

VA



U.S. Department
of Veterans Affairs

SSVF COVID-19 Response: Homelessness Prevention

Office Hours for June 26, 2020

Updated Guidance and FAQ available at
www.va.gov/homeless/ssvf

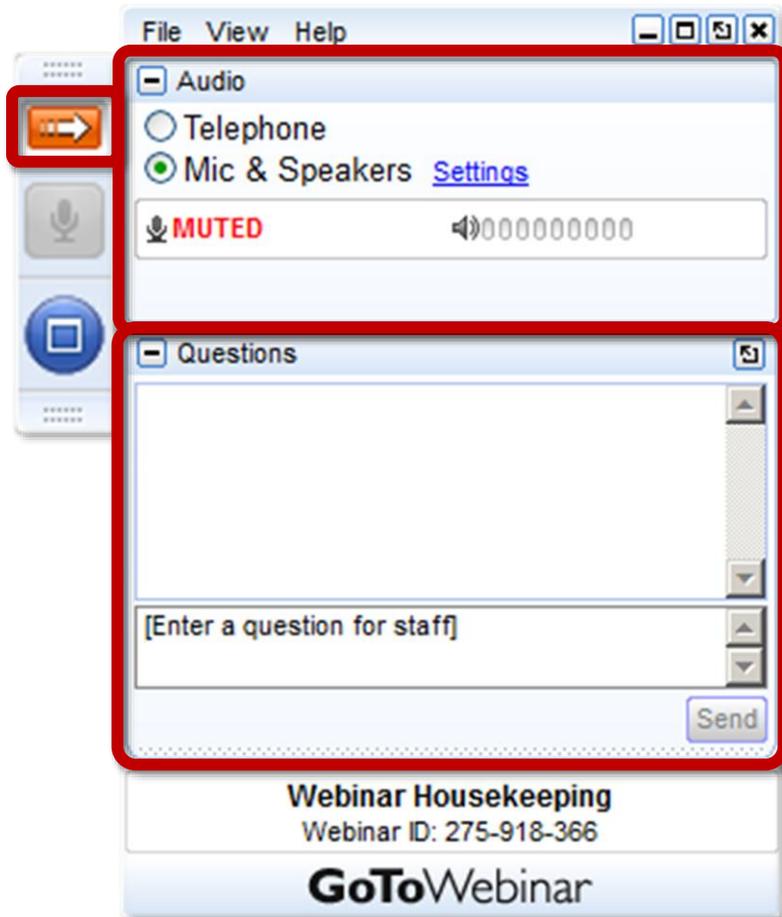
[Link to Audio](#)



Webinar Format



Questions



Your Questions

Submit questions and comments via the Questions panel



AGENDA

- SSVF Homelessness Prevention and COVID-19
- Grantee Presentations
 - VOA Mid-States
 - The Advocate Program
- SSVF Program Office and Compliance Updates
- Questions



RAPID REHOUSING AND HOMELESS PREVENTION

- SSVF's top priority is meeting the immediate housing needs of literally homeless Veterans, including those needing emergency housing assistance and RRH
- Given robust resources, grantees are also strongly encouraged to be proactive with homelessness prevention outreach



PLANNING AND PROGRAM CONSIDERATIONS

- Conduct periodic spending projections to account for arrears and ongoing financial assistance
- Continue to work closely with community partners
- Assume HP clients will remain enrolled and be provided ongoing rental assistance while regulatory relief is in effect and resources available



PLANNING AND PROGRAM CONSIDERATIONS

- Consider systems of care in which the whole family, or other parts of the family, interact
- Spend time assessing and evaluating staff's capacity to engage and support HP households. Caseloads may vary – account for a different population and circumstance



HOMELESSNESS PREVENTION AND EVICTION MORATORIUMS

- Know if your community has an eviction moratorium
 - Has it already expired?
 - If not, will there be an extension?
 - If not, act now!
- Don't wait until the eviction moratorium is lifted! SSVF can enroll HP Veterans before moratorium lift
- Enrolling now allows for easier capacity to prevent housing loss, build landlord and household relationship, and avoid legal proceedings



HOMELESS PREVENTION AND EVICTION MORATORIUMS

- Understand local tenant laws related to eviction
 - Does eviction typically lead to housing loss in your state?
 - What are the processes that need to happen before housing loss and where do those happen?
- Know your local court system's operations
 - Are courts currently open?
 - How will evictions be handled once courts are open and operating?



TARGETING AND OUTREACH

- Implement broader outreach
 - Consider more mainstream outreach and marketing tools to reach new audiences
 - Connect with system that connect to Vets who haven't traditionally used/needed poverty and social programs
- Ensure an eye toward equity
- Get creative with outreach



TARGETING AND OUTREACH

- Target outreach to neighborhoods and with landlords with histories of higher eviction rates
- Work with other SSVF grantees
- Link with local funding systems and public marketing



IMPORTANT RESOURCES AND PARTNERS

- Coordinate with employment assistance
- Connect with local legal aid
- Connect with schools and educational institutions
- Eviction Lab (evictionlab.org) has local information about eviction laws and prevalence.
- SSVF Homelessness Prevention Resources:
 - www.va.gov/homeless/ssvf/



Homelessness Prevention Best Practices

Anne Vandervort, CSW

Director of Veteran Services, Eastern Division

Anyah Hoang-Ansert, DPA

Director of Veteran Services, Western Division

Overview of VOA Mid-States Service Area

- **Our SSVF Program:**
 - Operating since 2011
 - Currently have 2 SSVF grants: Jefferson County, KY / Multi-State Grant (four state coverage)
 - Serving 950-1100 households (multi state) and 240-275 households (Jefferson County) per year
 - Spans 5 VAMC coverage areas
 - Covers both rural and urban areas

Overview of VOA Mid-States Service Area

- **VAMC Coverage:**
 - Lexington, Louisville, Mountain Home, Beckley, and Huntington
- **Four State Coverage:**
 - Kentucky (Urban/Rural): 5 offices, 46 counties
 - Tennessee (Urban/Rural): 3 offices, 25 counties
 - West Virginia (Rural): 2 offices, 20 counties
 - Indiana- (Urban): 1 office, 2 counties (Clark and Floyd)

Overview of VOA Mid-States Service Area

- **Staffing:**
 - Directors (2): Western and Eastern
 - Program Support Specialists (5): Finance/Quality
 - Program Managers (7)
 - Case Managers (24)
 - Intake Coordinators (6)
 - Outreach Workers (6)

Homelessness Prevention Outreach Practices

- Weatherproof lawn signs
- Billboards
- Car magnets
- Outreach Office Cards
- Legal Aid
- Landlords

Homelessness Prevention Outreach Practices

- Survey of apartment complexes/landlord associations
- Uber/Lyft drivers
- Pharmacy
- Pizza delivery
- Word-of-mouth
- Canvassing neighborhoods

Homelessness Prevention Outreach Practices

- **Weatherproof lawn signs**
 - Simple, plastic signs designed in house
 - Outreach and case management staff carries a stack and places them in different counties



Homelessness Prevention Outreach Practices

- **Billboards**
 - Rural areas
 - Digital information transfer

**Have you ever served in the
military?**

**Are you experiencing a housing
crisis?**

Call 681-238-5962



Supportive Services for Veteran Families



Homelessness Prevention Outreach Practices

- **Car magnets**
 - 1-2 sets per office
 - Removable



Homelessness Prevention Outreach Practices

- **Outreach Office Cards**
 - Business Card size
 - Important information about program/office



**Volunteers
of America®**
MID-STATES www.voamid.org

Have you ever served in the military?
Are you experiencing a housing crisis?
Call (865) 524-3926
ext. 260, 261, 262

Volunteers of America provides case management to connect qualified Veterans in housing crisis with needed services to bring stability to them and their families.

Homelessness Prevention Outreach Practices

- **Legal Aid**
 - Contact all offices in our service area
 - Remind them of our services, give information about homelessness prevention services
- **Landlords**
 - Contact all landlords that we have used, past and present
- **Survey of apartment complexes/landlord associations**

Homelessness Prevention Outreach Practices

- **Uber/Lyft drivers**
 - Outreach cards left in car, put in food bags
- **Pharmacy**
 - Cards attached to bags
- **Pizza delivery**
 - Flyers attached to pizza boxes

Homelessness Prevention Outreach Practices

- **Word-of-mouth**
 - Hanging out at gas stations, pawn shops, laundromats
 - Talk to people
 - Pull tab flyers
- **Canvassing neighborhoods**
 - Outreach to underserved and lower income neighborhoods who usually don't seek assistance but are on cusp
 - Presence/let people know that we're here



**VOA is STILL open
for business!
We can help!**

Have you ever served in the military?
Are you facing a housing crisis?

Supportive Services for Veteran Families

Volunteers of America Mid-States provides case management to connect veterans with needed services and temporary financial assistance to bring stability to their families.



Services or Referrals provided for:

- Housing Stability Planning
- Employment and training services
- Transportation services
- Individualized budget planning
- Income support services
- Legal services
- Other supportive services, including third-party payments to landlords, utility companies, moving companies, and eligible child care providers

All services are **FREE** to Veterans

Knoxville

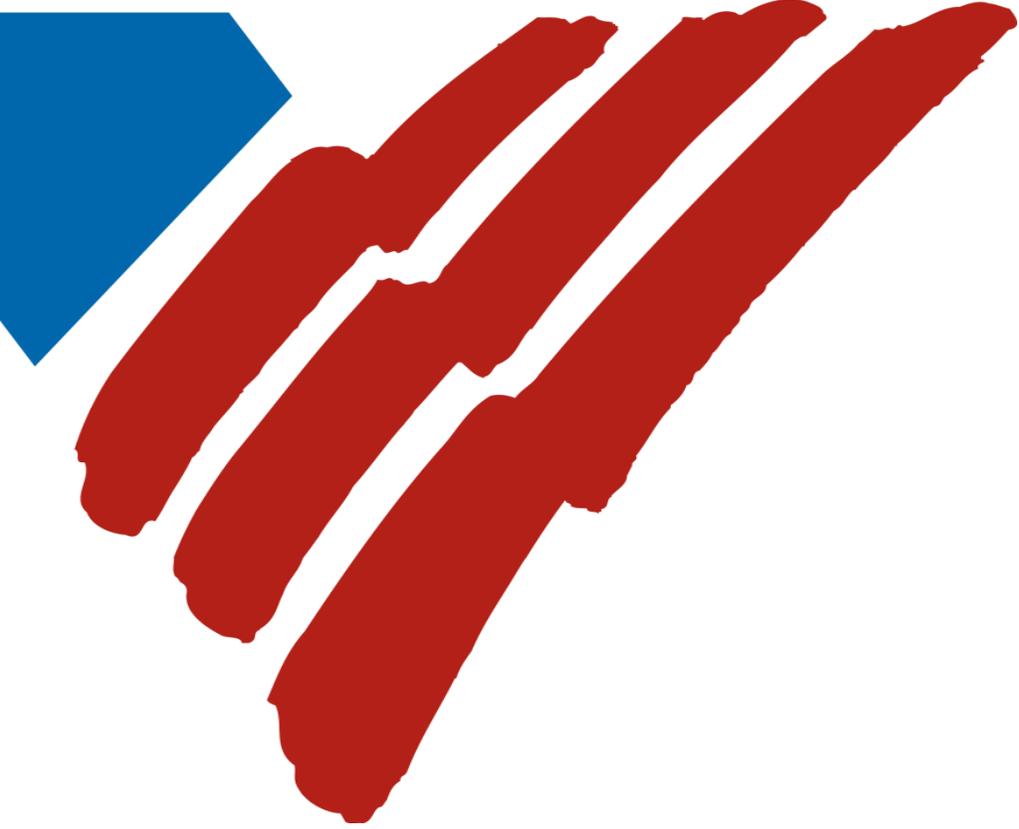
Serving Anderson, Blount, Campbell, Claiborne, Cocke, Grainger, Hamblen, Jefferson, Knox, Loudon, McMinn, Monroe, Morgan, Roane, Scott, Sevier and Union Counties in Tennessee

**511 North Broadway,
Knoxville, TN 37917**

**(865) 524-3926
ext. 260, 261, 262**

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Questions?

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the Advocate Program

Homeless Prevention(HP) Outreach Strategies

Althea Birch, MPH

Director of Housing & Veteran Services

Miami, FL

Homeless Prevention(HP) Outreach Strategies

Topics covered in today's presentation:

- ▶ HP outreach strategies taking place before COVID-19
- ▶ Challenges to continue using those strategies
- ▶ HP outreach strategies during COVID-19

HP Outreach Strategies Pre COVID-19

- ▶ SSVF Outreach Team
- ▶ Community Partners(Continuum of Care, Miami VA, Mission United)
- ▶ Local 211 Helpline
 - Manages our 24/7 Helpline for SSVF Program Services

How to provide outreach to veterans impacted by COVID-19 who have not accessed homeless services before?

Challenges

- ▶ Outreach team was not able to be as visible in community
- ▶ Community agencies, schools, etc. weren't accessible
- ▶ Outreach events were not taking place. For example: job fairs, fundraiser events, community meetings

We had to find new strategies!

Main Homeless Prevention Outreach Strategies



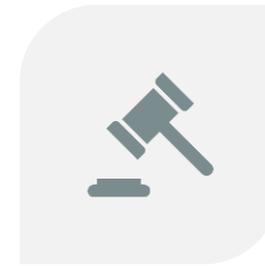
211 HELPLINE



MIAMI TRANSIT BUS
SYSTEM



EMERGENCY SOLUTIONS
GRANT(ESG)
PARTNERSHIP



LEGAL SERVICES

211 Helpline

- Increase communication with Helpline to know of SSVF program updates
- 211 saw an increase in veteran calls needing Homeless Prevention Services, so made more referrals were made
- My Florida Vet Program - a veteran support line for veterans that refers veterans who identify having a housing need to SSVF

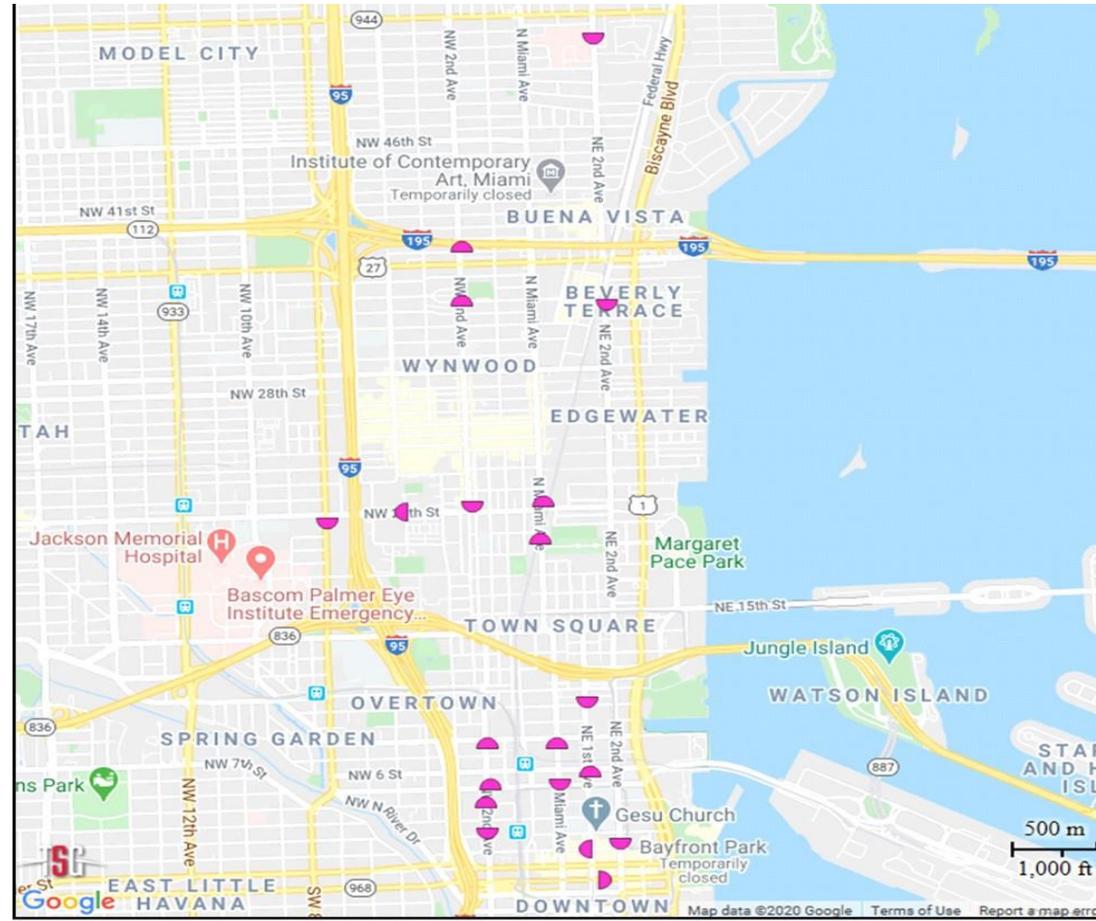
Miami Dade Transit Bus System

- ▶ Interior Bus Posters
- ▶ Bus Posters at Bus Shelters



Miami Dade Transit Bus System

- ▶ Posters in City of Miami-
Downtown Miami Area
- ▶ Posters on route to
Hospital Civic
Center(Miami VA Hospital,
Children's Hospital,
Specialty Hospitals)

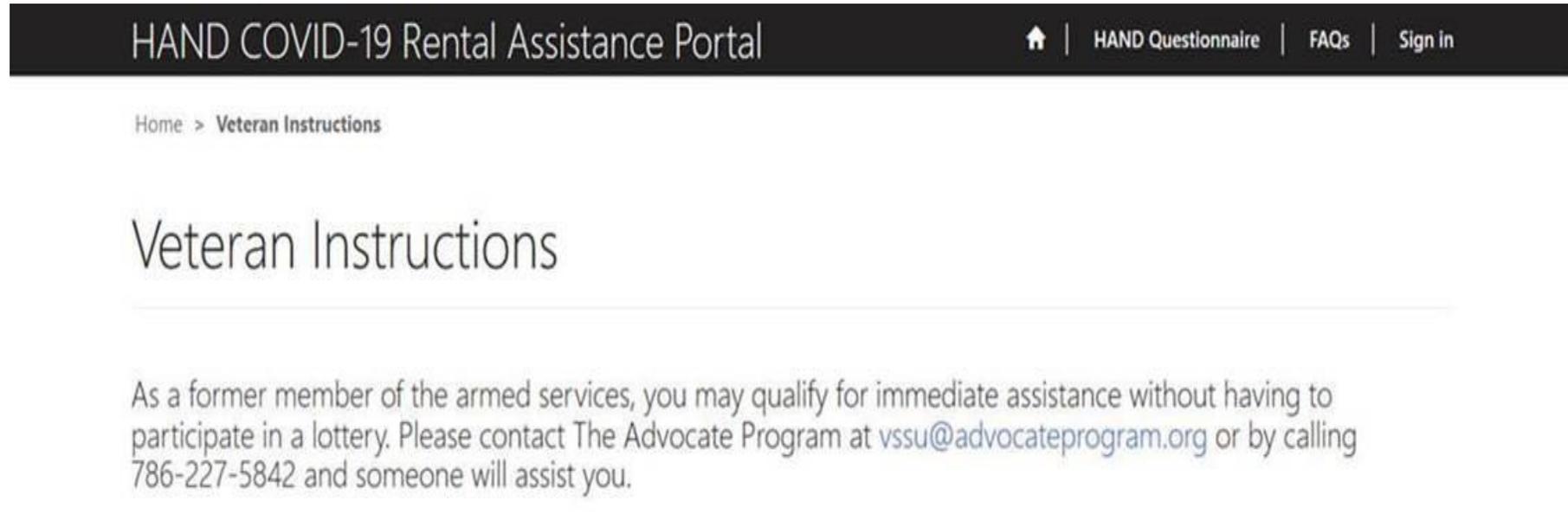


ESG Partnership- Citrus Health Network HAND Program

- ▶ In May, local ESG was awarded CARES ACT Funding for HP Services for those residents suffering loss of income due to COVID-19
- ▶ A web portal for screening applications to be completed
- ▶ Lottery would determine who would receive assistance
- ▶ Due to expected large amount, AP was invited to accept referrals for all applicants which identified as veterans
- ▶ Similar HP criteria to SSVF

ESG Partnership

- ▶ Application Portal was open from May 27-June 5th.



ESG Referral Outcomes

- ▶ During 10-day period 40 veterans inquired about services
- ▶ 50% of inquires completed SSVF Applications
- ▶ Anticipate that veterans will continue to contact SSVF services after lottery

Legal Services

- ▶ Legal Services of Greater Miami serves both counties
- ▶ Facilitated monthly Zoom Training for staff on tenant rights, unemployment benefits, economic stimulus check
- ▶ Number of veteran legal cases doubled during COVID-19
- ▶ Refer into SSVF informing landlords and veteran clients



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COMPLIANCE UPDATES

- Common FAQ's
- QA's