Supportive Services for Veteran Families Programs Hotels To Housing Webinar June 19, 2020



LINK TO AUDIO

Webinar Format

- Webinar will last approximately 60 minutes
- Participants' phone connections are "muted" due to the high number of callers
 - Questions can be submitted during the webinar using the Q&A function
- Questions can also be submitted anytime to SSVF@va.gov

Questions

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Your Questions

Submit questions and comments via the Questions panel



Supportive Services for Veteran Families Program From EHA to Permanent Housing

Presenter: Alison M. Poole, LMSW, Director of Veteran Services

HOPE Atlanta, Programs of Travelers Aid



Who Are We?



Founded in 1900 as Travelers Aid of Metropolitan Atlanta, HOPE Atlanta provides a comprehensive approach to address homelessness and provide solutions that promote lifelong stability.



To make homelessness in Atlanta rare, brief and nonrecurring.



HOPE ATLANTA

- HOPE Atlanta's Supportive Services for Veteran Families (SSVF) and Veterans Workforce Development Program (VWDP) provide housing and employment services to atrisk and homeless veterans in 25 counties (6 CoCs) in Georgia.
- HOPE Atlanta is one of 3 SSVF providers in our region
- Over 500 Veteran households will be served through HOPE Atlanta's SSVF Program during FY19-20.
- The SSVF Staffing Structure currently includes:
 - 2 Directors (Program Level and Compliance/Policy and Planning/Training)
 - 1 Lead Case Manager, 9 Case Managers
 - 2 Intake Specialists
 - 2 Housing Specialists
 - 5 temporary case workers hired specifically to support COVID ramp up of services in our region

2019 Supportive Services for Veteran Families (SSVF) Program Resources in Georgia





- Challenge #1: Need to efficiently provide EHA to veterans in a 25 county geographical span
 - Practice: Establishment of 2 additional corporate hotel contracts (one was already in place at an extended stay chain) and weekly billing to allow for easy roll over of cash flow
 - Practice: Restructuring of staff to designate one person to book new reservations, manage renewals, submit check requests and trouble shoot issues
 - Practice: Establishment of grocery store accounts and generic food item lists to better accommodate emergency food requests.

≻ Results: Since March, we've increased our EHA Utilization by 500%.



- Challenge #2: SSVF Staff Capacity was inadequate to accommodate a 20% increase in demand for services
 - Practice: Five temporary case workers were hired to specifically assist with intake, homeless prevention, EHA/emergency food management
 - Practice: Case Management staff organized their caseloads by high, med, low intensity to better inform our intake staff how to assign cases.
 - Practice: Transition to electronic assessment tools

➤ Results: SSVF Enrollment has increased by 50%

HOPE From EHA to Permanent Housing: Challenges and Practices

- Challenge #3: How to support Permanent Housing Placements for Veterans during COVID 19
- Practice: Housing Specialists utilized existing contacts to continue to place clients and forged new relationships with properties with high vacancy rates
- Practice: Utilization of SSVF COVID recommended practices: virtual inspections; contactless entry into units for physical inspections
- Practice: Utilization of private funding/community resources to help non-SSVF eligible vets and costs
 - Results: To date, Permanent Housing Placements is averaging at the same levels as pre-COVID (approximately 20 a month).



HOPE ATLANTA From EHA to Permanent Housing: Proofices **Challenges and Practices**

Veteran Case Study



Teresita Nelson, MS SSVF & HUD-Joint Program Manger

E St

COMMUNITY COLLABORATIVE

• HUD-VASH

• Refer VASH vouchered Veteran HHs

• SSVF

- Emergency Housing Assistance
 - Hotel
 - Food
 - Transportation
- Regional Task Force on the Homeless
 - Clarity CES Manager

- San Diego Housing Commission
 - Housing Specialist
 - Landlord Engagement & Assistance Program
 - Security Deposit
 - Landlord Incentive
 - \$500 for 1st Veteran Household Housed
 - \$250 for Each Additional Household Housed

LANDLORD COLLABORATION

San Diego Property (24 Units) :

- Single Rooms
- •40 in. TV & Wi-Fi
- Twin Size Bed with Bedding
 Pillows & Towels
- •5 Shared Bathrooms
- Shared Kitchen



LANDLORD COLLABORATION

East County Property (40 Units) :

- Single Rooms
- •40 in. TV & Wi-Fi
- Twin Size Bed with Bedding
- Pillows & Towels
- 14 Shared Bathrooms
- Shared Kitchen
- Shared Laundry













FrontLine Service

Reaching out. Resolving crisis.

SSVF Permanent Housing Strategies and Practices in EHA Placements

Amber Tripphahn SSVF RRH Coordinator FrontLine Service Cleveland, Ohio

amber.tripphahn@frontlineservice.org

www.FrontLineService.org

A contract agency of the Alcohol, Drug Addiction & Mental Health Services Board of Cuyahoga County and a partner agency of United Way Services of Greater Cleveland.

FrontLine Service - SSVF

Our SSVF Program

- Operating the SSVF grant since September 2011
- Serves 575-600 households per year across 13 counties of Northern Ohio in conjunction with sub-grantee, GLCAP
- Spans 3 VAMC (Cleveland, Ohio; Ann Arbor, MI; and Erie, PA)
- Covers both urban and rural geographies

Current EHA Placements



- 39 current placements
- 7 exits to PH
- Current average of 45.2 days from initial EHA placement to PH exit

Utilizing Peer Support in EHA

- Created new EHA Peer Support Specialist Position
- Collaborated with NEOCH (Northeast Ohio Coalition for the Homeless)
- Outreach to EHA Placements



- Target highest barrier Veterans
- Assist with transportation to MH and medical appts, housing applications, ID documentation, etc.
- Allow Case Managers to focus on landlord development and managing higher caseloads
 - Promote motivation to keep focus on permanent housing placement

Utilizing Peer Support In EHA





Pictures attributed to the Cleveland Plain Dealer (pre-COVID news story) <u>https://www.cleveland.com/tipoff/2019/05/formerly-homeless-two-braids-works-</u> <u>to-help-those-still-living-on-the-streets.html</u>

A contract agency of the Alcohol, Drug Addiction & Mental Health Services Board of Cuyahoga County and a partner agency of United Way Services of Greater Cleveland.

Permanent Housing Focus

- Needs Assessment and Housing Plan
 - Identifies PH preferences and barriers from day 1
 - Establishes focus on PH goal
 - Allows for individualized housing leads and supports



Coordination with local VAMC and Partners

- Established a weekly EHA case conference with VA CRRC, VA HUD VASH, and community partners
- Trouble-shoot any nutritional, medical, and MH concerns
- Brainstorm new housing leads, new supports
- EHA call is a subgroup of CoC BNL review process



THANK YOU!!!

A contract agency of the Alcohol, Drug Addiction & Mental Health Services Board of Cuyahoga County and a partner agency of United Way Services of Greater Cleveland.



Presented by: Nicky Heyden, MS SSVF Program Coordinator, U.S. VETS-LAS VEGAS

Ways to Engage our Staff

- Maintain housing first focus *for Staff*
 - Encourage program staff to explore their belief in not only the program but the client
 - All staff are aware and educated of SSVF and National benchmarks and how to get there (Staff buy-in)
 - Define success in the world of CM, i.e. all my clients get housed within 30 days; clients are prepared for discharge, exit program within 90 days; clients costshare second month of service, etc.
 - Define client success i.e. would it be a success if client was off the street? Yes! Then, how can we facilitate that? Does this need to be a forever home or a stepping stone of sorts?
 - Goal is the same for all staff and message of RRH is clear Housing first, all goals support housing
 - Starts with client-centric and team focused language to motivate change.
 - We need you to move in by 1st of month," "Any day of rent we pay for the month counts toward rent so let's make the most of this assistance for you...what housing option that I've provided do you want to move forward with? "



Ways to Involve our Community

- <u>Re-Engage Landlords</u> and remind me them of strengths of program
 - Not only TFA but CM to back up client and stabilize housing and issues ☺
 - Never underestimate the 'rapid' of rehousing - Advocacy on the part of CM and landlord
 - Begin with the end in mind.
 - "We know this works, so let us show you how we do this with other properties.
 - Offer to connect one property manager to another to hear success story of program in action



Ways to Energize our Clients

- Maintain housing focus on the part of Clients
 - Encourage client choice in housing, however set clear parameters for moving into housing from initial meeting.
 - Redirects conversation with client to specific details needed toward housing and resilience of individual in maintaining housing
 - "Where have you lived before? How much rent where you able to pay successfully? What's the longest you've lived anywhere? How did you make that work?"
 - Establishes empathic approach and active solution-focused dialogue
 - Sets realistic expectations and constant reframing of conversation toward housing
 - "How are we going to get there?"
 "When will you move in?"
 - Emphasize tenets of program and tie into financial assistance for further client buy-in
 - "This is a short-term program let's move you in so we can start paying the rent."





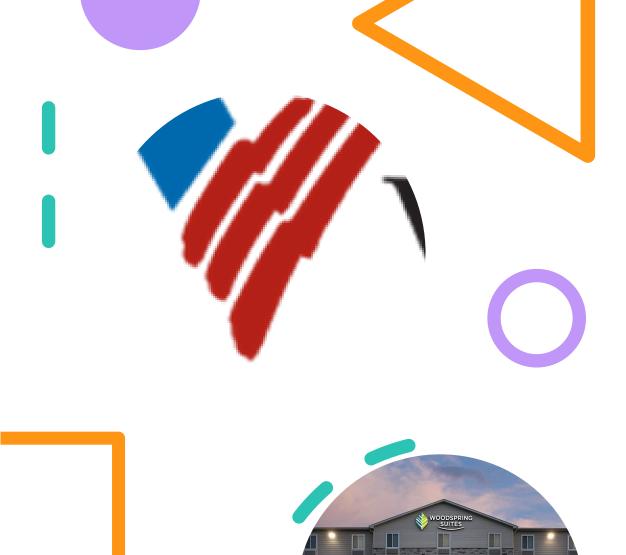
- Stay the course, all barriers aside!
 - Progressively engage into housing, tackling barriers or issues as they come
 - CT: "I can't find any housing that I can afford," or "It's hard to go to work and think about housing....yes, that's right, so lets get you housed, and then you can focus more on your other goals."
 - Job of housing CM is to *tenaciously* move CT into housing, while realigning CT expectations, as needed.
 - CMs check in weekly with CT via text/phone call until they are housed.
 - Explore & encourage shared housing
 - Reframe old ways of thinking of housing and get creative!
- EVERYONE can be a housing navigator
 - From all levels of the program, ALL are identifying landlords and fit for a client.
 - A landlord could be a family member with an extra room (who owns the home)
 - Prevention landlords yield great RRH landlords, as they are already willing to work with CT and "wait" on rent.
 - Possibilities abound 😊



Veteran Services – Housing & Employment Services Serving Sacramento, El Dorado, Placer, Yolo, Yuba/Sutter & Nevada Counties

Kia Phillips Case Manager Supervisor





- As of June 5, 2020
- 78 veteran placed in motels
- 19 moved to housing
- 59 currently in motels
- 21 are HUD VASH (Several Counties)
- 38 are SSVF veterans





As of June 5, 2020

• 19 moved to housing

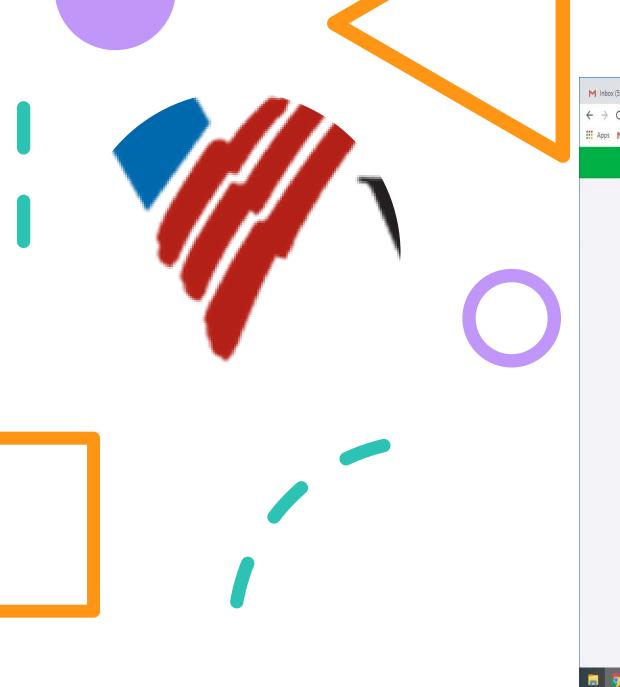
Today June 11, 2020

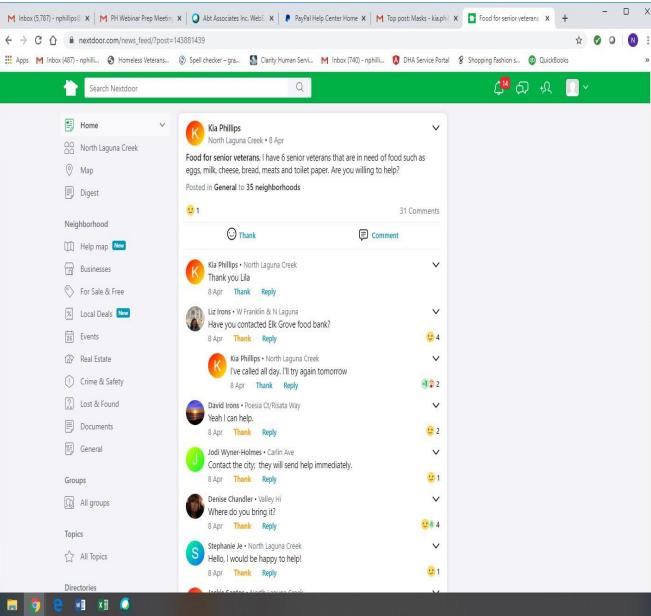
- Additional 7 more veterans getting housed with a total of 26 permanently housed to date
- RV trailers and successful "home" ownership

- Partnership with CoC for a grant.
- Partnership with Elks Lodge, Blue Star Moms, and HPE for "Welcome Home Kits"
- Landlords & Units to be shared collaboratively











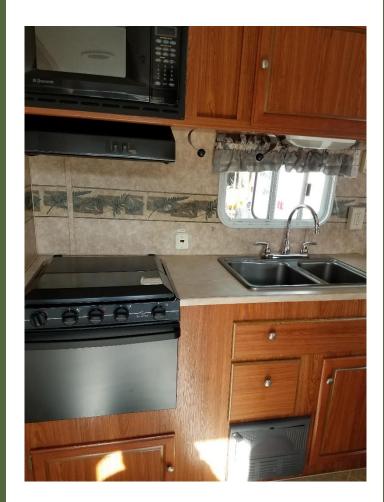


- Up to \$10,000.00 Any size / model
- Must remain within Placer County
- Stay in trailer for 3 years (good faith agreement) and now have "Successful Ownership" (will get title at signing)
- Pay only for lot space (utilities included)













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Questions



THANK YOU!