

U.S. Department of Veterans Affairs' (VA) Fiscal Year (FY) 2024 Veteran Homelessness National Goals Office Hours

VHA Homeless Programs Office
May 2, 2024

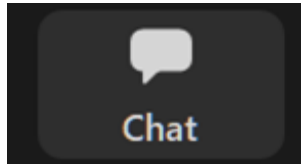
Housekeeping

- This call will be recorded.
- The webinar will last approximately 60 minutes.
- All attendees will be muted.
- Questions can be submitted using the chat function.
- If you have questions following the call, please email VHA11HPO38kGoalSupport@va.gov.

Zoom Controls

Typically, on the bottom of the screen

All participants are muted upon entry



Please use the chat to add questions or comments during the call.

Agenda

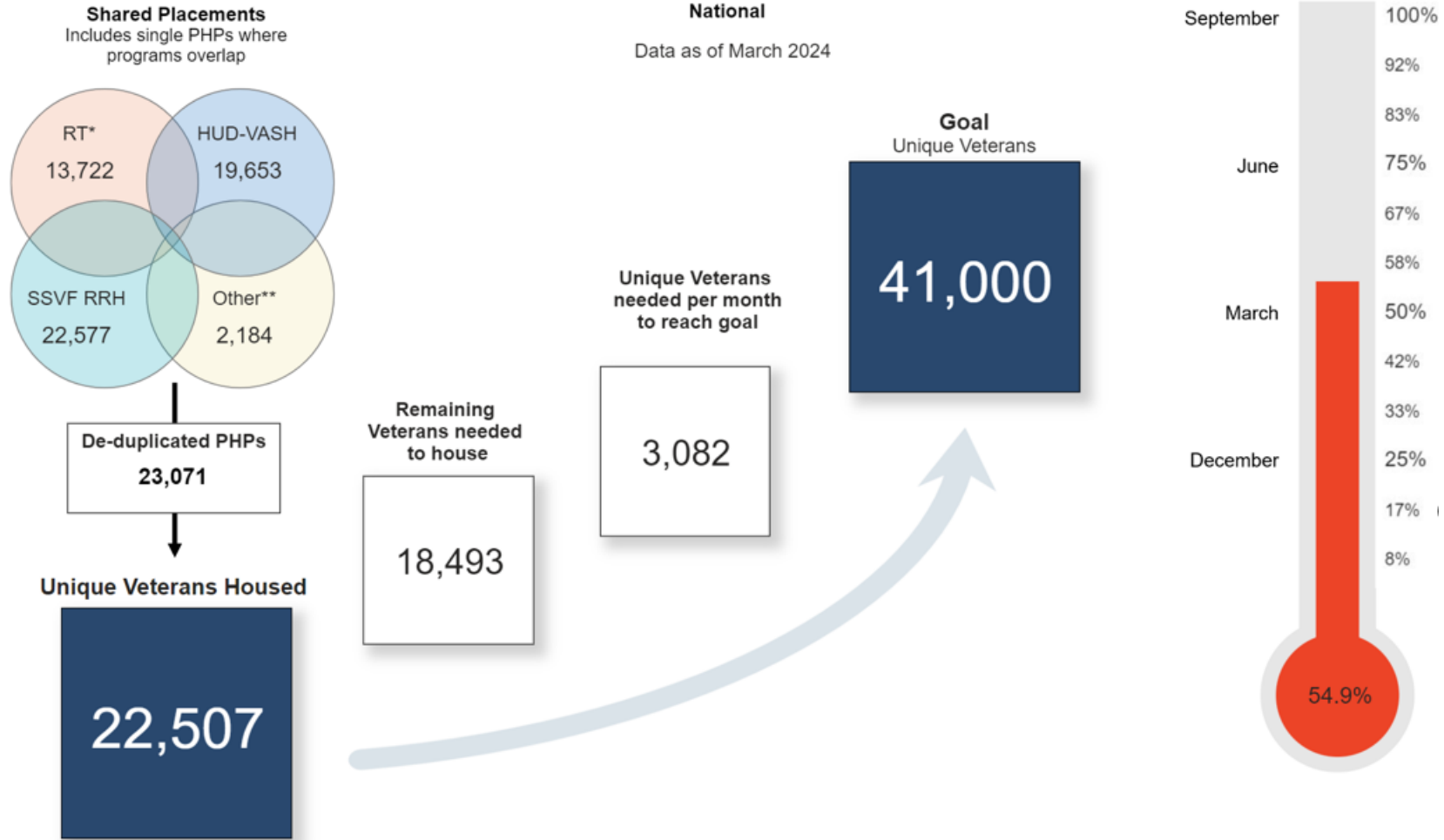
- Progress Updates
- 2023 Lessons Learned through the One Team Approach
- Q&A



Progress Update



Goal 1: Permanent Housing



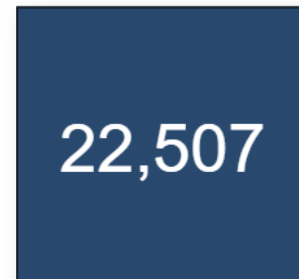
* RT Programs: GPD and HCHV CRS/LDSH
 ** Other: MH RRTP, GPD CM, HCHV CM, Homeless VJP, and SSVF HP
 *** Nationally, Unique Veterans Housed represents all unique Veterans across facilities

Goal 2: Prevention of Returns to Homelessness

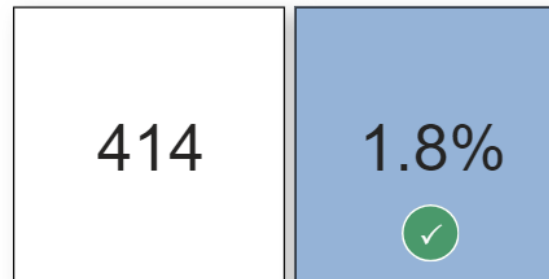
National

Veterans placed in housing as of March 2024

Veterans Housed
in FY 2024



Returns to Homelessness

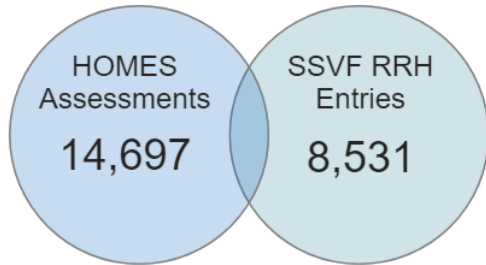


Goal: $\leq 5\%$

Goal 3: Engagement with Unsheltered Veterans

National
Data as of March 2024

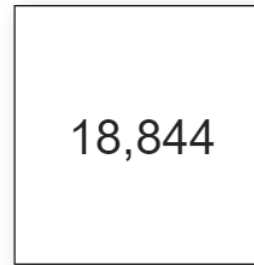
Unsheltered Veteran Engagement
Unsheltered Veterans de-duplicated by type of engagement (includes Veterans unsheltered at both assessment and SSVF RRH program entry)



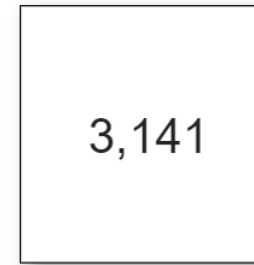
Unique Unsheltered Veteran Engagement



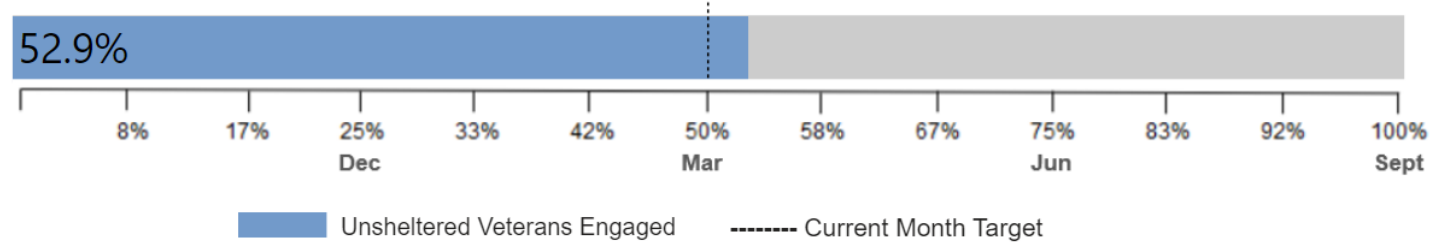
Remaining Unsheltered Veterans Needed



Unsheltered Veterans needed per month to reach goal



Goal Unique Veterans



2023 Lessons Learned Through the One Team Approach

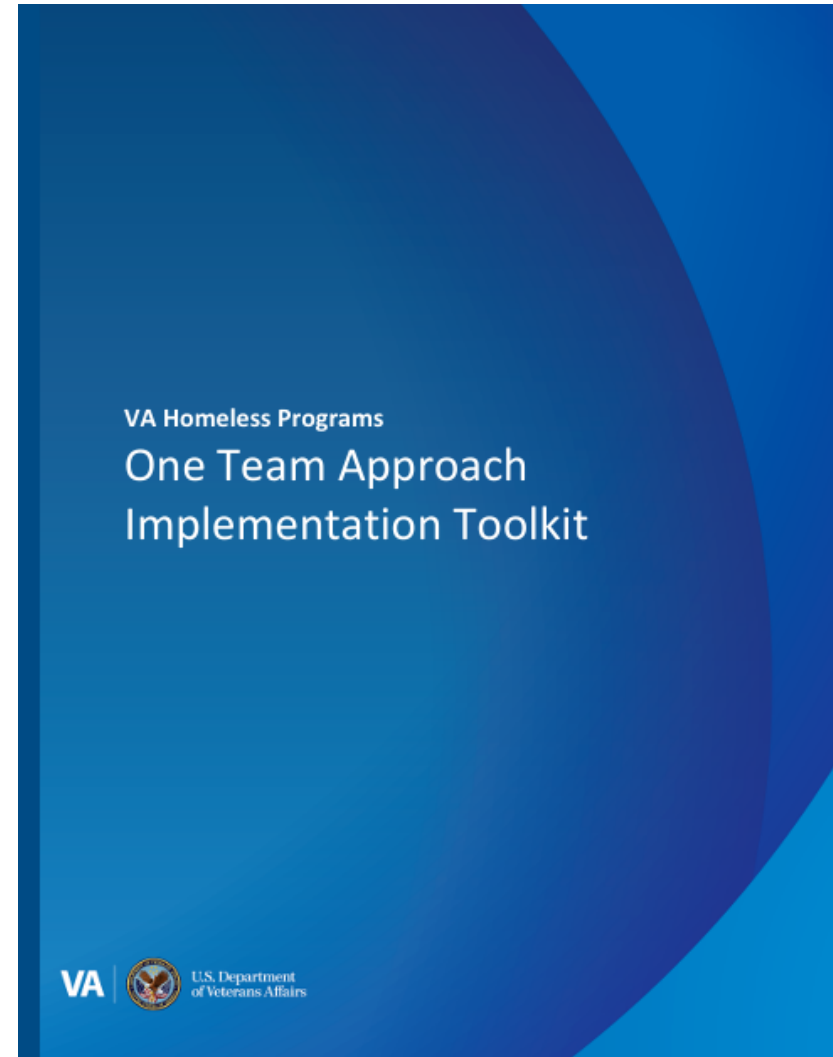


One Team: Program, Facility, and Community Collaboration

- VA's One Team Approach refers to coordinated, united actions and interconnectivity among programs toward the joint mission to end Veteran homelessness.
- This approach uses Housing First principles and provides Veterans, regardless of the Veteran's point of entry, with a coordinated process that develops a holistic, tailored housing and service plan centered on their choice.

New One Team Approach Implementation Toolkit

- The Homeless Programs Office's One Team Approach Implementation Toolkit provides a way to coordinate and unify actions and interconnection between all VA and community-based homeless programs toward the joint mission to end Veteran Homelessness.
- [Download the One Team Approach Implementation Toolkit](#)



Exits to Friends or Family

- A higher rate of returns to homelessness has been associated with a program exit to friends or family permanent tenure compared to other permanent housing destination types.
- While we can't predict what might occur in the future, we can assess if a housing destination is aligned more with a long-term permanent situation or a shorter-term temporary situation until the Veteran can secure other housing.
- If the Veteran will likely need to find an additional housing situation in the near future, the housing destination should indicate temporary tenure. In addition, there should be a long-term housing plan and related supportive services to assist the Veteran in obtaining long-term permanent housing.

Permanent vs. Temporary Tenure

- **Permanent Tenure:** A Veteran is living with or moving in with a friend or family member, it is expected that the Veteran will reside indefinitely in the friend or family member's room, apartment, or house. Examples include:
 - Veteran states they have a key to the unit and will remain on a lease or utility bill.
 - Veteran recently reunited with family and will be living with them long-term.
 - Veteran plans to move into a shared unit with a sibling, partner, or friend.
 - Two Veterans connected in the program and obtained housing together, with clear plans to remain in the unit long-term.
- **Temporary Tenure:** A Veteran will reside in a room, apartment, or house (of a friend/family) for a short-term period of time. For example, at the time of program exit a Veteran moves in with a friend to their couch, basement, or spare room as an alternative to no other housing situation. Other examples include the friend/family has agreed to house the Veteran until permanent housing is obtained, the Veteran is staying with a friend/family for a holiday, or the Veteran has a history of moving in and out of friend/family housing.

Discharge Status: Staying or Living With Family or Friends, Permanent Tenure

First Engagement:

- Is this an appropriate program entry?
- Have diversion or rapid resolution opportunities been explored?

Discharge Planning:

- How often does case conferencing occur?
- Are permanent housing plans discussed in detail in these meetings?
- Is there a discharge planning session with the family or friend whom the Veteran will be living with?
- Are we assessing what the post-discharge needs may be of that household?
- Are discharges to family and friends, permanent tenure verified?

Post Discharge:

- Does follow-up take place post-discharge?
- What are the post-discharge resources in the community?
 - E.g., Alumni groups, quarterly engagement events, warm hand-off to their permanent housing case manager who reaches out to the Veteran.

[Download an Exit Planning Tool in the One Team Approach Implementation Toolkit](#)

Case Conferencing

Case Conferencing is an inclusive and equitable community process that allows a cross-section of service providers to work in an open forum and drive housing and service decisions for individual homeless households and broader community needs.

2023 One Team Case Conferencing on Returns Recap

- How did the Veterans Integrated Service Network-level case conferencing help with the CY 23 Return to Homelessness goal?
 - Common goal to re-engage Veterans who returned to homelessness.
 - Collaboration with SSVF and other community providers.
 - Considering all options and the best fit.
 - Collaboration across sites.
- How can case conferencing benefit us in other areas, such as coordinated entry, vulnerable populations, or other areas of focus?

Example Approaches for Case Conferencing Priority

- Veterans with the longest length of time homeless or chronicity.
- Veterans co-enrolled in multiple VA homeless programs.
- Veterans who are identified as having high vulnerability.
- Veterans with dependent children.
- Veterans facing local or systemic housing barriers.
- Provider-selected Veterans who represent complex needs.
- Populations over-represented in the Veteran Homeless Response System.
- A combination of approaches rotating them using a predictable schedule.
 - E.g., first and third Monday: Veterans who have experienced chronic homelessness reviewed, second and fourth Monday: Veterans who scored for rapid rehousing reviewed.

Case Conferencing Resources

- Case conferencing resources available in the [One Team Approach Implementation Toolkit](#):
 - Overview and purpose
 - Facilitation guidance
 - Sample agenda
 - Meeting structure planning document

The screenshot shows a document from the U.S. Department of Veterans Affairs. The title is "Meeting Structures: Planning Document to Design Your Own Local Meeting Structure". Below the title is the subtitle "Case Conferencing Planning Document". A paragraph of introductory text states: "Below are considerations for communities to build their own housing-focused case conferencing structure." The main content is a bulleted list of discussion points for a meeting, including Purpose Discussion, Values Discussion, Attendees Discussion, prioritization criteria, action steps, sample agenda items, and support for facilitators.

VA U.S. Department of Veterans Affairs

Meeting Structures: Planning Document to Design Your Own Local Meeting Structure

Case Conferencing Planning Document

Below are considerations for communities to build their own housing-focused case conferencing structure.

- Purpose Discussion
 - What should the purpose of case conferencing be?
 - What should attendees walk out of the meeting with?
- Values Discussion
 - What values should we propose for adoption?
- Attendees Discussion
 - If xxx is the purpose, who are the ideal attendees?
- How should cases to discuss be prioritized?
 - Ex. Unsheltered
 - Ex. Stage in housing process (focus on those without a housing plan)
 - Ex. Longest length of time homeless
 - Ex. Those with a housing plan, but without a housing resource match
 - Ex. Alternate weekly among different groups
- How will action steps be documented?
 - By whom?
 - Will they be followed up on?
- Sample Agenda
 - Welcome and introductions
 - System updates and facilitator follow-up
 - Veteran-level discussion
 - Action steps from last time; any new action steps
- Support for Facilitators
 - Assistance identifying cases before each meeting using the new BNL; who will do this?
 - Foster open dialogue with the group to provide feedback on meetings
 - Leadership buy-in to ensure attendance and participation
 - Listen for and celebrate successes during case conferencing

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HUD-VASH and SSVF Collaboration

Communication:

- Work together to ensure Veterans are referred to and housed with the most appropriate resources.
- Work together to reduce barriers and increase flexibility to expedite access to permanent housing.

Data:

- Using data to inform care and ensure accuracy.

Co-Enrollment:

- Focus on the strengths of each teammate to provide seamless services to each individual Veterans.

On-going Improvement & Sustainment

- Leadership that includes relevant stakeholders (e.g., VA, community, Continuum of Care)
- Coordinated outreach and access to services
- Use of by-name lists and other service data
- Coordinated entry and housing focus
- Co-enrollments
- Case conferencing
- Landlord and housing unit coordination
- Coordinated exits & preventing returns

Q&A



Wrapping Up

- The recording of this call will be posted to the [VHA Homeless Programs Hub](#) in the coming days and [VA.gov/Homeless](#).
- Join our Office Hours calls on the first Thursdays of the month at 3:00 p.m. Eastern / 2:00 p.m. Central / 11:00 p.m. Mountain / 12:00 p.m. Pacific / 9:00 a.m. Hawaii.
 - **The next Office Hours Call is Thursday, June 6, 2024**
 - For questions, please email VHA11HPO38kGoalSupport@va.gov.

“Never doubt that a small group of thoughtful, committed citizens can change the world; indeed, it's the only thing that ever has.” – Margaret Mead