

Sample Community Rapid Resolution Pathway: Housing Crisis RESOLVED

<p>Find Veterans</p> 	<p>Veterans show up as newly homeless and already homeless at:</p> <ul style="list-style-type: none"> • Salvation Army Shelter, the only shelter in the area. CoC and SSVF data shows that this is the location where most Veterans can be found. Shelter intake staff refer Veterans to SSVF. • Church food pantry that is open on Wednesday afternoons • VA Medical Clinic • VA clinic staff and food pantry volunteers have been trained to identify Veterans who are homeless or about to be homeless and connect them to SSVF by phone. Both locations have a phone that Veterans can use if they don't have their own phone.
<p>Rapid Resolution Conversation</p> 	<ul style="list-style-type: none"> • SSVF staff co-located at Salvation Army M-F at 3:30 during shelter intake to be available to do Rapid Resolution conversations. Salvation Army has a set up a semi-private meeting space at the end of quiet hallway for the conversations. • SSVF staff focus first on new Veterans coming into shelter that day. • As time allows each day, SSVF staff connect with Veterans who are already homeless at the shelter to attempt a Rapid Resolution conversation again if appropriate. • SSVF staff is on call during business hours to accept calls from Veterans at the VA clinic or food pantry. • Once a month, SSVF staff goes onsite to the food pantry to connect with Veterans in person and to build relationships with the pantry volunteers.
<p>Housing Crisis Resolved</p>	<ul style="list-style-type: none"> • Family member or friend in the next town agrees to host Veteran temporarily. • Veteran is able to use own funds to pay for two nights at motel. • Family member an hour away agrees to house Veteran permanently. • SSVF staff sets up a time to connect with the Veteran in person or by phone within 24 hours of helping them resolve their housing crisis to check-in and plan next steps.
<p>Rapid Follow-Up</p> 	<ul style="list-style-type: none"> • The same SSVF staff person who has worked with the Veteran thus far on Rapid Resolution will continue to work with the Veteran on follow-up. • SSVF staff meet or talk on the phone with the Veteran to follow up on housing situation the next day. Whenever possible, SSVF staff try to make this an in-person meeting. SSVF staff might meet with a Veteran at the SSVF office or at the Salvation Army shelter depending on what will work best for the Veteran. • For temporary situations, SSVF staff is checking in often, daily if needed, to work with Veteran on next steps. SSVF staff work with the Veteran to try to negotiate for a longer stay if possible or to secure other housing including exploring if other family or friends might now be able to host the Veteran. • If the situation is permanent, SSVF staff schedules a next follow-up time (phone or in person) with the Veteran within the first week of the arrangement. The SSVF staff person will be in touch more often if it appears the housing situation is becoming unstable. Once a permanent situation appears stable, SSVF staff calls the Veteran once a month for two months to see how things are going. • SSVF staff may check in with the host and Veteran at any point to assist in mediating conflicts or other challenges that could impact the housing situation. • In all cases, SSVF staff is supporting the Veteran and the host in their shared housing, making referrals as needed to the VA and other community resources to support housing stability, income, health, etc.

Sample Community Rapid Resolution Pathway: Housing Crisis NOT Resolved

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<p>Housing Crisis NOT Resolved</p>	<ul style="list-style-type: none"> • SSVF staff help Veteran household secure a shelter bed at the Salvation Army • If no shelter beds are available, SSVF staff reach out to local coalition of faith communities that has a fund for emergency motel stays • SSVF staff sets an appointment time with the Veteran in the next two days to help connect them to permanent housing options and/or the community's Coordinated Entry process
<p>↓</p> <p>Rapid Follow-Up</p>	<ul style="list-style-type: none"> • SSVF staff meet with the Veteran on their second day in shelter/motel. • Depending on how the first Rapid Resolution conversation went, staff tries again with the Veteran to identify housing options with family or friends. • If the Veteran is in a motel and there are no funds left to continue the motel stay and there are no hosts available to provide safe housing for the Veteran, the SSVF staff will help the Veteran secure a shelter bed. • Consistent with the community's Coordinated Entry policies, if Rapid Resolution is again not possible, SSVF staff immediately tries to enroll the Veteran in SSVF RRH (note: this may not be true everywhere—each community will have its own Coordinated Entry/SSVF policies). • If the Veteran is not eligible for SSVF RRH or does not wish to enroll, the SSVF staff person connects the Veteran to other permanent housing options and the Coordinated Entry process as appropriate. The SSVF staff person will also make other referrals to help meet the Veteran's needs and build trust such as referrals for VA healthcare, income and employment supports, etc. • If the Veteran has been in shelter for two weeks and they are not enrolled in RRH and do not have other housing options, the SSVF staff person will attempt another Rapid Resolution conversation as appropriate and then may attempt again to enroll the Veteran in SSVF RRH depending on the results of earlier conversations.