Coordination with VA Systems and Programs

SSVF Priority 1 Launch

December 2014

Session Goals

- Review pertinent VA systems and programs
- Scan and assess your SSVF program's front and back door referral system
- Identify strengths and challenges in coordinating with specific VA programs
- Develop strategies and steps to improve coordination where needed.

Overview of Session

1. VA Systems and Programs
2. Stages of Coordination to Assess VA System
3. Small Group Activity #1: Scan and Assess Your SSVF Program's Front Door
4. Small Group Activity #2: Scan and Assess Your SSVF Program's Back Door

Menu of VA Programs

Focused on Homeless Veterans

- Healthcare for Homeless Veterans
- HUD-VASH
- Domiciliary Care
- Health Care for Reentry Veterans Services (HCRV)
- Community Resource and Referral Center (CCRC)
- Homeless Patient Aligned Care Teams (H-PACT)
- Grant and Per Diem Program (GPD)
- Homeless Veterans Supported Work Employment Program (HVSEP)
- National Call Center for Homeless Veterans
- Veterans Justice Outreach (VJO)
- Supportive Services for Veteran Families
- Homeless Veterans Dental Program (HVDP)
- VA Contract Residential Programs
- Operation New Hope (Stand Downs)

Focused on Healthcare

- VA Health Care Services/Outpatient Clinics (CBOCs)
- VA Mental Health Services/Mental Health Intensive Case Management Team (MHICM)
- VA Substance Abuse Services
- VA Transition and Care Management Team

Focused on Income

- Service Connected Disability Benefits
- Non-Service Connected Disability Benefits
- Post 911 GI Bill Educational Benefits
- Vets Center
- Compensated Work Therapy (CWT)
- Vocational Rehabilitation & Employment Services
- VA Home Loans

VA Systems and Programs

SSVF's Front Door: Outreach, Engagement and Assessment

- Engagement and referral to SSVF services from VA programs and services
- Participation in CoCs coordinated assessment system
- Homelessness prevention or diversion efforts

SSVF's Back Door: Referral to VA Housing and Services

- Identify and make proper referrals to VA housing and services that are important to end the veteran's housing crisis AND support long term stability and service needs
- Importance of effective informal or formal case management transfers during SSVF exit

VA/CoC Translation for Front Door Strategy

"Sheltered" Literally Homeless Veterans		
Emergency Shelter	Safe Haven	Transitional Housing

• Domiciliary Care for Homeless Veterans (DCHV)
 	
• Healthcare for Homeless Veterans (HCHV) Community Contract:
  • Emergency Housing
  • Residential Treatment
	• HCHV Community Contract: Safe Haven	• Grant and Per Diem (GPD)
		
		• Compensated Work Therapy/Transitional Residence (CWT/TR)

Stages of Coordination

Stage 1: Isolation

- No communication
- No coordination or information sharing

Stage 2: Communication

- Talking to each other in a friendly way
- Sharing knowledge of each other's capabilities, resources, staff, constraints, and operating procedures

Stage 3: Coordination

- Staff from different agencies cooperate with each other
- Some information sharing and an understanding of each other's goals and plans

Stage 4: Enhanced Collaboration

- Shared goals,
- Use of performance data to monitor progress,
- Modify internal procedures,
- Reduce service barriers
- Establish MOUs

Role of the SSVF VAMC Point of Contact

Role of Educator

- Understand the basics of SSVF
- Support the learning of VAMC staff around SSVF
- Educate SSVF grantees on VAMC services (homeless and non-homeless)

Role of Connector

- Connect SSVF and VAMC staff to each other (this may include providing an overview of services, an org chart, and helping with communication so that information is streamlined)
- Develop and revisit communication process together
- Assist with coordination plan between VASH and GPD
- Work together (VAMC and SSVF) along with the CoC(s) in terms of planning around ending homelessness among Veterans

Nature of Coordination

Planning Considerations

- How do VA programs participate in CoC's Coordinated Assessment system?
- How is coordination operationalized "on the ground" with VA programs?

Benefits of Increased Coordination

- Reduced need for ES/TH as a result of SSVF Surge
- Reduced lengths of Stay in ES, TH and Residential Programs
- Greater efficiency in permanent housing placements and options
- Identifying possible need for system rebalancing within the GPD portfolio

Small Group Activity #1:

Scan and Assess Your SSVF Program's Front Door

Relative to VA Systems & Programs

SSVF Program's Front Door

Environmental Scan

- Identify specific programs/services essential during outreach, engagement and assessment.
- Identify where your community stands now in terms of formed partnerships and referral systems.
- How well are these programs incorporated into your CoC's coordinated assessment system?

SWOT Analysis

- Identify strengths and challenges coordinating/receiving referrals from specific VA programs and services.
- Identify specific strategies to overcome barriers.
- Identify VA program/services that need additional focus to improve referral relationship.

Small Group Activity #2:

Scan and Assess Your SSVF Program's Back Door Relative to VA Systems & Programs

SSVF Program's Back Door

Environmental Scan

- Identify specific programs/services essential for assisting SSVF to end the veteran's homelessness.
- Assess how well do you and the veteran use these programs/ services to assist in ending the veteran's homelessness.

SWOT Analysis

- Identify strengths and challenges coordinating with specific VA programs and services.
- Identify specific strategies to overcome barriers.
- Identify VA program/services that need additional focus to improve access /referral.