

NATIONAL COALITION *for* **HOMELESS VETERANS**



NCHV will end homelessness among veterans by shaping public policy, promoting collaboration, and building the capacity of service providers.



FY 2009 Annual Report

❖ *Chairman's Message*

Year of Change Brings Veteran Homelessness to Forefront

The past year at NCHV has seen some significant changes – changes in NCHV leadership, changes in the Administration, and changes in attitude towards homeless veterans. The Board and I believe all this change is a positive for NCHV and our members.

The change at NCHV saw Cheryl Beversdorf leave the organization to pursue other avenues to serve veterans – particularly women veterans. Fortunately NCHV has developed a strong staff and John Driscoll has very capably stepped into the President & CEO role. I can't thank our capable staff enough for their continued hard work and dedication. They have continued to grow our relationships with Congress and the Administration as well as continuously improving our level of service to the membership.

With the new administration came a new Secretary at Veterans Affairs – and Secretary Shinseki has made homeless veterans a priority unlike any previous Secretary with his Five Year Plan to End Homelessness Among

Veterans. Much of what is included in the plan is the result of policy recommendations and program suggestions made by NCHV and our members.

Finally, I believe there is a positive change in the attitude of the public and our public officials towards the efforts of NCHV and others on behalf of homeless veterans. With this change has come not only more interest in legislation and policy, but also more resources for NCHV and more willingness of other organizations and individuals to collaborate with us.

This has been a good year – and on behalf of the Board of Directors I want to thank all of our members and friends who have supported us and helped us reach this point.



*George Basher, Chairman,
NCHV Board of Directors*

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❖ *Officers*

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NCHV Rises to Face Historic Challenges in FY 2009



John Driscoll, a Vietnam veteran who served NCHV since 2002 as Communications Director and Vice President of Operations and Programs, became the organization's third President & CEO on July 1, 2009.

By any accounting, FY 2009 will be remembered as a year of historic accomplishments and unprecedented leadership for NCHV in the homeless veterans assistance movement. From working with Congressional staffs to give final shape to one of the most ambitious legislative agendas in U.S. history, to developing and strengthening ties with the White House and the Interagency Council on Homelessness, NCHV has been at the center of a national awakening that now embraces our 19-year mission to end homelessness among America's veterans.

“And until we reach a day when not a single veteran sleeps on our nation's streets, our work remains unfinished.”

– President Barack Obama

That message was first proclaimed by newly elected President Barack Obama when he revealed his first budget at the U.S. Department of Veterans Affairs (VA) in March 2009, calling for historic increases in funding for homeless veteran assistance programs.

“And we provide new help for homeless veterans, because those heroes have a home – it's the country they served, the United States of America. And until we reach a day when not a single veteran sleeps on our nation's streets, our work remains unfinished,” President Obama declared. Within two months of that announcement, NCHV was invited to the White House to begin a dialogue with the President's advisors that continues to provide insight and recommendations to the Administration.

By Feb. 2009, VA Secretary Eric Shinseki and Housing and Urban Development Secretary Shaun Donovan had met with the NCHV Board of Directors to pledge their support of the community-based organizations we represent and to share their strategies for working with those organizations to end veteran homelessness. Issues such as housing for chronically homeless and extreme low-income veterans with families, extending VA supportive services and employment supports for single veterans and their dependent children, and funding programs that focus on homelessness prevention emerged as priorities for the first time ever.



Secretary Shinseki and Secretary Donovan at a meeting with the NCHV Board of Directors in Feb. 2009.

Interestingly, many of the federal legislative initiatives necessary to turn their vision into reality had been drafted the previous year, and by mid-way through the first session of the 111th Congress NCHV had helped craft 14 bills designed to improve and expand services for homeless veterans. Much of that work was spearheaded by former President and CEO Cheryl Beversdorf, who left NCHV at the end of the summer to pursue other professional opportunities. Bills that she and Vice President John Driscoll helped develop included:

- The Homes for Heroes Act – to provide \$200 million for the development of supportive and affordable housing units for disabled and extreme low-income veterans; the measure would also provide 20,000 Section 8 vouchers for veteran families living in extreme poverty.
- Zero Tolerance for Veterans Homelessness Act – Introduced by Sen. Jack Reed (D-RI), the bill

would provide emergency funds to veterans in crisis to prevent homelessness; increase funding for the VA Grant and Per Diem Program to \$200 million; and provide for the expansion of the HUD-VASH program to 60,000 units by FY 2014, essentially ending chronic homelessness among veterans.

- Homeless Veterans Reintegration Program (HVRP) Reauthorization Act, introduced by Rep. John Boozman (R-AZ) and Steve Buyer (R-IN) – to increase the amount of funding for this critical and highly successful homeless veteran employment assistance program, and to extend assistance to women veterans and single homeless veterans with dependent children.

- Enhancements to the Grant and Per Diem Program (H.R. 2504 and H.R. 2735) – The House measures introduced by Rep. Harry Teague (D-NM) and Ciro Rodriguez (D-TX), respectively, included a \$200 million annual authorization for GPD, and revisions in the GPD payment policies to reflect the annual cost of providing services rather than a flat daily rate for each veteran served. Both bills were included in the comprehensive homeless veterans assistance bill (H.R. 4810), which recently passed unanimously in the House of Representatives, 413-0.

NCHV Board of Directors Chairman George Basher, newly installed President and CEO John Driscoll, Technical Assistance Center Director Melanie Lilliston, and several NCHV members provided testimony before both the U.S. House of Representatives and U.S. Senate during the most active and intense legislative session in our history, building new bridges of understanding among the veteran and military organizations community, the federal agencies invested in homeless veteran assistance programs, and national corporate partners who are taking their place at the table of leadership in the campaign to end veteran homelessness.

During the remainder of FY 2009 after the President first announced ending veteran homelessness would be a priority of his administration, NCHV engaged in several groundbreaking collaborative policy initiatives:

- NCHV staff and board members served as featured speakers and participated in several work-

shops at the VA Summit on Homeless Veterans in Washington, D.C., in November 2009.

- NCHV conducted the first White House Roundtable on Homeless Veterans Programs at the 2009 NCHV Annual Conference, Arlington, Va., in May 2009.

- President and CEO John Driscoll met with Deborah Mullen, representing Chairman of the Joint Chiefs of Staff Adm. Mike Mullen, to discuss women veteran transition supports and needs of single veterans with dependent children – a focus of bills before both the House and Senate.

- NCHV staff met regularly with the Assistant Secretary of Labor for Veterans Employment and Training Service Ray Jefferson, along with veteran and military organization representatives, to discuss employment programs and opportunities for veterans.

- NCHV participated in strategic planning sessions with both VA and Department of Labor officials focused on grant programs for supportive services for low-income veterans in permanent housing and employment assistance for women and single homeless veterans with dependent children.

- NCHV staff and member organizations developed and endorsed the first Veteran Homelessness Prevention Platform in March 2009 from the recommendations recorded at the National Symposium on the Needs of Young Veterans, hosted by AMVETS in Chicago.

- NCHV participated in legislative roundtables focused on homeless veterans by invitation with Speaker of the House Nancy Pelosi, Chairman of the House Committee on Veterans Affairs Bob Filner, and the Senate Committee on Veterans Affairs.

- NCHV staff served as presenters and subject matter experts at several conferences and symposia, with the National Alliance to End Homelessness, National Low Income Housing Coalition, Supportive Housing Network of New York, U.S. Department of Labor, and the Department of Veterans Affairs.

Technical Assistance Center

Now in its seventh year, the NCHV Technical Assistance Center provides a wide range of information and training services to organizations that serve homeless veterans. More than 2,100 community- and faith-based organizations have received training or direct assistance from the center since it first opened in 2004.



*Melanie Lilliston, NCHV
Director of Technical
Assistance and Finance*

The Center, originally funded through grants from the Department and Veterans Affairs and the Department of Labor under the Veterans Employment and Training Service, coordinates and provides training and resource development assistance to organizations planning to apply for funding under the VA Grant and Per Diem Program and the Homeless Veterans Reintegration Program (HVRP) competitive grant process. These trainings help organizations design, develop and expand their assistance programs, as well as increase their competitive edge in the grant application process.

Center staff also spends considerable time researching and posting notices of government and private funding support and other homeless services resources on the NCHV website, the most comprehensive source of information on veteran homelessness and assistance programs in the nation. In FY 2009, the website received an average 72,000 visitors per month.

Under the leadership of **Melanie Lilliston**, Director of Technical Assistance and Finance, the center provides the most relevant and up-to-date material to service providers. Training programs offered in FY 2009 focused on successful program development, completing competitive grant applications, legal issues, securing non-federal grant dollars and developing permanent supportive housing for veterans. In addition, NCHV continued to provide one-on-one training and site visits to organizations that needed more intense support to create successful program designs, setting up measurable goals and objectives, and meeting the necessary reporting and fiscal requirements of federal grants. NCHV



Attendees at a training on supportive housing for homeless veterans, facilitated by the Corporation for Supportive Housing.

staff conducted numerous grant reviews for organizations looking for feedback on their completed proposals.

The TA center features an on-line resource library for community-based organizations that serve homeless and at-risk veterans. Topics include the Homeless Veterans Grant and Per Diem Program; Homeless Veterans Reintegration Program; Stand Down; Homeless Court and community veterans' courts; OMB Circulars and federal financial reporting regulations; and a Veteran Employment Assistance section.

- ❖ **25** conference calls involving **2,150** service providers.
- ❖ More than **3,200** consultations on program and organization management.
- ❖ **125** private consultations on implementing homeless court programs.
- ❖ **3,100** consultations on GPD grant application guidelines and compliance.
- ❖ **860** consultations on HVRP grant application guidelines and compliance.
- ❖ **180** consultations on supportive housing issues and program development.
- ❖ **875** resources and grants provided.

Communications and Programs

As the nation's epicenter of information and resources about homelessness among veterans, NCHV continued in FY 2009 to provide timely, helpful information to homeless veterans and their families, homeless veteran service providers, Congress, government agencies, and the general public through our varied communications efforts.

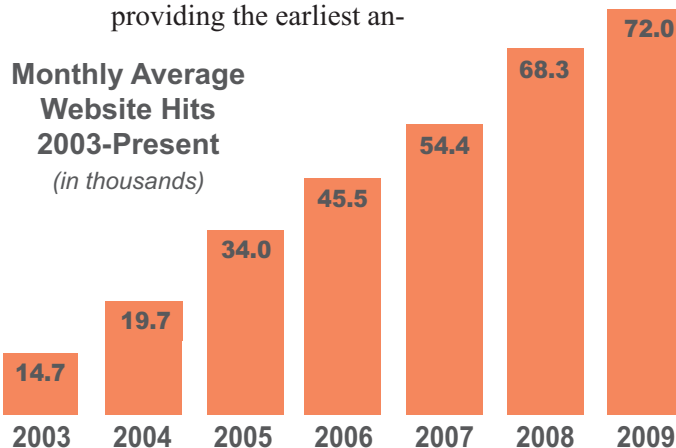
Working closely with the Technical Assistance Center and President & CEO John Driscoll, the communications staff ensures that NCHV is keeping its constituencies aware of the latest information pertinent to the common goal of ending veteran homelessness.

The NCHV website (www.nchv.org) saw another increase in web traffic this year, continuing a trend of enormous growth over the last seven years. The average monthly website hits from FY 2009 was 72,000, nearly five times as many as in 2003. Through technical assistance grants from the Departments of Labor and Veterans Affairs, the NCHV website has grown over that time to include an employment section, homeless veteran service provider best practices profiles, a self-help guide for veterans in crisis and family members who need information to help them, and a new online resource library.

NCHV's online resource library is a collection of valuable reports, fact sheets and other materials to meet reference and research needs. These are the same resources that have informed the development and expansion of programs to help veterans in crisis since 2003. Service providers,

veteran advocates and government officials use these resources to shape policy and establish funding requests. Consider that over that period of time, homelessness among veterans has decreased by more than 50 percent.

By the end of FY 2009, the NCHV list serve included over 3,000 organizations, corporations and government agencies that provide or support homeless veteran assistance programs. We are committed to our reputation for providing the earliest an-

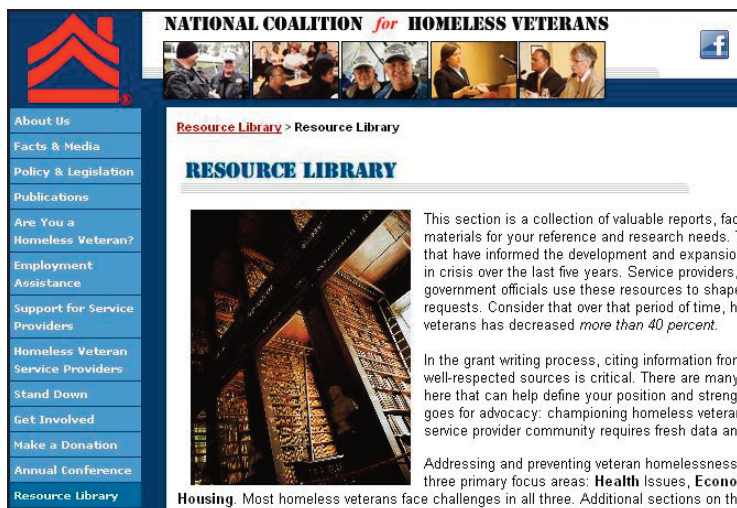


nouncements of federal grant notices, corporate and foundation funding opportunities, and resource information to help strengthen existing programs and facilitate the creation of new ones.

As mentioned in the Technical Assistance report, 875 grants and resources were provided in FY 2009 through NCHV's website, e-newsletters, and newsletter. This information, as well as news items, policy updates, and other items of interest, is distributed to subscribers in the middle of each month through NCHV's e-

newsletter. At the beginning of each month NCHV members receive a members e-newsletter, featuring exclusive-to-members grants and resources. Members also receive our print newsletter, which is produced bi-monthly. Email alerts are sent directly to all list serve subscribers whenever federal grants are published in the Federal Register or on grants.gov.

A new focus, with the release in March of the Veteran Homelessness Prevention Platform, has been resources and grants centered around different homelessness prevention strategies. This focus will



only grow in the coming years, with help from our corporate partners.

Another new venture for 2009 is the NCHV Facebook page (www.facebook.com/nchv.org). With social networking becoming more and more popular, NCHV launched its own page on Facebook to provide a place for homeless veteran service providers to interact and share updates. The page also serves the general public by introducing the issue of homelessness among veterans, and what is being done to help.

NCHV's fans on Facebook are regularly updated with news and resources, and are encouraged to

use NCHV's website to find ways they can help homeless veterans in their own community.

As the homeless veteran assistance movement comes to a new level of prominence, NCHV's communications efforts will continue to meet the growing demand for information. With the President's declaration of a zero-tolerance policy toward veteran homelessness, and the Administration's high-level officials making strides to learn the issues and improve and develop services, we're sure we'll have much more to share in 2010.

Special Outreach Programs

Along with its efforts in support of organizations that deliver services to homeless veterans and those at risk of becoming homeless, NCHV is heavily invested in providing outreach to veterans who have not yet found the assistance they need. There are three major initiatives that fall under the category of Special Outreach Programs.

Stand Down Registry

In 2002, the founders of the Stand Down movement – Robert Van Keuren and Dr. Jon Nachison – asked NCHV to serve as the national coordinator of the program. Stand Down is an outreach program based on the Vietnam War practice of offering a safe haven for combat troops between patrols, where they could receive showers, clean clothing, food, mail, medical services and rest. The Stand Down for homeless veterans offers the same services – including mental health assessments, legal assistance, employment services, and housing referrals – in one location. The Stand Down is regarded as the most effective outreach program for homeless people in the nation today.

In FY 2009, more than 42,000 veterans received assistance at 190 Stand Down events nationwide. NCHV confirms the events, maintains the coordinator contact information, and advises coordinators of grants that are available through the U.S. Department of Labor.

Incarcerated Veterans Outreach

In partnership with the U.S. Department of Labor, NCHV provides assistance to veterans in correctional facilities who are preparing to transition back into society upon their release. Approximately 12,000 copies of "Planning for Your Release: A Guide for Incarcerated Veterans" have been sent directly to men and women in

correctional facilities, and another 5,500 copies have been distributed to prison outreach and case management specialists. The creation of the guide was made possible through a grant from the Department of Labor-Veterans Employment and Training Service (DOL-VETS) in 2004, and an updated version of the guide was produced under a DOL-VETS grant in FY 2009. It is estimated approximately 45,000 to 60,000 veterans leave correctional facilities each year in the United States, and without this pre-release assistance many would be unable to obtain housing and steady employment.

Veterans 800-Help-Line

The 1-800-VET-HELP line is funded through contributions, and is available to anyone who calls, including family members who need guidance on how best to help their loved ones. The Help Line receives a minimum of 150 calls for assistance each month, and that number increases to as many as 300 from late fall to early spring. In FY 2009, the Help Line provided guidance to more than 2,700 veterans and family members seeking referrals to assistance programs in their communities.

Callers are informed about the assistance that is available through VA Medical Centers, VA Readjustment Counseling Centers (also known as Vet Centers), local homeless service providers and faith-based organizations in the NCHV database, as well as access to mainstream assistance for which they may qualify.

A special feature on the NCHV website complements the information offered on the Help Line – "Are You a Homeless Veteran?" This feature walks veterans in crisis and family members through a step-by-step process to identify their needs and determine where to find that assistance. This remains one of the most-accessed pages on the website.

Corporate and Individual Contributions

The partnership between the Federal agencies that administer homeless veteran assistance programs and the community-based organizations represented by NCHV has been credited with reducing the number of homeless veterans on the streets of America by more than 50% in the last six years.

With the support of the U.S. Department of Veterans Affairs and Department of Labor-Veterans Employment and Training Service, NCHV has developed a communications network that provides program development information, public and private funding notices, material resources, technical assistance and grant compliance guidance to more than 2,100 organizations that serve veterans in crisis nationwide.

As the scope of NCHV's service to the nation's homeless veteran assistance community expands, Corporate and individual contributions are becoming increasingly critical. During FY 2009, more than half of NCHV's educational programs and special focus initiatives on emerging issues was funded from individual and corporate contributions.

During our first year of participation in the Combined Federal Campaign, NCHV received pledges totaling more than \$177,000 from military and veteran organization members across the country. That generosity more than doubled the organization's unrestricted funding and allowed NCHV to expand its office space, resource library, website capabilities, and information updates and distribution projects. The CFC campaign gives military and veteran organization members an opportunity to invest directly in NCHV's mission to end veteran homelessness, and the response has been overwhelming.

Corporate Leadership

While federal grants and contracts continue to fuel NCHV's technical assistance offerings, corporate contributions have helped position the organization among the national leaders in veteran housing issues, services to women and single veterans with dependent children, supportive services for extreme low-income veteran families, and coordinated community prevention strategies.

Funding from **Northrop Grumman**, **Disabled American Veterans Charitable Trust** and **Lockheed Martin** made possible the develop-

ment of the Veteran Homelessness Prevention Platform, which was endorsed by the nation's service provider community at the 2009 NCHV Annual Conference in Arlington, Va. The platform policy recommendations evolved from the report of nonprofit organizations that serve homeless veterans at the National Symposium on the Needs of Young Veterans in Chicago in FY 2007, hosted by AMVETS. Funding from **Northrop Grumman** also supported the work of the NCHV White House Roundtable, whose report to the President's chief advisors on veteran issues included many of the platform recommendations.

The generosity of **FannieMae** and **Xerox** supported NCHV's efforts on behalf of women veterans and single veterans with dependent children. Central office staff met with Department of Labor-Veterans Employment and Training Service officials to provide service provider concerns and needs during the department's work to develop a new grant program offering employment assistance to homeless women and single veterans with children. Workshops on the needs of women veterans at the NCHV Annual Conference were funded by **FannieMae**, as were meetings with government officials involved with women issues throughout the year, including those from the Department of Defense, Department of Veterans Affairs, regional conferences of the Department of Labor, Congressional offices and White House staff.

Funding from the **National Association of State Workforce Agencies** and **Direct Employers Association** provided a second year of support to improve NCHV's website employment section. Visitors can now access links to all major state and veteran-friendly employment assistance and job search resources. Services available through the site include resume preparation, links to offices providing assistance to disabled veterans, and employment opportunities with companies that promote veteran preferences.

Contributions from the **National Equity Fund**, **Foundation for American Veterans**, **AtHome America** and **ShoeBuy.com** supported NCHV's participation in several conferences focused on housing issues for homeless and extreme low-income veteran families. Staff participated in events sponsored by Supportive Housing Network of

New York, National Low Income Housing Coalition, Veteran and Military Families For Progress, the National Alliance to End Homelessness, and the Corporation for Supportive Housing. Information gained and lessons learned at those and other symposia informed the development of the most comprehensive veteran housing legislative agenda before Congress in the 19-year history of NCHV.

It is our honor to acknowledge the support of the following individual donors of \$200 or more, and organization donors of \$500 or more.

Individuals

- President Barack Obama & First Lady Michelle Obama, Chicago, IL
- Ben Frederiksen, Huntington Beach, CA
- Brian Brown, Boxford, MA
- Charles Dahl, Houston, TX
- Christin Weyn, Shaker Heights, OH
- Debbie Burkart, Los Angeles, CA
- Frank & Donna Barnako, Great Falls, VA
- Jeffrey Nutting
- Jeffry Rosmarin, Huntington, NY
- John King, Olympia, WA
- LaShell & Jason Lentz, Mazomaine, WI
- Mara Kimmel, Anchorage, AK
- Marilyn A. Nalbandian, Watertown, MA
- Mark Fenton, Wauconda, IL
- Megan Sullivan
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- Patrick E. Ryan, Silver Spring, MD
- Sarah Jagger, Great Falls, VA
- Sherri Zimmer, Westland, MI
- Stephani Hardy, Altadena, CA
- Thomas Silverstein, Sarasota, FL

Organizations

- Accenture, LLP, Austin, TX
- Bosley, McKown & Bratch, Marion, IN
- Christ Lutheran Church, Washington, DC
- Disabled American Veterans Charitable Trust, Cold Spring, KY
- Disabled Veterans National Foundation, Arlington, VA
- Foundation f/American Veterans, W. Bloomfield, MI
- ImportantGifts, Inc., Florida, NY
- JustGive, San Francisco, CA
- Leonard F. Milgate Trust, Lexington, MA
- Lockheed Martin Corporation, Bethesda, MD
- The Mead Foundation, Toledo, OH
- Northrop Grumman Corporation, Los Angeles, CA
- SAR Orange County Chapter, Anaheim, CA
- Shoebuy.com, Boston, MA
- Sub-Pop Records, Seattle, WA
- Xerox Corporation, Norwalk, CT



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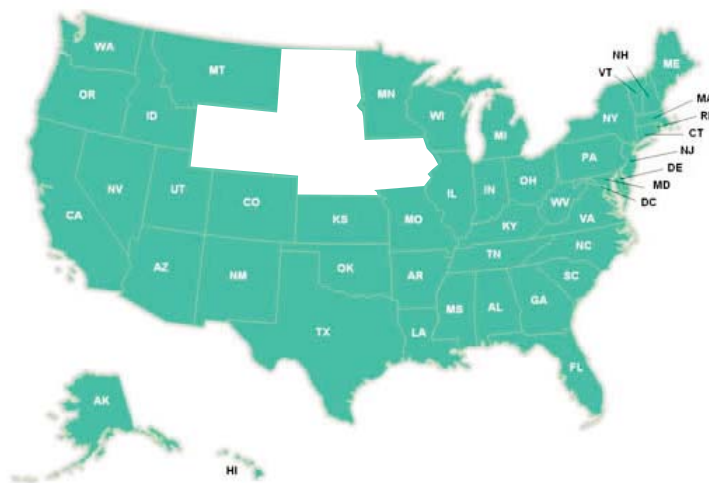


NCHV
Federal
Partners



Membership

Among NCHV's members are community-based organizations providing the full continuum of care for homeless veterans, VA Medical Centers, DOL HVRP Grantees, VA GPD Grantees, State Directors of Veterans Affairs, national headquarters of various veteran service organizations, and corporations and individuals committed to being a part of the fight to end homelessness among veterans.



NCHV community-based homeless veteran service providers represent 45 states, the District of Columbia, Puerto Rico, and Guam.

Benefits of Membership

- ❖ The latest updates in trends, data, and surveys from various sources.
- ❖ Legislative alerts and position analyses affecting homeless veterans and nonprofits.
- ❖ Technical Assistance in non-profit management issues.
- ❖ Annual membership meeting and conference of homeless veteran service providers.
- ❖ Funding information from government, corporations, foundations. Proposal development guidance.
- ❖ Bimonthly 20-page newsletter filled with information on resources, public policy, trends in the care provider community and reports of interest to homeless veteran service providers.
- ❖ Monthly Members e-Newsletter.
- ❖ Discount on all NCHV sponsored conferences.
- ❖ 800-VET-HELP access.
- ❖ Become a member at www.nchv.org/join.cfm.

Alabama	2	Mississippi	1
Alaska	2	Missouri	5
Arizona	5	Montana	2
Arkansas	1	North Carolina	4
California	34	Nevada	2
Colorado	2	New Jersey	6
Connecticut	5	New Mexico	1
Dist. of Columbia	11	New York	25
Delaware	3	Ohio	5
Florida	13	Oklahoma	1
Georgia	4	Oregon	6
Guam	1	Pennsylvania	11
Hawaii	2	Puerto Rico	1
Idaho	1	Rhode Island	3
Illinois	10	South Carolina	2
Indiana	4	Tennessee	3
Kansas	1	Texas	8
Kentucky	4	Utah	1
Louisiana	3	Vermont	4
Massachusetts	12	Virginia	5
Maryland	10	Washington	2
Maine	1	West Virginia	1
Michigan	8	Wisconsin	6
Minnesota	10		

Statement of Financial Activities

Year Ended September 30, 2009

Revenue and Support	
Grants	\$ 483,140
Contributions	183,977
Annual Conference	96,600
Membership	67,600
Sponsorships	22,000
Other	2,092
Interest Income	44
Total revenues and support	\$ 833,453
Expenses	
Program Services	\$ 678,585
Supporting Services	
General and administrative	70,319
Fundraising	29,400
Total expenses	\$ 778,304
Change in Unrestricted Net Assets	55,149
Net Assets, beginning of year	100,755
Net Assets, end of year	\$ 155,904

Statement of Financial Position

September 30, 2009

Assets	
Current Assets	
Cash	\$ 130,301
Grants Receivable	52,622
Prepaid Expenses	7,095
Total current assets	\$ 190,018
Property and Equipment, Net	1,168
Deposits	1,760
Total Assets	\$ 192,946
Liabilities and Net Assets	
Current Liabilities	
Accounts payable	\$ 12,169
Accrued Expenses	14,588
Payroll Taxes Payable	285
Current Portion, Note payable	10,000
Total Current Liabilities	\$ 37,042
Unrestricted Net Assets	155,904
Total Liabilities and Net Assets	\$ 192,946

**These figures are based on the preliminary reports received from NCHV's FY 2009 audit, and are not the final certified results.*



NCHV will end homelessness among veterans by shaping public policy, promoting collaboration, and building the capacity of service providers.

The need for comprehensive federal and local supportive, veteran-specific programs for homeless veterans is well-documented.

These men and women answered the call to serve their country in a way increasingly few Americans ever will.

They deserve nothing less than the full measure of our support in their greatest hour of need.



NATIONAL COALITION *for* HOMELESS VETERANS

www.nchv.org