



Working Within Levels of Government



VA
HEALTH
CARE | Defining
EXCELLENCE
in the 21st Century

Detroit VA Healthcare System



Raising the Bar for Homeless Services: Improving Quality of Care Through Expanding Collaboration

California

Stacy Studebaker, LCSW

Health Care for Homeless Veterans Coordinator
VA Palo Alto Health Care System

Jennifer Knapp, LCSW

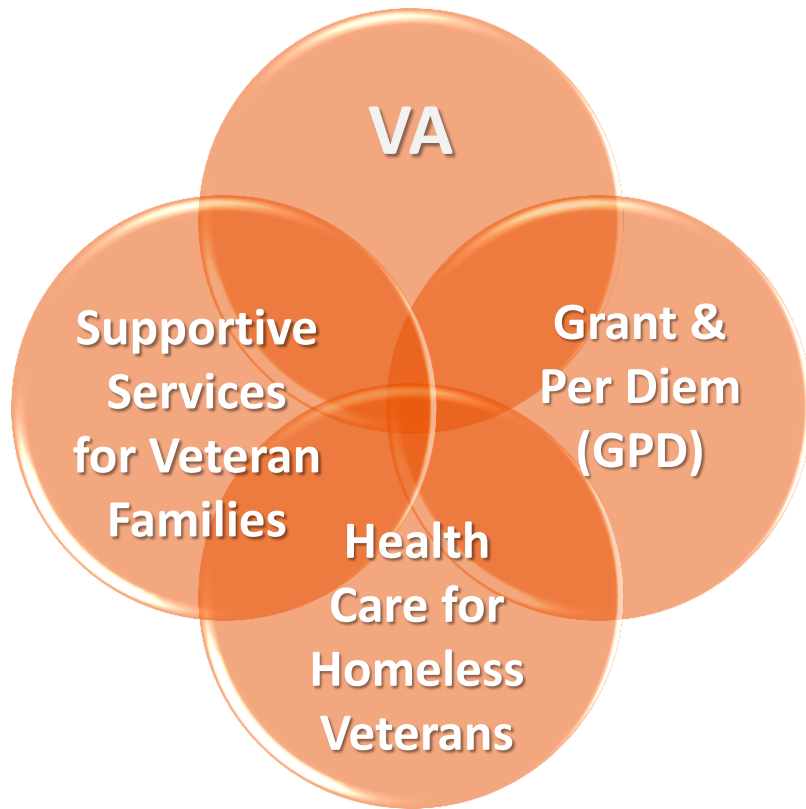
Health Care for Homeless Veterans Supervisor
VA Palo Alto Health Care System

Allison Ulrich, J.D.

Management & Housing Policy Consultant
Ulrich Consulting, LLC



Program Collaboration



Improving Quality of Care

Contracting Mechanisms

- Statement of Work
- Quality Assurance Surveillance Plans
- Corrective Actions
- Veterans Rights
- Non-Discrimination

Data Driven Change

- Regular, ongoing use of data with staff and partners to set targets and inform change

Quarterly Education

- Performance Goals
- Best Practices
- Housing First
- Harm Reduction
- Clinical Care
- Resources

Community Partnership

- Supportive Services for Veteran Families
- Local CoC's
- Other Community Partners



Minnesota

Eric Grumdahl

Special Advisor on Ending Veteran Homelessness

Minnesota Office to Prevent and End Homelessness



Jonelle Glubke

Homeless Program Coordinator

Minneapolis VA Health Care System



VA
HEALTH
CARE

Defining
EXCELLENCE
in the 21st Century

Registry + Regional Strategies = Acceleration

Inputs

- Evidence-based interventions
 - Housing First
 - Perm. Supportive Housing
 - Rapid rehousing
- Reliable identification
 - Proven questions to identify Veterans and VHA-eligibility
- Existing body of knowledge
 - Triennial homelessness survey (Wildler)
 - PIT data
 - VA HOMES data
- Resources
 - Income supports
 - Housing and service options for VHA-eligible Veterans (HUD-VASH, SSVF, GPD, etc.)
 - Known approaches for reaching other Veterans (CoC and PHA resources)
- Collaborators
 - CVSOs
 - Shelters
 - Outreach efforts
 - VA and State agencies
 - Housing & service orgs
 - CoCs

Interventions

Identification

Veterans needing housing solutions are identified across access points using reliable questions about Veteran status, and invited to sign a Registry Release of Information.

Street outreach	County VSOs
School liaisons	Food shelves
VA outreach and intake	Drop-in centers
Shelter intake processes	Standdowns
	In-reach efforts

Where available, Veterans participate in Coordinated Assessment to assess need and appropriate intervention(s).

Veterans needing housing interventions who sign the Release of Information are added to a centrally-managed **Veteran Registry** containing limited personally-identifying information:

- Name and how to contact
- Date of Birth & last four digits of SSN
- Assessment of needed intervention
- Duration & episodes of homelessness
- Disability
- Income
- Current provider(s) and housing status

Regional efforts

Regional teams representing access points and available service and housing resources manage and update **Veteran Registry** for their region, including :

- Assigning service responsibility for unassigned Veterans
- Monitoring progress of assigned Veterans into housing
- Identifying Veterans who may have resolved their homelessness without intervention
- Troubleshooting / collaborating

On a regional basis, leadership of involved partners implement region-specific strategies (e.g., rapid exit from shelter, increasing throughput of transitional housing to permanent housing outcomes) necessary to *triple* existing rate of housing outcomes.

Promotion of Veteran identification across mainstream systems and increasing access to mainstream housing resources by, e.g., establishing preferences among PHAs, building assessment of Veteran and housing status into intake processes, etc.

Hosting & maintenance of **Veteran Registry**

Common dashboard of progress toward goal supports routine engagement of leaders

Statewide efforts

Outcomes

Veteran outcomes

Effective homelessness prevention for Veterans at risk of experiencing homelessness	Stable housing
Perm. housing secured for Veterans experiencing homelessness & their families	Improved health care utilization
	Improved employment
	Increased family stability
	Better educational outcomes for children and youth

Demonstrable impact on emergency, crisis, shelter, public safety, and institutional services from reduced Veterans experiencing homelessness.

Improved sense of community

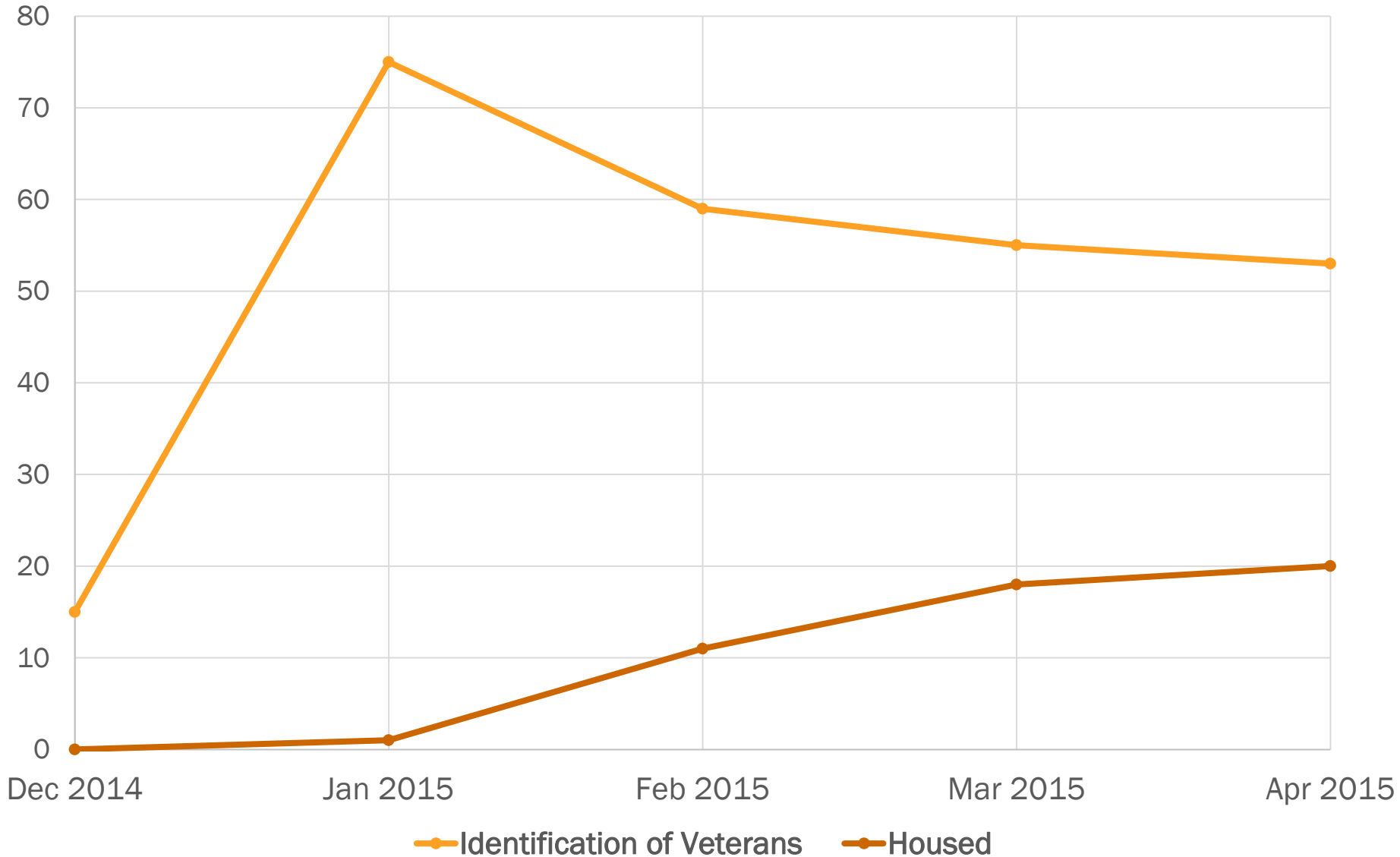
Ending Veteran homelessness imparts momentum, confidence, and proven approaches into efforts to end homelessness for all populations.

Successful achieving leadership goal inspires additional leadership commitments to end homelessness.

Community outcomes



Identifying and Housing Veterans on the Minnesota Homeless Veteran Registry



Michigan

Patricia Wolschon, MSW, LMSW, ACSW
Director of Homeless Programming
John D. Dingell VA Medical Center

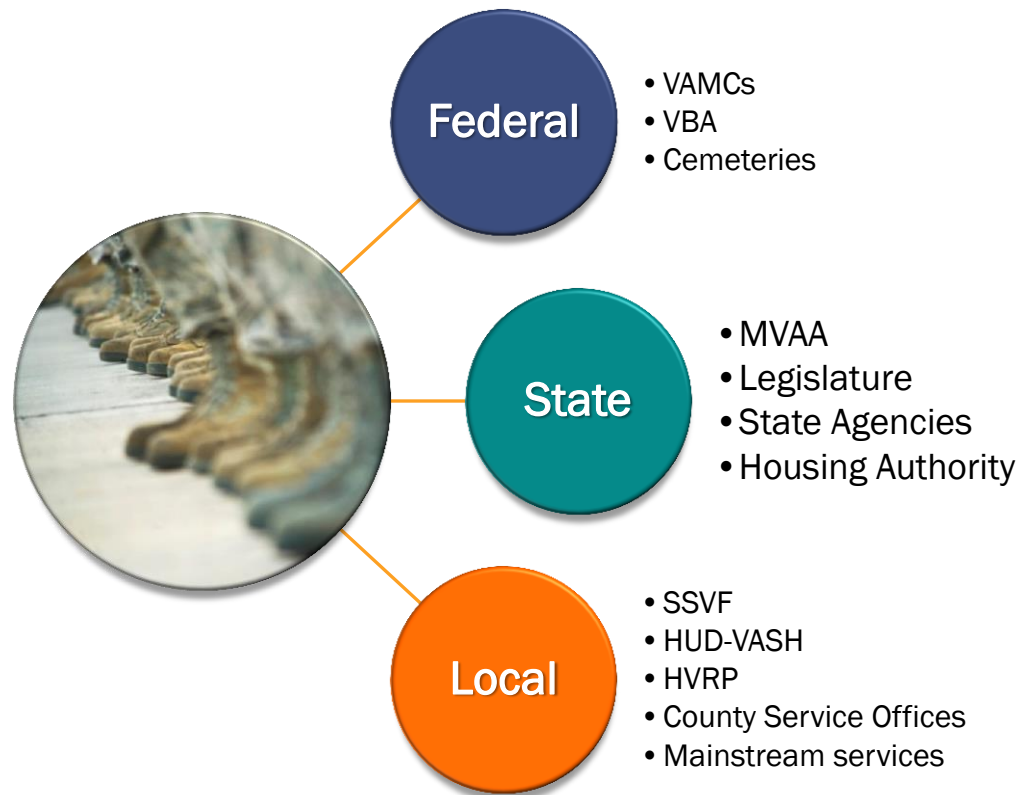


Lynn Hedges, MSW
Quality of Life Specialist, Strategy Division
Michigan Veterans Affairs Agency

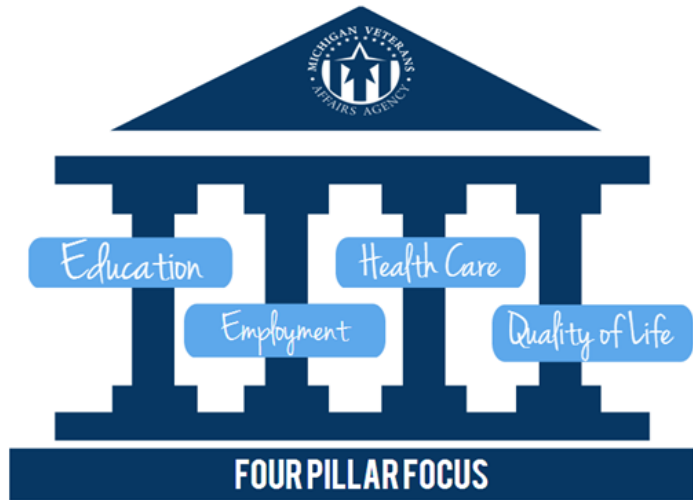


Partnerships

- o Local Continuums of Care
- o Michigan Interagency Council on Homelessness
- o Michigan Veterans Affairs Agency
- o SOAR initiative
- o Collaboration with private agencies around the state, Veterans Benefits Administration, 5 VA Medical Centers across Michigan, Veterans Cemetery Administration, universities, dental and legal services providers
- o MichiganWorks!, Michigan Rehabilitation Services, & Workforce Development Agency
- o Federally Qualified Health Care Centers and Community Mental Health Agencies



Veteran Community Action Teams (VCAT)



Michigan Partnerships at Work

- o Detroit Tent City Initiative
- o Statewide Effort to Honor Deceased Veterans & Their Families
- o Michigan Interagency Council on Homelessness