



VA Homeless Programs Overview

GPD Case Managers – CTI

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Roger Casey, PhD

Director, Education and Dissemination

National Center on Homelessness among Veterans

Shawn Liu, LCSW

Director of Communications

VHA Homeless Programs Office

Erin Johnson

Deputy Director

Homeless Providers Grant and Per Diem Program



Presentation Objectives

- VA Homeless Programs
 - Enhance Knowledge on Mission to End Homelessness-**The Goal**
 - Review of VA's Homeless Programs- **The Scope and Current State**
 - Increase Awareness of Intent / Coordination of Services-**The Approach**
 - Enhance Knowledge of Conditions of Homelessness- **The Layers**
 - Learn about Individual Program Services-**The Intent**
- Review of Program Services
- Opportunities, Linkages, and Leveraging Resources
- Education Opportunities
- The Center's Mission



VA NATIONAL CENTER ON HOMELESSNESS AMONG VETERANS

Research-driven solutions to prevent and end homelessness

Overview – VA Homeless Programs Mission and Vision – **The Goal**

Mission

Our mission is to assist Veterans and their households to obtain permanent and sustainable housing with access to high-quality health care and supportive services, and to ensure that Veteran homelessness is prevented or otherwise rare, brief and nonrecurring.

Vision

Our vision is to end homelessness for all Veterans and their households through access to permanent housing, a Veteran-centered approach, inclusive partnerships, and the integration of innovative services, leading to personal empowerment and increased independence.



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Overview – VA Homeless Programs Mission and Vision – **The Goal**

No Veteran should be without a place to call home...

VA is committed to ending homelessness among Veterans.

- Conducting coordinated outreach to proactively seek out Veterans in need of assistance.
- Connecting homeless and at-risk Veterans with housing solutions, health care, community employment services and other required supports.
- Collaborating with federal, state and local agencies; employers; housing providers, faith-based and community nonprofits; and others to expand employment and affordable housing options for Veterans exiting homelessness.



Overview – Homelessness and Veterans **The Scope and Current State**

- Veteran homelessness declined by more than 55% in 2010.
- Since 2010, nearly 986,000 Veterans have been served.
- Since 2015, 83 communities and 3 states (Virginia, Connecticut, and Delaware) have achieved an effective end to Veteran homelessness. Ending homelessness.
- PIT Count, January 2022
 - 11% decrease in homeless Veterans



Overview –
Homelessness and Veterans
VA's 38,000 Permanent Housing Placement Goal
The Scope and Current State

- VA set a goal of achieving **38,000 permanent housing placements for homeless Veterans** during calendar year (CY) 2022.
- This goal represents approximately the number of Veterans identified in the 2020 Point-in-Time count.



Overview – Homelessness and Veterans VA's 38,000 Permanent Housing Placement Goal **The Scope and Current State**

- Individual targets have been set for each VA Medical Center (VAMC) to collectively achieve the national goal.
- Housing placements represent the de-duplicated number of permanent placements made by VA programs.
- From January through September 2022, VA achieved **30,914 permanent housing placements** for homeless Veterans.
- This represents over **81% of the goal**—putting us on track to meet, or even exceed, our goal by the end of the year.



Overview – VA Homeless Programs **The Approach**

- *Ending Homelessness among Veterans - Strategies*
 - Housing First Practices
 - By name identification – community engagement, coordinated assessment
 - Share and use of data
 - Community and stakeholder engagement
 - Coordination of services
 - Outreach throughout systems (law enforcement, hospitals, libraries, job centers, etc.)
 - Connections with housing, medical and mental health services, job opportunities, and vocational enhancement.



Continuum of Services and Special Populations **The Approach**

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



Veteran Homelessness





Overview – Causes or Effects

- *Case Histories*
 - Gary – streets, unsuccessful, independent living with flexibility.
 - Willie – unclear background, excelled, house keeping, mail-room.
 - George – alcohol use, vulnerable, physical injury, incarceration.
 - George II – elderly, TBI, accosted, further injury.
 - Dale – HIV, guarded, sister, residential, VAMC

Connections with housing, medical and mental health services, job opportunities, and vocational enhancement.



Overview – VA Homeless Programs **Program Intent**

- Permanent - HUD VASH
- Prevention and rapid re-housing - SSVF
- Bridge, transitional, and outreach - HCHV / GPD
- Immediate intervention and referral - Call Center
- Outreach and services, justice involved - HCRV – VJO
- Homeless Veteran Community Employment Services (HVCEs)
- Community engagement and enhanced access - Stand Downs
- Addressing Identified gaps and innovative services - models
 - HPACT
 - Safe Haven
 - CRRC
 - Other



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In FY 2022 – VA Homeless Programs

- 280,023 Veterans were engaged by VHA Homeless Programs (Includes SSVF)
- 310,566 Veterans were engaged by Homeless Services (Includes SSVF and HVCES)



Overview – VA Homeless Programs

- **Housing and Urban Development-Veterans Affairs Supportive Housing (HUD-VASH)**
 - HUD-VASH is a collaborative program between HUD and VA.
 - Eligible homeless Veterans receive VA provided case management and supportive services to support stability and recovery from physical and mental health, substance abuse, and functional concerns contributing to or resulting from homelessness.
 - Through the end of FY 2022, 80,501 HUD-VASH Vouchers were used by Veterans and their families.
 - There are a total of 107,556 Vouchers.
- **Supportive Services for Veteran Families (SSVF)**
 - SSVF provides supportive services to very low-income Veterans families in or transitioning to permanent housing.
 - Funds are granted to private non-profit organizations and other community partnerships to provide supportive services and to promote housing stability.
 - In FY 2022, SSVF served over 89,800 Veterans.
 - 82% of participants, at risk for homelessness (Veterans and their households) served in SSVF, were prevented from becoming homeless 2022.



Overview – VA Homeless Programs

- **Health Care for Homeless Veterans (HCHV)**
 - HCHV programs reduce homelessness among Veterans by conducting outreach to those who are the most vulnerable and are not currently receiving services.
 - *The Contract Residential Treatment Program* ensures that Veterans with *serious mental health* diagnosis can be placed in community-based residential treatment programs which provide quality housing and services.
 - Outreach services were provided to more than 120,000 Veterans.
 - 4,060 Veterans were placed in permanent housing from the program in 2022.



Overview – VA Homeless Programs

- **VA's Homeless Providers Grant and Per Diem (GPD) Program**
 - The GPD program allows VA to award grants to community-based agencies to create transitional housing programs and offer per diem payments.
 - The GPD program offers communities a way to help homeless Veterans with housing and services while assisting VA medical centers by augmenting or supplementing care.
 - Over 12,486 beds exist in the GPD Program nationally.
 - 8,981 Veterans were placed in permanent housing from the GPD Program 2022.
- **National Call Center for Homeless Veterans (NCCHV)**
 - NCHAV provides toll-free number to assist homeless or at-risk Veterans and families.
 - Direct access to trained counselors, 24-hour assistance.
 - Screening and assessment.
 - Immediate referral to local homeless program coordinators to assist with VA or community resources.
 - There were 176,905 Actionable calls to the NCCHV in 2022.



Overview – VA Homeless Programs

- **Health Care for Reentry Veterans Services (HCRV)**
 - HCRV program is designed to address the community reentry needs of incarcerated Veterans.
 - Reentry staff work directly in state and federal prisons.
 - Goal is to prevent homelessness, reduce impact of medical, psychiatric and substance abuse problems upon community adjustment.
 - In FY 2020, HCRV staff provided services to over 7,400 Veterans.
- **Veterans Justice Outreach (VJO)**
 - Ensure justice-involved Veterans have timely access to VA mental health, substance abuse, and homeless services, and other VA benefits.
 - Goal to avoid the unnecessary criminalization of mental illness and extended incarceration among Veterans.
 - In FY 2020, VJO staff provided services to over 42,300 justice involved veterans.



Overview – VA Homeless Programs – New Models

- **Homeless Patient Aligned Care Team (HPACT)**
 - The H-PACT care teams provide homeless Veterans with medical care, case management, housing, and social services assistance to help them obtain and stay in permanent housing; reducing emergency department use and hospitalizations and improving chronic disease management.
 - Since the project launched in January 2012, through the end of FY 2020:
 - H-PACT had 81 sites actively enrolling Veterans, with
 - 17,100 Veterans actively enrolled (on a panel). 22,000 served annually.
- **Safe Havens**
 - Targets chronically homeless with mental illness and substance use problems.
 - Targets Veterans who have failed in traditional programs.
 - Does not require sobriety or compliance with MH TX as a condition of admission / continued stay. Environment of care is as non-intrusive as possible.
 - In FY 2020 -21 programs.



Overview – VA Homeless Programs – New Models

- **Community Resource and Referral Centers (CRRC)**
 - Strategically selected locations to test a “one-stop shopping” model program.
 - Secure store front community accessible space or partner with an existing community partners for space and services.
 - Showers and laundry on site or through referral; access to food and clothing services via non-profit community providers. Rapid referral to housing services (emergency and permanent). Medical and mental health services either on site or by referral.
 - In 2022, there were 62,842 visits to CRRCs. There are a total of 32 CRRCs.



Overview – VA Homeless Programs – New Models

- **Developing Models**
 - Transition in place, case management
 - Aging - programs, liaisons
 - Outreach
 - Trauma-informed
 - West Los Angeles
 - Landlord incentives
 - Substance use providers



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)
 - <http://www.va.gov/homeless/nationalcallcenter.asp>
 - 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.
 - <http://www.va.gov/homeless/ssvf.asp>
 - 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>
 - 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.



Opportunities for Working with Veterans and Sustaining Services – Continued (VAMC)

- **Primary Care – or HPACT**
 - Enroll, enroll, enroll – includes primary, women vets, geriatrics
- **Mental Health Services**
 - Includes direct care, substance use, PTSD, groups, referrals
- **Specialty Care**
 - Includes rehab, dental, audiology, pain management, nutrition, TBI
- **Telehealth / My HealtheVet**
 - Video visits, remote care



Opportunities for Working with Veterans and Sustaining Services - Continued

- Linking Services – *knowing is linking* – *has anyone coordinated with?*
 - GPD Liaison
 - Community Homeless Service Provider(s)
 - Vet Center Point of Contact
 - County or State Veterans Service Officer
 - Veteran Service Organization(s) Point of Contact
 - VA Veterans Justice Outreach Coordinator
 - VA Homeless Community Employment Services POC
 - VA Coordinated Entry Specialist
 - SSVF Point(s) of Contact
 - VA Medical Center - what services



Group Experience

- Case Studies
- Leveraging of:
 - Points of Contact
 - Provider Direct Engagement
 - Linking of Services



Vignettes

Jack is a 56-year-old Hispanic divorced, not-healthcare eligible Navy Veteran. He has been in two different GPD programs within the past years. Currently, he is receiving intermittent medical care for his hypertension and asthma. Jack has a history of suicidal ideation and mood disorder. He denies the need to connect with a mental health provider as he states he can keep things under control by smoking marijuana daily. Although he has been able to pay rent in the past, he is behind in rent payment for the last month. He is also having difficulty maintaining his apartment, difficulty with cleaning and completing his household chores.

Maria is a 44-year-old Caucasian Army Veteran. She is a single mother with two children, ages 4 and Maria is 40% service connected; however, she is struggling financially and has not paid rent for two months. She doesn't want to lose her apartment as she doesn't have a place to stay with her children. She has severe anxiety and worsening of her depression symptoms. She has missed two of her mental health appointments due to lack of childcare.



Veteran Benefits

- Service-connection
- NSC pension
- Aid and attendance (A&A)

<https://benefits.va.gov/benefits/>



Veteran Benefits

- **Service Connection**
 - Veterans can be service-connected from 0% to 100%.
 - Service-connected disability identifies that some type of disability, medical diagnosis, mental health diagnosis developed while the Veteran was on active-duty, or
 - Through the Veteran's service and exposure, a disability developed as a direct result post-service.
 - A Veteran can be service connected for multiple disabilities all rating different percentages.
- **Non-Service Connected (NSC) Pension**
 - Given to Veterans who have served during war-time.
 - Did not have a disability develop but post-military.
 - Did not accrue enough social security credits to qualify them for social security benefits.
- **Aid and attendance (A&A)**
 - Benefit given to Veterans needing assistive care from either a caregiver or within a home.
 - This benefits assists Veterans with affording the required assistive care.

Transitioning service members are all eligible for 5 years of healthcare through the VA.



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Additional Educational Opportunities - Archived

Archived Webinars:

[Coordinating methods with internal stakeholders for the benefit of the homeless Veteran](#)

[Collaborating with Community Agencies and Employers to Improve Employment Outcomes for Homeless Veterans](#)

[Working with older homeless and formerly homeless Veterans](#)

[Complex Issues and Housing Solutions for Veterans Who Need to Register as Sex Offenders](#)

[Working with older homeless and formerly homeless Veterans](#)

[HERS: Aging Homeless Veterans](#)

[Cognitive Decline Webinar](#)

[Hoarding and Homelessness](#)

[Motivational Interviewing and Engaging Veterans with Active Substance Use Disorders, Part 2](#)

[Whole Health and Homelessness](#)

[Cultural Competence, LGBT, and Homelessness](#)

[Legal and Policy Foundations of VA's Homeless Programs](#)

[Military Culture and Veteran Homelessness](#)

[Ethics in Serving Homeless Veterans](#)



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Additional Educational Opportunities - Archived

Archived Webinars:

[Partner Violence Assistance Program and Housing Insecurity](#)

[Responding to Workplace Exposure to Trauma](#)

[Processes and Strategies to Enhance Staff Safety in Providing Care in the Community Trauma-Informed](#)

[Approach: Implications for Practice When Serving Veterans Experiencing Homelessness](#)

[Self-Care in the Time of COVID-19: Ways You Can Cope with Coronavirus Stress, Anxiety and Isolation](#)

[Elicit-Provide-Elicit: A Motivational Interviewing Technique to Enhance Homeless Program Staff's Services to Veterans](#)

[Employee Whole Health and Self-Care](#)

[Analyzing Racial Disparities in the Homeless System: What You Should Know](#)

[Workplace Violence Reporting in Homeless Programs](#)

[Let's Talk about Racism: Effectively Navigating Difficult Dialogues About Racism \(Part 1\)](#)

[Let's Talk about Racism: Effectively Navigating Difficult Dialogues About Racism \(Part 2\)](#)



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Additional Educational Opportunities - 2022

Archived Webinars:

[Gambling among Veterans: Screening, Treatment, and its Association with Homelessness](#)

[Mindfulness and Compassion with Veterans: Paying Attention to What Really Matters](#)

[Virtual Outreach: Expanding Access for Homeless Veterans through VA-Issued Video Telehealth Tablets](#)

[Integrating Data Analytics, Peer Support, and Whole Health Coaching to Address the Needs of Homeless Veterans](#)

[Challenges Serving Veterans Experiencing Homelessness and Housing Instability in Rural Areas](#)

[Establishing a Care Environment for Homeless Housing Settings: Lessons Learned from the COVID-19 Pandemic](#)

[Best Practices for Addressing Substance Use Disorder](#)

[Connecting Research to Practice: Veterans with Experience of Homelessness that is Unsheltered](#)

[Peer Specialists in Homeless Programs – Screening for Suicide Risk in the Community](#)

[Homeless Evidence and Research Synthesis \(HERS\) Forum: Where are we with Housing First?](#)

[DEI Presentation Part 1 of 2: "Me in the Room: How Personal History and Our Understanding of Societal Systems Impact Our Work"](#)



Additional Education

- Podcasts:
 - [Podcast Series on Self-Care for VA Homeless Program Staff](#)
 - [Battling Two Frontiers: Substance Use Epidemic during a Pandemic](#)
 - [Conversations about Racial Equity \(speaker.com\)](#)
 - [News Update: Data Reveal that Veteran Homelessness Decreased by 11%](#)
 - [Jobs, Jobs, Jobs](#)
 - [Supporting Survivors of Military Sexual Trauma](#)
 - [Tiny Shelters and the Low-Barrier Revolution](#)
 - [All About Outreach - Meeting Veterans Where They \(Literally\) Are](#)
 - [VA's National Challenge to House 38,000 Homeless Veterans](#)
 - [Caring for the Health of Homeless Veterans During COVID-19](#)



Additional Education

National Center on Homelessness among Veterans –
Education Page

[Education and Dissemination - VA Homeless Programs](#)



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The National Center on Homelessness among Veterans

- Promote and conduct research - causes and contributing factors.
- Identify and disseminate best practices – housing, income support, employment, partnerships.
- Integrate evidence-based and best practices, policies, and programs.
- Serve as a resource center, exchange of information, research and education, for federal and non-federal entities.



Summary

- VA Homeless Programs
 - Mission to End Homelessness – the goal
 - Overview – Current – the scope
 - Intent and coordination of services – the approach
 - Conditions of homelessness – the layers
 - Individual program services – the intent
- Review of Program Services and VAMC Services
- Opportunities, Linkages, and Leveraging Resources
- The Center's Mission



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roger.casey@va.gov