

Supportive Services for Veteran Families (SSVF) Webinar

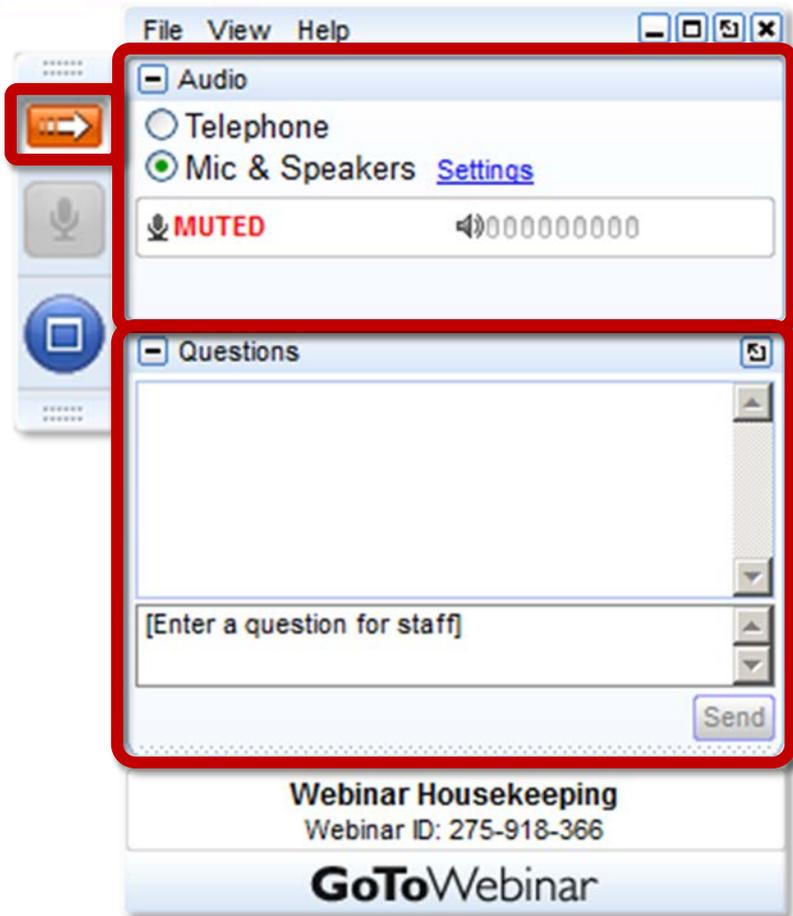
VAMC Data Sharing and Integration into Coordinated Entry Systems

August 16, 2016

Webinar Format

- Webinar will last approximately 90 minutes
- Participants' phone connections are “muted” due to the high number of callers
 - **Questions can be submitted during the webinar using the Q&A function**
- Questions can also be submitted anytime to SSVF@va.gov

Questions



Your Questions

Submit questions and comments via the Questions panel

Presenters & Agenda

- **Welcome & Introductions**

- Tamara Wright, MPA, SSVF Regional Coordinator
- Reminder: This webinar is a peer-to-peer educational webinar and a demonstration of promising practices.

- **VAMC Data Sharing and Integration into Coordinated Entry Systems**

- Gary Grier, Project Coordinator, Houston Coalition for the Homeless
- Toni Harvell, LCSW, Health Care for Homeless Veterans (VA)
- Niki Paul, Director of Operation, Ending Community Homelessness in Austin, TX
- Katy Mangenella, HMIS Program Director, Ending Community Homelessness in Austin, TX
- Joanna Bomba, Veterans Services Coordinator, Los Angeles Homeless Services Authority

VA Information Sharing

- The VHA Privacy Office, in collaboration with the VHA Homeless Program Office, after discussions with the VA Office of General Counsel, issued guidance regarding VHA's legal authority to disclose Veteran information and demographics, which is considered protected health information (PHI), to community partners who assist in serving Veterans who are currently homeless or those with a prior episode of homelessness. There is a memo attached to this presentation for your review.
- The memo should be reviewed in conjunction with VA staff and the VA Privacy Officer to initiate the process of data sharing.

The By Name List

- In addition to using VHA's legal authorities to disclose information necessary for the coordination of housing and homeless services, these authorities may also be used to develop and manage "By Name Lists" (BNL). VA and Non-VA community partners collaborate to develop BNLs, which are master lists of homeless Veterans in the community.
- These lists are populated through information obtained from outreach, Homeless Management Information System (HMIS; community data collection system), shelters, Homeless Operations Management & Evaluation System (HOMES; VA data collection system), and any other providers in the community who may work with veterans experiencing homelessness.
- VA and community partners work collaboratively to establish and maintain the BNL, which includes sharing information on Veterans already on the BNL, on Veterans needing to be placed on the BNL and Veterans needing to be removed from the BNL.

Getting started

- Community providers, such as SSVF and Continuum of Care staff, and VHA homeless staff should discuss how the community can benefit from full VA integration into the coordinated entry system.
- VHA facility Privacy Officers should work with local VHA Homeless Program Staff to ensure they understand the legal guidance and that there is a process for maintaining an accounting of disclosures.
- Communities have already started this process and can share forms and policies and procedures to help expedite BNL data sharing between VA and community partners

The Way Home

Using SSVF and Data Sharing to End Veteran's Homeless in Houston

Gary M Grier

Coalition for the Homeless of
Houston/Harris County

Toni Harvell, LCSW

Health Care for Homeless Veterans Program

Michael E. DeBakey VA Medical Center

The right
people in the
room



Different
environment



Set a
Goal



Important &
Urgent



Career and Recovery Resources, Inc.



The Way Home

VA programs

- HUD-VASH mass briefings: (Housing Events)
 - Pulling together all service providers in one single location.
 - SSVF
 - Coordinated Access
 - Employment
 - Fair Market property owners
 - Housing Authorities
 - VA

Coordinated Access System

- At Stand Down
- At Point in Time Count
- System Out reach and 11 HUBS
- At Drop In Center
 - Assessment and match for best resource
 - HUD-VASH, SSVF, GPD, CoC Funded Housing

Housing Houston's Heroes

- Crosswalk and Standardized Documents
- SSVF grantees integrated into local coordinated access system
 - Ability to deliver appropriate interventions for homeless veterans
- SSVF presence at VA Drop-In Center
 - Able to assess homeless veterans on-site
- Utilizing HMIS as an alert and connection tool
- Housing Houston's Heroes Rapid Rehousing subcommittee

VA Process to Participate in HMIS and Coordinated Access

- Contact medical center's Information Security Officer (ISO)
- Facilitate communication between ISO and community HMIS coordinators
- Establish user agreement terms between VA and community
- HMIS training for read only and entry
- Designate CA/HMIS entry staff

End Veteran Homelessness by 2015



Identify Homeless Veterans and Use Coordinated Access System to:



Connect Chronically Homeless Veterans to Existing Veteran Administration Supportive Housing (VASH)



Rapidly Return Homeless Veteran Households to Affordable Housing

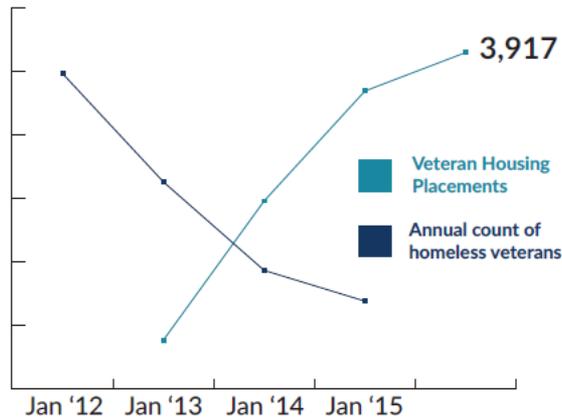
The Way Home is the collaborative model to prevent and end homelessness in Houston, Harris County, and Fort Bend County.

Goals:



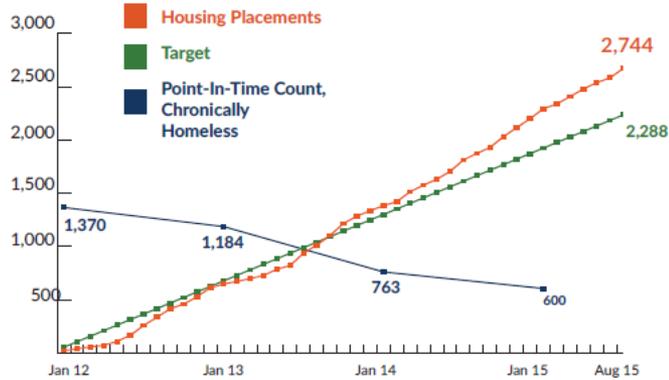
Homeless Veteran Progress:

as of August 2015



Chronically Homeless Progress:

as of August 2015

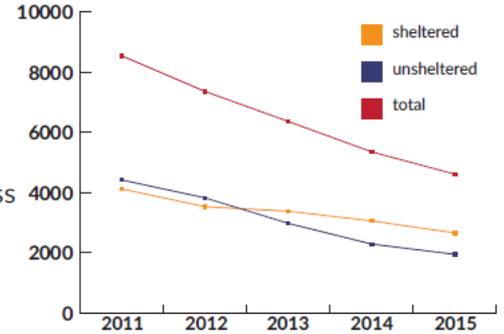


2015 Point-In-Time:

Total homeless: 4,609
 Unsheltered: 1,950
 Sheltered: 2,659

Since 2011 we have seen:

- a 46% decrease in overall homelessness
- a 56% drop in unsheltered homelessness
- a 58% reduction in chronic homelessness



Chronic Surge, August 2015

- 168** individuals were assessed for housing.
- 126** of those assessed for housing were chronically homeless.
- 19** of those assessed for housing were veterans.



Staff and community volunteers on the last day of the surge with Council Member Laster, District J.

What's Next?



Effective End of Veteran Homelessness

Steady State

describes a system that maintains equilibrium, even through changes

Number of veterans who will face homelessness each year



=



Number of available housing units based on historical turnover of HUD-VASH, SSVF, and CoC

Our community has a housing option for any veteran who becomes homeless.





The Way  Home

The Way Home

Changing the Path for Houston's Homeless

WWW.THEWAYHOMEHOUSTON.ORG

Acknowledgement for contributions to the SSVF
Workgroup, Gerald Eckert of TSA and Heather Muller of
CSH

The Way Home

The Way Home is the collaborative model to prevent and end homelessness in Houston, Harris County, and Fort Bend County.

For more information visit:
www.thewayhomehouston.org

Or email:
Gary Grier
Ggrier@homelesshouston.org
info@thewayhomehouston.org

Working Together: Onboarding the VA as an HMIS user in Austin, TX

Presented by Niki Paul, Director of Operations and
Katy Mangarella, HMIS Program Director

Ending Community Homelessness Coalition

Community Context

- Central Texas Veterans Healthcare System main offices located 70 miles outside of Austin, TX
- ECHO is the Coordinated Entry and HMIS Lead for the Austin/Travis County Community
- Austin Homeless Veterans Initiative-Meets weekly as serves as the community-wide initiative to end homelessness among Veterans
- Approximately 600 HUD-VASH Vouchers and 32 GPD beds in community

Key Players We Engaged

- VA-HUD-VASH, HCHV and GPD Program Managers
- CoC Lead (ECHO)
- HMIS Lead (ECHO)
- VA Staff that will be directly using HMIS (HUD-VASH SW's, VA Outreach Staff, etc)
- Regional and Local VA Leadership

Timeline of Effort to Onboard the VA into HMIS

- Research and Education-How did other communities accomplish this? *Thank you Houston, TX!*
- Release of Information and SOP approval
- HMIS MOU Execution
- HMIS Training Completion
- HMIS PKI Installation on VA Laptop

Research and Education

- **Research & Education**
- **12/1/2014** – Director of Strategic Initiatives at ECHO worked with VA Homeless Coordinator and HCHV Coordinator to develop the ROI and SOP for the VA Privacy Officer review. Discussion on how to integrate HMIS use with VA staff or alternate options.
- **12/15/2014** – ECHO submitted a sample ROI to VA VISN Homeless Coordinator, HUD-VASH and HCHV Coordinators. Conference call with Houston VAMC scheduled for 12/29/14.
- **12/29/2014** – Call with HMIS and VAMC Houston

ROI and SOP Approval

- **ROI / SOP Approval**
- **1/2/2015** – HCHV submitted the ROI and SOP to the VA Privacy Officer for approval.
- **1/5/2015** – Veteran’s Initiative Meeting to review progress updates. HCHV informed everyone that they submitted materials on 1/2/15.
- **1/26/2015** – Vet’s Initiative Meeting - No update from the VA on approval of ROI or SOP, still waiting.
- **2/9/2015** – Vet’s Meeting – No updates from VA.
- **3/9/2015** – Vet’s Meeting – No updates from VA.
- **3/16/2015** – Vet’s Meeting – HCHV reports reviewing ROI and SOP with VA Privacy Officer, no formal feedback on ROI or SOP.
- **4/13/2015** – Vet’s Meeting – Update from HUD-VASH lead, VA has approved using HMIS. Have reviewed and approved the ROI and SOP for moving forward.
- **Late April through Early Summer** – ECHO had staff transition and had limited capacity to drive this forward.
- **8/31/2015** – VA releases guidance on HMIS “Read only” and “Direct Entry Access” Policy that basically gave the green light. Ann re-energized the effort to get VA HMIS access. Followed up with Andrew and Paula via email and brought in recently hired HMIS Director to drive this forward.

HMIS MOU Execution

- **Approval of HMIS MOU**
- **9/2/2015** – CoC leadership sent email to HUD-VASH and HCHV program leadership. VA staff requested a meeting to review the guidance from the VA together and to plan onboarding in HMIS and CA.
- **9/9/2015** – HCHV Program Manager requests direct entry access for HCHV SW based on guidance from VA. Chief of SW Service approved at his level and elevated it to the next for approval.
- **9/10/2016** – HMIS Director went to Temple to meet with HCHV PM and VA Privacy Director to review MOU. Questions came up about who would need to sign it at the VA, which prompted the question of what other VAMCs had done.
- **Mid September** – HMIS Director networked with other CoCs that had been successful on this to find out exactly how they did it and what steps they took.
- **9/30/16** – HMIS Director contacted HCHV lead with a list of other VA's using HMIS. **10/14/2015** – HMIS Director sent HMIS MOU to Program Support Assistant at VA to be signed.
- **10/19/2015** – HMIS Director followed up on MOU. No updates yet. MOU was sent to Director's office for signature.
- **10/26/2015** – VA signed the MOU!

HMIS Training Completion

- **HMIS Training**
 - **11/23/2015** – 4 VA Staff attended HMIS New User Training

HMIS PKI Install on VA Computers

- **December – Feb 2016** – HMIS lead worked to get approval to download the PKI certificate onto VA computers
- **3/4/2016** – 4 VA SW officially logged into HMIS for the first time!!!

Benefits

- Coordinated updates on unsheltered Veterans improved outreach and connection to housing
- Real-time Veteran By-Name List updates
- Data Quality: Cross reference VA data with CoC data
- Improved timeliness with critical service coordination for Veterans

Challenges

- CoC did waive the HMIS License Fees for the VA to avoid financial hurdle
- Staff Capacity to Follow Through with Effort

Contact Us

Niki Paul, Director of Operations, ECHO

Email: nikipaul@austinecho.org

Katy Manganella, HMIS Program Director, ECHO

Email: katymanganella@austinecho.org



Ending Veteran Homelessness in Los Angeles County

Master List and Data Sharing

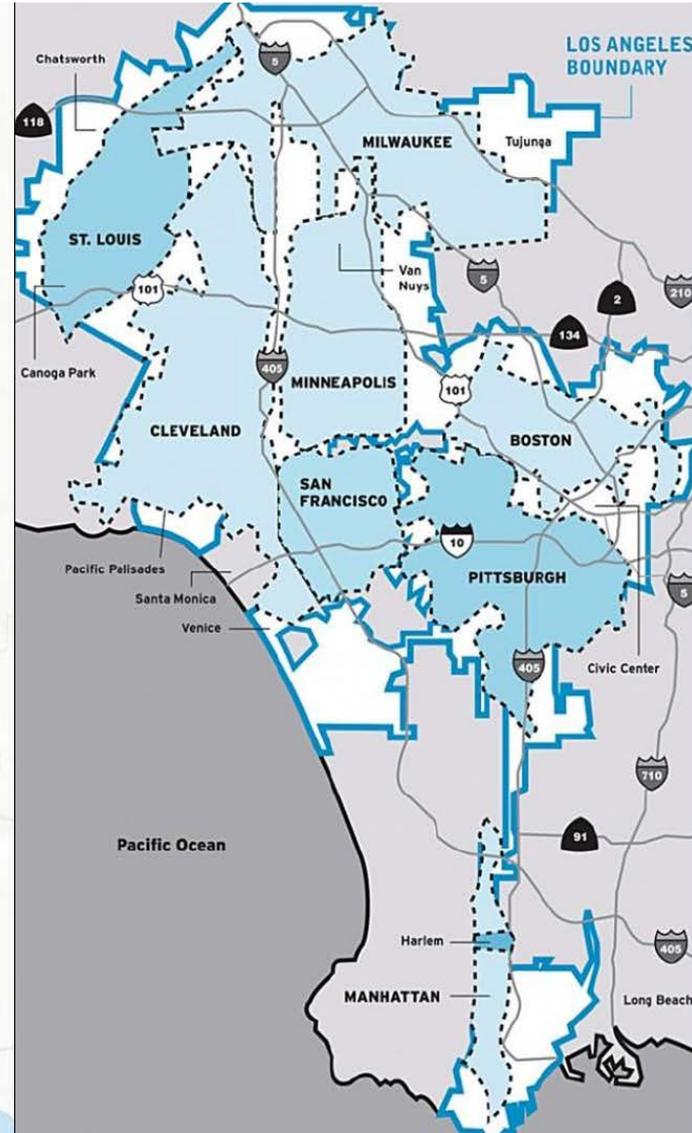


Joanna Bomba
Veteran Services Coordinator
Jbomba@lahsa.org

Why We Need To Share Data in LA



Why We Need To Share Data in LA



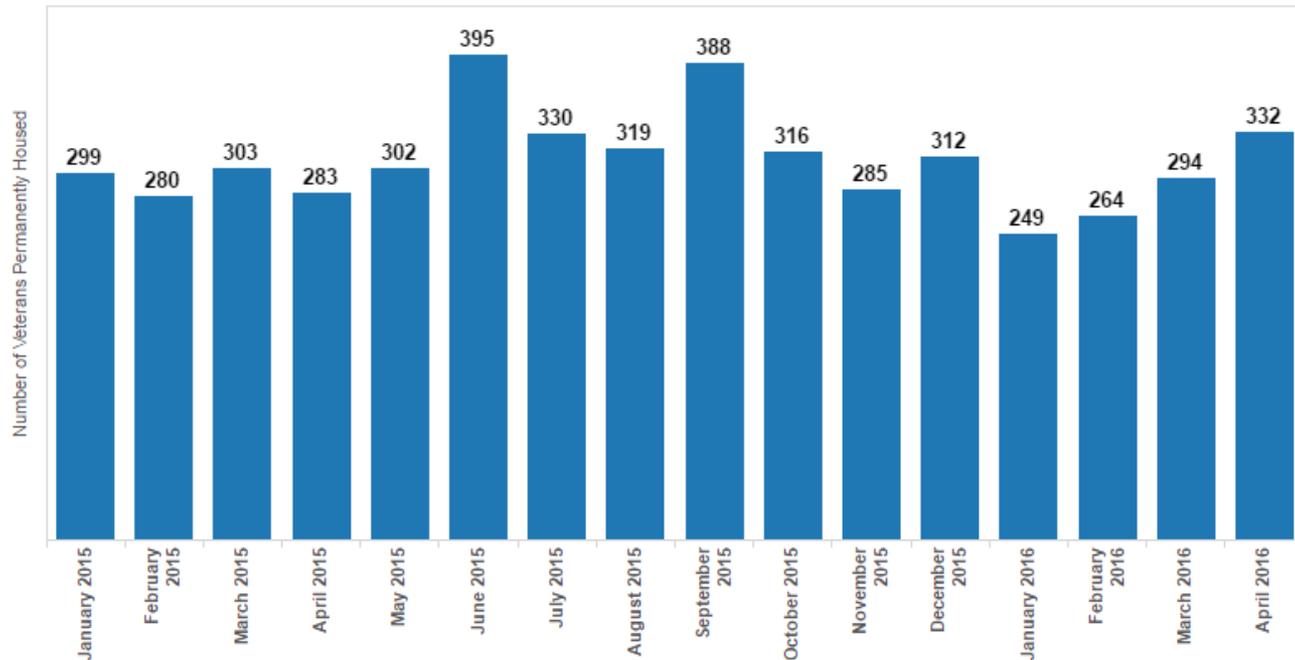
Why We Need to Share Data in LA



Los Angeles Homeless Services Authority

Los Angeles County Veteran Homelessness Dashboard

Housing Trends



Veterans
Permanent Housing
Need

136

New Veterans connected
to services this month

2,124

Veterans on track to
obtaining permanent
housing

825

Veterans with vouchers,
looking for housing

8,793

Veterans housed
since January 2014

Where We Began

Version 3, October 1, 2015



ACHIEVING THE GOAL OF ENDING VETERAN HOMELESSNESS

Criteria and Benchmarks

CRITERIA

1. THE COMMUNITY HAS IDENTIFIED ALL VETERANS EXPERIENCING HOMELESSNESS

The community has used coordinated outreach, multiple data sources, and other methods, to identify, enumerate, and engage all Veterans experiencing homelessness, including Veterans who are unsheltered, as well as Veterans in shelters, Grant and Per Diem programs and other VA residential programs, other transitional housing programs, etc. This identification of Veterans includes both Veterans that meet the definition of chronic homelessness and Veterans that are experiencing homelessness but do not meet the definition of chronic homelessness. The definition of Veteran used includes all persons who served in the armed forces, regardless of how long they served or the type of discharge they received.

Where We Began

- **Shared ROI to cover organizations in CES using HMIS**
- **Incorporated required HOMES data points in CES Survey Questions**
- **GLA VA agreement for Read Only Access to HMIS**

Where We Began

- 8 Service Planning Areas encompassing all of LA County's 4,000 sq. miles
- 8 lead agencies *willing* to administer a By Name Veteran List
- No reliable way to compare who is on each of those lists

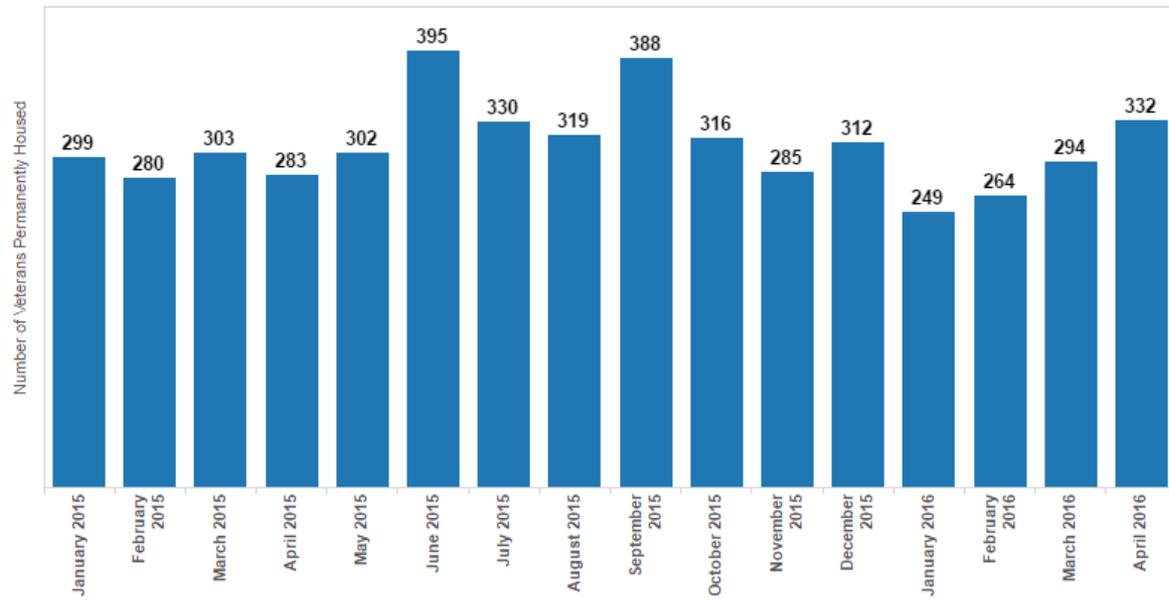
Where We Were



Los Angeles Homeless Services Authority

Los Angeles County Veteran Homelessness Dashboard

Housing Trends



Veterans
Permanent Housing
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136

New Veterans connected
to services this month

2,124

Veterans on track to
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housing

825

Veterans with vouchers,
looking for housing

8,793

Veterans housed
since January 2014

Where We Were

LAHSA Secure File Transfer Protocol (FTP)

- Included HMIS and Community Data (inclusive of SSVF and some GPD)
- Did not include Data from VA

Monthly Process

LAHSA Staff

Analyze

Aggregate Data

*8 Communities
Send Data to
LAHSA through
FTP*



*LAHSA Sends
Data back to
Community
through FTP*



A Pivotal Moment



VACO Privacy Guidance: Authority to Make
Disclosures to Community Partners

A Pivotal Moment

VA Privacy Guidance Summary of Authorities - Homeless Veterans

- If a Veteran is homeless, 24VA10P2 Routine Use #40 and HIPAA 45 CFR 164.512(j) would provide legal authority to disclose pertinent information on the Veteran related to obtaining housing and related services, such as the Veteran's homeless status, without a signed authorization in cases where a Veteran is in imminent risk.
- General Counsel ruled that homelessness, in it of itself is considered imminent risk.

Looking Forward

- VA and LAHSA agreed on what data points were needed for
 - Los Angeles County Veteran Homeless Dashboard
 - Updating data for identified clients on By Name List
 - De-duplication
- LAHSA agreed to do data analysis
- First chance at fully identifying all veterans in Los Angeles County

Looking Forward

LAHSA Secure File Transfer Protocol (FTP)

- Includes HMIS and Community Data (inclusive of SSVF and some GPD)
- Includes client level from VA to de-duplicate

New Monthly Process

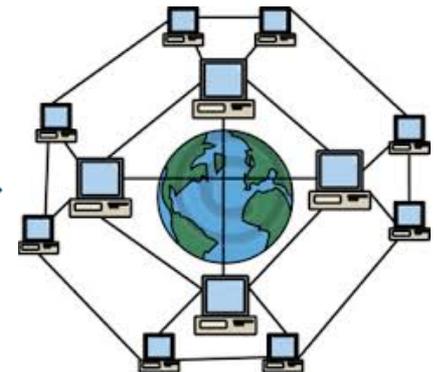
VA Sends Data to LAHSA through FTP



LAHSA Staff Analyze HMIS and VA Data



LAHSA Manages Secure By Name List for SPAs



Veterans By Name List

MyOrg

- Announcements
- Firms / Applications
- Systems Data
- Profile



Search

[Advanced](#) | [New Veteran](#)

SPA

- SPA 1
- SPA 2
- SPA 3
- SPA 4
- SPA 5
- SPA 6
- SPA 7
- SPA 8
- Missing

Status

- Active - Assessed
- Active - Connected
- Active - Contact Attempted
- Active - Matched
- Engagement Requested
- Housed
- Inactive
- Inactive - No Contact
- Inactive - Transferred SPA

[Grid](#) | [List](#)

10 Records

HMIS ID	SPA	Name	DOB	Status	Source	Actions
123456	2	Gary Paldi	1/5/1983	456-123-789	Active - Assessed	HMIS Profile / Notes
123456	2	Gary Paldi	1/5/1983	456-123-789	Active - Assessed	HMIS Profile / Notes
123456	2	Gary Paldi	1/5/1983	456-123-789	Active - Assessed	HMIS Profile / Notes
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123456	2	Gary Paldi	1/5/1983	456-123-789	Active - Assessed	HMIS Profile / Notes

1 2 3 4 5 6 7 8 9 10 ...

[Profile](#) | [Notes](#)

SPA / Community



123-45-6789
 1/5/1983 (33)
Active - Matched
 3/8/2016
 4/3/2016
 1534564
 SPA 2

First Contact Attempt

Edit

HMIS



123-45-6789
 - - -
 Active - Assessed
 3/8/2016
 4/3/2016
 1534564
 SPA 5

Department of Veteran Affairs



123-45-0000
 1/5/1983 (33)
 Active - Assessed

Current Limitations

- Only updating data for clients already in HMIS and covered in data sharing
- Rolling out end of August; slowed down in mean time
- Heavy lift for staff at VA and LAHSA

Q & A

Panelists:

- Gary Grier, Project Coordinator, Houston Coalition for the Homeless
 - ggrier@homelesshouston.org
- Toni Harvell, LCSW, Health Care for Homeless Veterans (VA)
 - Toni.Harvell@va.gov
- Niki Paul, Director of Operations, ECHO Austin
 - nikipaul@austinecho.org
- Katy Manganella, HMIS Program Director, ECHO Austin
 - katymanganella@austinecho.org
- Joanna Bomba, Veterans Services Coordinator, Los Angeles Homeless Services Authority
 - jbomba@lahsa.org

Additional Questions

SSVF Program Office

Email: ssvf@va.gov

Website:

www.va.gov/HOMELESS/ssvf.asp

A recording of this presentation will be provided to webinar registrants and posted at SSVF University.