



U.S. Department of Veterans Affairs

Veterans Health Administration

Supportive Services for Veteran Families (SSVF)

Education Webinar: Busting Barriers

***Host: Tamara Wright, MPA
SSVF Regional Coordinator***

Conference Line Information: 877-273-4202

Conference ID: 5380274



Webinar Format:

- Webinar will last approximately 90 minutes
- Participants' phone connections are "muted" due to the high number of callers
- During the webinar please submit questions for our presenters using the Q&A feature



Objective

- Hear from providers that have best practices in regards to busting local barriers
- Learn barrier busting strategies implemented in Los Angeles
- Understand the importance of a strong landlord outreach and housing navigation component
- Discover Balance of State strategies in forming one master list



Presenters

- Lisa A. Dawson, CPRP, SSVF Program Coordinator/SPA 1 Veteran Surge, Mental Health America of Los Angeles
- Megan Podowski, MPH, SSVF Program Manager, Caritas of Austin
- Niki Paul, Director of Operations, ECHO, Austin, TX
- Bree Williams, Community Housing Liaison, ECHO, Austin, TX
- Trina Woods, Director of Operations, Licking County Coalition for Housing, Ohio
- Erica Mulryan, Continuum of Care Director, Coalition on Homelessness and Housing Ohio



Barrier Busting and Bridging the Gap in Rural Los Angeles County

Lisa Dawson, CPRP
SSVF Program Coordinator
Mental Health America of Los Angeles
Antelope Valley Services

GLA Veteran Surge Collaborative

- ❖ Joint VA/LA countywide acceleration effort to ensure that Veteran homelessness is ended by December 2015.
- ❖ Involves rapid removal of barriers to progress, and testing and implementing strategies to accomplish several things:
 - ❖ Increase identification and referral of homeless Veterans to system,
 - ❖ Speed up the process from street to home, and
 - ❖ Increase the number of Veteran housing placements each month.

GLA Surge Bootcamp

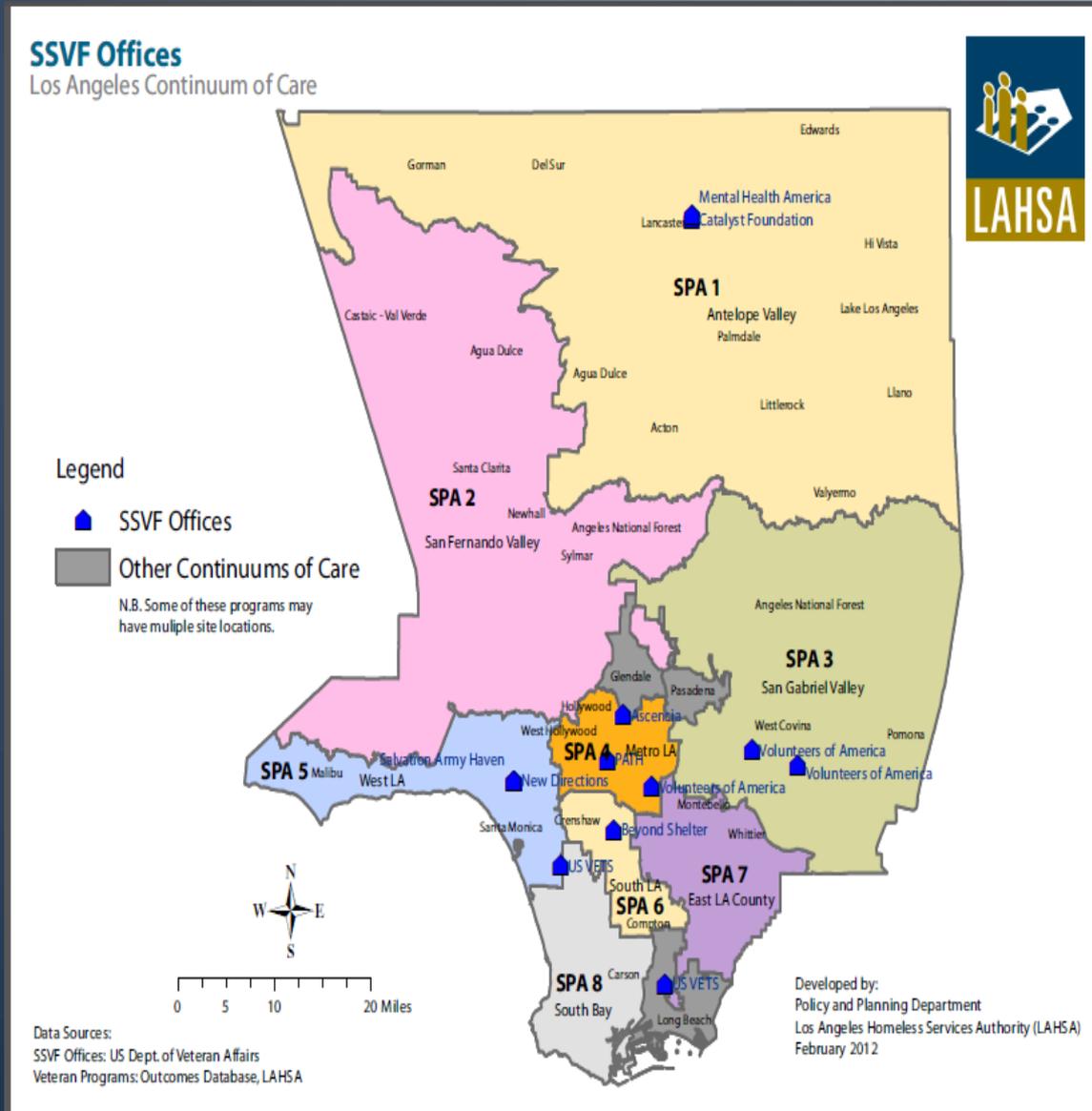
- ❖ March 23, 2015 - The Veterans Administration and United Way of Greater Los Angeles, invited GPD, HUD-VASH, SSVF liaisons and other systems partners (HFSS, DMH, CES, etc.) to attend a **Veteran Surge Bootcamp** to help facilitate warm handovers of Veterans to the housing resources they need.
- ❖ **Teams joined forces to strengthen the bridges** connecting homeless Veterans to the housing and resources that best fit their needs.
- ❖ They recognized the particular value that a **collaborative** approach would bring to identify and overcome barriers, as well as to **create new and improve existing systems.**

Home for Good Initiative



- ❖ Coordinated Entry System (no wrong door):
 - Seamless connection,
 - Universal VI-SPDAT assessment survey (real time housing opportunities) <http://100khomes.org/blog/introducing-the-vi-spdats-pre-screen-survey#sthash.DTiRm7Em.dpuf>,
 - Best fit, housing match, and
 - Each organization doing what they do best.
- ❖ 8 Service Planning Areas (SPAS):
 - System wide coverage throughout Los Angeles County,
 - Consisting of over 100 housing service providers,
 - Monthly SPA team meetings (coordinated outreach, housing navigation, housing match).

Service Planning Areas - County of Los Angeles



Leading the Charge!



❖ Rally Calls :

- Facilitated by United Way Home for Good, VA, and LAHSA,
- Attended by team Leads from each SPA,
- Discuss Bright Spots and Barriers within each SPA,
- Information and resource sharing, barrier busting advocacy, technical assistance and guidance.

❖ Major Objectives:

- Creation of a master list of homeless veterans in each SPA (known by name, housing plan),
- Outreach Planning (comprehensive outreach and engagement to all homeless veterans),
- Landlord Engagement (key housing resources and eligibility requirements identified),
- Utilization of data systems and tools (used to track progress and improve service delivery).

❖ Veteran Surge Web Page and Portals: <http://ceslosangeles.weebly.com/veteran-surge.html>.

Busted Barriers

- ❖ CES Liaisons for Expedited VA Eligibility Determinations,
- ❖ VA Coordinated Entry Events (CEE) same day issuance of HUD VASH vouchers,
- ❖ Shorten PHA inspection turn-around,
- ❖ Landlord engagement events (partnership with HCID, HACLA, Mayor's Office, and Business Leaders Task Force), and designation of Home for Good Landlord Liaison,
- ❖ Homeless Veterans Initiative (HVI) vouchers available for non-eligible veterans with HACLA,
- ❖ VA placement of an outreach worker within each SPA offering office space, and
- ❖ PATH's HUD-VASH placement of a staff person in SPA 1 at MHA's office.
- ❖ SSVF/VA VASH/PATH VASH Pilot initiative in SPAs 1, 3, and 8.

Taking it back Home



- Ending Veteran homelessness is only possible with collaboration between VA and community partners.



Bridging the Gap

Rapid Rehousing
Rural Los Angeles County
SPA 1 – Antelope Valley

SPA 1 Antelope Valley, CA

- 2818 - Men, women and children were experiencing homelessness in the Antelope Valley on the morning of January 29, 2015 (LAHSA, 2015).



- ❖ Thanks to federal and local initiatives to end veteran homelessness, the number of homeless veterans in SPA 1 has decreased by 66% since 2013, from 231 veterans to 79 in 2015 (LAHSA, 2015).

<http://www.cityofpalmdale.org/Portals/0/Documents/Residents/Volunteer/HomelessResults2015.pdf?ver=2015-09-21-081923-847>
<http://www.cityofpalmdale.org/Portals/0/Documents/Residents/Volunteer/HomelessResults2015.pdf?ver=2015-09-21-081923-847>

Problem

- ❖ Lack of interim housing beds in SPA 1, and a lack for non-typical families (two adults, adult children with disabilities, etc.) and people with pets.
- ❖ No GPD or Bridge Housing options.
- ❖ Only one local homeless shelter and one Domestic Violence shelter.
- ❖ 70 miles distance to VA West Los Angeles Campus.

Strategies

- ❖ Utilize MHA emergency motel vouchers pending enrollment into SSVF program and/or CES.
- ❖ Upon SSVF enrollment of VA eligible, literally homeless veteran/family, fast track to SPA 1 - SSVF/PATH VASH pilot.
- ❖ Utilize SSVF Emergency Housing Assistance (TFA) to bridge eligible literally homeless veterans to PSH when a viable permanent housing option is identified.
- ❖ Partner with area landlords to develop flexible lease options.
- ❖ Develop temporary “Bridge Housing” options using SSVF grant resources as a component of a process developed with HACOLA and PATH VASH to ensure leases funded by SSVF become a true Rapid Re-Housing option for Veterans eligible for PSH.

- https://www.va.gov/HOMELESS/ssvf/docs/SSVF_Planning_to_End_Homelessness_Among_Veterans_FAQs.pdf

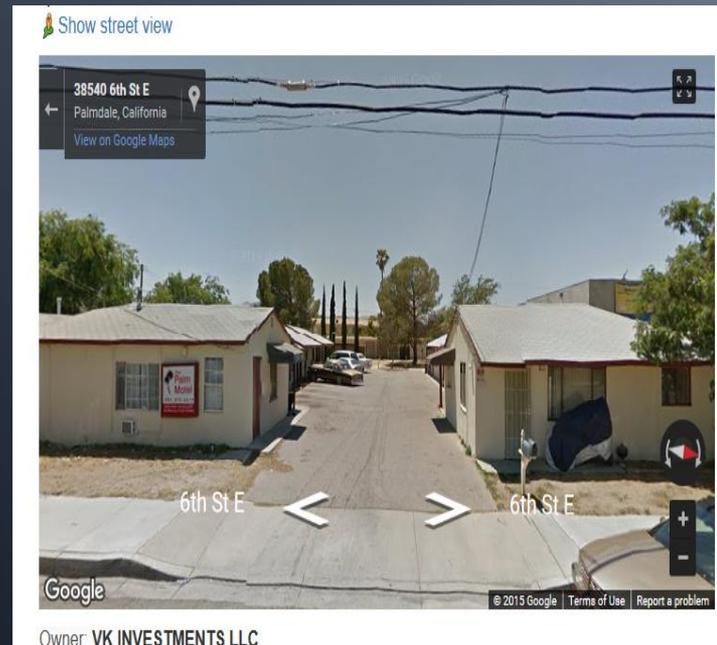
- <https://www.hudexchange.info/resources/documents/CPD-memorandum-guidance-for-determining-eligibility-for-veterans-affairs-programs.pdf>

The Palm Motel – Vintage 1950 Motor Inn

- ❖ Commercial residence motel voucher, to
- ❖ Month-to-month lease agreement.

Flexible Lease Option Benefits

- ❑ Housing First Model
- ❑ Speed up process from street to home
- ❑ Landlord Partnerships
- ❑ Transitional, short term
- ❑ Waive security deposits
- ❑ No credit checks
- ❑ Fluid and flexible



SSVF Outcome – Home for Good

From street to permanent supportive housing within 60 days.



Pictures of Success!

Outputs:

- ❑ Eligibility checkers
- ❑ Landlord/Tenant Advocacy
- ❑ Bridge Housing with flexible lease
- ❑ SSVF Emergency Housing Assistance
- ❑ Community Partnerships
- ❑ HUD VASH Voucher
- ❑ SSVF Security Deposit



Conclusion – Veteran Surge Initiative

- ❖ SPA wide collaborative effort to ensure the goal to end Veteran homelessness by December 2015.
- ❖ Rapid removal of barriers to progress,
- ❖ Testing and implementing strategies to accomplish several things:
 - Increase identification and referral of homeless Veterans to system,
 - Speed up the process from street to home, and
 - Increase the number of Veteran housing placements each month.

Thank you!

- If you would like to know more, contact:

Lisa Dawson, CPRP

SSVF Program Coordinator and SPA 1 Lead

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Sourcing Low-Barrier Affordable Housing in Austin's High Rate Rental Market

Innovative Strategies to Overcome Housing Stock
Barriers in Austin, TX

Background

- Mayor's Challenge to End Veteran Homeless
- Austin Homeless Veteran's Initiative
 - Engage Key Stakeholders
 - Identified Barriers to Achieving Goal
 - Learned what worked in other similar cities
 - Implemented comprehensive strategies to achieve functional zero by end of 2015
- Mayor's Task Force

Our Greatest Challenge

- Austin Housing Occupancy Rate is 98%
- High-cost rental market
- Aggressive gentrification within the City of Austin
- Lack of Low-Barrier, Affordable Units to house so many of the veterans engaged w/ services

Community Wide Barrier Busting Strategies

- ECHO (CoC) Hired Community Housing Liaison
 - Hired by CoC to work with all providers and engage housing opportunities-ensure this staff person is educated in social services AND real estate
- Mayor Adler's Leadership: Housing Heroes Fund
 - Risk Mitigation Pool
 - Alternative Screening Criteria
 - Engaging Apartment Association and Board of Realtors
 - Engaging Private Sector
 - "Buy-Down" Strategy
- Community Collaboration & Technology
 - Using technology (i.e. Group Me) to connect Landlord Outreach Specialist and other program staff-Involve HUD-VASH and PHA
 - Implications for connecting veterans to units

SSVF Program Structure

- PROGRAM DESIGN RECOMMENDATIONS
 - Landlord outreach specialist (LOS) as a specific role on the SSVF team
 - Strong communication and landlord support
 - Weekly LOS meetings with SSVF team
 - Efficient accounting: Fast turnaround timeline for cutting checks is extremely important

THREE MAIN TAKE-AWAYS

- INCREASE SYSTEM-WIDE CAPACITY:
 - Have skilled CoC staff to serve as the liaison between the homeless veteran service providers and private real estate sector
 - Ensure this person has firm understanding of **non-profit services & rental real estate**
- TASK FORCE:
 - Use your Mayor's Office leadership to engage the Private Sector Community (i.e. investors of large multi-family properties; local community businesses)
 - Leverage the "Mayor's Challenge" to engage the harder to acquire housing units
- GO BIG & HAVE A STRATEGIC ASK:
 - Large unit commitments from larger properties have a greater impact for the initiative

Contact Us

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Ohio Balance of State Continuum of Care

Erica Mulryan: COHHIO

Katrina Woods: Licking
County Coalition for Housing



- Erica Mulryan – CoC Director
- Katrina Woods –Director of Operations at the Licking County Coalition for Housing. She also manages their SSVF program which is in its 3rd Year.



Ohio BoSCoC: Context

- 80 non-urban counties in Ohio
 - Over 400 homeless programs and 7,000 beds
 - 12 SSVF programs serving all 80 counties
 - About 105 GPD beds
 - About 50 HCHV beds
 - Over 500 HUD-VASH vouchers
 - 3320 total homeless in 2015 PIT count
 - Including 254 total homeless veterans
 - About \$16 million in CoC funding



Ohio BoSCoC: Context

- COHHIO provides primary staff support to the CoC
 - 2 FTEs - CoC Director and Coordinator
- COHHIO administers CoC's HMIS
 - 3 FTEs
- LCCH led our CoC's Community Summary Plan work for SSVF/VA



Ohio BoSCoC: Steps to Create Master List

- Joined Zero:2016 Campaign
- SSVF Community Summary Plan
 - Process to develop plan pulled together Homeless Veterans Workgroup
- In June 2015, began weekly (now bi-weekly) conference calls around improving work on ending veteran homelessness



Ohio BoSCoC: Steps to Create Master List

- Drafted preliminary Master Homeless Veterans Report and process in July 2015
- HMIS generated report (ie, all vets in HMIS participating programs)
 - Identified homeless vets not in an HMIS program are added by hand and given unique identifier



Ohio BoSCoC: Steps to Create Master List

- Multiple iterations and improvements to report and process since



Ohio BoSCoC: Current Master List Process

- All Ohio BoSCoC providers invited to join Homeless Vets Workgroup
 - VA funded providers and those serving more vets personally invited to join
 - All SSVF providers participate
 - VA staff participate (HUD-VASH staff and VISN 10 Homeless Coordinator)



Ohio BoSCoC: Current Master List Process

- All homeless vets assigned to an SSVF provider based on service areas
- SSVF providers charged with ensuring every vet has a housing plan
 - Vet may not necessarily become an SSVF client, but SSVF ensures housing plan in place
 - If vet becomes SSVF client, SSVF works to find best PH placement



Ohio BoSCoC: Master List Data

- Unique client ID (HMIS #, NO NAMES)
- Provider Name (where vet residing)
- Project Type
- Unsheltered status
- Chronically Homeless status
- Entry Date
- Exit Date



Ohio BoSCoC: Master List Data

- Residential Move-In Date
- Length of Time Homeless (days)
- SSVF Entry Date
- Provider responsible for reporting on client
- Date Active Housing Plan Created
- Housing Plan Status



Ohio BoSCoC: Master List Data

- VA Eligibility (SSVF/GPD only, all VA homeless programs, not eligible for any VA services).
- Exit Destination



Copy of BoSCoC Homeless vets report 11 2015 - Microsoft Excel

File Home Insert Page Layout Formulas Data Review View QuickBooks

Clipboard Font Alignment Number Styles Cells Editing

Normal 2 Normal 3 Normal

Bad Good Neutral

A3 Report run on 10.29.15; Updated Housing plan info due 11.12.15

	A	B	C	D	E	F	G	H	J	K	L	M	P	
	Client Id	Provider Name/ID	Project Type	Unsheltered? Y of N	Chronically Homeless	Entry Date	Exit Date	Residential Move-In Date (RRH only)	Length Of Time Homeless (days)	SSVF Entry Date	Ohio BoSCoC Provider Responsible	Date Active Housing Plan Created	Housing Plan Status: The following items should be reported, at minimum: *Housing Goal Date *Type of Permanent Housing Identified *Progress Towards Exiting to Permanent Housing (updated weekly as appropriate)	
191	47814	Licking - Licking County Coalition for Housing - SSVF RRH(1092)	RRH	No	no	11/10/2015			13		LCCH - SSVF		VA eligibilit	
192	178151	Licking - Licking County Coalition for Housing - SSVF RRH(1092)	RRH	No	no	11/9/2015			14		LCCH - SSVF		VA eligibilit	
193	169527	Licking - Licking County Coalition for Housing - SSVF RRH(1092)	RRH	No	no	10/20/2015			34		LCCH - SSVF	10/20/2015	11/12- On 11/6 left one shelter due to alcohol usage and entered a different shelter; referred to Justice Outreach for possible AOD treatment bed at VA hospital. SSVF continues housing search for veteran.	Vet eligible
194	170007	Licking - Licking County Coalition for Housing - SSVF RRH(1092)	RRH	No	no	4/21/2015			216	4/21/2015	LCCH - SSVF	4/21/2015	9/3/15 - On waiting list for subsidized housing-has animal that is barrier to locating other housing .Applied/awaiting SSI determination.	Vet eligible
195	175942	Licking - Licking County Coalition for Housing - SSVF RRH(1092)	RRH	Yes	no	9/10/2015			74	9/8/2015	LCCH - SSVF	9/10/2015	11/9/15 - According to local MHA Client received metro voucher, SSVF continues to try and contact veteran. 10/22/2015 Unable to reach veteran, have contacted Knox Co Metro and VSO and no one has seen or heard from vet, will continue to try and locate him. 9/24 Clientcontinues to wait on DD214 to provide to local Metro office-Metro will not accept HINQ as documentation of veteran status for preference for housing voucher; trying to rehome large dog; Eligible/Enrolled in VA medical services; possible sleeping room option(s); communication is limited and difficult and last appt. at public library missed by Client. 10/1/15 Received DD214 and Completed Metro Application , currently choosing to stay in a lean to instead of going to shelter.	Vet eligible

Vet Dashboard HMIS Homeless Vets-By SSVF Exited and Housed Vets Vets Disappeared

Count: 0 100%

Ready

2:17 PM 11/23/2015



Master List Dashboard Report

- As the Homeless Vets Report is populated it produces a Dashboard with the following reports:
 - Total Number of Veteran Clients
 - Unsheltered vs Sheltered
 - Vets with Active Housing Plans in place
 - Average Length of Time Homeless (by project type)
 - Total Number of Chronically Homeless Vets



Total Number of Veteran Clients

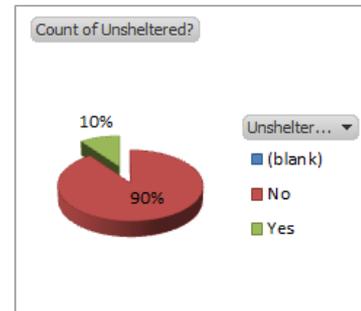
(Unduplicated)

Project Type	Total
ES	77
RRH	64
TH	58
(blank)	
Grand Total	199



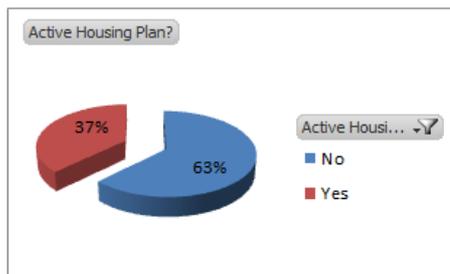
Unsheltered vs Sheltered

Unsheltered?	Total
(blank)	
No	163
Yes	18
Grand Total	181



Does Client Have an Active Housing Plan?

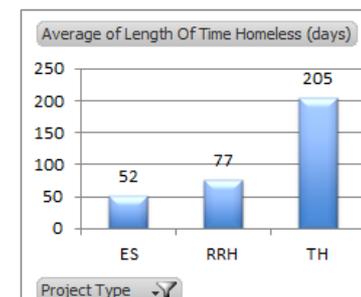
Active Housing Plan?	Total
No	124
Yes	74
Grand Total	198



Average Length of Time Homeless

(in days)

Project Type	Total
ES	52
RRH	77
TH	205
Grand Total	104



Challenges/Barriers to Managing Master List

- Non-HMIS participating SSVF providers don't easily know if the HMIS client IDs match their existing clients or not
- Ensuring all providers in the CoC understand our work and role we have given SSVF
- Limited CoC staff to maintain updated list



Challenges/Barriers to Managing Master List

- Non-HMIS participating providers
 - If shelter provider isn't in HMIS, then we must rely on them to identify the homeless vet and make referral
- Identifying unsheltered homeless vets
 - Very few street outreach teams, so we rely on collaboration between providers, law enforcement, community members to identify unsheltered



Overcoming Barriers

- Communication
- Seek help from VA staff
- Don't hesitate to update processes and reports/tools over time



Contact Info

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- Trina Woods
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Engage our Panelists

Q & A



- **Lisa Dawson, Mental Health America of LA**
 - ladawson@mhala.org
- **Niki Paul, Ending Community Homelessness Coalition, Austin, TX**
 - nikipaul@austinecho.org
- **Megan Podowski, Caritas of Austin**
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SSVF Website: www.va.gov/homeless/ssvf.asp

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**THANK YOU FOR ATTENDING TODAY'S
PRESENTATION!!!**