

# 2023 VA Permanent Housing Conference

Coordinated Entry Systems for Veterans

# Agenda

- I. Welcome and Introductions
- II. Context and VA's Goals
- III. Services for the Underserved (SUS) – New York
- IV. Catholic Community Services – King County WA
- V. Tibor Rubin VA Medical Center
- VI. Discussion and Q&A

# Who is in the room?

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

# Coordinated Entry & VA's National Housing Goals

# Vision for a One Team Approach

The Homeless Program Office has embraced a One Team Approach as it strives to meet its calendar year goals and the broader goal of ending homelessness among Veterans. This means, quite literally, that all VA homeless programs and services are integrated as “One Team”, breaking down traditional silos and adjusting protocol and program operations to meet the needs of individual Veterans in accessing and retaining permanent housing.

# Vision for a One Team Approach

- Not one resource left untouched.
- Not “my” Veteran, “Our” Veteran.
- Elevating project and system level best practices:
  - By Name List management
  - Case conferencing
  - Program flexibilities, services and co-enrollment
  - Proper assessment and follow up referral
  - Tenancy supports and response

# Core Elements of Coordinated Entry



# Core Features of Effective Coordinated Entry

- Access through in-reach, outreach, assessment and prioritization protocol.
- Rapid access (i.e., same-day) to emergency services for people who are unsheltered or otherwise in unsafe situations.
- Diversion, Rapid Exit and Problem-Solving approaches to help people avoid homelessness or end their homelessness quickly, often through natural community or family supports.
- Phased Assessment approach where information is only collected as needed to help inform housing options relevant to that Veteran's desires, needs and general eligibility.
- Dynamic referral protocol that link most vulnerable or highest barrier Veterans to most appropriate resource that is available at that time, even if that resource is not ideal or needs to be adjusted later.
- Immediate intake and enrollment for housing programs upon referral with targeted housing goals and navigation supports.



# Core Principles of Effective Coordinated Entry

- **Housing First** – Rapid access to housing services without preconditions such as sobriety, treatment, income or other clinical goals.
- **Client Choice** – Veterans have agency and choice in the types of services or housing they want to pursue even if options for those choices are limited based on housing or resource availability.
- **Crisis Response** – Recognizes that homelessness is a crisis, and that housing is the primary tool for ending that crisis.
- **Progressive Engagement** – Promotes strategies that allow the intensity of services or housing interventions to increase only as needed, especially where more intensive resources are scarce.
- **Equity** – Ensure that access, assessment, prioritization and referral protocol proactively advance equitable housing outcomes for historically marginalized groups.

# Implementing Coordinated Entry for Veterans

- Dedicated Veteran Leadership Team and/or Coordinated Entry Team to support processes and protocol for connecting Veterans to housing pathways.
- Defined roles and leadership from Veterans with lived experience, including feedback from those enrolled in or previously part of programs.
- Case Conferencing protocol and implementation that help bust barriers on an individual Veteran level while also reviewing broader housing options for Veterans.
- Effective, proactive by-name list management, including data sharing protocol between VA and non-VA partners.
- Real time tracking of referrals, housing enrollment opportunities and outcomes.
- One Team philosophy of cross-program collaboration, co-enrollments and warm hand offs.

# Program Collaboration and Co-Enrollments

- SSVF and HUD-VASH Collaboration Memo (Collaborative Case Management)
  - Progressive Assistance
  - Bridging
  - Targeting Veterans in Emergency Housing
- Grant & Per Diem and HUD-VASH Collaborative Case Management
- SSVF Incentives and other TFA to support housing placements across programs
- Co-enrollment in SSVF/HUD-VASH for GPD and HCHV Veterans needing ongoing housing supports

# Community Presentations

# SSVF Provider Coordination in Shared Geography

## Background of SSVF in NYC

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- Since the inaugural year of SSVF there have been multiple grantees in New York City offering the same program
- At its height, seven providers operated a total of nine unique grants in the same large COC
- Two VHA Medical Centers with three hospitals and multiple community clinics

# The Need for Close Collaboration

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New York City has a very complex human services and veterans services system

- The dynamic nature of this system demands close coordination and open dialogue between providers (beyond monthly reporting or case conferencing alone).
- Additionally, HMIS in NYC is a data warehouse, not an open system, and our Coordinated Assessment and Placement System continues to be expanded and improved

# Weekly Engagement of Providers

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- The SSVF providers in NYC, in coordination with VA program office and TAC TA meet weekly to address system needs and programming.
  - Our focus has changed over time based on real time needs of veterans in the community and the local system
  - At its core, the Provider Meeting aims to accomplish the following:
    - Foster a collaborative, not competitive, approach to service delivery and community planning/engagement
    - Enhance provider problem for system issues and unique veterans' needs
    - Build and maintain trust and transparency across providers
    - Implement, pilot or enhance new program initiatives and emerging best practices



## Provider Collaboration (continued)

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- Standing Agenda Items included:
  - Outreach Coordination – including COC and VAMC Rapid Resolution and Front-Door Engagement
  - Shallow Subsidy Case Review
  - Prioritization of Landlord/Tenant Incentives
  - Leveraging of agencies' non-SSVF resources to support the complex needs of vets

# Feedback and Discussion

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- Benefits of the approach
- Lessons Learned
- Panel Discussion/Q&A

Veteran  
Coordinated  
Entry System:  
Reducing  
Homelessness in  
King County



# VOLT: Veteran Operational Leadership Team

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The Veteran Operational Leadership Team (VOLT) was started in 2014 as a group of service providers taking a systems-level approach to reducing veteran homelessness in King County. VOLT advocates for policies and resources to best meet the housing needs of homeless veterans in our area.

Group members currently include non-profit SSVF providers, VA Puget Sound, King County Veterans Program, Washington Dept. of Veterans Affairs, King County Regional Homelessness Authority (KCRHA), housing navigators, and GPD providers. This meeting is intended for leadership staff.

# Veteran Case Conferencing

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Weekly case conferencing serves to match Veterans on the By Name List with permanent housing plans, based on veteran eligibility, preference, and available resources. Case Conferencing is facilitated by KCRHA, who sends a workbook containing all resources available via coordinated entry, all newly assessed Veterans and those in need of re-review, to attendees.

Group members currently include non-profit SSVF providers, VA Puget Sound, King County Veterans Program, Washington Dept. of Veterans Affairs, King County Regional Homelessness Authority, housing navigators, and GPD providers. This meeting is intended for direct service providers.

# Functional Zero Definition

[https://www.va.gov/homeless/ssvf/docs/ending\\_veterans\\_homelessness\\_overview.pdf](https://www.va.gov/homeless/ssvf/docs/ending_veterans_homelessness_overview.pdf)

Is every Veteran who is homeless right now identified by name?

- Is this list updated regularly?
- Is this list reviewed at least bi-weekly by key community partners to ensure Veterans have a permanent housing plan and those plans are achieved?

Does every Veteran who is homeless now have a Housing Plan and access to safe (and low barrier, as needed) shelter and/or permanent housing?

Is every Veteran who becomes homeless rapidly engaged and offered shelter and/or housing that meets their needs?

- If so, is this true no matter where they are initially engaged in your community or what shelter or unsheltered location they may be in?

# USICH Criteria and Benchmarks for Achieving the Goal of Ending Veteran Homeless

## Criteria

1. The community has identified all Veterans experiencing homelessness.
2. The community provides shelter immediately to any Veteran experiencing unsheltered homelessness who wants it.
3. The community provides service-intensive transitional housing only in limited instances.
4. The community has capacity to assist Veterans to swiftly move into permanent housing.
5. The community has resources, plans, partnerships, and system capacity in place should any Veteran become homeless or be at risk of homelessness in the future.

## Benchmarks

- A. Chronic and long-term homelessness among Veterans has been ended.
- B. Veterans have quick access to permanent housing.
- C. The community has sufficient permanent housing capacity.
- D. The community is committed to Housing First and provides service-intensive transitional housing to Veterans experiencing homelessness only in limited instances.

From: [https://www.usich.gov/resources/uploads/asset\\_library/Criteria\\_and\\_Benchmarks\\_for\\_Ending\\_Veteran\\_Homelessness\\_June\\_2019\\_Update.pdf](https://www.usich.gov/resources/uploads/asset_library/Criteria_and_Benchmarks_for_Ending_Veteran_Homelessness_June_2019_Update.pdf)

Assessment Questions: [https://www.usich.gov/resources/uploads/asset\\_library/Questions\\_To\\_Assess\\_Veteran\\_Progress.pdf](https://www.usich.gov/resources/uploads/asset_library/Questions_To_Assess_Veteran_Progress.pdf)

# Proposed VOLT definition

- **Veterans experiencing homelessness are identified on a By Name List that is updated regularly.**
- **Veterans have a housing plan and have been connected to the supports needed to pursue that plan.**
- **A housing plan means that Veterans will have access to the necessary support services to begin their housing search within 90 days.**
- **Veterans who are unsheltered have been offered shelter or a temporary place to stay.**



# The Veteran By-Name List (VBNL)

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King County's Veteran By-Name List (VBNL) is an active list of veterans in King County who are literally homeless and serves to match those veterans with a housing plan, based on veteran eligibility, preference, and available resources.

Newly assessed veterans are reviewed weekly in case conferencing and assigned a housing plan, with housing navigators available to assist veterans as they work to move into permanent housing.

An accurate and up-to-date VBNL with regular analysis helps us identify trends in veteran homelessness, where we should target outreach, system gaps, and where ongoing resources are needed.

# How we use the VBNL

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The VOLT team uses the VBNL to help target resources and identify system gaps in serving homeless veterans. Projects include:

- ✓ Veteran status verification process (utilizing multiple system partners)
- ✓ Identified veterans on VBNL newly eligible for VASH through expanded eligibility
- ✓ Identify Veterans eligible for External fill and Veteran set asides
- ✓ Find and merge duplicate HMIS profiles
- ✓ Target outreach to those who are engaged with no housing plan
- ✓ Created a 're-review' mechanism for a secondary or tertiary case conferencing of a veteran
- ✓ Created tracking system of those who declined permanent housing
- ✓ Fix coding issues to ensure data integrity in who is pulled onto VBNL

# Populating the VBNL: The VBNL Form

The screenshot shows a web-based form for populating the VBNL. The form has a navigation bar at the top with tabs: PROFILE, HISTORY, PROGRAMS, ASSESSMENTS, NOTES, FILES, CONTACT, LOCATION, and REFERRALS. The main form area contains several fields:

- Assessment Date: 12/12/2017
- Eligible for VA funded programs: Yes
- VHA Eligibility: VHA Eligible
- VA Puget Sound Registered: Yes
- Housing Plan: PSH (dropdown menu open)
- Permanent Housing Placement:
- Notes: A text area containing three entries:
  - 2/23/23: Vet is in skilled living at this time, and will be routed to VASH when needed (JW, Sound).
  - 2/16/23: Veteran is eligible for VASH, but is currently inpatient at the hospital. Veteran might discharge to a higher level of care, housing needs uncertain at this moment. Leaving flagged (AB, Sound)
  - 2/1/23: VA Coordinated Entry Specialist confirmed with VA Registration Office that Veteran is eligible for VA Homeless Programs (HUD VASH, GPD & SSVF). Please note that being "eligible" for these resources does not guarantee he will be determined to be a good clinical match for a specific program. Veteran is otherwise not eligible for VHA Medical Care.
- Agency Assigned To: KCVP (dropdown menu open)
- Flag for Re-Review:

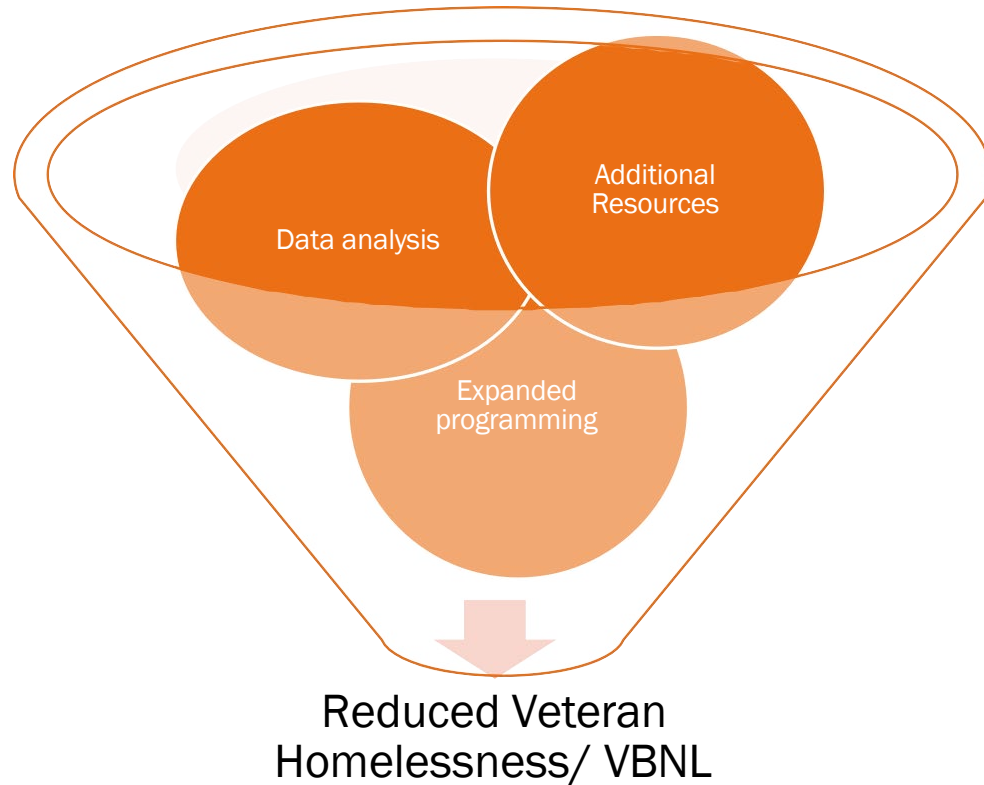
Two dropdown menus are open on the right side of the form:

- The first dropdown, for the Housing Plan field, lists the following options:
  - Select
  - PSH/HUD-VASH
  - PSH/HUD-VASH PB
  - PSH/HUD-VASH Searching (DO NOT USE)
  - PSH
  - SSVF/RRH
  - RRH
  - SSVF Shallow Subsidy
  - HASP
  - CCM
  - Higher Level of Care Needed Due to BH
  - Higher Level of Care Needed Due to Medical
  - Higher Level of Care Needed Due to BH & Medical
  - Declined permanent housing option
  - Unable to contact
  - Inactive: Housed
  - Inactive: Deceased
  - Inactive: Moved Out of Area
  - Inactive: No Contact (DO NOT USE)
  - Inactive: Incarcerated
- The second dropdown, for the Agency Assigned To field, lists the following options:
  - Select
  - CCS
  - EI Centro
  - ETS Reach (DO NOT USE)
  - Sound
  - THS
  - VA
  - Valley Cities
  - WDVA
  - YWCA
  - Gap (CEA)
  - KCVP

Taken from  
the Veteran's  
System  
Resource  
Orientation  
power point.

# Veteran Homelessness in COVID

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Through a combination of data analysis, expanded programming/partnerships, and additional federal and local resources, we saw a roughly 40% decrease in the VBNL between December 2020 and June 2022.

# Programming & Resources

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Increased funding and new programs led to housing more homeless veterans

- Expanded eligibility with VASH (to include OTH)
- VASH/SSVF Expanded Partnership
- Collaborative Case Management
- Emergency Housing Assistance

Pairing local + federal funding across partners created more seamless systems working together in a progressive engagement model to reduce street homelessness and reduce time to move into permanent housing

Co-location of services at multiple community hubs and more efficient assessment led to more streamlined case conferencing and subsequent placements into housing

Funding for hotel stays for those without shelter options allowed for better follow-through with case management and housing navigation while veterans awaited a housing plan/placement

# Where We Are Now

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Projects in the past year:

- Centralized information hub for partners
- Reviewing race/ethnicity equity data
- How to engage with de-identified veterans
- Assessment of VBNL and matching resources in CoC (+gap analysis)
- Serving imminent risk veterans (CRRC same-day VASH, community partners)
- Targeted outreach to those who are engaged with no housing plan
- Confirming homelessness status/chronicity
- Ongoing training to community partners about VBNL

# Where are we going?

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- What to do with race/ethnicity data?
- How to engage and track those who are de-identified?
- How to fill open units more quickly?



# VA Long Beach Healthcare System



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“None of us is as smart as all of us”  
Ken Blanchard

**Kerry Loy Winter, LCSW**

B.S. in Biology, University of Tennessee

M.S.S.W., University of Tennessee

M.T.S., Vanderbilt University

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# Community Partners

## **Carisa Krikke**

*Program Manager*

*Operation Health Homecoming*

*Mental Health of America, Los Angeles,  
(MHALA)*



## **Christian Artizada, MPA**

*Lead Coordinated Entry Systems (CES) Matcher*

*Community Program Specialist*

**Health and Human Services Department**

**Homelessness Division – Multi-Service Center**

1301 W. 12<sup>th</sup> Street | Long Beach, CA 90813



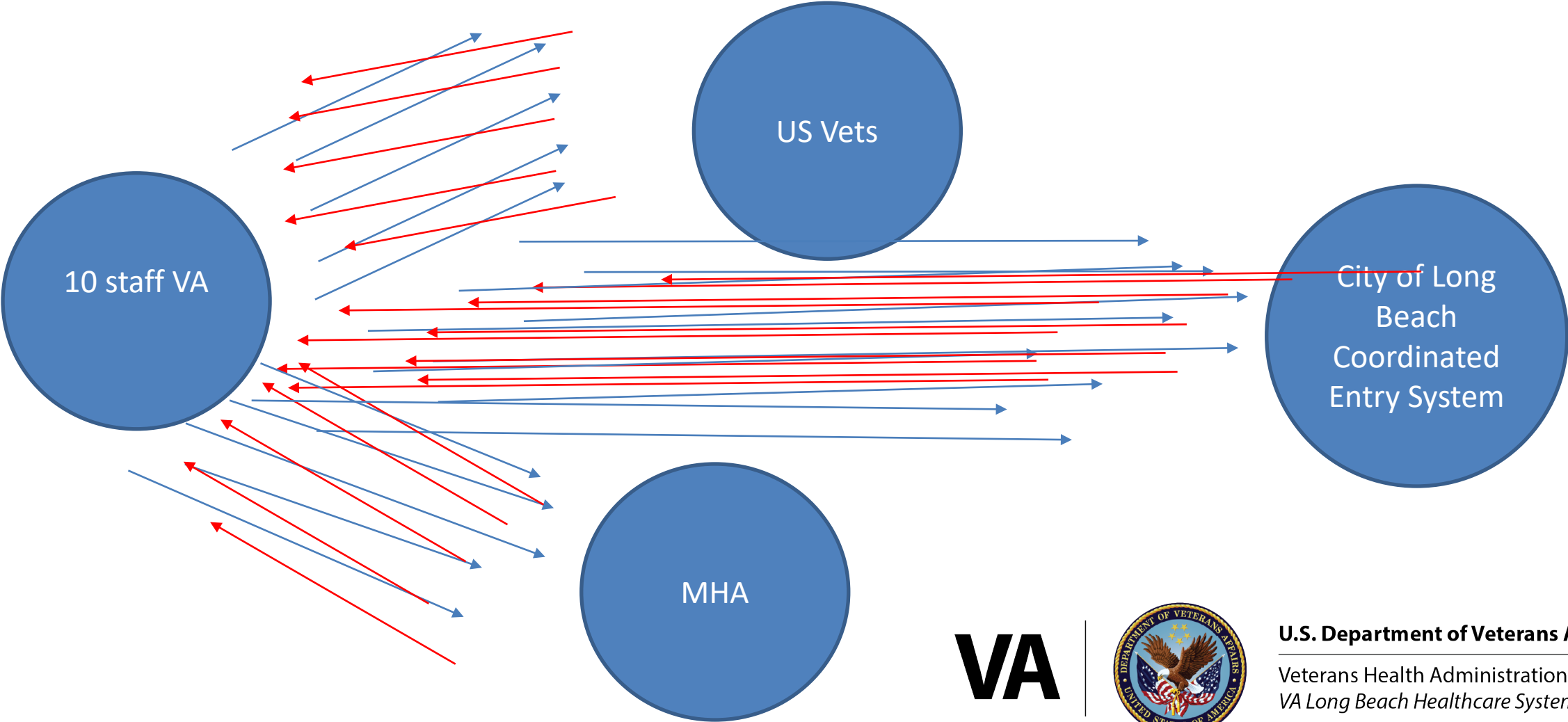
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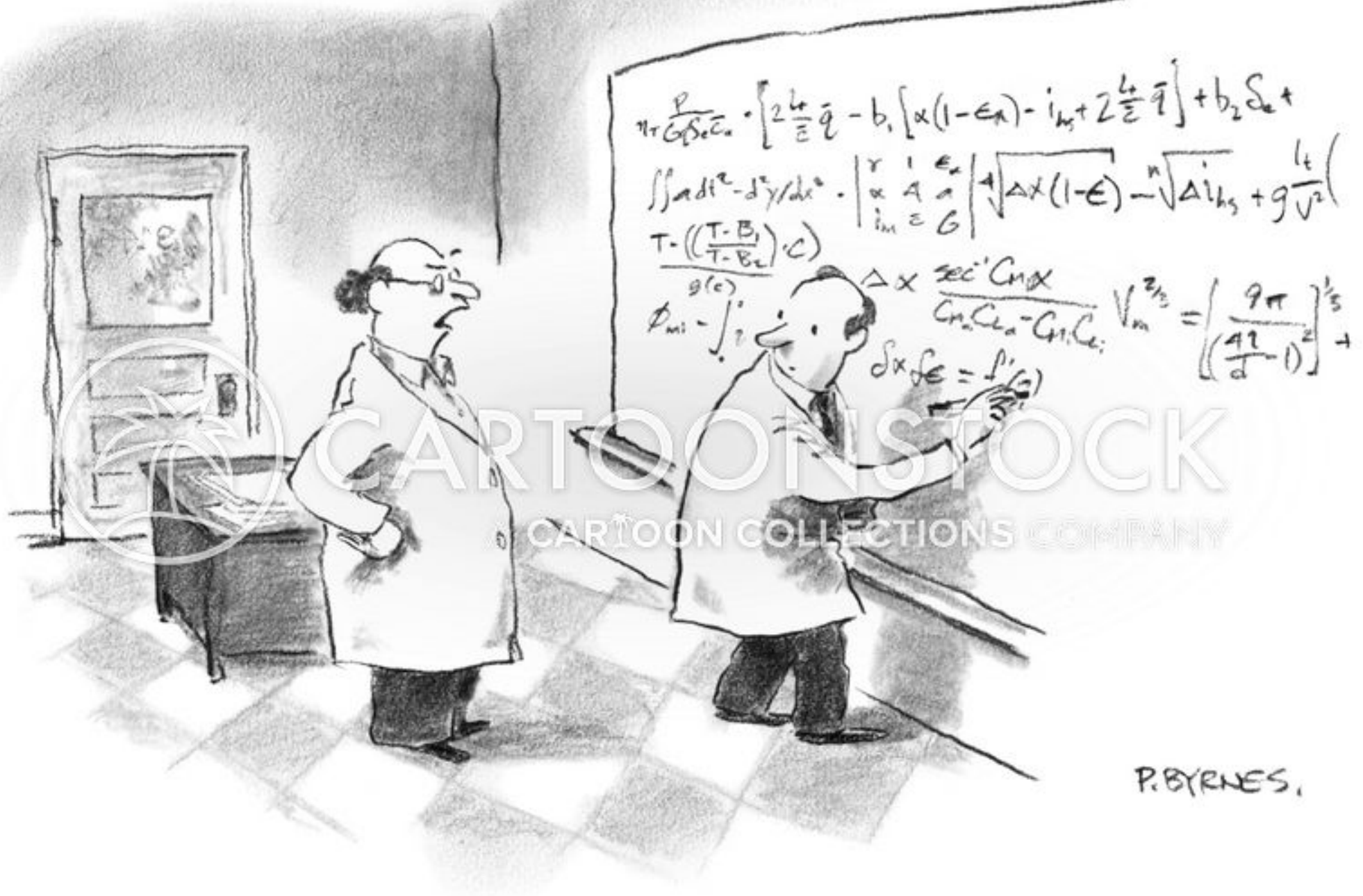
# Communications before our weekly meetings



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$f(x)$



"Dub!"

# “Too Many Cooks in the Kitchen?”

What have they been doing this whole time?

I've left so many messages; they never call me back!

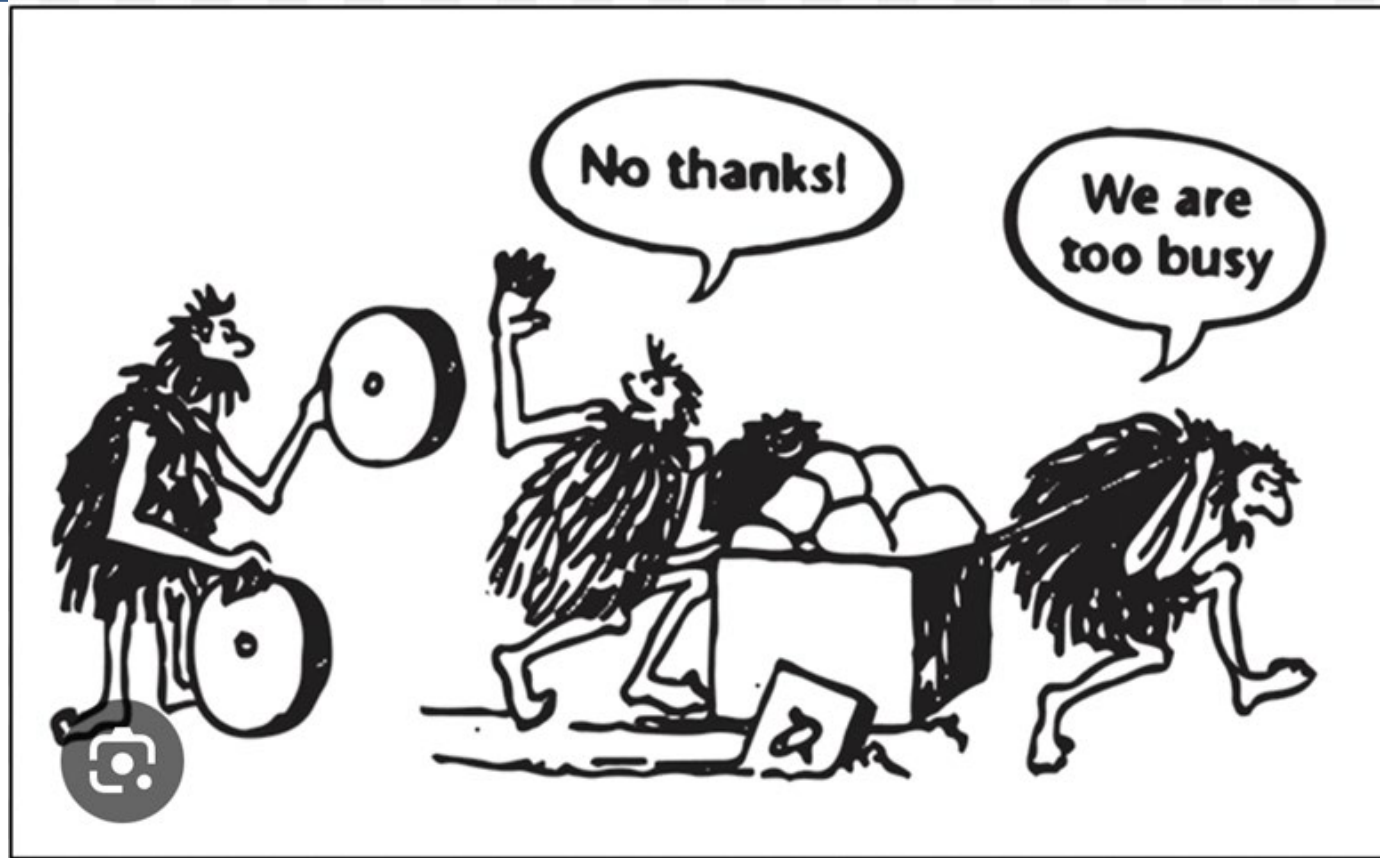
We're Doing Double Work!

That's not my job, their case manager is doing it!

The Veteran doesn't even know who their case manager is!



# Staff's initial reaction to a new meeting



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# Where We Began

VA LONG BEACH HEALTHCARE SYSTEM  
 AGENDA OF LBVA and Community Partners EHA SSVF Teaming  
 5/25/21



| Attendees |   |
|-----------|---|
|           | MHA LA  |
| X         | Louis Dawson, Asst. Prog. Mgr., <a href="mailto:LDawson@MHALA.org">LDawson@MHALA.org</a> , 562-761-8554                       |
| X         | Wendell Harrison, Housing & Benefits Specialist, <a href="mailto:WHarrison@MHALA.org">WHarrison@MHALA.org</a> , 562-519-2029  |
| X         | Carisa Krikke, Prog. Mgr., <a href="mailto:CKrikke@MHALA.org">CKrikke@MHALA.org</a> , 562-335-7266                            |
| X         | Jesse Magana, Housing & Benefits Specialist, <a href="mailto:JMagana@MHALA.org">JMagana@MHALA.org</a> , 562-260-4763          |
| X         | Kristine Pangburn, Prog. Specialist, <a href="mailto:KPangburn@mhala.org">KPangburn@mhala.org</a>                             |
| X         | Eugene Petrone, Health Navigator, <a href="mailto:EPetrone@MHALA.org">EPetrone@MHALA.org</a> , 562-519-4272                   |
| X         | Edzna Rodriguez, Housing & Benefits Specialist, <a href="mailto:ERodriguez@MHALA.org">ERodriguez@MHALA.org</a> , 562-595-2864 |
| X         | Rossana Roman, Housing & Benefits Specialist, <a href="mailto:RRoman@MHALA.org">RRoman@MHALA.org</a> , 562-519-6116           |
| X         | Samantha Sareth, Housing & Benefits Specialist, <a href="mailto:SSareth@MHALA.org">SSareth@MHALA.org</a> , 562-519-1745       |

| Attendees |  |
|-----------|--|
|           | US Vets  |
| X         | Cherrie Lechuga, SSVF Prog. Coordinator, <a href="mailto:Clechuga@USVets.org">Clechuga@USVets.org</a> , 562-754-1393 |
| X         | Diana Moreno, SSVF Case Manager, <a href="mailto:DMoreno@USVets.org">DMoreno@USVets.org</a> , 213-395-8239           |
| X         | Yesenia Samano, Health Navigator, <a href="mailto:YSamano@USVets.org">YSamano@USVets.org</a> , 213-700-1415          |
| X         | Alicia Trussell, Team Lead Case Mgr., <a href="mailto:ATrussell@USVets.org">ATrussell@USVets.org</a> , 213-395-8239  |
|           | VA, HUD VASH   |
| X         | Erin Fairchild, Housing Team Lead, <a href="mailto:Erin.Fairchild@VA.gov">Erin.Fairchild@VA.gov</a> , 562-387-6293   |
| X         | Kerry Winter, Triage Team Supervisor, <a href="mailto:Kerry.Winter@VA.gov">Kerry.Winter@VA.gov</a> , 562-305-1834    |



X=Attended E=Excused D=Designee A=Absent



| TOPIC                                      | DISCUSSION / CONCLUSION / RECOMMENDATION  | ACTION / FOLLOW-UP | ACCOUNTABILITY / TARGET DATE(s) |
|--|---|--------------------|---------------------------------|
| I. CALL TO ORDER                           | 9am   | Information only.  | N/A                             |
| II. CONSENT ITEMS                          |   |                    |                                 |
| A. Approval of Minutes of Previous Meeting | First Meeting   | Information only   | N/A                             |
| III. STANDING ITEMS                        |   |                    |                                 |
| A. Attendees                               | Cherrie Lechuga- US Vets<br>Wendell Harrison- MHA, LA<br>Eugene Petrone- MHA- Health Care Navigator<br>Diana Moreno- US Vets<br>Edzna Rodriguez, MHA LA<br>Kristine Pangburn- MHA LA<br>Carisa Krikke- MHA<br>Louis Dawson, MHA<br>Rossana Roman, MHA<br>Yesenia Samano US Vets Long Beach<br>Erin Fairchild- VA<br>Alicia Trussell- US Vets Long Beach<br>Jesse Magana- MHA LA<br>Samantha Sareth- MHA |                    |                                 |



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# Where We Began

VA LONG BEACH HEALTHCARE SYSTEM  
AGENDA OF LEVA and Community Partners EHA SVV Training  
5/25/21

| TOPIC                       | DISCUSSION / CONCLUSION / RECOMMENDATION  | ACTION / FOLLOW-UP | ACCOUNTABILITY / TARGET DATE(s) |
|-----------------------------|---|--------------------|---------------------------------|
| <b>E. Veterans Training</b> | <ul style="list-style-type: none"> <li>1/31/21 - Kris- VISPDAT 13, Income 24,400, Kris referred to Dylan and Ashley. Discussed in By Name List. Most asked business reasons. Needs be added to HOP. Kris working on getting IDs. Kris to submit to HOP.</li> <li>Trying to find him business, possibly bond and case. IHSS support him and spouse- Gene.</li> <li>Gene- Currently in hospital in Woodland Hills- St Mary's EB- Rehab- Back in the middle of next month. Working on trying to get vouchers. Working on getting docs.</li> </ul> <p>Kris' VASH Referrals:</p> <ul style="list-style-type: none"> <li>HOUSED- Exited 5/10 Transferred</li> <li>Just exited- transferred</li> <li>Second inspection tomorrow; received 90 day rent.</li> <li>HOUSED- Just waiting on utility deposits. EBN TO LET BACK TO KRIS- JUNE 8<sup>th</sup> exit</li> <li>waiting on utilities- JUNE 8<sup>th</sup> exit EBN TO GET POC INFO back to Kris</li> <li>Pretty in consistent with contact Ashley VA is going up. Does not have any info except Exit date is June 7<sup>th</sup>. EBN TO REACH OUT TO MRS.</li> <li>Waiting on utility deposit- Exit July 12- we had a check out as usual for security deposit. Kris to hand deliver to property owner. EBN TO REACH OUT TO THERESA. Asked Vet to contact water and electric company to make sure he doesn't need any assistance with deposits.</li> <li>Just finalized recently- needs application fees made- contacted Parkway to determine money needed and Preferred method of payment and if they will accept promissory note</li> </ul> |                    |                                 |

VA LONG BEACH HEALTHCARE SYSTEM  
AGENDA OF LEVA and Community Partners EHA SVV Training  
5/25/21

| TOPIC                   | DISCUSSION / CONCLUSION / RECOMMENDATION   | ACTION / FOLLOW-UP | ACCOUNTABILITY / TARGET DATE(s) |
|-------------------------|--|--------------------|---------------------------------|
| <b>C. Other Items</b>   | <ul style="list-style-type: none"> <li>Carisa- Enlace GPD- Ask Chemo- CARISA TO TAKE LEAD TO GET POC BACK TO KERRY</li> <li>Getina Sorrimo- VISPDATS back on site. Carisa- Low in confidence.</li> <li>Next meeting - Mention which Tuesdays we meet HA meetings on 3<sup>rd</sup> Tuesday of Month.</li> <li>Invite MSC, GPD</li> </ul> |                    |                                 |
| C                       |  |                    |                                 |
| C.                      |  |                    |                                 |
| D.                      |  |                    |                                 |
| <b>IV. NEW BUSINESS</b> |  |                    |                                 |

VA LONG BEACH HEALTHCARE SYSTEM  
AGENDA OF LEVA and Community Partners EHA SVV Training  
5/25/21

| TOPIC               | DISCUSSION / CONCLUSION / RECOMMENDATION | ACTION / FOLLOW-UP | ACCOUNTABILITY / TARGET DATE(s) |
|---------------------|--|--------------------|---------------------------------|
| A.                  |  |                    |                                 |
| B.                  |  |                    |                                 |
| C.                  |  |                    |                                 |
| D.                  |  |                    |                                 |
| <b>V. OPEN FORM</b> |  |                    |                                 |
| A.                  |  |                    |                                 |



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# Carisa Krikke

- <https://youtu.be/wPBYE7F1p-g>

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# 1 Year In (5.10.2022)

Agenda Of LBVA and Community Partners EHA SSVF Teaming  
5/10/22



| <b>DBAttendees</b> |  |
|--------------------|--|
|                    | MHA LA   |
| X                  | Carisa Krikke, Prog. Mgr., <a href="mailto:CKrikke@MHALA.org">CKrikke@MHALA.org</a> , 562-335-7266   |
| X                  | Janine Lorenzo, Housing & Benefits Specialist, <a href="mailto:JLorenzo@mhala.org">JLorenzo@mhala.org</a>  |
| X                  | Jesse Magana, Housing & Benefits Specialist, <a href="mailto:JMagana@MHALA.org">JMagana@MHALA.org</a> , 562-260-4763   |
| X                  | Cristina Orozco, <a href="mailto:Corozco@mhala.org">Corozco@mhala.org</a> , 562-832-5536   |
| X                  | Kristine Pangburn, Prog. Specialist, <a href="mailto:Kpangburn@mhala.org">Kpangburn@mhala.org</a> , 562-320-2426   |
| X                  | Eugene Petrone, Health Navigator, <a href="mailto:EPetrone@MHALA.org">EPetrone@MHALA.org</a> , 562-519-4272  |
| X                  | Edzna Rodriguez, Housing & Benefits Specialist, <a href="mailto:ERodriguez@MHALA.org">ERodriguez@MHALA.org</a> , 562-595-2864                                      |
| A                  | Rossana Roman, Housing & Benefits Specialist, <a href="mailto:RRoman@MHALA.org">RRoman@MHALA.org</a> , 562-519-6116  |
| A                  | Samantha Sareth, Housing & Benefits Specialist, <a href="mailto:SSareth@MHALA.org">SSareth@MHALA.org</a> , 562-519-4354  |
| A                  | Simente Gordon, <a href="mailto:SGordon@MHALA.org">SGordon@MHALA.org</a> , 562-760-3875  |
| A                  | Victor Vazquez, <a href="mailto:VVazquez@mhala.org">VVazquez@mhala.org</a> , 562-320-2094  |
| X                  | Sherman Watson, <a href="mailto:Swatson@MHALA.org">Swatson@MHALA.org</a> OHH   |
|                    | US Vets, Inglewood   |
| A                  | Jon-Michael Hice, SSVF Prog. Coordinator, <a href="mailto:JHice@usvetsinc.org">JHice@usvetsinc.org</a> , (213) 276-9212  |
| A                  | Sabreana Mitchell, <a href="mailto:SMitchell@usvets.org">SMitchell@usvets.org</a> , 213-410-8158   |
| X                  | Denise Johnson, Team Lead, <a href="mailto:DeJohnson@USVets.org">DeJohnson@USVets.org</a> , 310-357-3967   |
|                    | Multi-Service Center, City of Long Beach   |
| X                  | Christian Artizada, Coordinated Entry Systems (CES) Matcher, <a href="mailto:Christian.Artizada@LongBeach.Gov">Christian.Artizada@LongBeach.Gov</a> , 562-570-4171 |
| A                  | Paul Duncan, <a href="mailto:Paul.Duncan@LongBeach.Gov">Paul.Duncan@LongBeach.Gov</a> , 562-570-4581   |
| A                  | Jill Bowles, Veteran Case manager, Homeless Services Division, <a href="mailto:Jill.Bowles@LongBeach.Gov">Jill.Bowles@LongBeach.Gov</a> , 562-570-4513             |
| A                  | Joel Reynosa, <a href="mailto:Joel.Reynosa@longbeach.gov">Joel.Reynosa@longbeach.gov</a> , 562-570-4509  |
| X                  | Ciarra McKenzie, CES Matcher, <a href="mailto:Ciarra.McKenzie@LongBeach.gov">Ciarra.McKenzie@LongBeach.gov</a>   |



| <b>Attendees</b> |  |
|------------------|--|
|                  | US Vets- Long Beach  |
| A                | Donna Berry, US Vets, SSVF, Intake Specialist, Long Beach, <a href="mailto:DBerry1@USVets.org">DBerry1@USVets.org</a> , 562-936-8127 |
| A                | Kimberly Burlingham, SSVF HCN, <a href="mailto:KBurlingham@USVets.org">KBurlingham@USVets.org</a> , 562-972-3341                     |
| A                | Kathleen Gjaister, US Vets Program Assistant, <a href="mailto:KGjaister@USVets.org">KGjaister@USVets.org</a> , 562-934-8134          |
| A                | Geoffrey Glowalla, US Vets Director of Behavioral Health, <a href="mailto:GGjaister@usvets.org">GGjaister@usvets.org</a>             |
| A                | Angel Hicks, <a href="mailto:AHicks@USVets.org">AHicks@USVets.org</a> , Advanced Women's Program, 562-505-0825                       |
| X                | Kayleen Kuykendall, SSVF Case Manager, <a href="mailto:KKuykendall@USVets.org">KKuykendall@USVets.org</a> , 562-676-2356             |
| X                | Jazmyyn Lewis, SSVF Case Manager, <a href="mailto:JLewis@USVets.org">JLewis@USVets.org</a> , 562-676-2438                            |
| X                | Ivette Little, GPD, SILS, Case Manager, <a href="mailto:ILittle@USVets.org">ILittle@USVets.org</a> , 562-505-3619                    |
| A                | Regina Lopez, Veterans in Progress Coordinator, <a href="mailto:RLopez@USVets.org">RLopez@USVets.org</a> , 562-400-2675              |
| X                | Samuel Lucero, Transitional Housing Coordinator, <a href="mailto:SLucero@USVets.org">SLucero@USVets.org</a> , 562-505-2830           |
| X                | Daisy Montalvo, SSVF Case Manager, <a href="mailto:DMontalvo@USVets.org">DMontalvo@USVets.org</a> , 213-395-8239                     |
| X                | Travis Prater, SSVF Case Manager, <a href="mailto:TPrater1@usvets.org">TPrater1@usvets.org</a> , 562-706-3517                        |
| X                | Jennifer Trujillo, SSVF Case Manager, <a href="mailto:JTrujillo@USVets.org">JTrujillo@USVets.org</a> , 562-743-2120                  |
| A                | Alicia Trussell, Team Lead Case Mgr., <a href="mailto:ATrussell@USVets.org">ATrussell@USVets.org</a> , 213-264-1043                  |
| X                | Stephanie Tsai, <a href="mailto:STsai@USVets.org">STsai@USVets.org</a> , 562-972-4136  |
| A                | Mia Watts, SSVF Case Manager, <a href="mailto:MWatts@USVets.org">MWatts@USVets.org</a> , 562-477-1071                                |
|                  | VA, HUD VASH   |
| X                | Marisol Ascencio, Intake Team Case Manager, <a href="mailto:Marisol.Ascencio@VA.gov">Marisol.Ascencio@VA.gov</a> , 562-760-8204      |
| X                | Andrea Davis, Intake Team Lead, <a href="mailto:Andrea.Davis@VA.gov">Andrea.Davis@VA.gov</a> , 562-583-7675                          |
| X                | Erin Fairchild, Housing Team Lead, <a href="mailto:Erin.Fairchild@VA.gov">Erin.Fairchild@VA.gov</a> , 562-387-4293                   |
| A                | Desiree Gabriel, Intake Team Case Manager, <a href="mailto:Desiree.Gabriel@VA.gov">Desiree.Gabriel@VA.gov</a> , 562-583-8615         |
| X                | Tony Garcia, Team Lead, Project Based Housing  |
| X                | Jo Gilliam, Housing Specialist, <a href="mailto:Jo.Gilliam@VA.gov">Jo.Gilliam@VA.gov</a> , 562-533-3867                              |
| X                | Sonja Jefferson, Housing Team Case Manager, <a href="mailto:Sonja.Jefferson@VA.gov">Sonja.Jefferson@VA.gov</a> , 562-503-0488        |
| X                | Ricardo Mejia, Housing Team Case Manager, <a href="mailto:Ricardo.Mejia@VA.gov">Ricardo.Mejia@VA.gov</a> , 562-713-6971              |
| X                | Shameka Mills, Intake Team Case Manager, <a href="mailto:Shameka.Mills@VA.gov">Shameka.Mills@VA.gov</a> , 562-504-9545               |
| X                | Kerry Winter, Triage Team Supervisor, <a href="mailto:Kerry.Winter@VA.gov">Kerry.Winter@VA.gov</a> , 562-305-1834                    |
| A                | Melanie Martins, VA Supervisory Social Worker, CES   |
|                  | Agency Affiliation TBD or First time   |
| X                | Gen Escobosa, Veteran Systems Coordinator, LAHSA <a href="mailto:gescobosa@lahsa.org">gescobosa@lahsa.org</a> , 213-544-6638         |

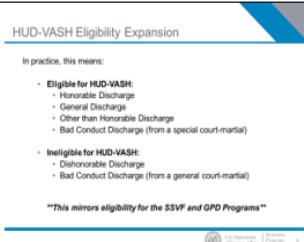



**U.S. Department of Veterans Affairs**

Veterans Health Administration  
VA Long Beach Healthcare System

# 1 Year In

Agenda Of LBVA and Community Partners EHA SSVF Teaming  
5/10/22

| TOPIC  | DISCUSSION / CONCLUSION / RECOMMENDATION  | ACTION / FOLLOW-UP  | ACCOUNTABILITY / TARGET DATE(S)   |
|--|---|---|---|
| I. CALL TO ORDER                                 | 9:00 AM   | Information only.   | N/A   |
| <b>II. STANDING ITEMS</b>                        |   |   |   |
| A. First Time Attendees                          | Cristina (2 <sup>nd</sup> meeting)<br>Sam Lucero promoted: Transitional Housing Coordinator-<br><br>***Check Chat for Kris' new staff; send invites   | Informational Only  | N/A   |
| B. Timeline for Project Based Matching           | <b>HOP – Veteran Status</b> <ul style="list-style-type: none"> <li>• 4 Days from date match to respond to HOP</li> <li>• One Week from date of match to turn in RFTA</li> <li>• Can make exceptions due to clinical/admin issues</li> </ul>   |   |   |
| C. Eligibility Expansion (regardless of time-in) |  <p>HUD-VASH Eligibility Expansion</p> <p>In practice, this means:</p> <ul style="list-style-type: none"> <li>• Eligible for HUD-VASH: <ul style="list-style-type: none"> <li>- Honorable Discharge</li> <li>- General Discharge</li> <li>- Other than Honorable Discharge</li> <li>- Bad Conduct Discharge (from a special court-martial)</li> </ul> </li> <li>• Ineligible for HUD-VASH: <ul style="list-style-type: none"> <li>- Dishonorable Discharge</li> <li>- Bad Conduct Discharge (from a general court-martial)</li> </ul> </li> </ul> <p>***This mirrors eligibility for the SSVF and GPD Programs**</p> |   |   |
| D. Hotel Days Count Needed                       | <ul style="list-style-type: none"> <li>➢ For VASH Veterans in EHA placements, VA requesting data from Community Partners to track number days VASH Veterans are in EHA placements/hotels</li> </ul>   | Kris- EHA moving to GPD and – down 40%<br>Kayleen- A few in EHA | Starting week of Oct 12/<br>Follow up at next meeting   |
| E. CES referrals; City Voucher referrals         | <ul style="list-style-type: none"> <li>➢ All HOP referrals to go to CES City of Long Beach email address</li> </ul>   |   | <br>CES Pre-Screen.pdf |







# 1 Year In

Agenda Of LBVA and Community Partners EHA SSVF Teaming  
5/10/22

| TOPIC                     | DISCUSSION / CONCLUSION / RECOMMENDATION  | ACTION / FOLLOW-UP   | ACCOUNTABILITY / TARGET DATE(s) |
|---------------------------|---|--|---------------------------------|
| F. MSC                    | <ul style="list-style-type: none"> <li>Has Homeless Court at MSC</li> <li>Can assist with getting Birth Certificates at no cost to Veteran</li> </ul>   | Jill to email online address for Homeless Court.<br>POC: Jill Bowles   |                                 |
| TOPIC                     | DISCUSSION / CONCLUSION / RECOMMENDATION  | ACTION / FOLLOW-UP   | ACCOUNTABILITY / TARGET DATE(s) |
| G. Project Based Openings | <p>5/10/22- Will facilitate 5 matches by end of meeting (Anchor Place, 1 bedroom); Sam- Asked Christian about [redacted] and EHV. Christian will email Sam first. Rossana- Is there a specific wait list to tell us who is next on list. Christian- Every added Veteran shifts the tier / position Veteran is on waitlist. Erin- [redacted] was selected for Beacon and was not a correct match- requesting advocacy. Marisol- Desiree is out of office; Marisol to assist- Edzna coordination for briefing.</p> <p>5/10/22- Facilitating Matches: Top3: [redacted] (voucher expired).</p> <p>4/26/22- - Christian- 1 vacancy at Anchor Place- Kaylene asking about inspections that should be occurring – Christian prompted to direct questions to HA.; Desiree- [redacted]. Is unit still being held for him at Anchor- Edzna clarified at Beacon- Christian confirmed matched on 3/30- for bedroom size 2. Christian adding POC information in chat. Cynthia at Beacon. Edzna confirmed Veteran accepted unit same day matched; 3/30/22. Desiree also followed up on [redacted]. Christian confirmed he accepted. Travis- confirmed Veteran will only have letter from SS as maxed out on cards issued.</p> <p>4/12/22- Christian- 2 recent matches facilitates recently.</p> <p>4/5/2022- No update</p> <p>3/8/22- Project Based- A few matches have been matched...some are falling off /unable to reach. Christian to facilitated matches. New Openings- 1 from Beacon Place- 1 bedroom unit (room 460) Can HUD VASH Vouchers be used in OTH units?</p> <p>2/22/22- Christian- Recent Vacancies- 5 matches at Anchor Place- Christian has matched. Beacon still vacancies- matches underway. 3-5 individuals for 2 bedroom voucher- Ricardo working with Christian on match. Shameka- referred [redacted]- too large</p> | <p>4/26/22- Edzna clarified next steps as Beacon reports no application submitted. [redacted] had to cancel appt. with Beacon. Application Pending.</p> <p>5/10/22- Christian To email Erin matches.</p> <p>2/8/22- Christian to f/u with Joel to confirm meeting time to address questions about EHV vs VASH Christian- QA placed in Chat Kerry Christian and Joel to meet Alicia- getting clarification on <del>ssvf</del> support and timing for EHV vouchers</p> | 10/19/21 forward                |

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Agenda Of LBVA and Community Partners EHA SSVF Teaming  
5/10/22

| TOPIC   | DISCUSSION / CONCLUSION / RECOMMENDATION   | ACTION / FOLLOW-UP | ACCOUNTABILITY / TARGET DATE(s) |
|---|--|--------------------|---------------------------------|
| A. POC Info- MHALA                            | <br>MHALA Team roster- 5.25.21.xlsx   |                    |                                 |
| B. POC Info- US Vets                          | <br>U.S. VETS SSVF Long Beach Contact List 5.2  |                    |                                 |
| C. POC Info- VA VASH                          | <br>HUD VASH LB Staff Listing 5.25.21.docx  |                    | NA                              |
| D. VA Housing Team Panels- Housing and Intake | <br>Housing Team Panel 10.5 (002).xlsx  |                    |                                 |
| E. VBA POC for LBVA Homeless Programs         | Elaine Little HVOC LARO<br>Phone: 310-235-6000 X49048<br>Also, here is the <a href="https://v2.waitwhile.com/lists/vba-departmentofvete/join">Waitwhile</a> link for VBA appointments: <a href="https://v2.waitwhile.com/lists/vba-departmentofvete/join">https://v2.waitwhile.com/lists/vba-departmentofvete/join</a> Veterans can use this link to schedule appointments at their convenience. |                    |                                 |
| F. Kayleen                                    | Financial incentive to accept?   | Christian          |                                 |
| G. Christian                                  | <b>Cynthia Arkless</b><br><b>Property Manager</b><br><b>Beacon Place LP</b><br><b>1201 Long Beach Blvd</b><br><b>Long Beach, CA 90813</b><br><a href="mailto:beaconplace@jisco.net">beaconplace@jisco.net</a>  |                    |                                 |

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VA Long Beach Healthcare System

# Christian Artizada

- <https://youtu.be/zzMZ75SzGpE>

**VA**



**U.S. Department of Veterans Affairs**

Veterans Health Administration  
VA Long Beach Healthcare System

# Where We Are Today

Agenda Of LBVA and Community Partners EHA SSVF Teaming  
10/3/23

| ATTENDEES  |  |
|--|--|
| MHA LA   |  |
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| Carisa Krikke, Prog. Mgr., <a href="mailto:CKrikke@MHALA.org">CKrikke@MHALA.org</a> , 562-335-7266   |  |
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| Kristine Pangburn, Prog. Specialist, <a href="mailto:Kpangburn@mhala.org">Kpangburn@mhala.org</a> , 562-320-2426                                       |  |
| Eugene Petrone, Health Navigator, <a href="mailto:EPetrone@MHALA.org">EPetrone@MHALA.org</a> , 562-519-4272  |  |
| Edzna Rodriguez, Housing & Benefits Specialist, <a href="mailto:ERodriguez@MHALA.org">ERodriguez@MHALA.org</a> , 562-595-2864                          |  |
| Rossana Roman, Housing & Benefits Specialist, <a href="mailto:RRoman@MHALA.org">RRoman@MHALA.org</a> , 562-519-6116                                    |  |
| Oscar Rosales, <a href="mailto:ORosales@mhala.org">ORosales@mhala.org</a>  |  |
| James Schotter, <a href="mailto:JSchotter@mhala.org">JSchotter@mhala.org</a>   |  |
| Simente Gordon, <a href="mailto:SGordon@MHALA.org">SGordon@MHALA.org</a> , 562-760-3875  |  |
| Sherman Watson, <a href="mailto:Swatson@MHALA.org">Swatson@MHALA.org</a> OHH   |  |
| US Vets, Inglewood   |  |
| Jon-Michael Hice, SSVF Prog. Coordinator, <a href="mailto:JHice@usvetsinc.org">JHice@usvetsinc.org</a> , (213) 276-9212                                |  |
| Sabreana Mitchell, <a href="mailto:SMitchell@usvets.org">SMitchell@usvets.org</a> , 213-410-8158   |  |
| Denise Johnson, Team Lead, <a href="mailto:DeJohnson@USVets.org">DeJohnson@USVets.org</a> , 310-357-3967   |  |
| Multi-Service Center, City of Long Beach   |  |
| Christian Artizada, CES Matcher, <a href="mailto:Christian.Artizada@LongBeach.gov">Christian.Artizada@LongBeach.gov</a> , 562-570-4171                 |  |
| Paul Duncan, <a href="mailto:Paul.Duncan@LongBeach.gov">Paul.Duncan@LongBeach.gov</a> , 562-570-4581   |  |
| Jill Bowles, Veteran Case manager, Homeless Services Division, <a href="mailto:Jill.Bowles@LongBeach.gov">Jill.Bowles@LongBeach.gov</a> , 562-570-4513 |  |
| Joel Reynosa, <a href="mailto:Joel.Reynosa@longbeach.gov">Joel.Reynosa@longbeach.gov</a> , 562-570-4509  |  |
| Ciarra McKenzie, CES Matcher, <a href="mailto:Ciarra.McKenzie@LongBeach.gov">Ciarra.McKenzie@LongBeach.gov</a> , (562) 570-4164                        |  |
| Tyler Ahntonen, <a href="mailto:tyler.ahntonen@longbeach.gov">tyler.ahntonen@longbeach.gov</a>   |  |

| ATTENDEES  |  |
|--|--|
| US Vets- Long Beach  |  |
| Donna Berry, US Vets, SSVF, Intake Specialist, Long Beach, <a href="mailto:DBerry1@USVets.org">DBerry1@USVets.org</a> , 562-936-8127 |  |
| Ixchel Galicia, <a href="mailto:IGalicia@USVets.org">IGalicia@USVets.org</a> x   |  |
| Kathleen Gajster, US Vets Program Assistant, <a href="mailto:KGajster@USVets.org">KGajster@USVets.org</a> , 562-936-8134             |  |
| Shamika Douglas-Bowser   |  |
| Angel Hicks, <a href="mailto:AHicks@USVets.org">AHicks@USVets.org</a> , Advanced Women's Program, 562-505-0825                       |  |
| Kayleen Kuykendall, SSVF Case Manager, <a href="mailto:KKuykendall@USVets.org">KKuykendall@USVets.org</a> , 562-676-2356             |  |
| Jazmyin Lewis, SSVF Case Manager, <a href="mailto:JLewis@USVets.org">JLewis@USVets.org</a> , 562-676-2438                            |  |
| Ivette Little, GPD, SILS, Case Manager, <a href="mailto:ILittle@USVets.org">ILittle@USVets.org</a> , 562-505-3619                    |  |
| Jennifer Trujillo, SSVF Case Manager, <a href="mailto:JTrujillo@USVets.org">JTrujillo@USVets.org</a> , 562-743-2120                  |  |
| Alicia Trussell, Team Lead Case Mgr., <a href="mailto:ATrusse@USVets.org">ATrusse@USVets.org</a> , 213-264-1043                      |  |
| Stephanie Tsai, <a href="mailto:STsai@USVets.org">STsai@USVets.org</a> , 562-972-4136  |  |
| Mia Watts, SSVF Case Manager, <a href="mailto:MWatts@USVets.org">MWatts@USVets.org</a> , 562-477-1071                                |  |
| Paula Ramirez, <a href="mailto:pramirez2@usvets.org">pramirez2@usvets.org</a> , 562-200-7315   |  |
| Paula Taylor, <a href="mailto:PTaylor@USVets.org">PTaylor@USVets.org</a>   |  |
| Katerina Malacova  |  |
| VA, HUD VASH   |  |
| Marisol Ascencio, Intake Team Case Manager, <a href="mailto:Marisol.Ascencio@VA.gov">Marisol.Ascencio@VA.gov</a> , 562-760-8204      |  |
| Andrea Davis, Intake Team Lead, <a href="mailto:Andrea.Davis@VA.gov">Andrea.Davis@VA.gov</a> , 562-583-7675                          |  |
| Erin Fairchild, Housing Team Lead, <a href="mailto:Erin.Fairchild@VA.gov">Erin.Fairchild@VA.gov</a> , 562-387-6293                   |  |
| Jo Gilliam, Housing Specialist, <a href="mailto:Jo.Gilliam@VA.gov">Jo.Gilliam@VA.gov</a> , 562-533-3867                              |  |
| Sonja Jefferson, Housing Team Case Manager, <a href="mailto:Sonja.Jefferson@VA.gov">Sonja.Jefferson@VA.gov</a> , 562-503-0488        |  |
| Ricardo Mejia, Housing Team Case Manager, <a href="mailto:Ricardo.Mejia@VA.gov">Ricardo.Mejia@VA.gov</a> , 562-713-6971              |  |
| Latesha Sims, Housing Team Case Manager, <a href="mailto:Latesha.Sims@VA.gov">Latesha.Sims@VA.gov</a> , 562-578-4129                 |  |
| Shameka Mills, Intake Team Case Manager, <a href="mailto:Shameka.Mills@VA.gov">Shameka.Mills@VA.gov</a> , 562-504-9545               |  |
| Kerry Winter, Triage Team Supervisor, <a href="mailto:Kerry.Winter@VA.gov">Kerry.Winter@VA.gov</a> , 562-305-1834                    |  |
| Melanie Martins, VA Supervisory Social Worker, CES   |  |
| Sean Phu, Housing Team Case Manager, <a href="mailto:Sean.Phu@VA.gov">Sean.Phu@VA.gov</a>  |  |
| Other  |  |
| Shanna Lewellyn- US Vets; 562-972-3347- CM for VIP GPD Program   |  |
| Stephanie Colon- MHALA- Data Specialist- 562-447-3537  |  |
| John Cole-   |  |
| Joshua Hitt New Life Social Services of Atlanta- <a href="mailto:joshuah@newlifess.org">joshuah@newlifess.org</a>                    |  |
| Gen Escobosa, Veteran Systems Coordinator, LAHSA <a href="mailto:gescobosa@lahsa.org">gescobosa@lahsa.org</a> ; 213-544-6638         |  |
| DeAndre Montgomery   |  |
| Chung Thi Pham   |  |
| Stephanie Menendez   |  |

Agenda Of LBVA and Community Partners EHA SSVF Teaming  
10/3/23

| TOPIC  | DISCUSSION / CONCLUSION / RECOMMENDATION   | ACTION / FOLLOW-UP | ACCOUNTABILITY/TARGET DATE(S) |
|--|--|--------------------|-------------------------------|
| I. CALL TO ORDER   | 9:00 AM  |                    |                               |
| II. STANDING ITEMS: Purpose: To Celebrate Wins, Collaborate to house Veterans, and Be Curious problem solvers about the issues |  |                    |                               |
| A. Welcome, Sharing / Spotlight & Education  | 10/3/2023 - Gene Calocope (MHA)  |                    |                               |
| B. Shout Outs  | 10/3/2023 - Shout out to Katerina Malacova... welcome aboard!!!<br>10/3/23- Carisa and Christian   |                    |                               |
| C. First Time Attendees  | 10/3/23- Selene Chacoya - New Outreach Team Lead with VA!! If we lose contact with a Veteran, Outreach able to search/fill the gap.<br>9/12/23- None   | Informational Only | N/A                           |
| D. Timeline for Project Based Matching   | HOP - Veteran Status- <ul style="list-style-type: none"> <li>4 Days from date match to respond to HOP</li> <li>One Week from date of match to turn in RFTA</li> <li>Can make exceptions due to clinical/admin issues</li> <li>Case-by-case basis</li> </ul>  |                    |                               |
| E. CES referrals; City Voucher referrals   | <ul style="list-style-type: none"> <li>10/3/23-Christian- not exactly distributing EHV anymore. Housing Stability Voucher for Veterans who had EHV's in past and not leased up...</li> <li>9/25/2023 - The Cove (HUD VASH) more details to...</li> <li>9/12/23- Christian New project 26.2 (86 unit lease up) 60% AMI Matched threw CES. DO not need HUD VASH max household size of 2; 7 units set aside for vets</li> <li>9/5/23- nothing noted</li> <li>8/29/2023- No updates; (Sonja) Beacon Point (Matched through CES, Not HUD VASH Voucher)</li> <li>8/22/2023- No updates</li> <li>8/9/23- No updates; EHV distribution has begun. IF veteran had EHV and never leased up HSV- Housing stability voucher</li> <li>8/11/2023 - NO Changes</li> <li>7/11/2023 - No changes</li> <li>6/27/2023 - No changes</li> <li>6/13/2023 - No changes</li> <li>6/6/23- Christian- no changes, may change referral form.</li> </ul> |                    |                               |




U.S. Department of Veterans Affairs

Veterans Health Administration  
VA Long Beach Healthcare System

# Where We Are Today

Agenda Of LBVA and Community Partners EHA SSVF Teaming  
10/3/23

| TOPIC  | DISCUSSION / CONCLUSION / RECOMMENDATION  | ACTION / FOLLOW-UP   | ACCOUNTABILITY/<br>TARGET DATE(S)   |
|--------|---|--|---|
|        | <ul style="list-style-type: none"> <li>5/30/2023- Processed referral through May. Will look at Matching depending on pool</li> <li>5/9/23 Jill – will connect with Marisol Vet Eliot</li> <li>Christian- 3 Vacancies to fill. To send out matches after this meeting.</li> <li>4/25/23- Marisol- When veteran matched by CES can the name and last 4 be sent in the email. Ricardo- Alexandria Cox matched to Beacon (talk offline re: voucher status)</li> <li>4/4/23- Lazaro-Erin does not have contact. Jill met with her last week. She is on street. Not yet on HOP. Veteran reports she was d/c from Cabrillo. Jill his BC. Did not want referral for shelter. Erin- hospitalized 2-3 weeks ago- set up with Bell Shelter- then left. Was at Wilmington Facility ABH – a shelter. Erin requesting Jill assist Veteran in contacting Erin if sees again.</li> <li>Erin- Tracy Lazaro (8785)- On Hop? –</li> <li>Kerry – Anchor representation now at biweekly meeting to match PB units</li> <li>Sonja- Joseph- Jill submitted in Dec. Robert Connick- yesterday per Jill</li> <li>3/7/23- No updates</li> <li>2/28/23- Not submitting for EHV Vouchers anymore. Not submitting any applications regarding EHV.</li> <li>All HOP referrals to go to CES City of Long Beach email address</li> <li>Jill is getting pre-screens; Homeless Verification needed –</li> </ul> |  |   |
| F. MSC | <ul style="list-style-type: none"> <li>10/3/23- Tyler away at conference</li> <li>9/26/2023 – not updates</li> <li>9/12/23- No updates</li> <li>9/5/23- No updates</li> <li>8/29/2023- No updates</li> <li>8/22/2023- No updates</li> <li>8/8/2023- Tyler- received donation of refurbished bikes, raffling off. Vets can come into MSC and ask to enter. Staff received <b>deescalation</b> training through VMET.</li> <li>Homeless court 8/16, outstanding LB parking citations can be forgiven for unhoused veterans.</li> <li>Homeless court, safe parking is at the Queen Mary.</li> <li>Working on hiring counselors at MSC;</li> <li>Shields for Family - Now have Therapy <b>at the MSC on Mondays and Friday and providing free therapy to Black participants who are under insured. 7 free sessions</b>. Provided free of Charge for Black participants on Fridays Drop in basis (Criteria to be provided: Black and Underinsured).</li> <li>5/17 Homeless Court at MSC - Ticket Services (<b>parking citations</b>)</li> <li>Jill- Shelter has closed. Online Portal will be provided ;</li> <li>Open this week for shelter</li> <li>3/14/23- Jill-Show up at 9pm, take pets, separated by gender, Today through Thursday. Staff is there. Double shifts to accommodate. Security there.</li> </ul>   | Jill to email online address for Homeless Court:<br>POC: Jill Bowles | <br>CES Pre-Screen.pdf |

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Agenda Of LBVA and Community Partners EHA SSVF Teaming  
10/3/23

| TOPIC           | DISCUSSION / CONCLUSION / RECOMMENDATION  | ACTION / FOLLOW-UP  | ACCOUNTABILITY/<br>TARGET DATE(S) |
|-----------------|---|---|-----------------------------------|
|                 | <ul style="list-style-type: none"> <li>2/28/23- Open overnight during <b>rain</b>. Hot meal served.</li> <li>Has Homeless Court at MSC – Contact Jill or do referral online</li> <li>Can assist with getting Birth Certificates at no cost to Veteran</li> <li>2/7/23- (Melanie) New Winter Shelter (84 beds) opening in about 3 weeks</li> </ul>   |   |                                   |
| G. New Business | <ul style="list-style-type: none"> <li>10/3/23</li> <li>9/26/2023 – No new business</li> <li>9/12/23- See above</li> <li>Alicia- PBV - The Cove – 12 units; Savannah opening to non-Veterans</li> <li>Rossana- SROs near Cove- requesting clarification re: Veterans at CVC who may want to move there. May be for displaced Veterans from Plaza.</li> <li>9/5/23- Alicia- US Vets- Jazmyn is currently out; please send referrals to Alicia a&amp; Kayleen.</li> <li>CARF Audit at VA is coming up</li> <li>8/29/2023- No updates</li> <li>8/22/2023- No updates</li> <li>8/8/23- (Marisol) Referral process proposal- Every agency send list of veterans referred for tracking purposes weekly basis.</li> <li>8/1/23- None</li> <li>7/11/2023 – None</li> <li>6/27/2023 – No new business</li> <li>6/13/2023 – No new business</li> <li>6/6/23- Marisol on detail, cases are in process of being transferred.</li> <li>5/30/2023- This will be Marisol's last meeting for a few months, Marisol will be detailing as CM supervisor and will email CM's of new assignments of her vets.</li> <li>5/9/23 – End of Rideshare this Thursday 5/11</li> <li>5/2/23- Ride Share ends May 11</li> <li>5/2/23 – Chronically homeless Veteran criteria in effect</li> <li>4/25/23- None</li> <li>4/11/23- none noted</li> <li>4-14/23- none noted</li> <li>3/14/23- Nothing Noted</li> <li>Alicia- May 11- Stafford Act ending; will impact resources available – prevention cases- funding ending</li> <li>Gen E- will have more info to share next week on ending resources</li> <li>Ricardo- Ride Share Options at VA are ending in May 11</li> </ul> | Intake to work with Carisa and Alicia to discuss process. |                                   |


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Veterans Health Administration  
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# Where We Are Today

|   |   |  |  |
|---|---|--|--|
| Case Manager                              |   |  |  |
| Moses Rodriguez 5143                      | 10/3/23- Status of referral to Intake? Marisol- Veteran application was received and does not meet chronicity. Marisol to send response to Paula Ramirez  |  |  |
| Leon Forbes 4241- US Vets- Jose Ortiz     | Lameka- send an email to Jesse that Veteran is ineligible for program due to not being chronically homeless. Veteran not understand. Andrea will also speak with Veteran Paula Ramirez- working with Veteran to offer other resources- Plaza or EHV? Christians not exactly distributing EHV anymore. Housing Stability Voucher for Veterans who had EHV's in past and not leased up. |  |  |
| IV. OPEN FORM / NEW BUSINESS              |   |  |  |
| October 25 <sup>th</sup> - Stand Down GLA | Jo- Thursday, October 19 <sup>th</sup> - Normally have to be a member of ARA (Apartment Rental Association)- but may get up to 16 passes. Jo is waiting to hear from Todd- The Million Dollar Trade Show and Landlord Conference. Share with Partners   |  |  |
| A. POC Info- MHALA                        | <br>MHALA Team roster- 525.21.xlsx   |  |  |

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Agenda of LBVA and Community Partners EHA SSVF Teaming  
10/3/23

| TOPIC      | DISCUSSION / CONCLUSION / RECOMMENDATION                              | ACTION / FOLLOW-UP   | ACCOUNTABILITY / TARGET DATE(S) |
|------------|---|--|---------------------------------|
| F. Ricardo | CHALENG SURVEY attached to minutes - Please complete if you have time |  |                                 |



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# Tips

- Have a list of who the partners are & keep it up to date
- Get to know the partners on an individual level
- Share your guidelines
- Make decisions around processes together
- Set specific goals and target dates
- Add a checklist
- Continue to evolve your process

**VA**



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# Next Steps

- Collect feedback from staff regarding adjustments that need to be made to process. We've done that several times over the years and are due now.
- Identify a target population for deeper dive on case consultation.

**VA**



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# Questions and Discussion