



NATIONAL COALITION
for **HOMELESS VETERANS**

2025 OPTIMIZING OPERATIONS WEBINAR SERIES



Sponsored by The Home Depot Foundation





Facilities Management Practices for Veterans Housing

2025 Optimizing Operations Webinar Series

AUG 21 | 2PM



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HVAF.org



**Providing hope, housing, and
self-sufficiency for all veterans and
their families since 1993.**



LIFE CHANGING WRAP-AROUND SERVICES

Transitional Housing with Intensive Case Management

Permanent Supportive Housing

Rent & Utility Bill Assistance

Employment & Career Development Support

Legal Support

Food, Hygiene, and Clothing

Therapy

IN 2024

1,346
veterans served



CORE VALUES

HVAF CARES

COMPASSION

ACCOUNTABILITY

RESPECT

EFFECTIVE

SELFLESS SERVICE



**HVAF
HEADQUARTERS**
964 N. Pennsylvania St.



MAKING INDIANAPOLIS HOME FOR OUR VETERANS

**HVAF provides temporary housing for 103 veterans
each night and 62 permanent supportive housing units
for veterans and their families.**



MANCHESTER APTS
Transitional Housing
960 N. Pennsylvania St.



PROCTOR PLACE
Permanent Housing
240 N. Warman Ave.



CARSON APTS
Permanent Housing
525 Sutherland Ave.



VETERANS VILLA
Permanent Housing
3731 Station St.



PAUL HOUSE
Permanent Housing
3122 W. Michigan St.



LAFEVER HOUSE
Permanent Housing
1204 S. Keystone Ave.



LOYD HOUSE
Transitional Housing
1041 N. Goodlet Ave.



KELTNER HOUSE
Permanent Housing
3110 N. Capitol Ave.



WARMAN WOODS
Transitional Housing
210 N. Warman Ave.



NEWTON HOUSE
Transitional Housing
1714 S. Talbott St.



WARMAN WOODS
Transitional Housing
208 N. Warman Ave.



WARMAN WOODS
Transitional Housing
206 N. Warman Ave.



WARMAN WOODS
Transitional Housing
204 N. Warman Ave.



WARMAN WOODS
Transitional Housing
202 N. Warman Ave.





**We're all here to
serve veterans!**

- **Staff Training**
- **Quality Housing**
- **Safe Environment**

FACILITIES IMPROVEMENTS

ASSESS

- Safety
- Accessibility
- Major renovations

FIND FUNDING

- Budget/plan for improvements
- Align request with funding priorities
- In-kind support

MAKE IMPROVEMENTS

- Home Depot!

No Hero Should Ever Be Homeless!

HVAF.org

Follow us!



@HVAFofIndiana

#HoosierHeroes





CONTACT US:

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317-951-0688



Therapeutic Security Model

AUGUST 2025

Brighton Marine's Security Program

BMI's Campus Security team monitors the premises 24/7 to ensure the safety of all employees and residents

Our Security Team

- Comprised of 10-13 Security personnel; each shift includes a “lead” officer who is responsible for supervising security staff
- Campus Security operates 24 hours-per-day, 7 days-per-week

Security Technology

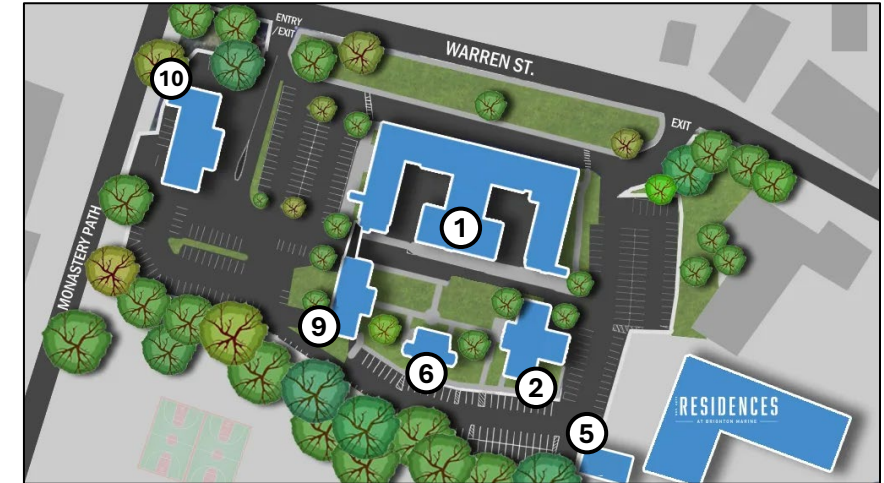
- A camera system operates 24/7/365 throughout the entire campus, including the permanent housing for Veterans Housing and the office building
- Access control system – C-Cure 9000

Incident Documentation

- Take a narrative of the event, add pictures/video, send report in email to relevant department leader
- Examples: trespassing; suspicious activity; fire alarm (e.g., bldg. 9 cooking)
- Coming soon: Software to manage incident reporting and patrol documentation

Patrols and 24/7 Monitoring

- Indoor patrols (“Guard Tours”) to check for maintenance issues in the building
- Outdoor patrols to build relationships with those on campus and maintain security presence



BMI Campus

- 1 BMI Admin & Security, USFHP, Dental & Medical Offices
- 2 Commercial Tenants
- 5 Addiction Treatment Center of New England (“ATCNE”)
- 6 Franciscan Children’s Administrative Offices
- 9 Veterans Housing – HUD-VASH 25 Units
- 10 Campus Maintenance Facility



The Security department offers help, hope, and understanding when working with our vulnerable populations

Our Guiding Principles

- *Help*: provide support to veterans in all times of need
- *Hope*: provide hope in difficult situations
- *Understanding*: take a kind but firm approach when facing confrontation

Relationship Building

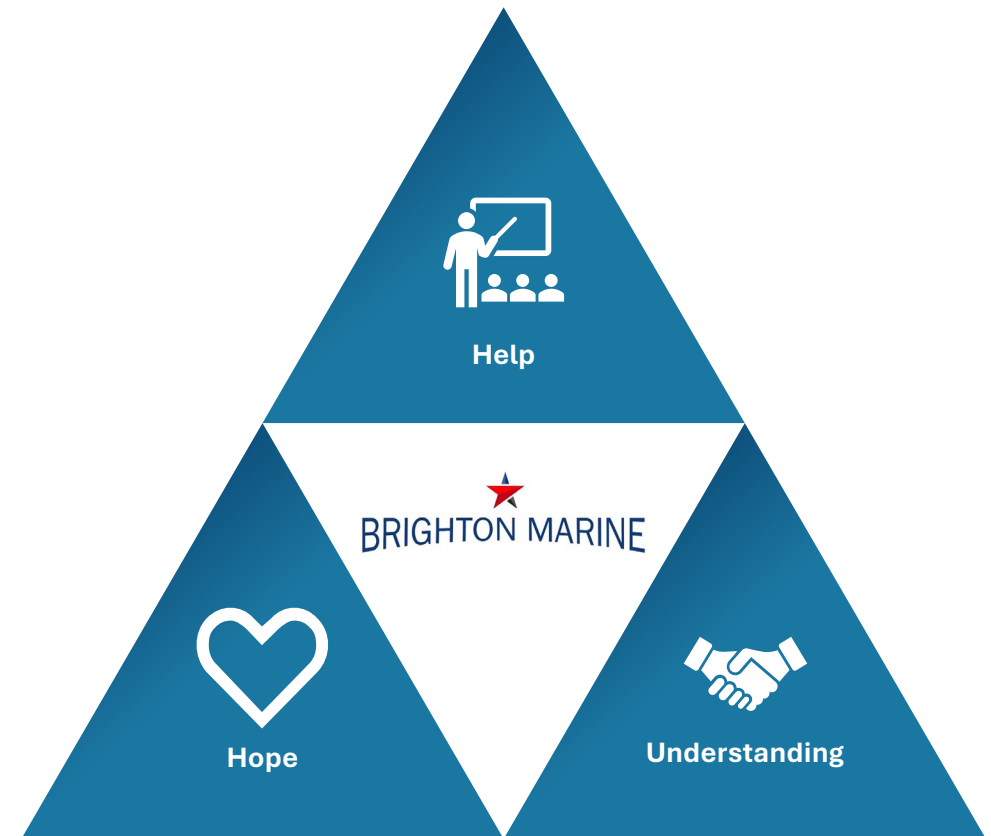
- The Brighton Marine security department takes the time to get to know each and every veteran residing in the permanent housing units on campus
- Staff are encouraged to build trust and confidence between them and the veterans
- Staff attend social events held for the veterans and participate in the community

Wellness Checks

- Continuous monitoring of badge swipe activity and following up on any abnormal behavior
- Observing for abnormal emotional or physical activity
- Using our relationship building philosophy, we keep constant communication with each veteran on campus.

Relationship with Local Police

- Excellent two-way relationships with the Boston Police Department
- These relationships empower the security department and help keep the campus safe
- Boston PD notifies BMI security (Ryan Campbell) of any major events that happen nearby the property and BMI assists BPD when appropriate



Our Guiding Principles



Security Team Relationships

The Security team maintains excellent relationships with the Boston Police Department

Boston PD

The BMI Security team maintains strong relationships with the uniformed division and several of the different undercover units of the Boston Police Department

- Boston PD notifies BMI of relevant major events in the vicinity
- BMI Security assists Boston PD when appropriate





Facilities Management Practices for Veterans Housing

Q & A

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