
 - Four-digit year Veteran was last discharged from the military
 - First three letters of Veteran's first name
 - Veteran's four-digit year of birth
 - First letter of Veteran's last name



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Unique Client Identifier - Examples

Example 1: Legal Aid Florida is assisting Veteran John Smith with a Discharge Upgrade. Mr. Smith was born in 1975 and was discharged from the US Army in 2010.

– UCI for Veteran John Smith: FL2010JOH1975S

Example 2: Legal Aid Texas is assisting Veteran Jane Smith with a debt collection issue. Ms. Smith was born in 1985 and was discharged from the United States Marine Corps in 2008. She later joined the Texas Army Guard and was discharged from them in 2015.

– UCI for Veteran Jane Smith: TX2015JAN1985S

Utilizing a UCI will ensure that the VA can collect the relevant data we need while ensuring that information covered by ACP is protected. The UCI will also be used by the VA Office of Business Oversight should an audit be conducted.



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Women Veterans

Per 38 U.S.C. 2022A(e), For any fiscal year, not less than 10 percent of the amount authorized to be appropriated for grants under this section shall be used to provide legal services to women Veterans.

- **Example 1:** Legal Aid Florida receives \$150,000 in funding under the LSV-H Grant.
 - Legal Aid Florida is expected to provide at least \$15,000 in legal services (38 CFR 79.20) to women Veterans.
- **Example 2:** Legal Aid Texas received \$50,000 in funding under the LSV-H Grant.
 - Legal Aid Texas is expected to provide at least \$5,000 in legal services (38 CFR 79.20) to women Veterans.



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Women Veterans – Continued

In order to verify that grantees are on track to provide 10 percent of the grant funds to serve eligible women Veterans, VA asks for two things:

- Caseload Tracking Tool
- Certification in Quarterly Report:
 - “I certify that at least 10 percent of LSV-H grant funds are projected to be used for the provision of legal services for women Veterans by the end of the grant cycle.”



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Caseload Tracking Tool

The LSV Caseload Tracking Tool is a living Excel file that tracks legal services provided to Veterans at the case level. The following information is captured in the LSV Caseload Tracking Tool:

- Unique Client Identifier for Veteran
- Veteran's Age at Time of Screening
- Veteran's Race
- Veteran's Ethnicity
- Veteran's Gender
- Veteran's Housing Status Upon Screening
- Veteran's Rurality Status
- Presenting Legal Problem
- Level of Legal Services Provided
- Type of Legal Service Provided
- Status of Legal Problem
- Housing Status at Exit
- Hours Spent on Legal Problem
- Group Training Details



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Determining Rurality

"Rural" is any area that is not located in a standard metropolitan statistical area or a primary metropolitan statistical area. To determine if an area is considered Rural, please utilize the LSV-H Rural County Lookup Excel file located on the LSV-H National Site. Simply find the County and State where the Veteran resides / last resided in Column 'C' then refer to the 'Yes' or 'No' listed in Column 'D'.

2015 GEOID	State	2015 Geography Name	Considered Rural for LSV-H Grant?
01001	AL	Autauga County, Alabama	No
01003	AL	Baldwin County, Alabama	No
01005	AL	Barbour County, Alabama	Yes
01007	AL	Bibb County, Alabama	Yes
01009	AL	Blount County, Alabama	Yes
01011	AL	Bullock County, Alabama	Yes
01013	AL	Butler County, Alabama	Yes
01015	AL	Calhoun County, Alabama	No
01017	AL	Chambers County, Alabama	No
01019	AL	Cherokee County, Alabama	Yes
01021	AL	Chilton County, Alabama	Yes



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VA Homeless Programs Office (HPO)



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VHA Homeless Programs

Homelessness Prevention Services

- Supportive Services for Veteran Families (SSVF)

Outreach, Engagement, Assessment, and Referral Services

- Health Care for Homeless Veterans (HCHV) Outreach
- Community Resource and Referral Center (CRRC)
- National Call Center for Homeless Veterans (NCCHV)
- Justice-involved Veterans
 - Veterans Justice Outreach (VJO)
 - Health Care for Re-Entry Veterans (HCRV)

Residential Services

- HCHV Contract Residential Services (CRS)
- HCHV Low Demand Safe Haven (LDSH)
- Grant and Per-Diem (GPD) Transitional Housing

Permanent Housing Services

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

Specialty Services

- Homeless Veteran Community Employment Services (HVCES)
- Homeless Patient Aligned Care Teams (HPACT)
- Legal Services for Veterans (LSV) Program



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HPO Grants Comparison

LSV-H	SSVF
Authorized by Public Law 116-315	Authorized by Public Law 110-387
Focus on the Provision of Legal Services to remove barriers to housing stability	Focus on Housing Prevention & Rapid Re-housing
No income threshold	Must be eligible for SSVF (income below 80% AMI)
Veteran must be homeless or at-risk of experiencing homelessness	Veteran must be homeless or at imminent risk of experiencing homelessness
Veteran* only, with a focus on women Veterans	All members of the Veteran* household may be eligible
No cost to Veteran	Veteran <i>could</i> cost share for legal services
Administered through <u>VJP Legal Services for Veterans National Office</u>	Administered through <u>Supportive Services for Veteran Families National Office</u>

Veterans Justice Programs (VJP)

Project
CHALENG

Veterans Justice
Outreach

Healthcare for
Re-entry

Peer Support
Services

Legal Services
for Veterans



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Project CHALENG - VA Homeless Programs

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I AM A...
Select One

- For Veterans
- For Family Members & Spouses
- For Employees
- For Business
- Forms & Publications
- Jobs
- Volunteer or Donate
- Public & Intergovernmental Affairs

VA » VA Homeless Programs » Project CHALENG

VA Homeless Programs

Project CHALENG

The CHALENG Process: Identifying and Meeting the Needs of Homeless Veterans

Project CHALENG (Community Homelessness Assessment, Local Education and Networking Groups) unites homeless service providers, advocates, Veterans and concerned citizens toward the goal of meeting the evolving needs of Veterans who are homeless.

This process describes the needs of homeless Veterans, identifies the barriers they face in obtaining permanent housing and works to resolve them through planning and cooperative action.

The 2023 CHALENG survey on Veteran homelessness is open

Veterans, Community Partners, VA Staff, Take the Survey

TAKE THE SURVEY

Veterans Crisis Line
DIAL 988 then PRESS 1

My healthvet
Gateway to Veteran health & wellness

Benefits
Your VA & DoD Benefits. Online.
Register Now



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2021 CHALENG Survey Fact Sheet



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



Legal Services for Veterans (LSV)

- Outreach, training and coordination designed to expand access to legal service to Veterans
- Further Veterans' legal service access through the continued growth of Medical Legal Partnership (MLP) model within the VHA
- Establish and administer Veterans Health Administration's (VHA) new legal services grant programs



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Medical Legal Partnerships (MLP)

- Collaboration between VA clinicians and pro-bono legal service providers
- Co-located at a VA facility
- Consultation specific to Veteran needs
- More than just a referral
- Training across disciplines
- Priority: **Veteran-centric care**
- VA Memorandum of Understanding (MOU) executed
- Listing found on LSV website: [VA MLP LC list](#)



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VA-Affiliated Legal Clinics

- Collaboration between VA clinicians and pro-bono legal service providers
- Can be co-located at a VA facility
- Referral driven
- Variable days/times/services provided
- Less formal than MLP

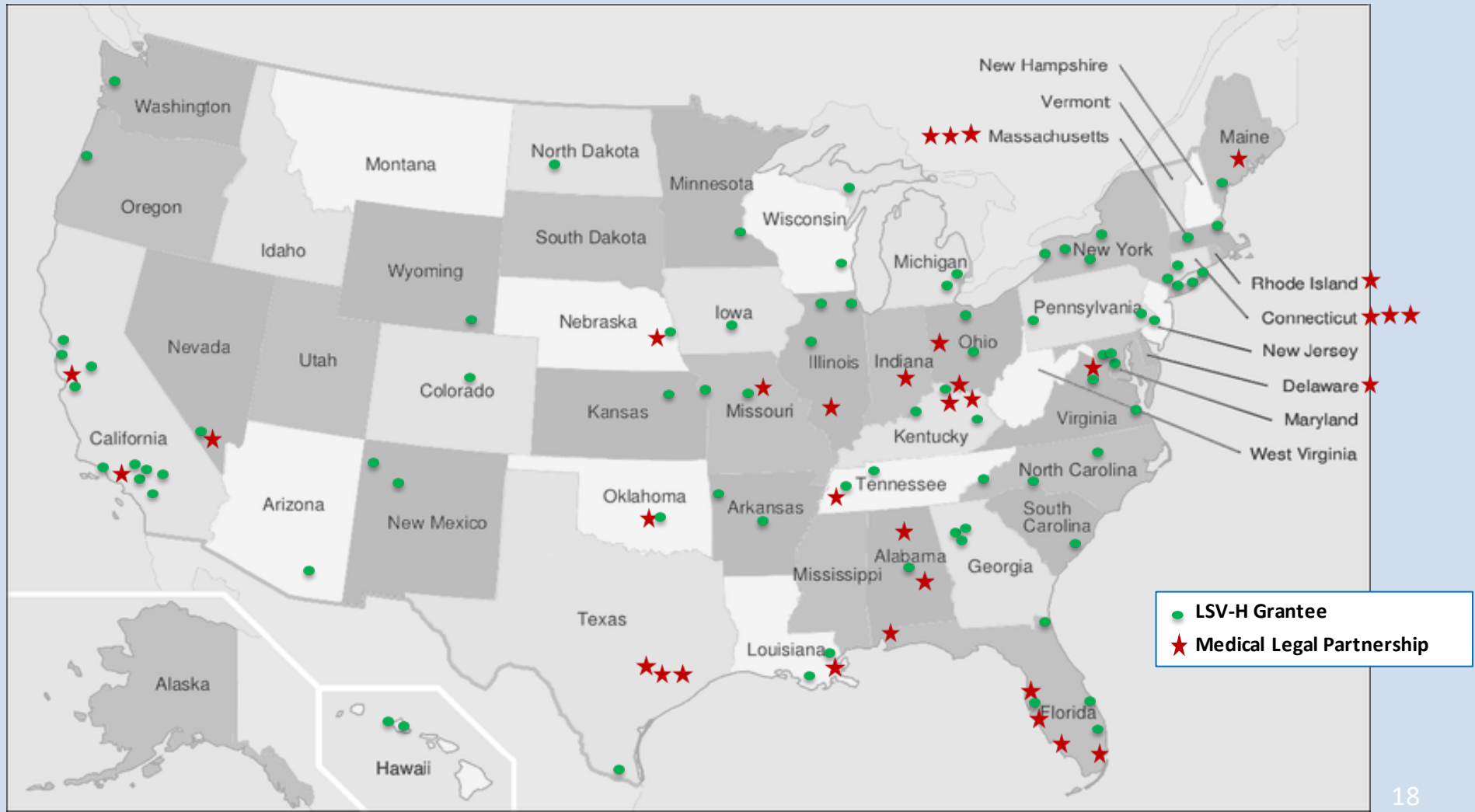


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


Find VA Locations | Veterans Affairs

An official website of the United States government [Here's how you know](#)  Talk to the **Veterans Crisis Line** now 

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VA Benefits and Health Care  About VA  **Find a VA Location**  My VA



[Home](#) > [Find Locations](#)

Find VA locations

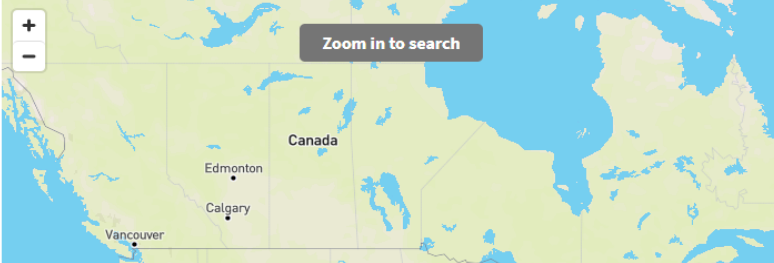
Find a VA location or in-network community care provider. For same-day care for minor illnesses or injuries, select Urgent care for facility type.



City, state or postal code **(*Required)**  Use my location


Facility type **(*Required)** Service type



Choose a facility type  




Please enter a location (street, city, state, or postal code) and facility type, then click search above to find facilities.



An official website of the United States government [Here's how you know](#)  Talk to the **Veterans Crisis Line** now 

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VA Benefits and Health Care  About VA  **Find a VA Location**  My VA




[Home](#) > [Find Locations](#)

Find VA locations

Find a VA location or in-network community care provider. For same-day care for minor illnesses or injuries, select Urgent care for facility type.

City, state or postal code **(*Required)**  Use my location

Facility type **(*Required)** Service type

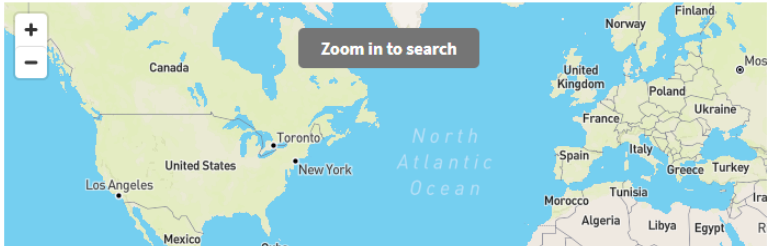
VA health  Women's health  

For better results:

- **Zoom out** to view a larger area of the map, or
- **Move the map** to a different area

Then click the **“Search this area of map”** button.

If we still haven't found any facilities near



Overview of Health Services for Women - Women Veterans Health Care

The screenshot displays the U.S. Department of Veterans Affairs website. At the top left is the VA logo and the text 'U.S. Department of Veterans Affairs'. To the right is a search bar and a 'Get help from Veterans Crisis Line' button. Below the header is a navigation menu with links for Health, Benefits, Burials & Memorials, About VA, Resources, Media Room, Locations, and Contact Us. The main content area is titled 'Women Veterans Health Care' and features a sidebar with a 'Womens Health' dropdown menu. The main text reads: 'Overview of Health Services for Women. Women Veterans are a diverse group—professionals, mothers, retirees—of varying ages, racial, ethnic, gender identities, and sexual orientation. No matter how you identify, your women's health care team is here to help you stay well in all stages of your life.' Below this is a section titled 'On this page' with three links: 'What resources and services does VA provide for Health and Wellness?', 'How do I access services for health and wellness at VA?', and 'Where can I find more information and resources on health and wellness?'. A 'QUICK LINKS' section includes a 'Hospital Locator' button. On the right side, there is a blue box for 'The Women Veterans Call Center is your guide to VA.' with the phone number 855-829-6636 and options for 'CALL', 'TEXT', and 'CHAT ONLINE'. Below this is a 'WE ARE OPEN' section with hours: 'Weekdays: 8:00 am–10:00 pm ET' and 'Saturday: 8:00 am–6:30 pm ET'. At the bottom right is a 'RESOURCES' section listing 'Reproductive Health', 'Health Benefits Course', 'Maternity and Infertility', 'Military Sexual Trauma', and 'Mental Health'.



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Women Veterans Outreach - Center for Women Veterans (CWV)

The screenshot shows the VA website's interface for the Center for Women Veterans (CWV) Outreach. At the top, there is a navigation bar with the VA logo, U.S. Department of Veterans Affairs, search, contact, and sign-in options. Below this is a secondary navigation bar with categories like 'VA Benefits and Health Care', 'About VA', and 'Find a VA Location'. The main content area features a breadcrumb trail: 'VA » Center for Women Veterans (CWV) » Women Veterans Outreach'. The title 'Center for Women Veterans (CWV)' is prominently displayed. Underneath, the section 'Women Veterans Outreach' includes a 'Public Service Announcement' with a video player titled 'VA The Right Place'. The video shows a group of women, with one holding a smartphone. To the right of the main content is a 'SITE NAVIGATION' sidebar with links to Home, About Us, Advisory Committee, Women Veterans' Mental Health, Resources for Women Veterans, Women Veterans Outreach, Research and Reports, CWV Partnerships, Frequently Asked Questions, Events, and Contact Us. Below the navigation is a 'WOMEN VETERAN RESOURCES' section with a link to Health Information. On the left side of the page, there is a vertical menu titled 'I AM A...' with a dropdown menu and several categories: For Veterans, For Family Members & Spouses, For Employees, For Business, Forms & Publications, Jobs, Volunteer or Donate, and Public & Intergovernmental Affairs. At the bottom of this menu are three promotional banners: 'Veterans Crisis Line' (DIAL 988 then PRESS 1), 'My healthvet' (Gateway to Veteran health & wellness), and 'eBenefits' (Your VA & DoD Benefits. Online. Register Now).



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VA Homeless Programs

An official website of the United States government [Here's how you know](#) Talk to the Veterans Crisis Line now

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[VA Benefits and Health Care](#) [About VA](#) [Find a VA Location](#) [My VA](#)

I AM A...
Select One

- For Veterans
- For Family Members & Spouses
- For Employees
- For Business
- Forms & Publications
- Jobs
- Volunteer or Donate
- Public & Intergovernmental Affairs
- Homeless Veterans**
 - Homepage
 - COVID-19 Resources
 - Program Overview
 - Services We Provide
 - Resources for Veterans**
 - For Homeless Veterans
 - For At-Risk Veterans
 - For Women Veterans
 - For the Community
 - Innovative Practices
 - Other Resources
 - How You Can Help

VA » VA Homeless Programs

VA Homeless Programs



Returns to Homelessness Among Veterans

There are countless reasons Veterans may return to homelessness: losing income, using their limited resources to care for a loved one, or high medical costs, to name a few. Learn why returns to homelessness occur, and what VA is doing to help.

[Learn more](#)

[Returns to Homelessness Among Veterans](#) [VA On Track to House 38,000+ Homeless Veterans in 2023](#) [Mobile Medical Units Launching Nationwide](#) [Ending Veteran Homelessness Podcast](#)

Are you a Veteran who is homeless or experiencing housing instability?

If you are a Veteran who is homeless or at imminent risk of homelessness, we strongly encourage you to contact the National Call Center for Homeless Veterans at (877) 4AID-VET (877-424-3838) for assistance.

- FOR VETERANS**
- FOR LANDLORDS**
- FOR BUSINESS OWNERS**

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Benefits
1-800-827-1000

Health Care
1-877-222-VETS (8387)

VA Inspector General
1-800-488-8244



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Legal Services for Veterans Programs - VA Homeless Programs

The screenshot shows the VA website's navigation and content for the Legal Services for Veterans Programs. At the top, there is a header with the VA logo, U.S. Department of Veterans Affairs, and navigation links for Search, Contact us, and Sign in. Below the header is a secondary navigation bar with links for VA Benefits and Health Care, About VA, Find a VA Location, and My VA. The main content area features a breadcrumb trail: VA » VA Homeless Programs » Legal Services for Veterans Programs. The page title is "VA Homeless Programs" and the sub-header is "Legal Services for Veterans Programs". The main text explains that Veterans who are homeless or at risk for homelessness often face legal issues that make it difficult for them to obtain or maintain stable housing. The Legal Services for Veterans (LSV) program aims to increase access to legal services to eligible Veterans through the award of grant funds and by promoting Medical Legal Partnerships and VA-affiliated legal clinics throughout the Veterans Health Administration (VHA). LSV is a component of the Veterans Justice Programs (VJP) within the VHA Homeless Programs Office. A new section titled "NEW List of LSV-H Grantees" states that the Grantees for the Fiscal Year 2023 LSV-H were announced on June 29, 2023. Find a full list of awarded grantees and their referral information [here](#). The LSV-H grant cycle began August 1, 2023. A note at the bottom of the page states: "Please check back often for important updates. The LSV grant application period is currently closed." On the left side of the page, there is a sidebar with a search bar labeled "I AM A..." and a dropdown menu with "Select One". Below the search bar are several menu items: For Veterans, For Family Members & Spouses, For Employees, For Business, Forms & Publications, Jobs, Volunteer or Donate, and Public & Intergovernmental Affairs. There are also three promotional banners: "Veterans Crisis Line" (DIAL 988 then PRESS 1), "My healthvet" (Gateway to Veteran health & wellness), and "eBenefits" (Your VA & DoD Benefits. Online. Register Now. www.ebenefits.va.gov).



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Emerging Practice: MI Civil Legal Services Coalition

Goal: To improve access to legal services for Veterans

Process:

- Initiate planning meeting with VHA staff across the state
- VHA staff & established legal service provider partner
- Invite legal community
- Facilitate virtual coalition calls (Monthly-3 months)
- Established 3 distinct workgroups (specific goals)



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Emerging Practice: IN Virtual Legal Clinic

Goal: to increase access to civil legal services for Veterans located in rural areas

Process

- Virtual clinic at rural VA clinic (CBOC) is held at the same time as the monthly legal clinic at the VAMC
- Attorney is located at the VAMC & connect to Veteran at the off-site CBOC via VA Telehealth equipment
- VA staff and/or Paralegal are located at the CBOC to do check-ins and provide oversight and coordination of virtual clinic
- CBOC staff (MSA's, PACT SW, etc.) are needed to assist with ancillary duties and for sustainability of the virtual clinic



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Check Out Our Podcast: Ending Veteran Homelessness

- Each month on the [Ending Veteran Homelessness](#) podcast, we explore all the ways our country is working to ensure that every Veteran has a safe and stable place to call home.
- Now available on [Apple Podcasts](#), [Google Podcasts](#), [Spotify](#), and your podcatcher of choice!



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Subscribe to the Homeless Programs Monthly Newsletter

The Homeless Programs Office (HPO) newsletter contains news and information about VA's ongoing effort to prevent and end homelessness among Veterans.



Executive Director's Message | Around HPO

COVID-19 Response | Staff Spotlight | Fact of the Month

Veterans who are homeless or at imminent risk of homelessness are strongly encouraged to contact the [National Call Center for Homeless Veterans](#) at (877) 4AID-VET (877-424-3838) for assistance.

Message From Monica Diaz, Executive Director, VHA Homeless Programs Office



VETERANS AFFAIRS HAS PROGRAMS FOR VETS EXPERIENCING THIS STATUS, WHOSE NUMBER WAS REDUCED BY HALF FROM 2010 TO 2019

If you responded, "What is homelessness?" while tuning into Jeopardy a few weeks ago, you answered the \$2,000 question correctly!

I owe the producers of the show a resounding "thank you." In just a few seconds, Jeopardy informed millions of

Americans about VA's success over the past decade. As I watched the Jeopardy episode, I couldn't help but think about the similarities between the game and real life.

In the game of Jeopardy, there are multiple categories with answers ranging from commonly known to obscure information. As contestants respond to these prompts, they can either advance with large sums of money and prizes—or lose everything they earned with one wrong move.

- Each month, the Homeless Programs Newsletter provides readers with news and information about VA's ongoing efforts to prevent and end Veteran homelessness.
- Visit www.va.gov/homeless to subscribe.



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Connect Homeless and At-Risk Veterans to VA

Veterans who are homeless or at risk of homelessness—and their family members, friends and supporters—can make the call to or chat online with the National Call Center for Homeless Veterans, where trained counselors are ready to talk confidentially 24 hours a day, 7 days a week.



National Call Center
for Homeless Veterans

877-424-3838

va.gov/homeless



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Veterans Crisis Line

- Veterans
- Service Members
- Family Members
- Friends



Confidential crisis chat at VeteransCrisisLine.net/Chat or text **838255**



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Next Steps

- Reach out to your local VA Medical Center
- Review the resources and information shared during the Onboarding Sessions
- Contact LSV Program Office with questions: lsvgrants@va.gov
- Confirm accuracy of Grant Contacts in eGMS
- Familiarize and register with SQUARES
- Ongoing virtual sessions will be scheduled
- Notice of Funding Opportunity updates will be forthcoming

Q&A and Discussion

