

# 2023 VA Permanent Housing Conference

Re-engaging Veterans in VA Homeless Programs

# Agenda

- Review of VA Calendar Year (CY) Goal #2
- One Team Case Conferencing
- Key Factors that Contribute to Veterans Returning to Homelessness
- Strategies to Re-engage Veterans
- Community Presentation
  - Minnesota Assistance Council for Veterans (MACV), St. Paul, MN

# Who is in the room?

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

# Review of VA Goal



# Overview of One Team Case Conferencing

- Case Conferencing is defined as an inclusive, community process allowing a cross-section of VA and non-VA service providers to work in an open forum to drive re-engagement efforts related to Veterans who have returned to homelessness.
- The purpose of One Team case conferencing is for all relevant staff and programs to engage in deliberate, coordinated, Veteran-level case conferencing to ensure all Veterans who have returned to homelessness are rapidly reconnected to VA services and housing pathways.
- One Team case conferencing originated at the VISN level through a directive from VA leadership, however, it should be considered ongoing either regionally or at the VAMC catchment area level.

# Goals of One Team Case Conferencing

- Identify and review Veterans who returned to homelessness and have not been re-engaged and are not on a pathway to permanent housing
- Create action plans for engaging those Veterans based on their service history, suspected current location, other contacts, and prior service participation
- Develop specific outreach and triage plans with service enrollment offers or assigning a different/new service partner to engage Veteran and offer housing pathways

# Reasons for Returns to Homelessness

Factors	Strategies
Low quality housing	<ul style="list-style-type: none"><li>● Stronger landlord partnerships</li><li>● Use of incentives to keep rents lower</li></ul>
Rent increases	<ul style="list-style-type: none"><li>● Shallow subsidy</li><li>● Shared housing</li><li>● Negotiating with landlords</li></ul>
Minimal or lack of services that address needs of high barrier Veterans with mental health and substance use disorders	<ul style="list-style-type: none"><li>● Re-orient staffing to better meet needs</li><li>● Leverage peer support</li></ul>
Lack of education/understanding of the lease agreement	<ul style="list-style-type: none"><li>● Better tenancy preparation when housing obtained</li><li>● Connection to legal services (if applicable)</li></ul>

# Contributing Risk Factors in Returns to Homelessness

There is a combination of reasons why some Veterans return to homelessness, but compared to Veterans who did not return, Veterans who returned to homelessness were:

- 38% more likely to have a diagnosis of drug use disorder.
- 18% more likely to be Black.
- 16% more likely to be unmarried.
- More likely to have no VA service-connected disability.
- More likely to be less engaged in VA outpatient care and more engaged in VA acute care.



# Preventing Returns to Homelessness

Risk Factors	Strategies
Substance Use Disorder (SUD)	<ul style="list-style-type: none"><li>● Appropriate clinical case management</li><li>● Connection to Health Care Navigation Services</li><li>● Connection to VA and community SUD Services</li></ul>
Black Veterans	<ul style="list-style-type: none"><li>● Need to assess service equity to promote stable tenancies</li></ul>
Justice Involved Veterans	<ul style="list-style-type: none"><li>● Connection to VA Veteran Justice Program</li></ul>
Disconnected from VA Service Disability Benefits	<ul style="list-style-type: none"><li>● Connection to VA and/or mainstream benefits</li><li>● Shallow subsidy and other rent supports</li></ul>
Disconnected from VA Outpatient Care	<ul style="list-style-type: none"><li>● Connection to Homeless PACT Team</li><li>● Connection to community healthcare services</li><li>● Connection to Health Care Navigation Services</li><li>● Connection to transportation services</li><li>● Connection to peer support services</li></ul>

# Strategies to Re-engage Veterans

# System Level Strategies and Tools to Re-engage Veterans

- One Team Case Conferencing
- Coordinated outreach and prioritization
- Progressive engagement strategies (incl. with CE/ CoC and Local VA partnerships)
- Data systems to track Veterans

# Project Level Strategies and Tools to Re-engage Veterans

- Peer support and/or people with lived experience
- Trauma-Informed Care
- Motivational interviewing
- Incentives (Landlord and Veteran incentives)
- Identify Veterans so we can target (CES), not going to the back of the line
- Connections to other services (social supports, employment, etc.)
- Culturally Competent Services

# Group Discussion

- ***What trends are you seeing for Veterans who return to homelessness?***
- ***What strategies have been successful in identifying, re-engaging, and housing these Veterans?***

# Re-engaging Veterans

Presented by  
Amanda Hooper (BSHS, PSYM- Military)  
Sr Homeless Outreach Coordinator



# Intro

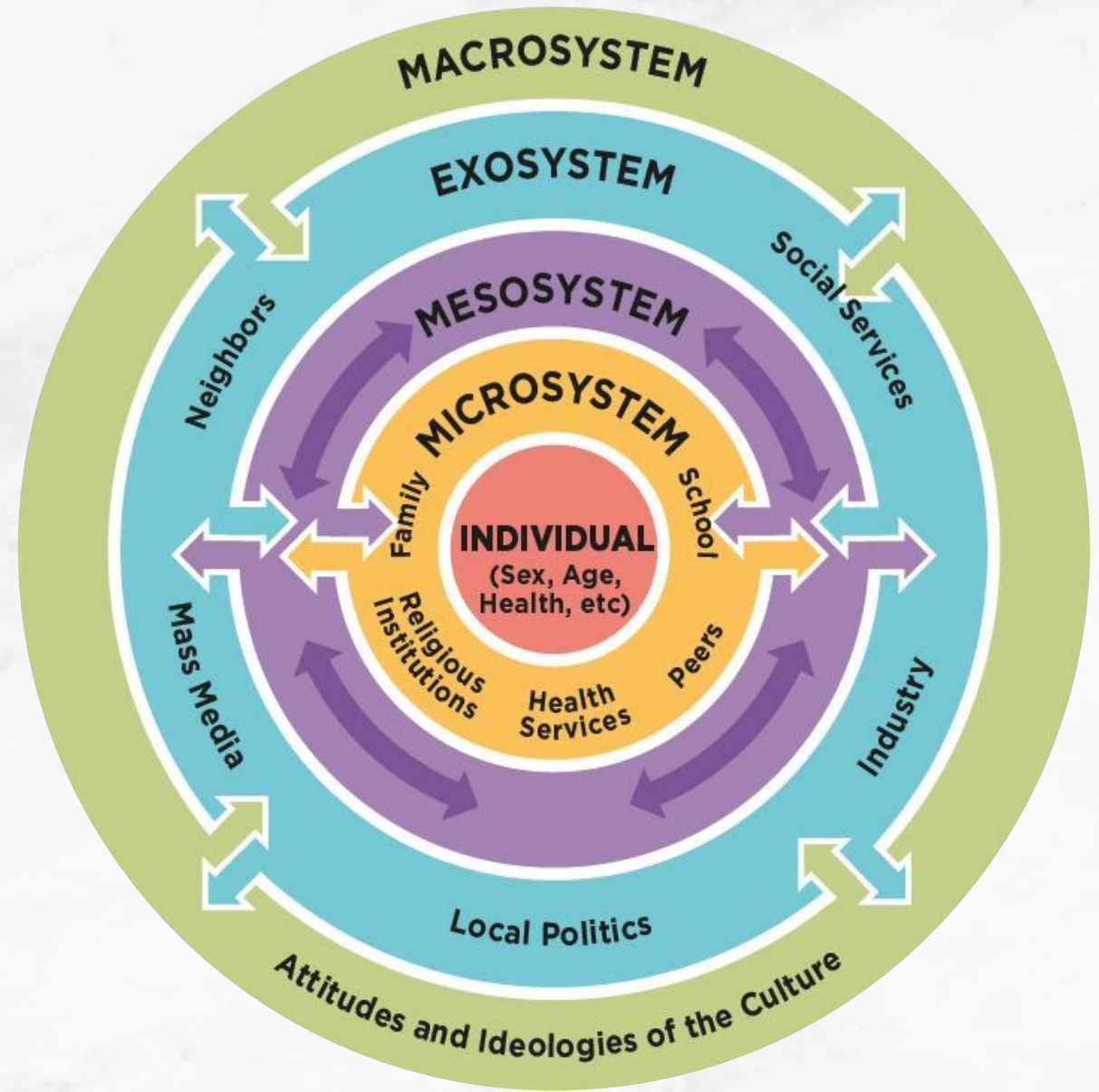
- Veteran
- Mom
- Wife
- Sister
- Daughter

I am currently the Senior Outreach Resource Coordinator for MACV. My drive and passion come from collaborating with other organizations to make the work happen every day. I have a Background in Human Services and a Masters in Military Psychology.

How do you walk into the room? How are you able to walk into the room?

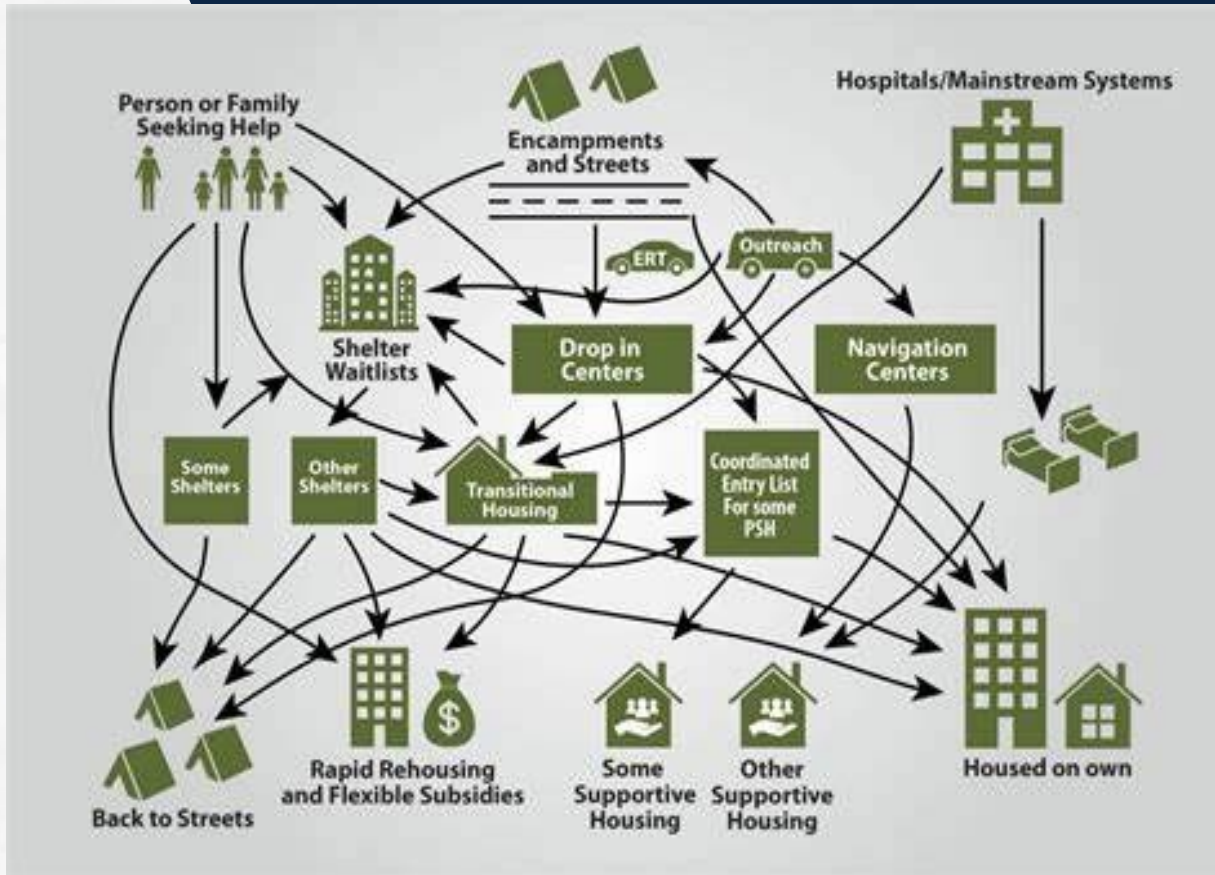


# ECOSYSTEM MODEL





# How the system looks!



Can we move from this...




...to this!



# Dimension of Diversity





Who Are the  
Players?

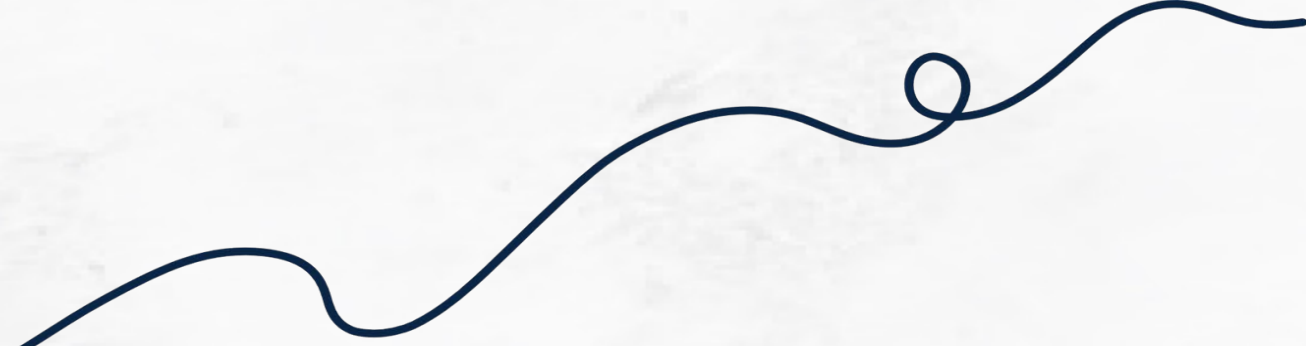
Who's  
Playing?



# How do we identify veterans in need?

## State Homeless Veteran Registry (HVR)

An overview with bi-weekly meetings to review the needs of homeless Veterans.

- This tool assists us in identifying and prioritizing those Veterans who need to be re-engaged
  - The HVR pulls together all providers and information on previous experiences with Veterans
  - Data is broken down into different regions of the state
  - Brings community resources together to collaborate in one place.
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# Pulling the resources together

- **Regular Meetings**
- **Case Consultation**
- **Outreach**

# Now Putting this into Play

Join the Team 01

Regular Communication 02

Outline Benefits 03

Referral Process 04

Continued Follow Up 05

Track Data 06

Formalize for more  
partnerships 07

Questions -

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**MACV**

**Ending Veteran Homelessness**

# Questions and Discussion