

2023 VA Permanent Housing Conference

C3 Dallas Preventing Returns: Preparing Veterans for a Successful Tenancy

Who is in the room?

- **SSVF Staff**
- **HUD-VASH Staff**
- **VA leadership**

Holistic Housing

Education as a Pathway

to Housing Stability

November 2023

Presenters: Andrew Rayfield (he/him)

and Deidre Knight (they/them), LCSW, LAC

Agenda

Part 1: Overview

Part 2: Origin

Part 3: Obtaining Housing Education

Part 4: Maintaining Housing Education

Part 5: Challenges & Solutions

Part 6: Equity Considerations

Part 4: Success stories

30 Years Serving Colorado



RMHS Overview

A non-profit organization that supports more than 17,000 Coloradans through case management and direct services



Homes for All

Veterans Program

Rocky Mountain Human Services serves over 1400 Veterans annually across the state of Colorado.

The Veterans' program has operated at Rocky Mountain Human Services since 2011.

The Veterans' program is funded by the Supportive Services for Veteran Families (SSVF) grant.



Who We Serve

Military
Veterans



Must be experiencing
homelessness or at imminent
risk of homelessness



Services Provided

- Outreach
- Case management related to housing needs
- Financial assistance
- Healthcare Navigation
- Long-term rental assistance
- Connections to employment or financial assistance programs
- Housing navigation
- Housing mediation
- Landlord recruitment
- Budgeting skills
- Legal Services
- Landlord and tenant incentives

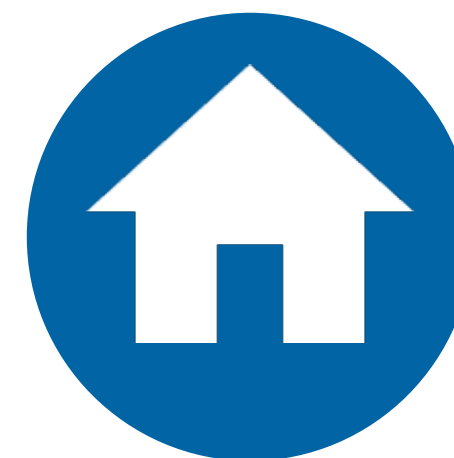
Who is in the room?

Anyone offering
classes of any kind?

Anyone looking to
start offering
classes?



Housing Education





2 Classes: Obtaining Housing & Maintaining Housing

Internally created and launched in March 2023

Optional and offered to every Veteran

Offered gift cards for participants (using non-SSVF dollars)

Offered in-person and virtually

Require all new staff attend class also



Origin

- Created for those who need extra support for a housing search
- Builds a path and confidence for Veterans to do a search themselves
- A way for Veterans that aren't comfortable with technology to get more involved with their own search and get physical resources
- Opportunity to connect our Veterans with other services like Hire for Heroes (employment assistance)

Stats

In 2020, amount of time to move into a unit was over 120 days

In January 2023, only housing 50% of our Rapid Rehousing Veterans

Average of 13 referrals to Housing Specialists monthly

Now only taking an average of 72 days to move-in

Now housing 65%+

Obtaining Housing



- Searching Techniques
- How Much Can I Afford
- Calling Landlords and Leasing Agents
- Background and Credit Checks
- Rental Barriers and Qualifying
- What Landlords Can and Cannot Ask

Obtaining Housing: Handout Resources



- Affordable Housing 101
- Landlord Explanation Letter
- Fair Housing
- Warranty of Habitability
- Housing Search Log
- Housing Search Tracker
- Housing Search Assistance Tool

Maintaining Housing

- Tenant Rights
- Tenant Responsibility
 - To Landlord
 - To Fellow Residents
- Lease Information
 - What information does your lease contain?
- Evictions and Fees
 - Top Reasons for Evictions
 - What is an Eviction?



Challenges & *Solutions*



Veteran participation

Offer gift cards, offer to all newly enrolled Veterans, require new staff to attend

Utilizing non-SSVF funds

Utilize donation dollars

Cannot offer in-person in all areas of the state

Offer virtual and in-person options to everyone

Veterans may not have transportation or technology

Offer rides, bus passes, in-person, connection to smart phones

Accommodating different learning styles

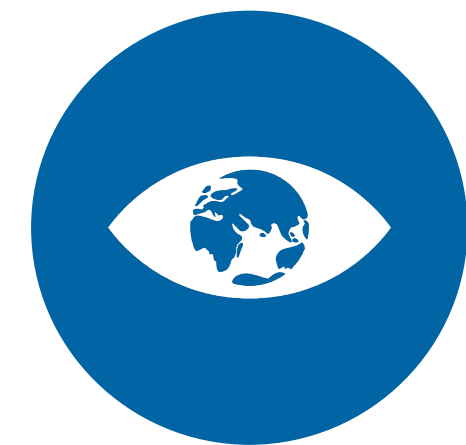
Offer one-on-one classes

Equity Considerations

Will begin to track outcomes in the next quarter

Continuously improving based on feedback

Offer to all newly enrolled Veterans and those who have not found housing within 3 months of enrollment





Success Story



Contact Us

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