

Effectively Ending Veteran Homelessness in Connecticut

March 2016

I. Collaboration

- Goal achieved through coordinated leadership of the Reaching Home Campaign's Veterans Workgroup
- Reaching Home part of federal Opening Doors initiative
- In February 2014, Governor Malloy commits to goal
- One of the first officials to sign onto Mayors Challenge
- Frequent meetings, summits, calls, etc.

Veterans Workgroup members:

- VA Connecticut Healthcare System
- Connecticut Department of Housing
- Connecticut Veterans Project
- U.S. Department of Housing and Urban Development Hartford Field Office
- Supportive Services for Veteran Families (SSVF) grantees
- Partnership for Strong Communities
- Connecticut Coalition to End Homelessness
- Connecticut Department of Veterans' Affairs
- Connecticut Department of Correction
- Connecticut Department of Labor
- other community organizations, such as Grant Per Diem grantees and Public Housing Authorities

CT VETERAN HOMELESSNESS LEADERSHIP CHART

Co-Directors: VA CT and DOH

Outreach

HMIS Captain

- Coordinate biweekly outreach call on HMIS list
- Transmit relevant codes to CTVP
- Coordinate quarterly follow-up for veterans refusing services

211 Captain

- Set up veteran-specific 211 systems as needed
- Ensure 211 systems run smoothly

Rocky Hill Outreach Captain

- Coordinate VA and SSVF engagement with veterans living at DVA Domicile

Shelter Engagement Captain

- Keep track of numbers of unengaged veterans at shelters and engage with leadership as needed to ensure referrals

Interim Placement

GPD Placement Captains

- Coordinate with HCHV and SSVF staff to effect quick placements into GPD interim programs
- Keep track of available beds across the state
- Work with GPDs to lower barriers to admission

Non-GPD Placement Captain

- Coordinate with HCHV and SSVF staff to effect quick placements into non-GPD interim programs: On The Move and Rocky Hill Interim Beds

Permanent Housing

10 Housing Captains

- Keep track of 20-50 veterans in the housing pipeline, ensuring we reach timeline goals
- Review at 45 days; document extensions as needed at 60 days and onwards
- There is some overlap among captains
- 4 SSVF Managers
- 4 GPD Liaisons
- HUD-VASH Manager
- Remaining VA "other" Veterans – Homeless Programs Manager

Ineligibles Captain

- Ensure Type 3 and Type 4 veterans are referred to CAN and served in a timely manner

II. Coordinated Goal

- Quickly and thoroughly identify Veterans experiencing homelessness throughout the state.
- Rapidly provide Veterans with safe, interim housing when necessary.
- Assist Veterans with obtaining permanent housing with appropriate supports within 90 days.

III. IDing and Tracking: Part 1

- Ensuring capturing all Veteran data:
 - All providers (including GPDs, PIT, outreach teams, 211) in HMIS
 - Integrating VA CT data in HMIS
 - SSVF/VA reporting to track additional information
 - Reliable veteran status field (checks twice) – wide net

IV. Outreach

- Coordinated Street Outreach (SSVF Regions)
- Referral sheets and eligibility chart
- Referral protocol
- Streamlined CAN intakes
- Automatic HMIS email alerts
- Bi-weekly outreach lists and reports
- Bi-weekly outreach calls

Hard-to-Engage protocol for

(a) Veterans whom outreach staff is unable to find:

- *At least* 8 attempts over two months, switching agencies when appropriate.

(b) Veterans who refuse services:

- *At least* four attempts over two months, switching agencies when appropriate.
- Moved to “Hard to Engage” list with *at least* quarterly attempts

V. Interim Housing

- 165 GPD beds, alternates
- 2015 Functional Zero Forum
- Low admission barriers and harm reduction approaches
- GPDs setting new expectations
- Permanent Housing Plan initial engagement
- Rapid referrals and coordination
- GPD liaisons aggressively review cases at 45 days to ensure veterans are on track for 60 days.

VI. Permanent Housing

- Housing First
- Prioritizing Veterans for appropriate supports/programs
- Coordination on Hard-to-House cases
- HUD-VASH program improvements
- HUD Roundtable
- Landlord Outreach
- 100 State rental certificates to fill gaps (50 with support services)
- Security Deposit Program

III. IDing and Tracking: Part 2

- Outreach report and centralized outreach list
- Automatic outreach alert emails
- Housing reports
- VA read-only HMIS access; reports use HMIS IDs only
- By-ID lists categorized by outcome; actionable, but shows big picture
- Statewide Report

Bi-weekly reports:

- Statewide report
- Comprehensive excel sheet
- Outreach list
- 4 SSVF PH reports
- 4 SSVF outreach reports
- VA CT outreach report
- VA CT interim housing report
- 4 GPD Liaison PH reports
- VA CT PH report
- HUD-VASH PH reports (weekly too)
- 17 GPD PH reports
- Type 3 report

VII. Prevention

- Housing stability –
 - employment services, appropriate benefits, timely benefits
- SSVF Prevention services and Eviction Foreclosure Prevention program
- Diversion – Soldiers, Sailors, and Marine Fund
- Cybulski Reintegration Center
- Connecticut Veterans Legal Center

Sustainability:

- Continued system and resources
- Data fully integrated into HMIS (streamlined reports)
- over 100 new Veteran preference units recently built, under construction or in progress; coordinated marketing plans
- Potential additional HUD-VASH vouchers
- DOH Moving On vouchers
- Affordable Housing initiatives
- Renewed focus on employment
- Reimagining DVA campus