



VA NATIONAL CENTER ON HOMELESSNESS AMONG VETERANS

Promoting data-driven, evidence-based solutions to end Veteran homelessness

Homeless Populations Certificate Program

Curriculum Guide

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National Center on Homeless among Veterans

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**CURRICULUM GUIDE TO THE
HOMELESS POPULATIONS CERTIFICATE PROGRAM:**

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Preface

The purpose of the Homeless Populations Certificate program is to offer staff serving Veterans experiencing homelessness a comprehensive curriculum that allows them to develop their overall knowledge of how to best serve their customers. The Curriculum Guide to the Working with Homeless Populations Certificate Program provides details of the core curriculum as well as elective training options available to VA staff. The certificate will be a document confirming that you have completed all required courses associated with confirming competency to service Veterans experiencing homelessness. This guide will differentiate between required and elective courses. Required courses must be completed if you desire to complete the certificate program, while elective options are can be taken based on your knowledge interest.

Each webinar includes a PowerPoint presentation and at times additional handouts and resource documents. Unlike a live Adobe Connect session, you cannot download these documents while viewing the recording. Instead, at the end of each course listing you will find a link for documents to download. Once you click on that link you can select the documents for the course you are about to review so that you can follow along and make notes as needed.

We have developed a curriculum guide to assist VA staff in understanding the learning content for this cafeteria style and self-paced curriculum that allows you to complete training using the TMS platform.

This 2019-2020 Curriculum Guide is the first edition to launch this new certificate program under the leadership of the Homeless Programs Office's (HPO) Homeless Learning Advisory Council (HLAC). Members of HLAC used their vast array of expertise in serving Veterans experiencing homelessness to create the knowledge survey and competency model (described on page 12) which are the driving forces behind this certificate program. It is our goal that this certificate program successfully closes any knowledge gaps for staff serving Veterans experiencing homelessness.

Note: *Participation in the educational opportunities offered through this certificate program is voluntary and not required by VA's Homeless Programs Office. Use of the word 'required' refers to those trainings that are necessary to obtain the certificate and demonstrate that you have knowledge in specific domains associated with working with homeless populations.*

Acknowledgments

This certificate program is a result of the efforts of the Homeless Learning Advisory Council (HLAC) and the Employee Education System (EES). This project started in 2015 and will include continuous improvement on behalf of all staff serving Veterans experiencing homelessness.

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Introduction

The Importance of Completing the Homeless Populations Certificate Program

To achieve the mission of VA's Homeless Programs Office, it is vital that our employees be well trained and equipped to address the needs of homeless Veterans across the country. With nearly 5,000 VA employees providing services to Veterans experiencing homelessness, the need for effective training is great. To promote excellence in care across VA, the National Center on Homelessness among Veterans (NCHAV) has collaborated with VHA Employment Education System (EES) to develop a competency certification program for VA employees.

The 2019-20 program has 33 required courses and 22 elective courses organized into seven domains:

- Systems of VA Health Care
- Homeless Populations: Epidemiology, Demographics, and Culture
- Homeless Programming: Interventions and Design Policy
- Partnerships, Communities, and Coalitions
- Program Evaluation, Research Policy, and Utilizing Prior Research in Practice
- Homeless Cultural Competence
- Homeless Professionalism/Ethical Practice

The program is in its third year of development. It has undergone continual refinement to ensure that all information is appropriate, relevant, and useful to the field. To access the program, click [here](#) to login to the VA Talent Management System.

Monica Diaz, MBA, BA, L-NHA, C-RCFE

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Organization of the Curriculum Guide

Navigating the Curriculum

The organizational components of this guide include required requirements, electives, and descriptions.

Required courses are those that are required for the completion of the certificate program. Electives include subject matter content that may help staff build competence in each of the seven domains of knowledge, but they are optional and not required to obtain the certificate. Each Domain will have a description regarding the content covered in each of the seven areas.

All courses are set up so that you can pick and choose what you would like to learn at any moment.

The screenshot shows two course listings under the heading "Homeless Populations: Epidemiology, Demographics & Culture". Each listing includes a "START COURSE" button and a detailed description of the course content.

Homeless Populations: Epidemiology, Demographics & Culture

*** Homeless Certificate: Domain 2- Required: Homeless Populations: Epidemiology, Demographics & Culture** [START COURSE >](#)

Homeless populations' prevalence and impact on society: Perspective on homeless populations, prevalence and incidence of homelessness, including non-Veteran and Veteran homeless populations; impact on societal issues as well as variations in, comparisons between: geography, cultures, environments, and subpopulations. The purpose of this certificate program is to develop a credentialing program for VHA employees working with the homeless Veterans. It will involve completing content in seven subject domains as a curriculum. This is the mandatory content for domain 2 Homeless Populations: Epidemiology, Demographics, and Culture.

Homeless Certificate: Domain 2-Electives: Homeless Populations: Epidemiology, Demographics & Culture [START COURSE >](#)

Homeless populations' prevalence and impact on society: Perspective on homeless populations, prevalence and incidence of homelessness, including non-Veteran and Veteran homeless populations; impact on societal issues as well as variations in, comparisons between: geography, cultures, environments, and subpopulations. The purpose of this certificate program is to develop a credentialing program for VHA employees working with the homeless Veterans. It will involve completing content in seven subject domains as a curriculum. This is the content for domain 2 Homeless Populations: Epidemiology, Demographics, and Culture, the elective course.

TMS will keep track of your progress and a status bar will occur in the top right corner of your TMS screen.

The screenshot shows a progress bar for course (EES-001) with a "Not yet rated" status. Below the progress bar, it indicates "Open-ended" and "You have completed this program (8/25/2017 01:20 PM America/New York)". A "Green/Silver Belt Certification (EES-001)" is listed as completed. A section for "Green/Silver Belt Training" is also shown as completed.

(EES-001) ☆☆☆☆☆ Not yet rated

Open-ended 100.00%

You have completed this program (8/25/2017 01:20 PM America/New York)

Green/Silver Belt Certification (EES-001)

* Required for Program Completion

Green/Silver Belt Training 100.00%

VA Lean Green/Silver Belt Training Completed

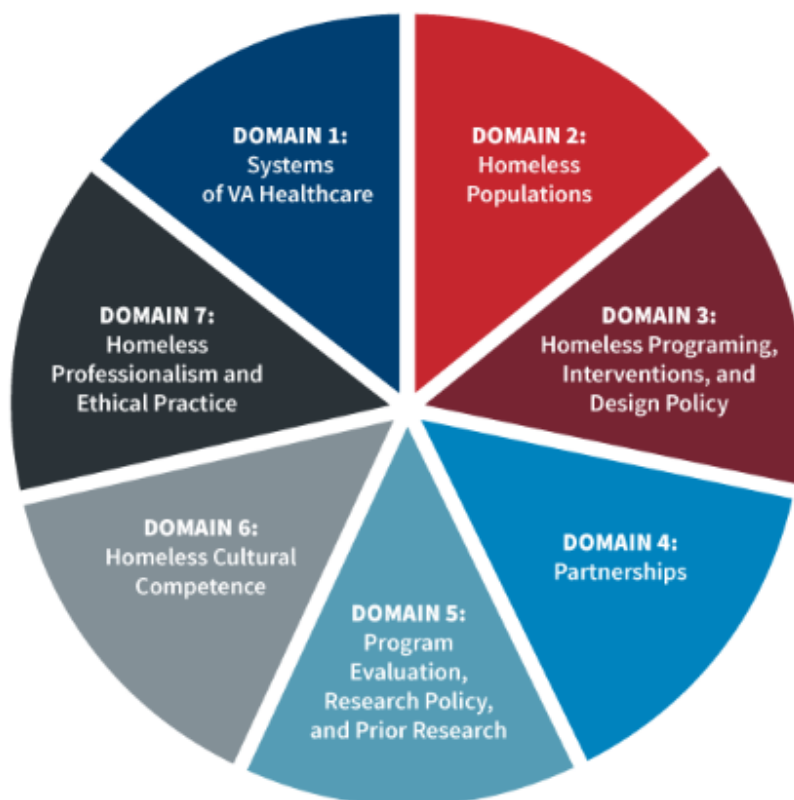
Requirements for Certificate Completion

Curriculum Options

This Curriculum Guide to the Homeless Populations Certificate Program contains the course content for completion of the program. The courses provide VA employees serving Veterans experiencing homelessness with foundational knowledge believed to improve care to our nation’s heroes. The certificate program includes a variety of modalities and options for improving knowledge in each of the domains from our homeless population-specific competency model.

The National Center on Homelessness among Veterans (NCHAV) in coordination with the Homeless Program Office followed the eight steps identified in peer reviewed articles to develop its competency model for serving homeless Veterans. The graphic below describes each of the seven domains in this model.

Homeless Population Specific Competencies



Continuing Education Credit (CEU's): Several courses were offered as live events by NCHAV over the past few years and at that time CEU accreditation was offered. If you attended any of those courses, you can self-certify completion within TMS. If you did not attend those courses, CEUs are currently only available for the following courses which will be identified with an (*) in TMS. To obtain CEU's, you will have to take the course in TMS, and complete the required posttest and evaluation. While in TMS, please search the title or TMS ID # listed below to locate and complete the course. After completion of those items you can return to the certificate program and self-certify completion:

- * Ethics in Serving Homeless Veterans
- * Behavioral Management Training for Working in the Community
- * The Opioid Crisis in Rural America
- * Cognitive Behavioral Therapy for Homelessness Prevention (CBT-H)
- * LGBT Cultural Competence and Veteran Homelessness
- * VBA Fiduciary Services using a Harm Reduction Approach
- * Whole Health and Homelessness
- * Trauma Informed Approach to Care in VA programs Serving Homeless Veterans

Handouts: PowerPoint slides and additional course handouts, if any, can be accessed through a link at the beginning of each course list. The item will include "(Handouts)" at the end of the title as indicated below. That link will take you to a document library where you can download desired handouts.

Homeless Certificate: Domain 2- Required: Homeless Populations: Epidemiology, Demographics & Culture
VA 38120

 [Homeless Certificate: Domain 2-Mandatory: Homeless Populations: Epidemiology, Demographics & Culture \(Handouts\)](#)

[2-1 National Coalition for the Ho - Homeless Certificate: Domain 2-Mandatory: Homeless Populations: Epidemiology, Demographics & Culture](#)

[2-2 Working with Older H - Homeless Certificate: Domain 2-Mandatory: Homeless Populations: Epidemiology, Demographics & Culture](#)

Required vs Electives: Learning opportunities preceded by a diamond shape (◆) indicate content required for earning a certificate. Courses preceded by a heart shape (♥) indicate elective options within this domain.

Domain 1: Systems of VA Healthcare

Sub-Heading: Homeless Veteran Data: Data that represent Veteran demographics and Veterans' participation in programs; program performance including performance measures and how data are compiled and reported on a local, network and, national level; how data are used to improve services and enhance care.

Five (5) competencies are included under this category

- ❖ *Knowledge of the Homeless Programs Operational Planning Hub*
- ❖ *Understanding and knowledge of US Department of Housing and Urban Development (HUD) Annual Homeless Assessment Report (AHAR) and the Point-in-time (PIT) Count*
- ❖ *Understanding of the various reports in the VHA Homeless Registry*
- ❖ *Understanding of VA's CHALENG process and reports*
- ❖ *Knowledge of using available data to drive program decisions and planning*

Learning opportunities preceded by a diamond shape (◆) indicate content required for the certificate program. Courses preceded by a heart shape (♥) indicate elective options within this domain.

- ◆ *Homeless Programs Operational Planning HUB*
- ◆ *An Introduction to the 2017 AHAR Data Collection Process*
- ◆ *Using Data and Analytics to Drive Program Decisions and Planning*
- ◆ *Homeless CHALENG Virtual Conference*
- ◆ *Data, Analytics and Program Evaluation for Homeless Program Operations, Part 2*
- ♥ *Homeless Programs Operational Planning Hub (PowerPoint)*
- ♥ *VHA Directive 1161 Implementation – Parts 1-5*

Sub-Heading: VA Organizational Structures: Relationships with homeless programs as well as those ancillary and support services utilized for homeless Veterans who are enrolled in either VA or non-VA programs; practice informed coordination with VA and other non-VA systems of health care.

Five (6) competencies are included under this category.

- ❖ *Understanding of coordination methods with VA Medical Centers (VAMCs) for the benefit of the Veteran*
- ❖ *Understanding of local and national Veterans Service Organizations and their roles*
- ❖ *Understanding of integration efforts for care – VA & community*
- ❖ *Understanding of justice systems and impact on populations*
- ❖ *Working knowledge of Veterans Benefits Administration (VBA) services and Homeless Programs*
- ❖ *Understanding of Network Homeless Coordinators' (NHC) roles and organizational lines with HPO*

Learning opportunities preceded by a diamond shape (◆) indicate content required for the certificate program. Courses preceded by a heart shape (♥) indicate elective options within this domain.

- ◆ *Coordinating with Stakeholders for the Benefit of the Homeless Veteran: Partnerships, Principles, Integration, and Best Practices*
- ◆ *The Impact and Effect of Working with Law Enforcement and Other Authorities*
- ◆ *VBA Homeless Outreach and Benefits*
- ◆ *Network Homeless Coordinator (NHC) White Paper*

Domain 2: Homeless Populations: Epidemiology and Demographics

Homeless populations' prevalence and impact on society: Perspective on homeless populations, prevalence and incidence of homelessness, including non-Veteran and Veteran homeless populations; impact on societal issues as well as variations in, comparisons between: geography, cultures, environments, and subpopulations.

Six (6) competencies are included under this category.

- ❖ *Understanding of Veteran composition, as well as Veteran and non-Veteran homeless, versus non-homeless*
- ❖ *Knowledge of subpopulations of homeless Veterans*
- ❖ *Understanding of demographics of homeless Veterans populations, geography, and environments*
- ❖ *Knowledge of incidence and prevalence of homelessness*
- ❖ *Understanding of health characteristics of homeless populations*
- ❖ *Knowledge of causes, effects, and precipitating factors of homelessness*

Learning opportunities preceded by a diamond shape (◆) indicate content required for the certificate program. Courses preceded by a heart shape (♥) indicate elective options within this domain:

- ◆ *National Coalition for the Homeless website*
- ◆ *Working with older homeless Veterans*
- ◆ *2017 HUD Exchange Homeless Population and Subpopulations Reports*
- ◆ *HERS Webinar: Women Veterans and Homelessness*
- ◆ *Understanding of Health Characteristics of Homeless Populations*
- ♥ *HUD-VASH Series: Homelessness Among Rural Veterans*
- ♥ *Complex Issues and Housing Solutions for Veterans Who Need to Register as Sex*

Offenders Pathways into Homelessness among Post-9/11-Era Veterans by Metraux, S., Cusack, M., Byrne, T. H., Hunt-Johnson, N., True, G. (2017). Psychological Services, 14(2): 229-237.

♡ *HERS Webinar: Aging and the Homeless Community*

♡ *Homeless Evidence and Research Synthesis (HERS) Aging and the Homeless Community: Implications for the Field*

Domain 3: Homeless Programming, Interventions, and Design Policy

The country's response to the homeless issue and how this response led to policy decisions and program designs; VA's response from a historical perspective and how this led to current program designs, as well as differences between practice-informed and evidence-based program models; current principles of various approaches to care and overlap with wider VA services; development of program models and continuity among programs.

Thirteen (13) competencies are included under this category.

- ❖ *Knowledge of authorities to implement programs and funding sources (grants, contracts, specialized funding)*
- ❖ *Understanding of origins of homeless programs*
- ❖ *Understanding of recovery and Veteran-centric approaches to care*
- ❖ *Working knowledge of the laws, regulations, and precedence for homeless programs*
- ❖ *Understanding of program designs and interventions for homeless populations and the underlying theories behind them*
- ❖ *Understanding of evidence-based practices and practice-informed care*
- ❖ *Understanding of new and emerging practices*
- ❖ *Understanding of Coordinated Entry*
- ❖ *Understanding of ICARE principles in Homeless Programs*
- ❖ *Understanding of Harm Reduction and low demand principles of care*
- ❖ *Understanding the principles of Housing First*
- ❖ *Understanding of prevention of homelessness, and Rapid Re-housing*
- ❖ *Understanding of creating Trauma Informed environments of care*
- ❖ *Understanding of working with peers using a team approach*
- ❖ *Understanding of how to develop constructive and effective relationships with peers*

Learning opportunities preceded by a diamond shape (◆) indicate content required for the certificate program. Courses preceded by a heart shape (♡) indicate elective options within this domain:

- ◆ *The Legal and Policy Foundations of VA's Homeless Programs*
- ◆ *Mental Health Recovery for Homeless Veterans*

- ◆ *Cognitive Behavioral Therapy for Homelessness Prevention (CBT-H)*
- ◆ *Motivational Interviewing with Homeless Veterans*
- ◆ *Understanding of Coordinated Entry*
- ◆ *Housing First Overview/101 – Is It Housing Only?*
- ◆ *Understanding of Prevention of Homelessness, and Rapid Re-housing*
- ◆ *Trauma Informed Approach: Key Strategies for Organizational Change when Serving Veterans Experiencing Homelessness*
- ◆ *The Role of Peers in Recovery*
- ◆ *Role of Housing Specialists in Ending Veteran Homelessness*
- ♡ *Overview of VA’s Homeless Programs*
- ♡ *Cognitive Decline in Aging Homeless Veterans*
- ♡ *Motivational Interviewing: Engaging Veterans with Active Substance Use Disorder (SUD)- Part 1*
- ♡ *VA Training in Cognitive Behavioral Therapy for Homelessness Prevention*
- ♡ *VA Homeless Programs: From Homeless to Hoarding*
- ♡ *Whole Health and Homelessness*
- ♡ *Telehealth and Homelessness*
- ♡ *HUD-VASH Series: I CARE and Ethics in HUD-VASH*
- ♡ *White Paper: Safe Haven Model Development Executive Summary, Assessment, and Recommendations*
- ♡ *Housing First Principles Across VA Programs*
- ♡ *Housing First: An Introduction*
- ♡ *Grant & Per Diem (GPD) Housing First 4.16.15*
- ♡ *Rapid Re-Housing: Outcomes, Community Examples and Evaluation Module*

Domain 4: Partnerships

Sub-Heading: Communities and Coalitions: Developing and maintaining partnerships to provide services for homeless Veterans; the components of a viable and effective partnership; the importance of various identified stakeholders and their impact on Veterans’ care and community permanency.

Five (5) competencies are included under this category.

- ❖ *Knowledge of national efforts and local implications of programs like Built for Zero*
- ❖ *Understanding of the principles of leadership and their use for working with the community and in programs*
- ❖ *Knowledge of local coalitions and methods to coordinate and collaborate for services and resources*
- ❖ *Understanding of the impact and effect of homeless Veterans' relationships with family, neighbors, landlords, and community groups*
- ❖ *Understanding of the impact and effect of working with law enforcement and other authorities*

Learning opportunities preceded by a diamond shape (◆) indicate content required for the certificate program. Courses preceded by a heart shape (♥) indicate elective options within this domain:

- ◆ *Coordinating with Stakeholders for the Benefit of the Homeless Veteran: Partnerships, Principles, Integration and Best Practices*
- ◆ *The impact and effect of working with law enforcement and other authorities*
- ♥ *Built for Zero 1: Beth Sandor and Jake Maguire of Community Solutions*
- ♥ *Collaborating with Community Agencies and Employers to Improve Employment Outcomes for Homeless Veterans*

Sub-Heading: Partnerships-Boundaries: The development and maintenance of partnerships in providing services for homeless Veterans; the components of a viable and effective partnership; the importance of various identified stakeholders and their impact on Veterans' care.

Two (2) competencies are included under this category.

- ❖ *Knowledge of developing and maintaining effective partnerships*
- ❖ *Understanding of the concepts and principles of developing and maintaining appropriate boundaries with Veterans, the community, and colleagues*

Learning opportunities preceded by a diamond shape (◆) indicate content required for the certificate program. Courses preceded by a heart shape (♥) indicate elective options within this domain:

- ◆ *Coordinating with Stakeholders for the Benefit of the Homeless Veteran: Partnerships, Principles, Integration, and Best Practices*

Domain 5: Program Evaluation, Research Policy, and Utilizing Prior Research in Practice

Sub-Heading: Policy and Prior Research: The body of homeless research and program evaluation; intent of initial homeless program evaluation efforts; current research and program evaluation literature relative to various models of care and interventions and theories or principles of approaches to care.

Two (2) competencies are included under this category.

- ❖ *Knowledge of prior local and federal homeless policies and initiatives leading to current state of program designs and interventions*
- ❖ *Knowledge of early research, program evaluation, and development leading to current state of programs*

Learning opportunities preceded by a diamond shape (◆) indicate content required for the certificate program. Courses preceded by a heart shape (♡) indicates elective options within this domain:

◆ *The Legal and Policy Foundations of VA's Homeless Programs*

Sub-Heading: Current Research and Implications: Knowledge of current research on homeless populations and how this research has implications for services, including implementation of practice/research-informed services or programs.

Two (2) competencies are included under this sub-heading

- ❖ *Knowledge of current body of research related to homeless populations and associated studies on mental health, substance use, justice system involvement, and others*
- ❖ *Understanding of research associated with the adoption of evidence-based practices and practice informed care*

Learning opportunities preceded by a diamond shape (◆) indicate content required for the certificate program. Courses preceded by a heart shape (♡) indicate elective options within this domain:

◆ *Implementation Science: What Is It and Why Should We Care?*

♡ *National Center on Homelessness among Veterans website: Research Core; Review of Literature - Justice Involved Veterans*

Domain 6: Homeless Cultural Competence: Characteristics, culture, and backgrounds of different segments of homeless Veteran populations; impact, effect, and development of appropriate engagement and provision of care efforts; service era and impact of homelessness; subpopulations and impact of homelessness; engaging and socializing.

Four (4) competencies are included under this domain

- ❖ *Understanding of service era culture as it relates to homelessness and providing care*
- ❖ *Understanding the context of military culture in treating Veterans*
- ❖ *Understanding of homeless subpopulations, cultural, relationship, and values differences, and their significance in providing care*
- ❖ *Understanding of the diversity of homeless populations specific to cultural issues, relationships, and values, and their significance in engaging through community permanency*

Learning opportunities preceded by a diamond shape (◆) indicate content required for the certificate program. Courses preceded by a heart shape (♥) indicates elective options within this domain:

- ◆ *LGBTQ (Lesbian, Gay, Bisexual, Transgender, Queer) and Homelessness*
- ◆ *Analyzing Racial Disparities in the Homeless System: What you should know*
- ♥ *Frequently asked questions (FAQ's) about Homeless Veterans*
- ♥ *Housing Instability, Housing Services Utilization, and Suicide Morbidity Among Transgender Veterans*

Domain 7: Homeless Professionalism/Ethical Practice: VA representation in non-VA settings and ethical practice principles working in the community and providing care for homeless Veteran populations. Representing VA in the community; Veterans and community perspective of responsibility; non-eligible Veterans; working with contractors and grantees.

Four (4) competencies are included under this domain

- ❖ *Understanding of ethical considerations in prioritizing or balancing services and possible limited resources*
- ❖ *Understanding of eligibility for various services and ethical considerations related to providing care*
- ❖ *Awareness of ethical or boundary considerations while working with non-VA services providers like grantees or contractors*
- ❖ *Awareness of ethical considerations working in the community and with community partners*
- ❖ *Understanding staff stressors working with difficult populations, working conditions, resource management, and the importance of self-care*

Learning opportunities preceded by a diamond shape (◆) indicate content required for the certificate program. Courses preceded by a heart shape (♥) indicate elective options within this domain:

- ◆ *Ethics in Serving Homeless Veterans*
- ◆ *Traumatic Stress and Organizational Dynamics among Homeless Sector Workers*

Appendix 1

Homeless Populations Competency Crosswalk

Domain 1: Systems of VA Healthcare (organizational management)

Homeless Veteran Data

Knowledge of the Homeless Programs Operational Planning HUB

Understanding and knowledge of HUD Annual Homeless Assessment Report(s) and the PIT count

Understanding of the various reports in the Homeless Registry

Understanding of VA's CHALENG process and reports

Knowledge of using available data to drive program decisions and planning

VA organizational structures

Understanding of coordination methods with VAMCs for the benefit of the Veteran

Understanding of Network Homeless Coordinators' (NHC) roles and organizational lines with HPO

Understanding of integration efforts for care – VA & community

Understanding of Justice Systems and impact on populations

Working knowledge of VBA services and Homeless Programs

Understanding of local and national Veterans Service Organizations and their roles

Domain 2: Homeless Populations: Epidemiology, and Demographics

Homeless populations prevalence and impact on society

Understanding of Veteran composition, as well as Veteran and non-Veteran homeless, versus non-homeless

Knowledge of incidence, and prevalence of homelessness

Knowledge of subpopulations of homeless Veterans

Understanding of demographics of homeless Veterans populations, geography, and environments

Understanding of health characteristics of homeless populations

Knowledge of causes, effects, and precipitating factors of homelessness

Overall understanding of homeless populations, epidemiology, and demographics

Domain 3: Homeless Programming, Interventions, and Design Policy

Policy

Understanding of origins of homeless programs (CIS revision underway)

Working knowledge of the laws, regulations, and precedence for homeless programs

Knowledge of authorities to implement programs and funding sources (grants, contracts, specialized funding)

Understanding of program designs and interventions for homeless populations and the underlying theories behind them

Understanding of evidence-based practices and practice-informed care

Understanding of new and emerging practices

Understanding of coordinated entry

Understanding of ICARE principles in Homeless Programs

Understanding of MyVA and its core components, and their implication for homeless programs

Understanding principles of Housing First

Understanding of creating Trauma Informed environments of care

Understanding of Harm Reduction and low demand principles of care

| |
|---|
| Understanding of Recovery and Veteran Centric approaches to care |
| Understanding of prevention of homelessness, and Rapid Re-housing |
| Understanding of working with Peers using a team approach |
| Understanding of how to develop constructive and effective relationships with peers |
| Domain 4: Partnerships (internal and external stakeholders) Communities and Coalitions |
| Communities and Coalitions |
| Knowledge of national efforts and local implications for the Mayor’s Challenge, and Zero: 2016 |
| Knowledge of local coalitions and methods to coordinate and collaborate for services and resources |
| Understanding of the impact and effect of homeless Veterans' relationships with family, neighbors, landlords, and community groups |
| Understanding of the impact and effect of working with law enforcement, and other authorities |
| Partnerships - Boundaries - Leadership |
| Knowledge of developing and maintaining effective partnerships |
| Understanding of the principles of leadership and their use for working with the community and in programs |
| Understanding of the concepts and principles of, developing and maintaining appropriate boundaries with Veterans, the community, and with colleagues |
| Domain 5: Program Evaluation, Research Policy, and Prior Research |
| Policy, Prior Research |
| Knowledge of prior local and federal homeless policies and initiatives leading to current state of program designs and interventions |
| Knowledge of early research, program evaluation, and development leading to current state of programs |
| Current Research and Implications |
| Knowledge of current body of research related to homeless populations and associated studies on mental health, substance use, justice system involvement, and others |
| Understanding of research associated with the adoption of evidence-based practices and practice informed care |
| Domain 6: “Homeless” Cultural Competence |
| Understanding of service era culture as it relates to homelessness and providing care |
| Understanding of homeless subpopulations, cultural, relationship, and values differences, and their significance in providing care |
| Understanding of the diversity of homeless populations, specific to cultural issues, relationships, values, and the significance in engaging through community permanency |
| Domain 7: “Homeless” Professionalism/Ethical Practice |
| Awareness of ethical considerations working in the community and with community partners |
| Understanding of ethical considerations in prioritizing or balancing services and possible limited resources |
| Understanding of eligibility for various services and ethical considerations related to providing care |
| Awareness of ethical or boundary considerations while working with non-VA services providers like grantees or contractors |
| Understanding staff stressors working with difficult populations, working conditions, resource management, and the importance of self-care |

Appendix 2

Competency Training Chart

| Domain 1: Systems of VA Healthcare | Required Courses | Elective Courses |
|--|--|---|
| <i>Homeless Veteran Data</i> | Homeless Programs Operational Planning HUB | Homeless Program Operational Planning Hub (PowerPoint) |
| | An Introduction to the 2017 AHAR Data Collection Process | VHA Directive 1161 Implementation #1- Overview of VHA Directive 1161 |
| | Using Data and Analytics to Drive Program Decisions and Planning | VHA Directive 1161 Implementation #2- Labor Mapping in Homeless Programs |
| | Homeless CHALENG Virtual Conference | VHA Directive 1161 Implementation #3: Operating Plans and Hub 2.0 |
| | Data, Analytics and Program Evaluation for Homeless Program Operations, Part 2 | VHA Directive 1161 Implementation #4: CPT Coding for Homeless Program Staff |
| | | VHA Directive 1161 Implementation #5: Question & Answer Session |
| <i>Organizational Structures</i> | Coordinating with Stakeholders for the Benefit of the Homeless Veteran: Partnerships, Principles, Integration and Best Practices | |
| | The Impact and Effect of Working with Law Enforcement and Other Authorities | |
| | VBA Homeless Outreach and Benefits | |
| | Network Homeless Coordinator (NHC) White Paper | |
| Domain 2: Homeless Populations: Epidemiology and Demographics | Required Courses | Elective Courses |
| <i>Homeless populations prevalence and impact on society</i> | National Coalition for the Homeless Website | <i>HERS Proceedings Document: Aging and the Homeless Community</i> |
| | Working with Older Homeless Veterans | <i>Homeless Evidence and Research Synthesis (HERS) Aging and the Homeless Community Webinar</i> |
| | 2018 Hud Exchange Homeless Population and Subpopulations Reports | HUD-VASH Series: Homelessness Among Rural Veterans |
| | Homeless Evidence and Research Synthesis - Women Veterans and Homelessness | Complex Issues and Housing Solutions for Veterans Who Need to Register as Sex Offenders |
| | Understanding of health characteristics of homeless populations | <i>Homeless Evidence and Research Synthesis (HERS) Aging and the Homeless Community: Implications for the Field Webinar</i> |
| | | Pathways into Homelessness among Post-9/11-Era Veterans by Metraux, S., Cusack, M., Byrne, T. H., Hunt-Johnson, N., True, G. (2017). Psychological Services, 14(2): 229-237 |

| Domain 3: Homeless Programming, Interventions, and Design Policy | Required Courses | Elective Courses |
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| <i>Policy</i> | The Legal and Policy Foundations of VA's Homeless Programs | CIS Overview of VA's Homeless Programs |
| | Mental Health Recovery for Homeless Veterans | Cognitive Decline in Aging Homeless Veterans |
| | Cognitive Behavioral Therapy for Homelessness Prevention (CBT-H) | VA Training in Cognitive Behavioral Therapy for Homelessness Prevention |
| | Motivational Interviewing with Homeless Veterans | VA Homeless Programs: From Homeless to Hoarding |
| | Understanding of Coordinated Entry | Motivational Interviewing: Engaging Veterans with Active SUD- Part 1 |
| | Housing First Overview/101 – Is It Housing Only? | Motivational Interviewing: Engaging Veterans with Active SUD- Part 2 |
| | Understanding of prevention of homelessness, and Rapid Re-housing | Rapid Re-Housing: Outcomes, Community Examples and Evaluation Module |
| | Trauma Informed Approach: Key Strategies for organizational Change when Serving Veterans Experiencing homelessness | Whole Health and Homelessness |
| | | HUD-VASH Series: I CARE and Ethics in HUD-VASH |
| | | White Paper: Safe Haven Model Development Executive Summary, Assessment, and Recommendations (VA staff only) |
| | | Housing First Principles Across VA Programs |
| | | Housing First: An Introduction |
| | | GPD Housing First 4.16.15 |
| | | Telehealth and Homelessness |
| <i>Peers</i> | The Role of Peers in Recovery | |
| | Role of Housing Specialists in Ending Veteran Homelessness Partnerships – Boundaries | |
| Domain 4: Partnerships | Required Courses | Elective Courses |
| <i>Communities and Coalitions</i> | Coordinating with Stakeholders for the Benefit of the Homeless Veteran: Partnerships, Principles, Integration and Best Practices | Built for Zero 1: Beth Sandor and Jake Maguire of Community Solutions |
| | The impact and effect of working with law enforcement, and other authorities | Collaborating with Community Agencies and Employers to Improve employment Outcomes for Homeless Veterans |
| <i>Partnerships - Boundaries</i> | Coordinating with Stakeholders for the Benefit of the Homeless Veteran: Partnerships, Principles, Integration and Best Practices (repeat) | |
| Domain 5: Program Evaluation, Research Policy, and Utilizing Prior Research in Practice | Required Courses | Elective Courses |

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| <i>Policy and Prior Research</i> | The Legal and Policy Foundations of VA's Homeless Programs | |
| <i>Current Research and Implications</i> | Implementation Science: What Is It and Why Should We Care? | National Center on Homelessness among Veterans Website: Research Core Review of Literature - Justice Involved Veterans |
| Domain 6: Homeless Cultural Competence | Required Courses | Elective Courses |
| | LGBTQ and Homelessness | FAQ's about Homeless Veterans |
| | Analyzing Racial Disparities in the Homeless System: What you should know | Understanding the Context of Military Culture in Treating Veterans |
| | | Housing Instability, Housing Services Utilization, and Suicide Morbidity Among Transgender Veterans |
| Domain 7: Homeless Professionalism/Ethical Practice | Required Courses | Elective Courses |
| | Ethics in Serving Homeless Veterans | |
| | Traumatic Stress and Organizational Dynamics among Homeless Sector Workers | |