



VA NATIONAL CENTER ON HOMELESSNESS AMONG VETERANS

Research-driven solutions to prevent and end homelessness

VA Homeless Programs Overview

GPD Case Managers – CTI

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National Center on Homelessness among Veterans



Presentation Objectives

- The Center's Mission
- VA Homeless Programs
 - Coordination of Services-**The Approach**
 - Conditions of Homelessness- **The Layers**
 - Program Services-**The Intent**
- Review of Programs
- Opportunities, Linkages, and Leveraging Resources
- Education Opportunities



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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.



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Overview – VA Homeless Programs **The Approach**

- *Ending Homelessness among Veterans - Strategies*
 - Housing First Practices
 - By name identification – community engagement, coordinated assessment
 - Low barrier – same day service
 - Share and use of data
 - Community and stakeholder engagement
 - Coordination of services
 - Outreach – unsheltered, 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

Poverty

Unemployment/Economics

Substance Use

Lack of Affordable Housing

Medical/Mental Health
Issues

Domestic Violence

Prior History
of
Incarceration

Unsuccessful Transition
from Military

Family
Decomposition

Prior history of
homelessness



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Overview – Causes or Effects

- *Case Histories (the layers)*
 - 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, further injury.
 - Dale – HIV, guarded, sister, residential, VAMC

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



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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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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.
 - In FY23 over 90,000 Veterans were served.
- **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 FY23, SSVF served over 78,000 Veterans.
 - It is estimated that over 80% of participants, at risk for homelessness (Veterans and their households) served in SSVF, are prevented from becoming homeless each year.



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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.
 - In FY23 over 11,000 Veterans were served in residential treatment programs; more than 9,000 were provided case management services; and approximately 23,000 were engaged through outreach.
 - 4,541 Veterans exited to permanent housing from the HCHV residential programs in FY23 (60%)



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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 12,000 beds exist in the GPD Program nationally.
 - In FY23 more than 24,000 were served in GPD residential programs.
 - 11,064 Veterans exited to permanent housing from the GPD Program in FY23 (almost 70%).
- **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 FY23, HCRV staff provided services to over 8,000 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 FY23, VJO staff provided services to over 41,000 justice involved veterans.



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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 (FY22).
- **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.
 - As of FY 2020 -21 programs, others developing.



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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.



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Overview – VA Homeless Programs – New Models

- **Developing Models**
 - Transition in place, case management, CTI model
 - Aging - programs, liaisons, network coordinators, use of vouchers
 - Outreach practices
 - Trauma-informed models
 - West Los Angeles – tiny homes
 - Substance use providers



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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



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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.



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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



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



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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:

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

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

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

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

[Cognitive Decline Webinar](#)

[Hoarding and Homelessness](#)

[HERS: Aging Homeless Veterans](#)

[Whole Health and Homelessness](#)

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

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

[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"](#)



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Additional Educational Opportunities - 2023

Archived Webinars:

[Building VA tiny structure communities for Veterans Experiencing Homelessness](#)

[Trauma-Informed Approach Practical Implications for Teams Serving Veterans Experiencing Homelessness](#)

[Dialectical Behavior Therapy for Justice-Involved Veterans Changes in Treatment Targets in a Small, Pre-Post Design Clinical Trial](#)

[Peer-led Digital Training to Increase Video Telehealth Use among Veterans Experiencing Homelessness Piloting an Intervention](#)

[Financial Health](#)

[Low Barrier Programs](#)

[Providing Whole Health Services](#)

[Lessons from Vermont's Homeless Response System](#)



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Additional Education

- Podcasts:
 - [Podcasts - NCHAV | Veterans Affairs \(va.gov\)](#)
 - [Podcast Series on Self-Care for VA Homeless Program Staff](#)
 - [Battling Two Frontiers: Substance Use Epidemic during a Pandemic](#)
 - [Conversations about Racial Equity \(spreaker.com\)](#)
 - [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](#)



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Additional Education

National Center on Homelessness among Veterans –

[NCHAV Home - NCHAV | Veterans Affairs \(va.gov\)](#)

Education Page:

[Education & Professional Development - NCHAV | Veterans Affairs \(va.gov\)](#)



Summary

- The Center's Mission
- VA Homeless Programs
 - Coordination of Services-**The Approach**
 - Conditions of Homelessness- **The Layers**
 - Program Services-**The Intent**
- Review of Programs
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VA Resources to End Veteran Homelessness

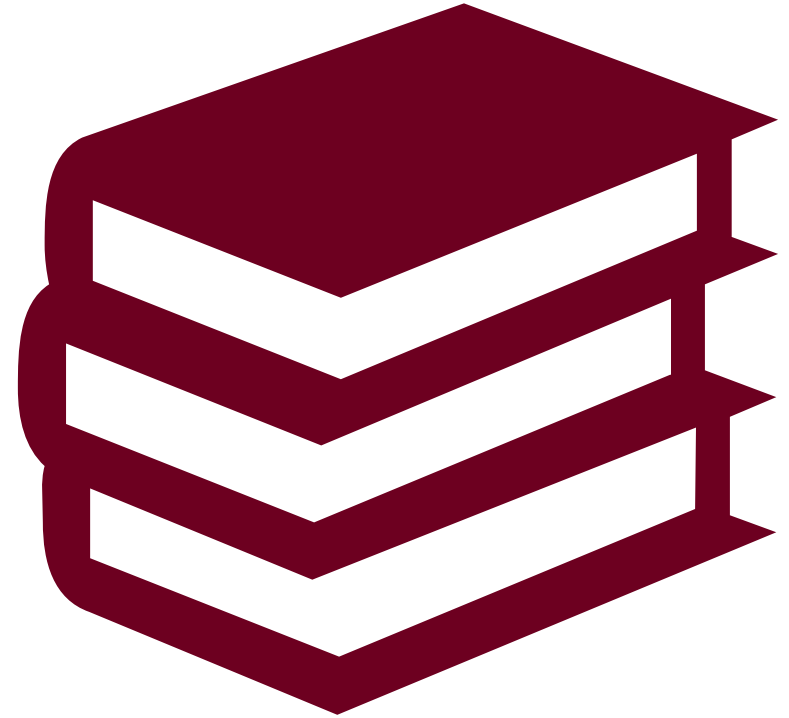
Shawn Liu, LCSW, VHA-CM
Director of Communications
Homeless Programs Office
Veterans Health Administration
U.S. Department of Veterans Affairs

Agenda

- Introductory Concepts
- Progress toward Ending Veteran Homelessness
- VA's 2023 Permanent Housing Goals
- VA's Homelessness Assistance Resources
- How You Can Help
- Staying Engaged and Connected
- Q&A



Introductory Concepts



Definitions: Who is a “Homeless Veteran”?

- **Homeless**¹ – a person who lacks a fixed, regular, and adequate nighttime residence. This includes people whose primary locations are:
 - **Sheltered:** Designated emergency shelters, transitional housing programs, or safe havens.
 - **Unsheltered:** Public or private places that are not ordinarily designated or used as shelter (e.g., streets, vehicles, or parks).
- **Veteran**² – An adult who served on active duty in the armed forces of the United States, including persons who served on active duty from the military reserves or the National Guard. For the purposes of these criteria, a Veteran is any person who served in the armed forces, regardless of how long they served or the type of discharge they received.

Risk Factors for Homelessness among Veterans

Individual-level Factors

- Substance Use Disorders
- Lack of Stable Income / Employment
- History of Incarceration
- Lack of Social Support
- Adverse Childhood Events

System-level Factors

- Lack of Affordable Housing
- Lack of Economic Opportunities
- Neighborhood Factors
- Cultural Factors

Four Homelessness Risk Factor Profiles

Relatively Few
Problems

Substance Use
Disorder and a
Mental Health
Condition

Substance Use
Disorder,
Incarceration
History, and Poverty

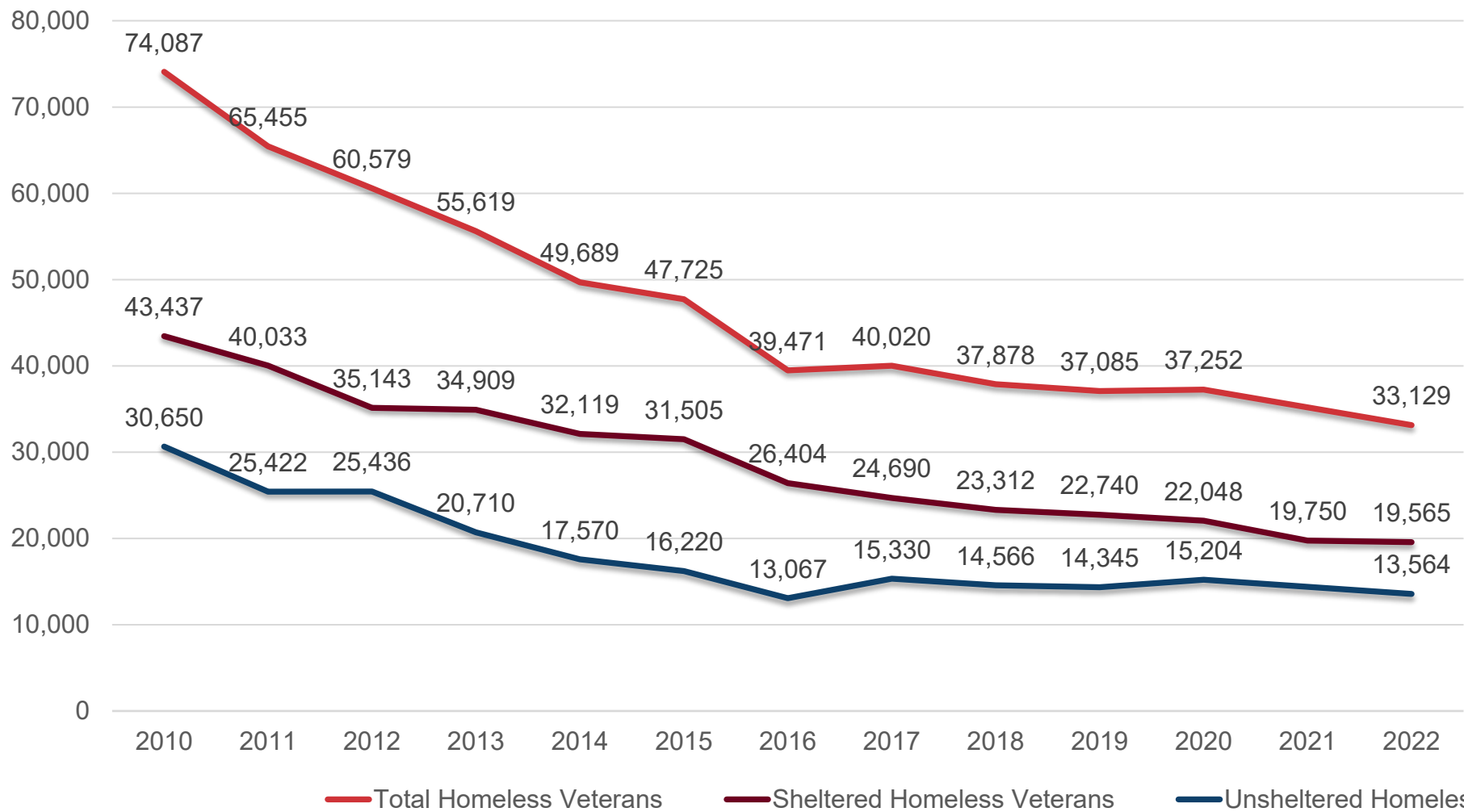
Disabling Medical
Condition

Progress toward Ending Veteran Homelessness



Reduction in Veteran Homelessness

Annual Homeless Assessment Report, Point-in-Time, 2010 – 2022



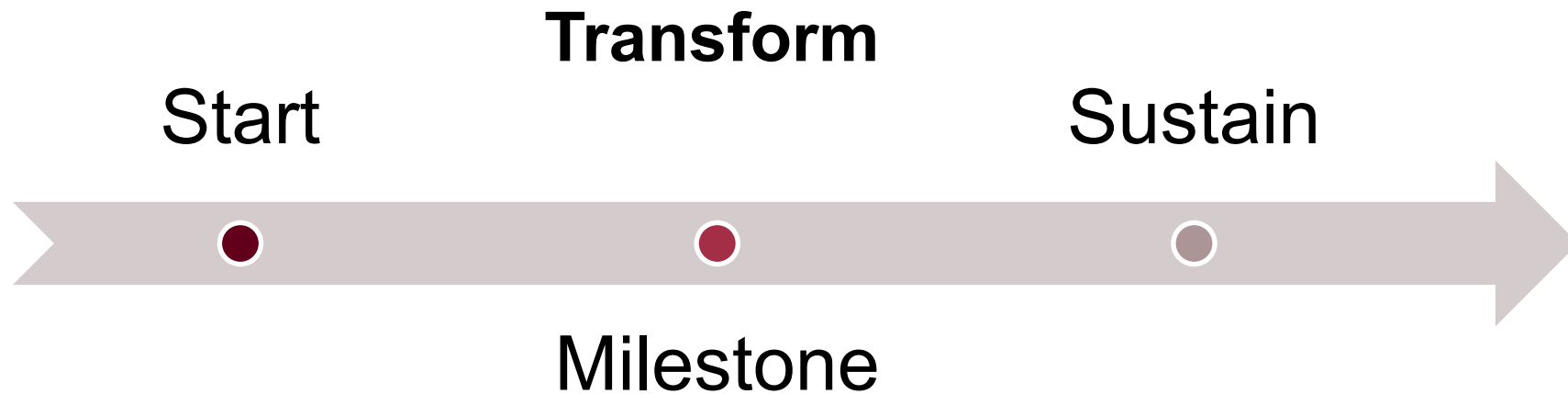
55.3% Decrease in Homeless Veterans Since 2010

54.9% Decrease in Sheltered Homeless Veterans Since 2010

55.7% Decrease in Unsheltered Homeless Veterans Since 2010

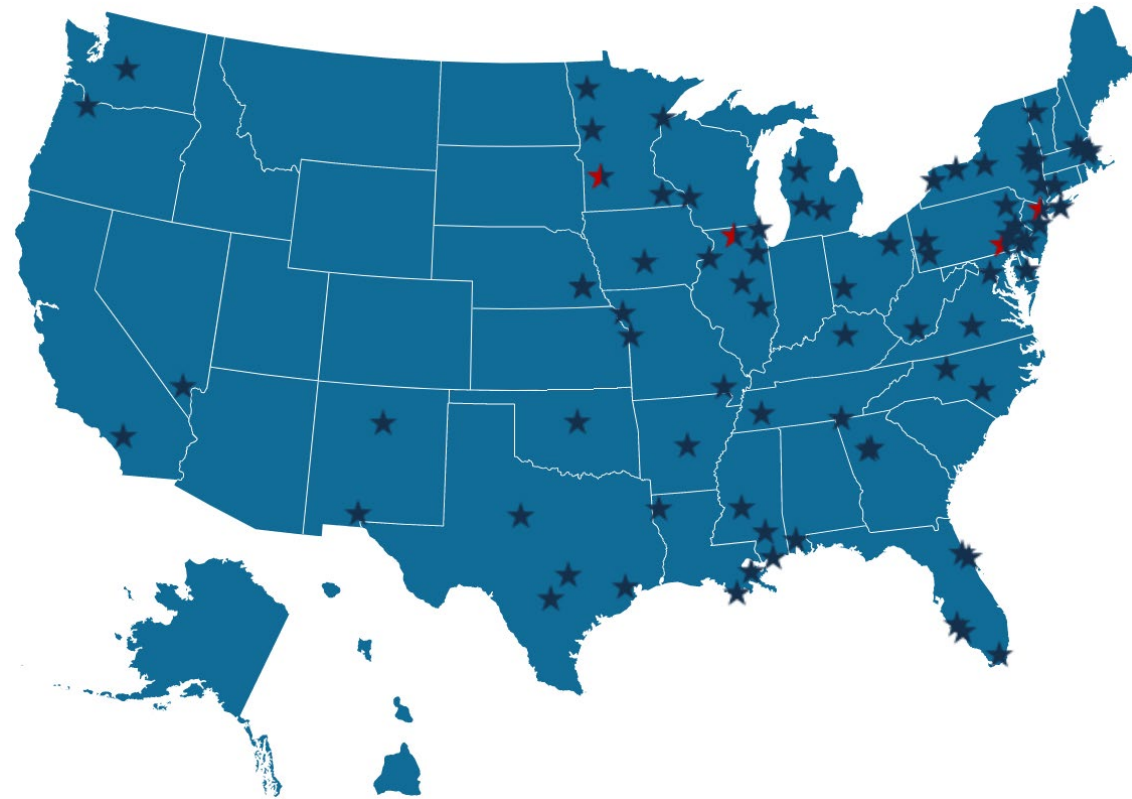
What does Ending Veteran Homelessness Mean?

An end to homelessness does not mean that no one will ever experience a housing crisis again. An end to homelessness means **no one experiences the tragedy and indignity of homelessness—and everyone has a safe, stable, accessible, and affordable home.**



Communities That Have Ended Homelessness

- ★ 83 communities and 3 states have ended Veteran homelessness.
- ★ 4 communities have ended Chronic & Veteran homelessness.



VA's 2023 Homelessness Goals



Background: VA's Goal to House 38,000 Homeless Veterans in 2022

- Last year, VA set a goal to permanently house 38,000 homeless Veterans in the calendar year (CY) 2022.
- “Permanent housing” includes apartments or houses that Veterans could rent or own, often with a subsidy to help make the housing affordable or reuniting with family and friends.
- **VA housed 40,401 homeless Veterans, exceeding the goal by more than 6%.**
- However, of the 40,401 Veterans housed in 2022, 2,443 returned to homelessness at some point last year.
- Thanks to VA staff and community partners, 86% of those Veterans were rehoused or on a path to rehousing by the end of the year.



Our New Challenge: VA's 2023 Homelessness Goals

Goal 1: Consistency in Permanent Housing

- VA will house at least 38,000 more individual Veterans in CY 2023.

Goal 2: Prevention of Returns to Homelessness

- VA will ensure that at least 95% of Veterans housed during this initiative stay housed.
- At the end of CY 2023, VA will ensure that at least 90% of Veterans who returned to homelessness are rehoused or on a path to rehousing.

Goal 3: Engagement of Unsheltered Veterans

- VA will engage with at least 28,000 unsheltered Veterans in CY 2023.

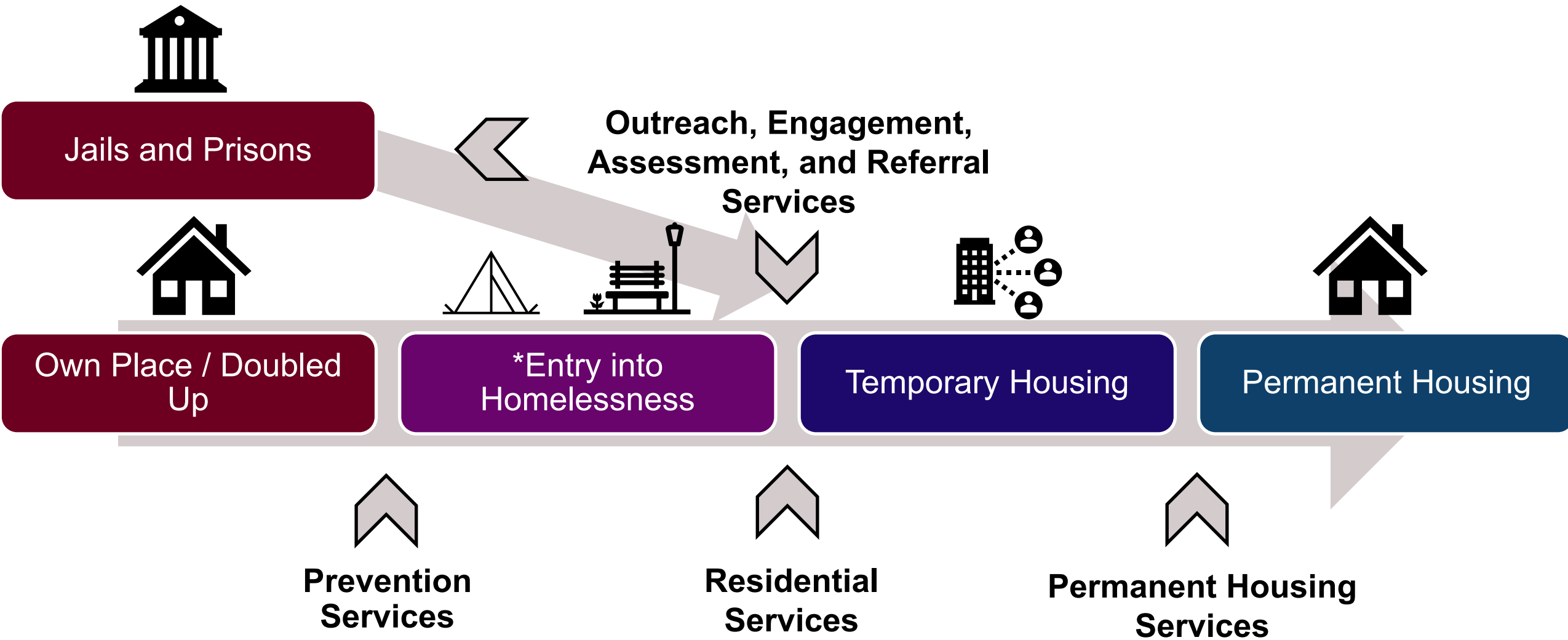
Progress to Date – September 2023

- **Goal 1: 35,148** Veterans have been permanently housed, representing **92.5%** of the goal.
- **Goal 2: 96.6%** of the Veterans housed so far have remained in housing. **1,199** Veterans have returned to homelessness, representing **3.4%** of the Veterans housed.
 - Of the Veterans who returned to homelessness, **1,138** Veterans have been rehoused or placed on a pathway to re-housing, representing **94.9%** of Veterans who have returned to homelessness.
- **Goal 3: 31,421** unsheltered Veterans have been engaged, representing **112.2%** of the goal.

VA's Homelessness Assistance Resources



The Homeless Service System



VHA Homeless Programs

Homelessness Prevention Services

- Supportive Services for Veteran Families (SSVF)

Outreach, Engagement, Assessment, and Referral Services

- Health Care for Homeless Veterans (HCHV) Outreach
- Community Resource and Referral Center (CRRC)
- National Call Center for Homeless Veterans (NCCHV)
- Justice-involved Veterans
 - Veterans Justice Outreach (VJO)
 - Health Care for Re-Entry Veterans (HCRV)

Residential Services

- HCHV Contract Residential Services (CRS)
- HCHV Low Demand Safe Haven (LDSH)
- Grant and Per-Diem (GPD) Transitional Housing

Permanent Housing Services

- Housing and Urban Development-VA Supportive Housing (HUD-VASH)
- Supportive Services for Veteran Families (SSVF)

Specialty Services

- Homeless Veteran Community Employment Services (HVCES)
- Homeless Patient Aligned Care Teams (HPACT)
- Legal Services for Veterans (LSV)

How You Can Help



HOW YOU CAN HELP – Goal 1: Permanent Housing

- Talk to your Veterans today about their housing plans.
- Identify Veterans who would benefit from HUD-VASH or SSVF services.
- Coordinate the care of those Veterans with your HUD-VASH and SSVF partners.
- For Veterans exiting your GPD program, verify with your GPD Liaisons that their housing destination is accurately documented in HOMES.
 - Try to identify the Veteran’s housing destination before documenting “26. Don’t know”.

HOW YOU CAN HELP – Goal 1: Permanent Housing

- The following housing destinations count as PHPs:
 - “1. Housing owned by Veteran, no ongoing housing subsidy”
 - “2. Housing owned by Veteran, with ongoing housing subsidy”
 - “3. Housing rented by Veteran, no ongoing housing subsidy”
 - “4. Housing rented by Veteran with HUD-VASH voucher”
 - “5. Housing rented by Veteran with non-HUD-VASH housing subsidy”
 - “6. Permanent housing for formerly homeless persons (such as: CoC Project or S+C)”
 - “7. Staying or living with family, permanent tenure”
 - “9. Staying or living with friends, permanent tenure”

HOW YOU CAN HELP – Goal 2: Prevention of Returns to Homelessness

- For Veterans currently in GPD transitional housing beds and whose housing plan is to reunite with family or friends, thoroughly explore all available resources and support to ensure that they stay housed.
- For Veterans who exit GPD to permanent housing (especially without support from HUD-VASH or Supportive Services for Veteran Families), review capacity and identify opportunities to support housing stability using GPD Case Management.
- For Veterans who returned to homelessness after being permanently housed, identify opportunities to rapidly assist them with GPD transitional housing as well as additional support to ensure that they are rehoused and stay rehoused.
 - Ask your GPD liaison to review the list of Veterans who have returned to homelessness as reported on the CY 2023 Homeless Goals Dashboard to identify Veterans who may need GPD services.

HOW YOU CAN HELP – Goal 3: Engagement with Unsheltered veterans

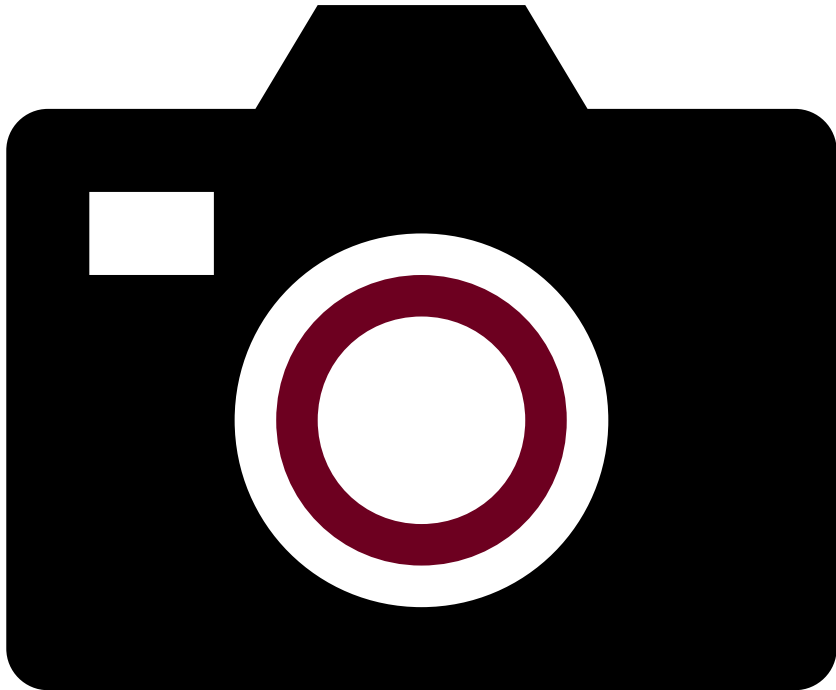
- Work with your VA homeless program and Continuum of Care partners to support outreach to unsheltered Veterans.
- Work with your GPD Liaison to remove any remaining barriers to unsheltered Veterans accessing GPD transitional housing.
- Keep striving to provide same-day access.

Staying Engaged and Connected



Picture Time

Take out your smartphone cameras and scan this QR code for links to the following resources:



Subscribe to the Homeless Programs Monthly Newsletter

The Homeless Programs Office (HPO) newsletter contains news and information about VA's ongoing effort to prevent and end homelessness among Veterans.



Executive Director's Message | Around HPO

COVID-19 Response | Staff Spotlight | Fact of the Month

Veterans who are homeless or at imminent risk of homelessness are strongly encouraged to contact the [National Call Center for Homeless Veterans](#) at (877) 4AID-VET (877-424-3838) for assistance.

Message From Monica Diaz, Executive Director, VHA Homeless Programs Office



VETERANS AFFAIRS HAS PROGRAMS FOR VETS

- Each month, the Homeless Programs Newsletter provides readers with news and information about VA's ongoing efforts to prevent and end Veteran homelessness.
- Visit www.va.gov/homeless to subscribe.

VA



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Check Out Our Podcast: Ending Veteran Homelessness

Each month on the [Ending Veteran Homelessness](#) podcast, we explore all the ways our country is working to ensure that every Veteran has a safe and stable place to call home.

Subscribe today on your preferred platform:



Q&A, Discussion, and Contact Info

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My Digital Business Card



VA Resource Links

