

# Opening Doors to Innovation: Increasing Housing Placement and Retention

July 31, 2013, 2:00pm – 3:15pm ET



**NATIONAL COALITION**  
*for* **HOMELESS VETERANS**



# Today's Webinar



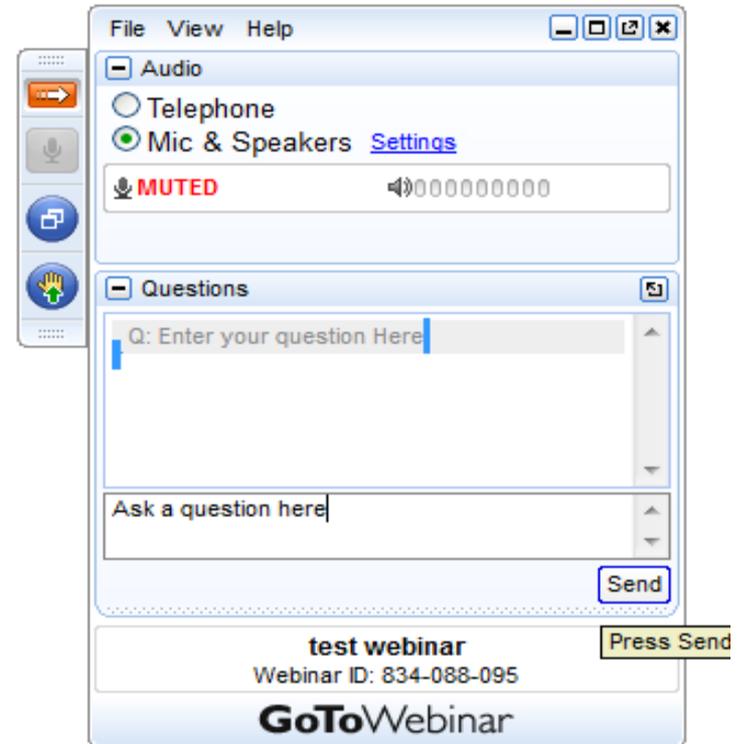
- Slides and a recording will be posted after the webinar
- We have reserved time at the end for Q&A
- Due to the high number of participants, you are in “listen only mode”
- Today's webinar is being recorded and will be posted on [www.usich.gov](http://www.usich.gov)



# Questions?

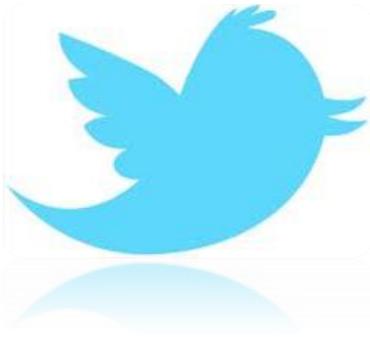


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# Join the Conversation!



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# Webinar Purpose



To provide information on effective practices for delivering housing placement services and strategies to increase housing retention rates among Veterans who experience homelessness.



# Panelists



- John Driscoll, President and CEO, National Coalition for Homeless Veterans
- Chela Sullivan, Housing Director, UMOM New Day Centers
- Leon Winston, Chief Operating Officer, Swords to Plowshares
- Laura Zeilinger, Deputy Director, U.S. Interagency Council on Homelessness



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*for* **HOMELESS VETERANS**

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# UMOM New Day Centers



- **Founded:** 1964
- **Services Offered:**
  - Emergency shelter
  - Domestic violence shelter
  - Transitional housing (including GPD)
  - Rapid rehousing (including SSVF)
  - Permanent supportive housing
- **Target Populations:**
  - Families with children
  - Female veterans



# UMOM New Day Centers



- **Location:** Phoenix Area
- **Community Context:**
  - Relatively low cost of housing (FMR for 2-bedroom is \$925)
  - Limited state benefits and resources
  - Limited public transportation
  - Active CoC provider and community collaborator



# Swords to Plowshares



- **Founded:** 1974
- **Services Offered:**
  - Outreach and drop-in center
  - Employment & training
  - Transitional housing (including GPD and psychiatric stabilization housing)
  - SSVF
  - Permanent supportive housing
- **Target Populations:**
  - Veterans and their families
  - Female veterans
  - Special emphasis on chronically homeless, serious mental illness and the elderly



# Swords to Plowshares



- **Location:** San Francisco Bay Area
- **Community Context:**
  - High cost of housing (FMR for 2-bedroom is \$1,795)
  - Relatively high level of state benefits and local government support
  - Active CoC provider and community collaborator



# Housing Assessments



## **How does your organization assess for the appropriate housing intervention needed to end homelessness for a Veteran?**

- Assess barriers to housing
- Determine housing option that offers fastest route to permanent housing based on Veteran choice and needs
- Reserve the most intensive interventions (GPD, PSH) for veterans with the highest levels of vulnerability and need



# Housing Placement



**Once a Veteran is in your program, how do you work with that Veteran to obtain permanent housing?**

- Develop housing plan immediately
  - Tailored to each Veteran's needs and preferences
  - Placement into permanent housing is paramount
- Resolve housing barriers (poor credit, etc.)



# Housing Placement



**Once a Veteran is in your program, how do you work with that Veteran to obtain permanent housing?**

- Housing specialists
  - Build landlord relationships
  - Housing search
    - Type of housing and rental amount
    - Location
    - Family needs
- Move-in assistance (deposit, furniture, etc.)



# Housing Retention



**What types of supports does your organization provide to help ensure that Veterans remain stably housed?**

- Budgeting and financial literacy
- Tenancy rights and responsibilities
- Connect to VA and community resources
- Normalize anxiety
- Build social supports
- Offer resources should they encounter difficulties



# Funding and Leveraging



**How does your organization fund housing placement and retention services? How do you leverage other community resources?**

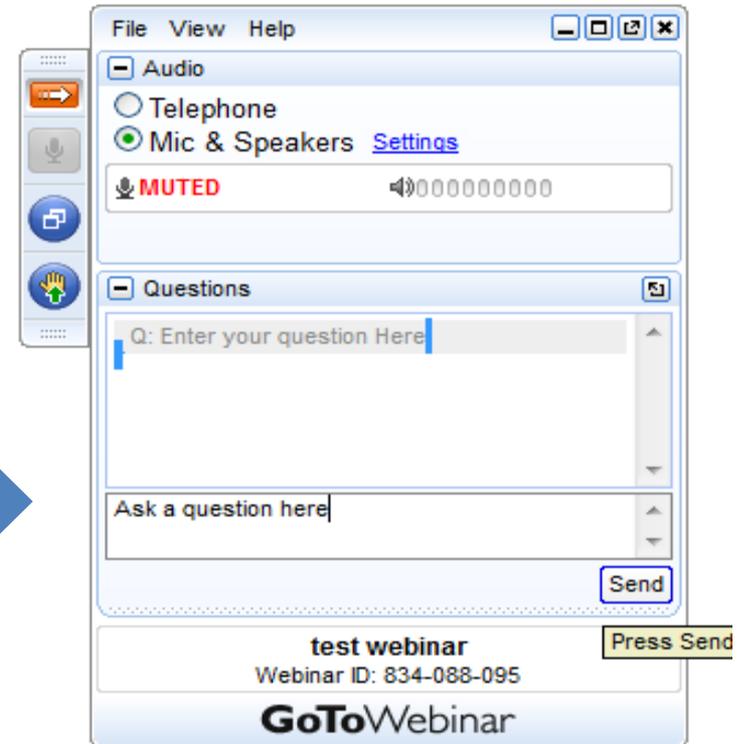
- Alter staffing structure to create housing specialist positions
- Utilize multiple funding sources
- Partner with other community programs



# Questions?



Please submit your questions via the *Questions* function found in your GoToWebinar toolbar.





# Resources



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## Explore the Solutions Database

Home > Resources > The Solutions Database > Explore the Solutions Database

You can begin searching on the database by using the dropdowns or keyword search Database box below. Visit the How to search for a solution subpage to learn more abo most effectively use the keyword search function.

### Explore the Database

Search by keyword...

housing first

How to Search for a Solution

and/or  
filter by

Plan Objective

Improving Health

Population

Veterans

Location

--Select One--

APPLY

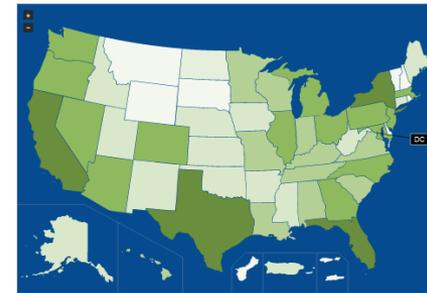
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## State Homeless Resources Map

Home > Resources > State Resources Map > State Homeless Resources Map

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Ohio



Ohio (OH)

Statistics   Contacts

Total Homeless Population	13,030
Persons in Families Experiencing Homelessness	5,218
Veterans Experiencing Homelessness	1,279
Persons Experiencing Chronic Homelessness	1,881
Rate of Homelessness per 100,000 Population	113

USICH Contact  
(202) 708-4663  
usich@usich.gov

State Interagency Council? No

State Homelessness Plan? No

Governor's Lead Contact on Homelessness



## United States Interagency Council on Homelessness

Preventing and Ending Homelessness in the United States

### The Housing First Checklist: A Practical Tool for Assessing Housing First in Practice

#### Introduction

Housing First is a proven method of ending all types of homelessness and is the most effective approach to ending chronic homelessness. Housing First offers individuals and families experiencing homelessness immediate access to permanent affordable or supportive housing. Without clinical prerequisites like completion of a course of treatment or evidence of sobriety and with a low-threshold for entry, Housing First helps get people into the housing they need to break the cycle of homelessness and significantly reduce the burden of homelessness on the community.

Continuing to identify programs and practices that will be accurate information available at the time the profile database is in error, if you have a resource for us to solution to us as we move forward updating the

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# VA's National Call Center for Homeless Veterans



## Are You or a Veteran You Know At Risk of Homelessness?

- Are you currently living with someone because you can't afford to rent or own a home of your own?
- Have you had trouble finding or holding a job?
- Do you have a physical or mental condition that makes it difficult to keep a steady job?
- Do employers say you don't have the skills or education they are looking for?
- Are you struggling with an alcohol or substance use problem?
- Have service-related injuries made returning to civilian life difficult?

If you answered yes to any of the questions listed, or are simply feeling worried about your housing situation or that of a Veteran you know, VA can help.

You fought for our homes.



We'll fight for yours.

**We're Here for You.**

Whether you are in need of immediate assistance, just looking for more information, or interested in finding out how you can help eliminate Veteran homelessness — VA is here for you. Our trained professionals, many of whom are Veterans themselves, are available 24 hours a day, 7 days a week:

**National Call Center for Homeless Veterans**

TOLL-FREE  
**1-877-424-3838**  
(1-877-4AID-VET)

Live 24/7 Chat on VA's Homeless Veterans website,  
[www.va.gov/homeless](http://www.va.gov/homeless)



The words homeless and Veteran should never be used together.

**Make the Call!**

Call VA's toll-free hotline:  
**1-877-424-3838**  
(1-877-4AID-VET)

or visit [www.va.gov/homeless](http://www.va.gov/homeless) for help with housing, jobs, health care, education and other Veteran benefits.



U.S. Department of Veterans Affairs

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# Stay Connected



United States Interagency  
Council on Homelessness

*No one should experience homelessness. No one should be without a safe, stable place to call home.*

## Ending Veteran Homelessness

April 25, 2013

### Pushing to the Goal: 3 Ways to Accelerate Ending Veteran Homelessness

**With less than 1,000 days until the 2015 goal, here are three important ways to accelerate progress**

The Administration's commitment to end homelessness among Veterans and their families remains steadfast. The President's FY 2014 budget proposal continues to increase investment in effective strategies including \$75 million for the [HUD-Veterans Affairs Supportive Housing \(HUD-VASH\) program](#) and \$300 million for Department of Veterans Affairs (VA) [Supportive Services for Veteran Families \(SSVF\) program](#). The Administration's previous investments in ending Veteran homelessness continue to show significant results: homelessness among Veterans is down 18 percent since the launch of *Opening Doors*.

During the April 16 meeting of the U.S. Interagency Council on Homelessness, along with representation from the White House's Domestic Policy Council and Office of Management and Budget, Council leadership reviewed progress at ending Veterans homelessness, recognizing that even with the progress to date, efforts must be accelerated to meet the goal of ending Veterans homelessness by 2015. Ending Veterans homelessness remains possible with the right investments focused in

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Breaking Down Legal Barriers to Housing

HUD-VASH Makes Housing First a Priority

Successful Program Model: Washington State's SOAR Program

Project REACH Winner

News from our Partners

USICH and NCHV Webinar on Housing First

**"Opening Doors to Innovation: Improving Client Outcomes Using Housing First"**

Wednesday, May 8,

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