

Increasing Outflow through VA's One Team Approach

Community Solutions' Learning Session
November 15, 2024

Introductions

- Jennifer Colbert, LCSW, Supportive Services for Veteran Families Supervisory Regional Coordinator, VA Homeless Programs Office
- Molly Batschelet (she/her), LCSW-S, LCDC, Coordinated Entry Systems Integration National Program Coordinator, VHA Homeless Programs Office

Introductions

- Who is in the room?
 - Supportive Services for Veteran Families (SSVF) staff?
 - VA Medical Center staff?
 - Additional Continuum of Care (CoC) partners?
 - Others?

Agenda

- Welcome and Introductions
- 2024 Veteran Preliminary Point-in-Time (PIT) Outcomes & VA Homeless Programs FY2024 Goals and Accomplishments
- VA's One Team Approach
 - Policy Supports
 - Practice Supports
- Q&A
- Resources



Why We Are Here

- No Veteran should be homeless in the country they swore an oath to defend.
- VA is committed to ending homelessness among Veterans because it is our nation's duty to ensure all Veterans have a place to call home.
- Despite progress, one homeless Veteran continues to be one too many.
- Thank you to **all of you** for your hard work towards ending homelessness among Veterans.

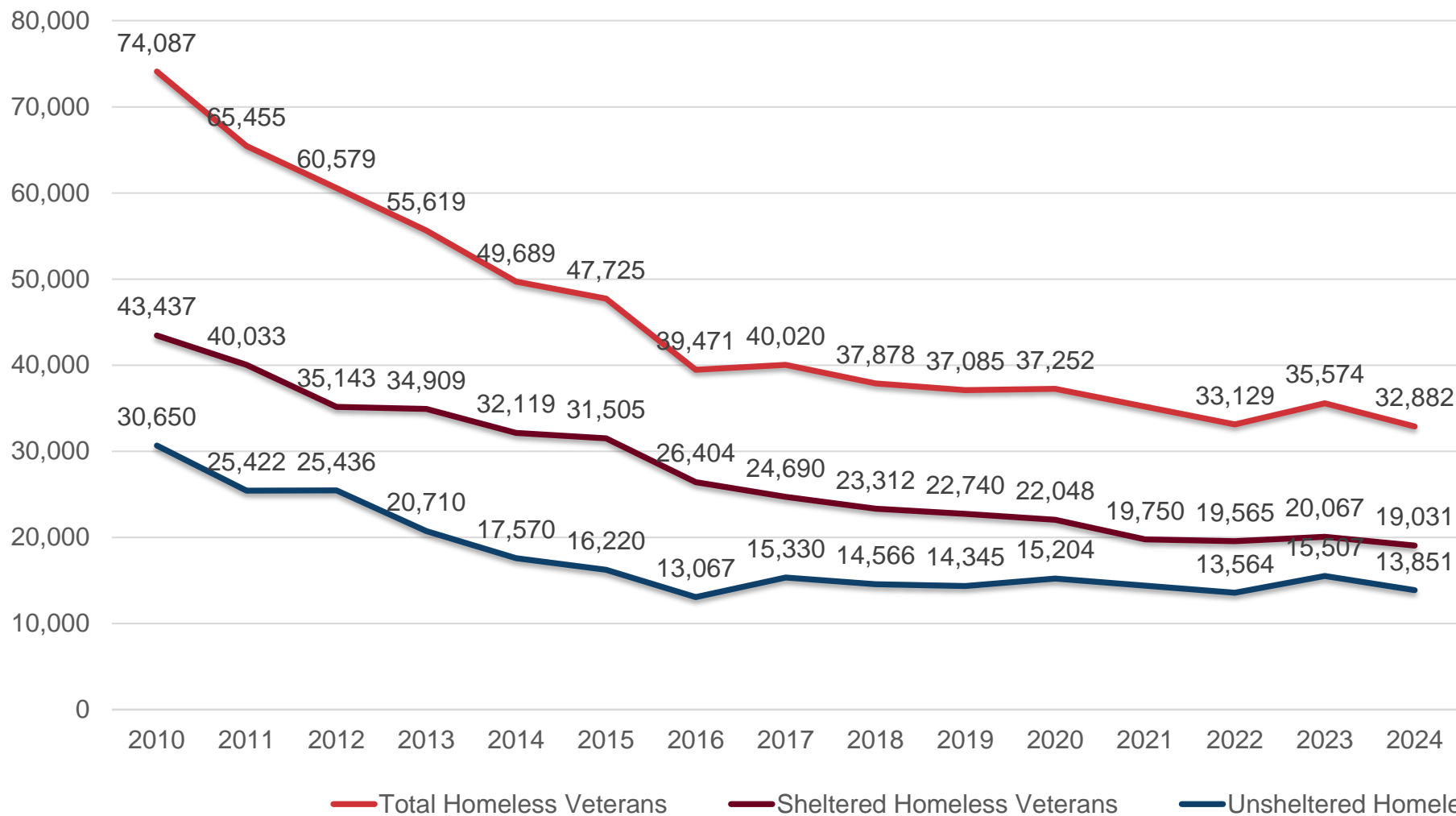
2024 Preliminary Point-in-Time (PIT) Count Outcomes & FY2024 VA Homeless Program Goals and Accomplishments

The Preliminary 2024 PIT Count Results

- Nationally, the total number of Veterans who experienced homelessness on a single night in January 2024 was **32,882** – a **decrease of 2,692 Veterans or 7.6% over January 2023**.
 - 19,031 Veterans experienced sheltered homelessness, **a decrease of 1,036 Veterans or 5.2%**.
 - 13,851 Veterans experienced unsheltered homelessness, **a decrease of 1,656 Veterans or 10.7%**.
- The estimated number of Veterans experiencing homelessness in the U.S. has declined by 11.7% since 2020 and **declined by 55.6% since 2010**.

Reduction in Veteran Homelessness

Annual Homeless Assessment Report, Point-in-Time, 2010 – 2024

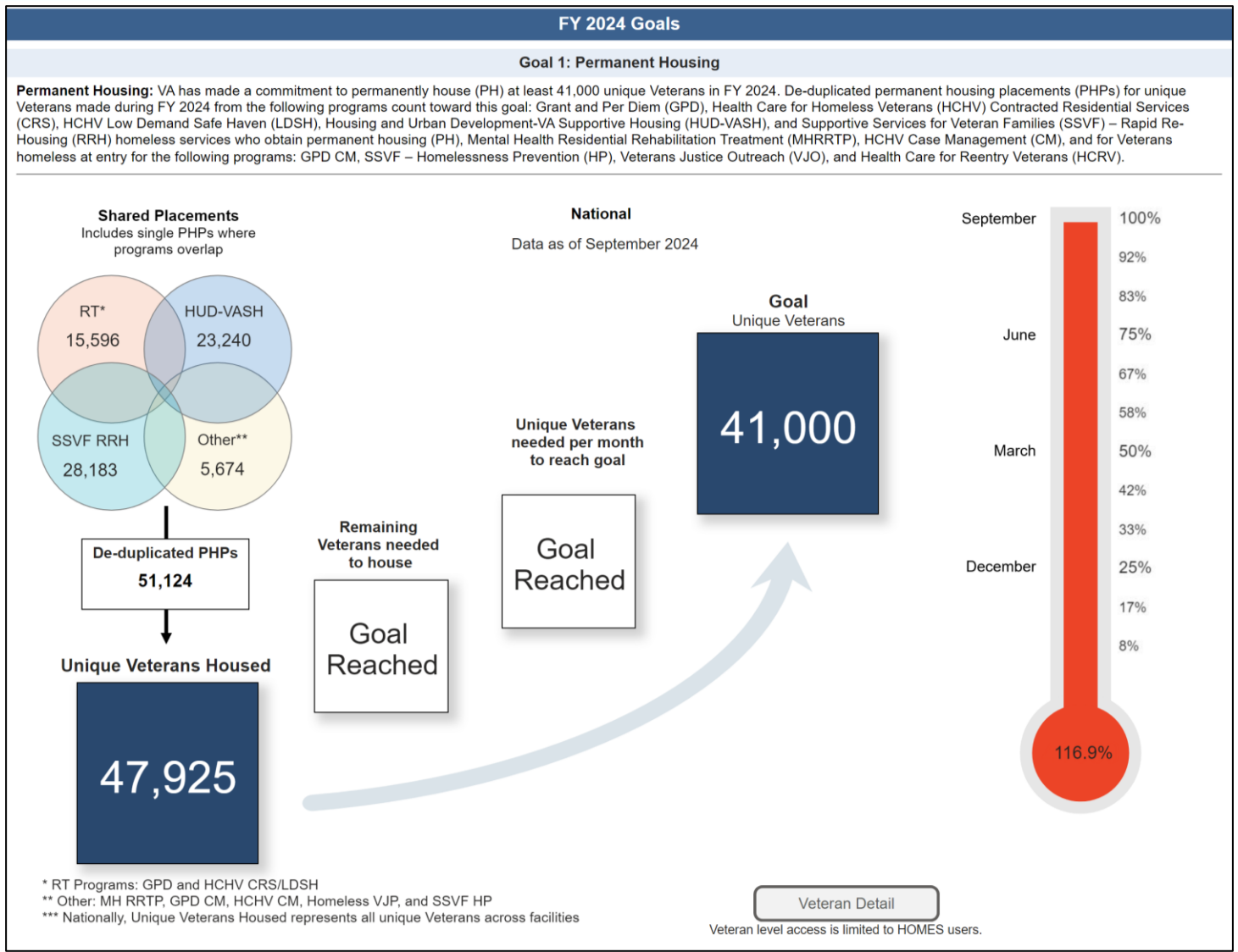


55.6%
Decrease in
Homeless Veterans
Since 2010

56.2%
Decrease in
Sheltered Homeless Veterans
Since 2010

54.8%
Decrease in
Unsheltered Homeless
Veterans
Since 2010

FY2024 Goal 1: Permanent Housing



FY2024 Goal 2: Prevention of Returns to Homelessness

Goal 2: Prevention of Returns to Homelessness

Prevention of Returns to Homelessness: For Veterans who become permanently housed in FY 2024, no more than 5% return to homelessness.

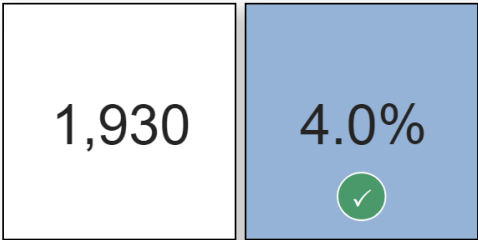
National

Veterans placed in housing as of September 2024

Veterans Housed
in FY 2024



Returns to Homelessness

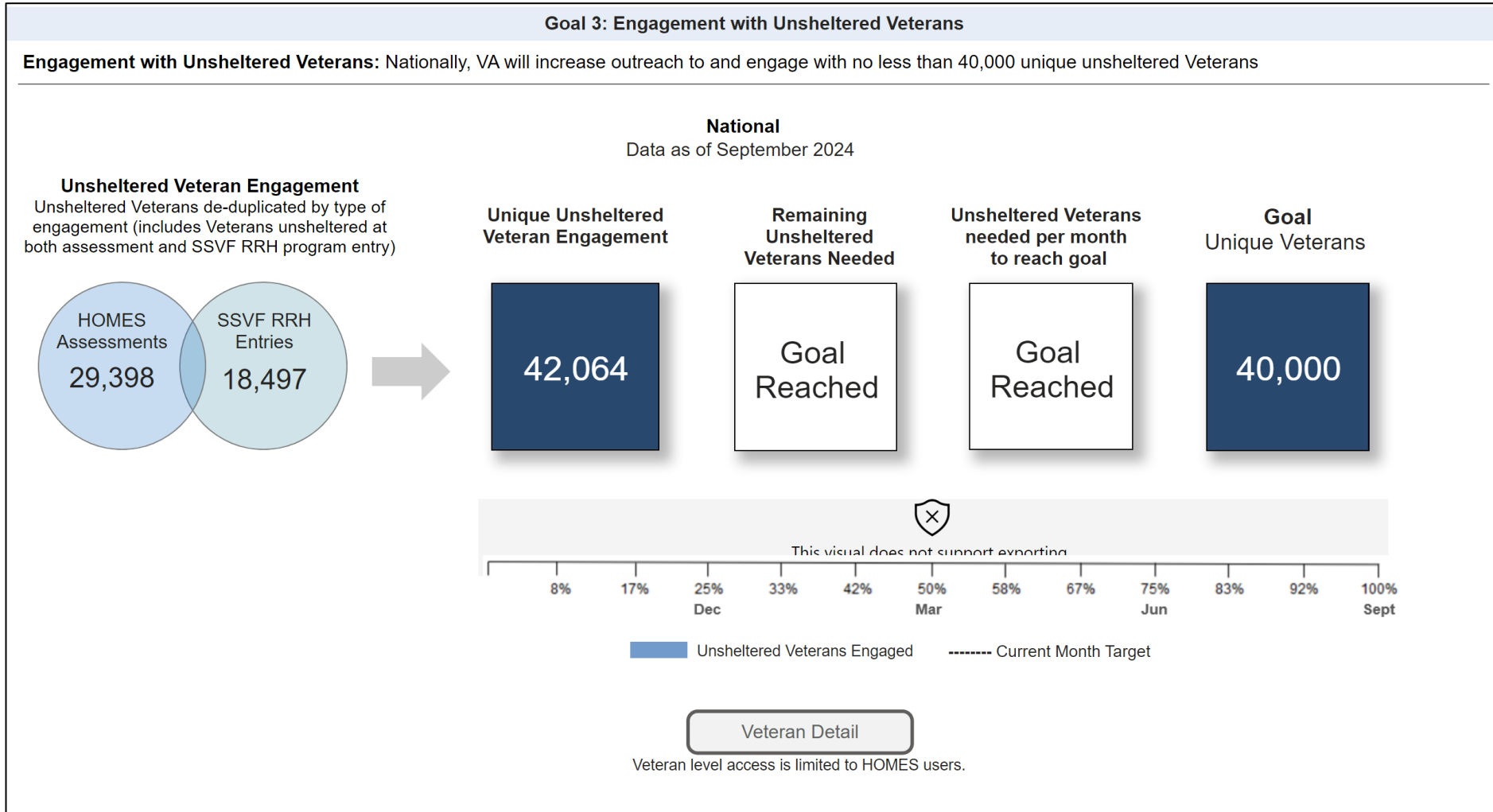


Goal: <= 5%

Veteran Detail

Veteran level access is limited to HOMES users.

FY2024 Goal 3: Engagement with Unsheltered Veterans



VA's One Team Approach

VA's One Team Approach

- VA's One Team Approach offers you **coordinated, united actions and interconnection** between the different programs in your community as you work to achieve Functional Zero. This approach:
 - Acknowledges a **shared vision and principles** to guide efforts toward ending Veteran homelessness.
 - Establishes **clear roles, defines responsibilities, and develops communication channels** to improve our system and achieve our goals.
 - Recognizes the **strengths and expertise of programs** to define strategies that offer the most effective and efficient interventions to help Veterans obtain and sustain permanent housing.
 - Considers **all potential options and resources** to support the Veteran's journey to housing stability.

Centering Equity as One Team

- VA strives for equitable outcomes for **all Veterans**.
- All VA and VA-funded programs should strive to center equity in key areas, such as:
 - Representation in leadership.
 - Using available data to identify and solve for disparities.
 - Centering Veterans with lived experience in all efforts to end homelessness.

VA's One Team Approach: Policy Supports

- Policy Supports
 - Expanded **co-enrollment and Collaborative Case Management** opportunities across VA homeless programs.
 - Same Day Access policies that promote **rapid access to services** for Veterans experiencing unsheltered homelessness.
 - Varied housing and subsidy types to meet the **unique needs of individual Veterans**, including needs that evolve.
 - Various **incentives and landlord-related supports** to overcome significant housing market challenges.

VA's One Team Approach: Practice Supports

- One Team approach requires robust local coordination around:
 - Strengthening Veteran leadership teams.
 - Developing and maintaining quality by-name lists.
 - Supporting regular and recurring case conferencing.
 - Ensuring comprehensive and high-quality data management.
 - Promoting system-level planning activities.

Veteran Leadership Teams

- Local leadership teams are **critical agents for overseeing effective coordination and collaboration** among all community partners working to end Veteran homelessness.
- Communities can act by **strengthening or reinvigorating** leadership teams.
- One Team collaborations should result in the **deployment and full utilization** of all outreach, interim housing, permanent housing, and supportive service resources in a community.
- Veteran leadership teams can **drive progress forward**. Some examples of strategies:
 - Unit Acquisition Initiatives
 - Identifying and Leveraging Local Resources
 - System Accountability Efforts

Quality By-name Lists

- A quality by-name list (BNL) is a way for all community partners to understand who is experiencing homelessness locally, accurately, and in real time.
 - Account for **every Veteran** and ensure they have a coordinated housing and service plan.
 - **Center equity** by collecting basic demographics and tracking potential disparities during the housing process.
 - Understand **real-time inflow and outflow**, which helps leadership teams plan for resources, so outflow is enough to reduce homelessness in your area.
 - Set benchmarks to **continuously improve efforts**.

Case Conferencing

- Case Conferencing is an **inclusive**, community process that allows for a **cross-section of service providers** to work in an open forum to drive housing and service decisions both for individual homeless households and broader community needs.
- Communities may focus case conferencing efforts to be **responsive to local needs**. Examples include:
 - Veterans who are unsheltered, including those living in encampments
 - Veterans at-risk of returning to homelessness
 - Older Veterans
 - Families
 - Other examples?

Data Management

- The One Team approach aims to provide ongoing access to data, reports, and dashboards needed to drive local insights into program operations, outcomes, equity and access initiatives, and collaboration opportunities.
- Data sources may include HMIS, PIT Count, VAMC data (HOMES, internal dashboards), other local data.
- This comprehensive data is crucial to ending homelessness because it allows communities to:
 - Accurately measure the scale of the problem
 - Identify trends, including disparities
 - Target resources effectively
 - Track progress
 - Make informed decisions about interventions
 - Develop more effective strategies to end Veteran homelessness

Privacy and Data Sharing Guidance

- Routine Use #30 states that VA may disclose **relevant health care and demographic information*** to health and welfare agencies, housing resources, and community providers, **consistent with good medical-ethical practices**, for Veterans assessed by or engaged in VA Homeless Programs for purposes of (full list available [here](#)):
 - Coordinating care
 - Expediting access to housing
 - Participating in coordinated entry processes
 - Reducing Veteran homelessness
 - Identifying homeless individuals in need of immediate assistance

*excluding 38 U.S.C. 7332-protected information

System-Level Planning Activities

- System-level planning activities refer to **strategic and coordinated efforts to address homelessness on a broader scale**, developing comprehensive plans, policies, and strategies, to prevent and reduce homelessness, improve the effectiveness of services, and promote housing stability.
- Examples:
 - Developing a community-wide coordinated outreach plan to address unsheltered homelessness, including the development of policies and protocols.
 - Implementing a community-wide homeless prevention initiative, focusing on early identification and intervention.
 - What are some examples of system-level planning activities in your community?

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

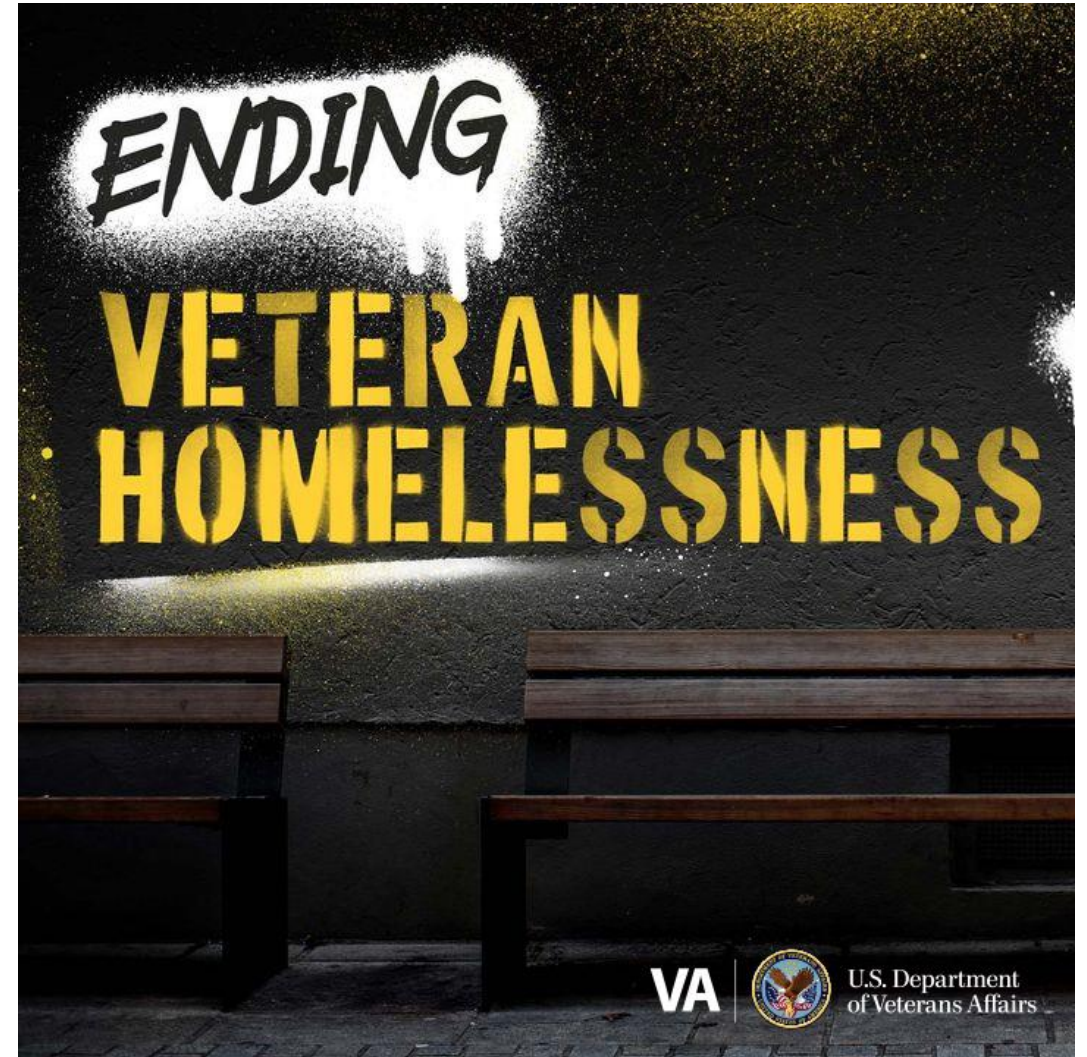
Veterans who are homeless or at imminent risk of homelessness are strongly encouraged to contact the [National Call Center for Homeless Veterans](https://www.va.gov/homeless) at (877) 4AID-VET (877-424-3838) for assistance.

- 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.

Check Out Our Podcast: Ending Veteran Homelessness

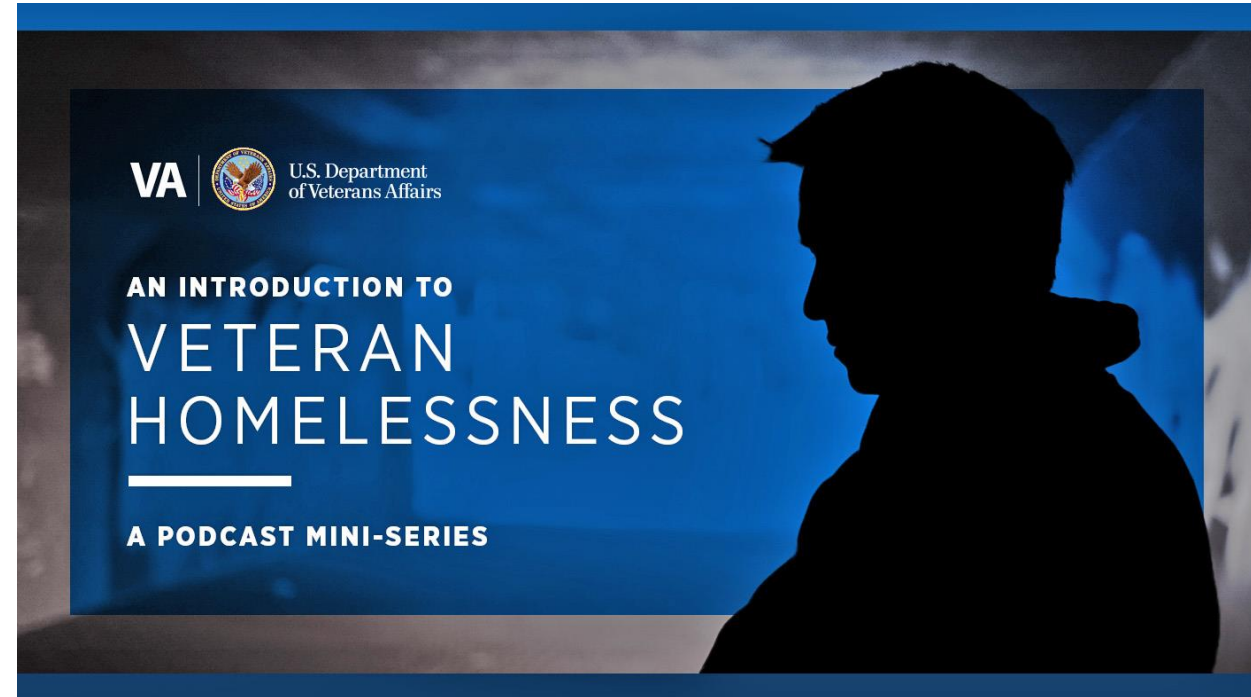
Each month on the [Ending Veteran Homelessness](#) podcast, we explore how our country is working to ensure that every Veteran has a safe and stable place to call home.

Subscribe today on your preferred platform:



Check Out Our Introduction to Veteran Homelessness Podcast Series

- The [Ending Veteran Homelessness](#) podcast created a mini-series to introduce the basic facts on Veteran homelessness and how VA is working to solve it.
- Expert guests from throughout VA's homeless programs join us to:
 - Provide a high-level overview, including the definition of homelessness, factors that increase the risk of becoming homeless and progress to date in [part one](#).
 - Give information about the Veterans we serve, their demographic trends and which subpopulations may need particular attention, in the [second installment](#).
 - Review all of VA's homeless programs and services to [wrap up the series](#).



[A beginner's guide to Veteran homelessness - VA News](#)

Additional Resources

- [One Team Approach Implementation Toolkit - VA Homeless Programs](#)
- [VA Homeless Programs](#)
- [Routine Use #30 Guidance – Privacy Guidance for VA Homeless Program Disclosures](#)
- [VHA Privacy Guidance: Authority to Make Disclosures to Community Partners](#)
- [VA National Guidance on HMIS “Read-Only” and “Direct-Entry” Access Policy](#)

Q&A

