Delivering Military-History-Informed care to Homeless Veterans and Navigating your local VA Health Care and Benefits System

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Presentation Overview

VHA Homeless Programs
- History
- Current

Review of Homeless Program Services

Program Principles
- Housing First
- Trauma Informed

Ending Veteran Homelessness

Opportunities and Linkages
Strategic Partnerships
Research and Evaluation
National Center on Homelessness among Veterans

Homeless Registry
  ◦ Identification, services, case management

Homeless Analytics
  ◦ National needs, gaps, forecasting, community and VA services

Screener
  ◦ Assessment, identification, engagement

SSVF
  ◦ Services and program evaluation

Special Populations
  ◦ OEF/OIF, elderly, women, PTSD, chronic homeless

Risk, Mortality, Homeless Severity
Model Development
National Center on Homelessness among Veterans

Housing First
- Diffusion of practice; fidelity and site visits

Homeless Patient Aligned Care Teams (HPACTs)
- Health integration

Safe Haven
- Chronic, non-served or multiple service users

Community Resource and Referral Centers (CRRCs)
- Portal, triage

Cognitive Behavior Therapy (CBT)
- Services enhancement

Telephone Continuing Care and Recovery Support (TCCRS)
- Alternative care and access
Overview – Homelessness and Veterans

Estimates from the HUD 2014 Annual Homeless Assessment Report (AHAR) indicate approximately 578,424 people experience homelessness on any given night.

The 2014 Point in Time Count, estimates there were 49,933 homeless Veterans on a single night in January 2014.

Indication that there has been a 33 percent reduction in Veterans homelessness since 2010.

Programs have provided services to over 260,000 homeless or at-risk Veterans through special homeless programs.
Veteran Homelessness

- Poverty
- Unemployment/Economics
- Substance Use
- Medical/Mental Health Issues
- Lack of Affordable Housing
- Prior History of Incarceration
- Domestic Violence
- Unsuccessful Transition from Military
- Family Decomposition
- Prior history of homelessness

Outreach /Education  Treatment  Prevention  Housing  Employment /Income /Benefits  Partnerships
VHA Homeless Program History

- 86-87: HCMI
- 92-93: DCHV
- 94-95: CWT
- 94-95: TR
- 94-95: SH
- 94-95: SH/VASH
- 2000: TEPS/WM/CTI
- 04-05: GPD/LS
- 06-07-08: GPD/SN
- 06-07-08: GPD/TAR
- 06-07-08: RCRV
- 2009: HUD-VASH
- 2009: GPD

5-Year Plan
Overview – VA Homeless Programs

Permanent - HUD VASH
Prevention and rapid re-housing - SSVF
Bridge, transitional, and outreach - HCHV / DCHV / GPD
Immediate intervention and referral - Call Center
Outreach and services, justice involved - HCRV - VJO
Community engagement and enhanced access - Stand Downs
Addressing Identified gaps and innovative services - New Models
  ◦ HPACTs
  ◦ Safe Haven
  ◦ CRRCs
  ◦ Other
### Overview – VA Homeless Programs

#### Select VA Homeless Program Metrics
Fiscal Year (FY) 2011 through FY 2014

<table>
<thead>
<tr>
<th>Metric</th>
<th>FY 2011</th>
<th>FY 2012</th>
<th>FY 2013</th>
<th>FY 2014</th>
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</thead>
<tbody>
<tr>
<td>Total number of Veterans served in specialized homeless or at-risk services.</td>
<td>157,182</td>
<td>208,115</td>
<td>259,734</td>
<td>264,827</td>
</tr>
<tr>
<td>Number of Veterans obtaining permanent housing during this fiscal year through VA Homeless Programs. (1)</td>
<td>18,597</td>
<td>34,877</td>
<td>42,716</td>
<td>53,475</td>
</tr>
<tr>
<td>Total number of beds available to homeless Veterans. (2)</td>
<td>55,885</td>
<td>68,738</td>
<td>79,800</td>
<td>80,178</td>
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<tr>
<td>Number of Veterans contacted through Health Care for Homeless Veterans outreach services.</td>
<td>98,213</td>
<td>119,568</td>
<td>146,557</td>
<td>158,553</td>
</tr>
</tbody>
</table>

1. Includes all exits to permanent housing from Compensated Work Therapy – Transitional Residence (CWT-TR), Domiciliary Care for Homeless Veterans (DCHV), Homeless Providers Grant and Per Diem Program (GPD), Supportive Services for Veteran Families (SSVF), Health Care for Homeless Veterans (HCHV) Contract Residential, and number of move-ins to Housing and Urban Development - Veterans Affairs Supportive Housing (HUD-VASH).

2. Includes number of operational GPD, HCHV Contract beds, DCHV beds and HUD-VASH vouchers allocated at the end of each FY.
Continuum of Services and Special Populations

Typical community and VA services:
- Outreach
- Residential
- Rapid rehousing
- Prevention
- Services enhanced and infused
- Permanent housing
- Multi level case management

Special Populations:
- Women
- Elderly
- Rural
- Elderly
Principles

• Housing First
• Trauma Informed
Housing First

Philosophy vs Model

Housing First is an approach that centers on providing homeless people with housing quickly and then providing services as needed.

What differentiates a Housing First approach from other strategies:

◦ an *immediate* and *primary* focus on helping individuals and families quickly access and sustain permanent housing.

This approach is consistent with what most people experiencing homelessness want and seek help to achieve.
Housing First

Housing First programs typically aim to:

◦ Reduce the length of time that veterans spend homeless or prevent homelessness for households at imminent risk;
◦ Increase the number of households who obtain permanent housing or the rate at which households obtain permanent housing;
◦ Increase the number of veterans who obtain needed supports to maintain their housing.
Housing First - Model

Model
- Services per veterans needs
- Team approach – team meetings
- Multi – disciplinary
- Home visits
- Outreach
- Persistence
- Housing is not contingent of services
- Tenant responsibilities remain
Trauma Informed Care

Approach:

- Realizing the prevalence
- Recognizing how trauma affects all individuals involved with the program, organization, or system
- Responding by putting this knowledge into practice
Trauma Informed Care

Homeless:
- 71% reported in homeless sample
- 20% seen in VA diagnosis of PTSD
- Responding by putting this knowledge into practice
  - Trust
  - Environment
  - Trauma informed fact sheet
Trauma Informed Care

Building awareness
- Providers
- Family
- Community groups
- Landlords
- Employers
Ending Veteran Homelessness

- USICH Criteria
  - Community has identified all Veterans experiencing homelessness;
  - Community no longer has any Veterans experiencing unsheltered homelessness;
  - Community has resources and a plan and timeline for providing permanent housing;
  - Community has resources, plan, and system in place for continued efforts;
  - Community has adequate level of resources and appropriate plans to ensure housing stability.
Opportunities for Working with Veterans and Sustaining Services

Linking Services
- Networks (VISNs)
- VAMCs / CBOCs
- Vet Centers
- National Call Center
- Veteran Service Organizations
- County / State Service Officers

Leveraging Resources
- SSVF
- HUD VASH
- GPD
- HCHV

Developing New Models
- HPACTs
- Tele-Health
Opportunities for Working with Veterans – Linking Services

Linking Services
- Each VISN or Network - NHC (Network Homeless Coordinator):
  - http://www.va.gov/homeless/
- VA Medical Centers and VA Outpatient Clinics - Homeless Program Coordinators:
  - http://www.va.gov/directory/guide/division.asp?dnum=1&isFlash=0
- Many Vet Centers work closely with Homeless Veteran Programs and the community:
  - http://www.va.gov/directory/guide/vetcenter.asp?isFlash=0
- Direct assistance and referral available at VA National Homeless Veteran Call Center:
  - 1-877-4AID VET (1-877-424-3838)
- Veterans Service Organizations:
  - http://www.va.gov/vso/
- County or State Veteran Service Officers:
  - Contact local or state government
Opportunities for Working with Veterans – Leveraging Resources

Leveraging Resources
- Supportive Services for Veterans Families (SSVF)
  - Grants for non-profit and community collaboratives for homeless prevention and rapid rehousing.
- Department of Housing and Urban Development – VA Supportive Housing (HUD-VASH)
  - Section 8 and VA staff - provides permanent housing and case management.
  - Contact local Public Housing Authority and VA Medical Center Homeless Program Coordinator.
- Homeless Providers Grant and Per Diem Program (GPD)
  - Capital and operational funds for non-profits to provide transitional housing.
  - [http://www.va.gov/homeless/gpd.asp](http://www.va.gov/homeless/gpd.asp)
- Healthcare for Homeless Veterans
  - Outreach, case management, and contracts with community-based organizations to provide residential care.
  - Contact NHC or local VA Homeless Program Coordinator.