

STAND DOWN

A CREATIVE COMMUNITY INTERVENTION TO ENGAGE
HOMELESS VETERANS

By Shalimar T. Cabrera
Executive Director, U.S.VETS – Las Vegas
Chair, Las Vegas Veterans Stand Down



STAND DOWN

First Stand Down: 1988 in San Diego

Founders of Stand Down – Robert Van Keuren, Dr. Jon Nachison and Vietnam Veterans of San Diego

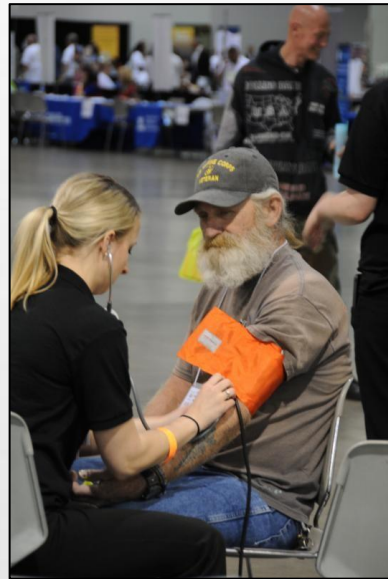
The program has become recognized as the most valuable outreach tool to help homeless veterans in the nation today.

“A successful Stand Down will be an effective mix of programming and logistics.”

STAND DOWN – OBJECTIVES/PURPOSE

- Provide resources to veterans – bring it to them
- Increase accessibility to veterans by pooling services in one location
- Offer support
- Build rapport
- Change an output to an outcome
- Engage the community
- Meet community goals: housing, employment, legal, mental health, treatment, and more

STAND DOWN KEY ELEMENTS



- Location
- Resources:
 - Housing
 - Counseling
 - Employment
 - Benefits
 - Legal Assistance
 - Much More
- Basic Needs:
 - Food
 - Shelter
 - Clothing
- Volunteers
- Service Providers

LAS VEGAS VETERANS STAND DOWN

2004

- 200 veterans
- 1-day event
- 20 service providers
- About 100 volunteers

2015

- 825 veterans/229 family members
- 2-day event (formerly 3 days)
- 150 service providers
- 521 volunteers
- 2,954 hours of volunteer services

PURPOSE/OBJECTIVES – GET INNOVATIVE

- COLLECT DATA
- CREATE TANGIBLE, LONG-TERM OUTCOMES
- GET BUY-IN OF THE COMMUNITY
- IDENTIFY THE HOMELESS VETERANS & THEIR NEEDS
- ENGAGE SPONSORS
- OBTAIN GRANT FUNDING (DOL)
- USE OF STAFF/KEY POSITIONS



LOCATION, LOCATION, LOCATION!

- Park > Church > Exhibit Hall/Convention Space
- Support the Designed Infrastructure
- The right location means possibilities are endless



EXAMPLES OF INNOVATIVE CHANGES IN LV

- Location, Location, Location!
- Veteran Assistants and Individualized Client Services
- Gathering data electronically
- Awards (Incentives) – Housing Provider/Employer/Partner of the Year
- Live tracking of outputs and outcomes
- Bringing Coordinated Intake to Stand Down
- Veterans Stand Down store
- Use of surveys for feedback
- Specialized staff positions

INDIVIDUALIZED CLIENT SERVICES

- Veteran Badge System
- Team Assignments based on housing situation
- Team Leaders
- Veteran Assistants
- Veteran Checklists



REAL TIME DATA GATHERING

- Check In process
 - Volunteers (check in and out)
 - Providers
 - Veterans
- Use of Google Docs (formerly SPSS) to get demographics at point of intake
- Output tracking from each service provider



DATA EXAMPLES

- 114 veterans obtained free legal assistance
- 136 veterans ordered copies of their military records or obtained case assistance from the Nevada Congressional Delegation
- 75 veterans received benefits assistance from the VA
- 190 veterans obtained vision screenings and appointments for eye care
- More than 150 veterans obtained free dental appointments to receive much-needed dental care
- 259 veterans received haircuts and showers
- Over 600 veterans shopped for free in the Stand Down store and obtained 5,385 items of clothing, shoes, workforce attire, hygiene items, and non-perishable food

DEMOGRAPHIC EXAMPLES

91% males
9% females
0% transgender

Age Range: 23 - 89

Eras Served:
WWII <1 %
Korea <1 %
Between Korea and Vietnam 2%
Vietnam 31%
Post-Vietnam 45%
Persian Gulf 12%
OEF/OIF 9%

Army 46%
Navy 25 %
Air Force 15 %
Marines 14 %
Coast Guard < 1%

88% of veterans reported receiving an Honorable Discharge from the military

472 (or 56%) of veterans reported having a serious medical problem; 315 (or 38%) reported having a mental health problem

90% of veterans reported an income of less than \$24,000, including 62% who reported living below the Federal Poverty Level for a family of one.

TRACKING OF OUTPUTS/OUTCOMES

- Live tracking of outputs and outcomes – “Live Ticker”
- Awards – Housing provider of the year, Partner of the Year, Employer of the Year

2015 VETERANS STAND DOWN REPORTING LIVE		
Day 1	Day 2	Total
588	Number of New Veterans Entered Stand Down 237	825
10	Number of Veterans Placed Into Housing 12	22
21	Number of Veterans With a Housing Plan 30	51
5	Number of Veterans Prevented From Homelessness 1	6
89	Number of Veterans With an Employment Plan 104	193



COORDINATED INTAKE

- Bringing Coordinated Intake to Stand Down
- “VIP Lounge” for homeless veterans within Stand Down



VETERANS STAND DOWN STORE

- Daily Clothing, Shoes, Workforce Attire, Linens, Hygiene Items, Non-perishable food
- Meeting Basic Needs
- Engagement Tool
- Community Synergy
- “Register” App for inventory



USE OF SURVEYS



- Veteran Surveys
- Provider Surveys
- Volunteer Surveys

- Aha Moments!

SPECIALIZED STAFF/KEY POSITIONS

Organized Structure

- Chair
- Co-Chairs
- Section Leads
- Floor Managers
- Logistics Manager
- Operations Manager



PROGRAMMING

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LOGISTICS

- Client-centered approach
- Service availability
- Long-term outcomes
- Access to services
- Meeting client needs
- Allow Stand Down to create change

- Event Flow
- Organization
- Schedule of Events
- Set-Up
- Floor Plan
- Staffing
- Diverse service representation
- Tracking
- Vendors

POST EVENT TAKEAWAYS

The “So What” of the Event:

- 825 veterans attended
- 229 veteran family members attended
- 73 veterans moved into housing or secured a housing plan during the event
- 193 veterans were hired into jobs or moved toward employment by scheduling interviews or follow-up appointments with employers
- 163 veterans met with the legal Courts to resolve outstanding legal issues

Renewed Sense of Community:

- Buy-in, returning sponsors, engaged volunteers, excited partners, increased morale of staff, veteran satisfaction

CONTACT INFORMATION

Shalimar T. Cabrera, U.S.VETS – Las Vegas
Executive Director
Las Vegas Veterans Stand Down Chair

scabrera@usvetsinc.org
(702)947-4442

Website: www.usvetsinc.org
Facebook: www.facebook.com/usvetsinc
Twitter: @USVETSLV
YouTube: www.youtube.com/usvetsinc