

ANNUAL UPDATE- THE STATE OF VETERAN HOMELESSNESS

THE MAINE CONTINUUM OF CARE VETERAN COMMITTEE

(THE MAINE HOMELESS VETERAN ACTION COMMITTEE)

JANUARY 31, 2018

AGENDA:

I. Welcome

Rob Liscord, Chair of Maine HVAC, Preble Street Veteran Housing Services

Adria O. Horn, Director of the Maine Bureau of Veteran Services

II. Perspective from a Maine Veteran

William Higgins, Statewide Homeless Council, Homeless Voices for Justice

III. National and Regional Perspective

Phil Allen, Technical Assistance Collaborative, Inc.

IV. The State of Veteran Homelessness in Maine

Rob Liscord, Chair of Maine HVAC, Preble Street Veteran Housing Services

V. The Road from Here

Rob Liscord, Chair of Maine HVAC, Preble Street Veteran Housing Services

Jeremy Kendall, Director of Easter Seals of Maine

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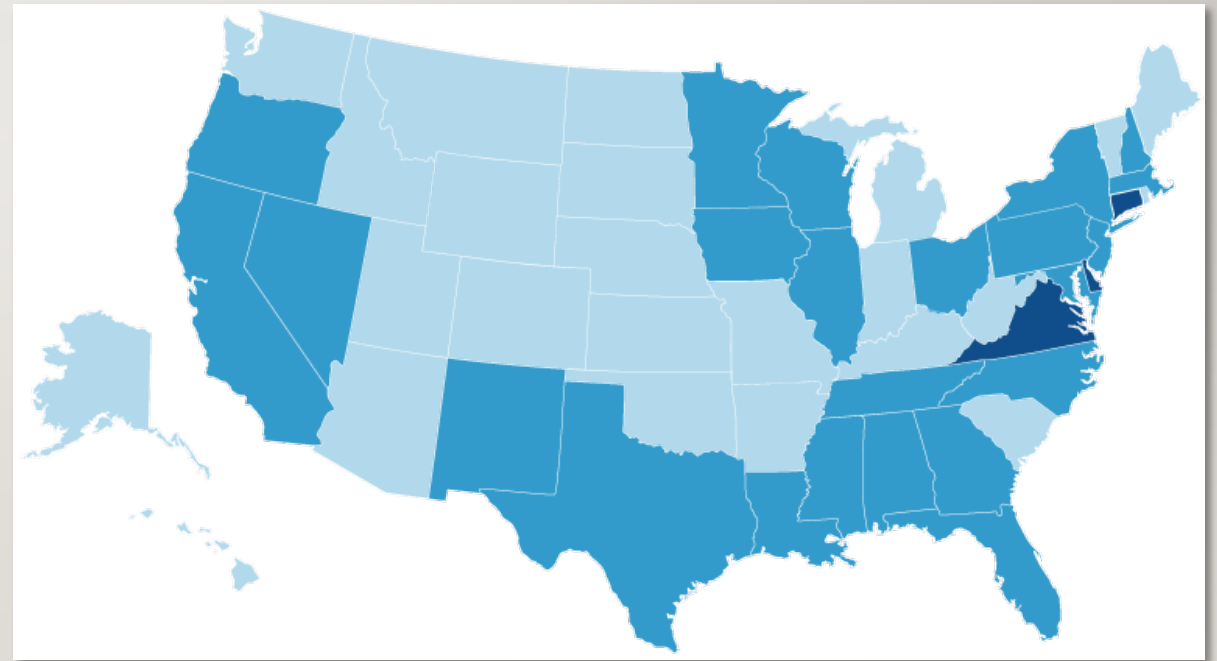
THE MAINE CONTINUUM OF CARE VETERAN COMMITTEE

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JANUARY 31, 2018

THE NATIONAL MODEL: ACHIEVING AN END TO VETERAN HOMELESSNESS

Homelessness is not a problem to manage.
Homelessness is a problem we can solve.



THE NATIONAL MODEL: ACHIEVING AN END TO VETERAN HOMELESSNESS

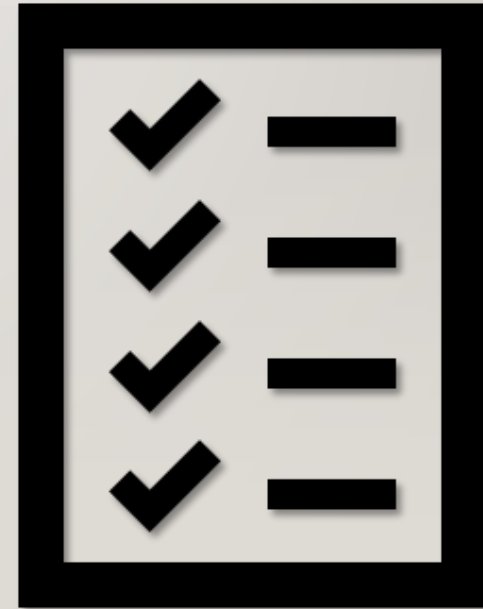
An end to homelessness means that every community will have a **systemic response** in place to ensure homelessness is **rare**, **brief** and **non-recurring**.

Systemization of our homeless responses mean the establishment of written **norms**, **rules** and **expectations** that the community, the client and the service providers can depend on and that can be **measured**, **evaluated** and **adjusted as needed**.



THE NATIONAL MODEL: THE FEDERAL CRITERIA AND BENCHMARKS

- A tool to measure and evaluate the ability of the homeless response system to move clients from homelessness to permanent housing
- Goal: A system that makes homelessness ***rare***, ***brief*** and ***non-recurring***.
- Acknowledges that clients will always fall into and leave homelessness




DEFINITIONS: NATIONAL PROGRAMS & TOOLS

- The [HUD Continuum of Care \(CoC\)](#) Program is designed to promote communitywide commitment to the goal of ending homelessness
- The [United State Interagency Council on Homelessness \(USICH\)](#) coordinates the response to homelessness across 19 federal member agencies
- [Homeless Management Information System \(HMIS\)](#) is the localized technology system that allows for coordination across programs serving individuals experiencing homelessness
- [Federal Criteria and Benchmarks for Ending Veteran Homelessness Review Tool](#) is a standard form where information regarding each veterans homelessness and housing plan is recorded

WHO ARE WE?

- The Maine Homeless Veterans Action Committee (ME HVAC), the Veteran Committee of the Maine Continuum of Care (MCOC), exists to ensure that Veteran homelessness is rare, brief and non-recurring.
 - Adopted as a committee of the MCOC in the fall of 2016.
 - Participating agencies include:
 - Preble Street
 - VA Maine Health Care System
 - Easter Seals of Maine
 - Veteran's Inc
 - MaineHousing
 - Maine Bureau of Veteran Services
 - Volunteers of America of Northern New England
 - Betsy Ann Ross House of Hope
 - Bread of Life Ministries

WHAT WE DO?

- Develop and maintain a **Veteran Coordinated Entry System** prioritizes federal, state and local resources that serve veterans experiencing homelessness.
 - Maintain a real-time By-Name List of all **identified homeless veterans** across Maine's 16 counties
 - Track and monitor progress on the USICH Federal Benchmarks and Criteria that determine whether a community has ended veteran homelessness
 - Hold weekly case consultation to identify appropriate housing for each veteran experiencing homelessness.
 - Use the data we collect and monitor to hold ourselves accountable to the veterans we serve each day.
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DEFINITIONS:

- Veteran: An adult who served on active duty in the armed forces of the United States, including persons who served on active duty from the military reserves or the National Guard regardless of discharge and character of service and inclusive of active duty for training purposes. (Definition adopted by Maine HVAC in December 2017)
- Chronic homelessness: An individual or family that is homeless and resides in a place not meant for human habitation, a safe haven, or in an emergency shelter, and has been homeless and residing in such a place for at least 1 year or on at least four separate occasions in the last 3 years. (As defined by USICH & HUD)

DEFINITIONS:

- **Coordinated Entry System**: An approach to the **coordination** and management of a **crisis response** system's resources that allows users to make consistent *decisions* from available information to **efficiently** and **effectively** connect people to **interventions** that will **rapidly** end their homelessness.

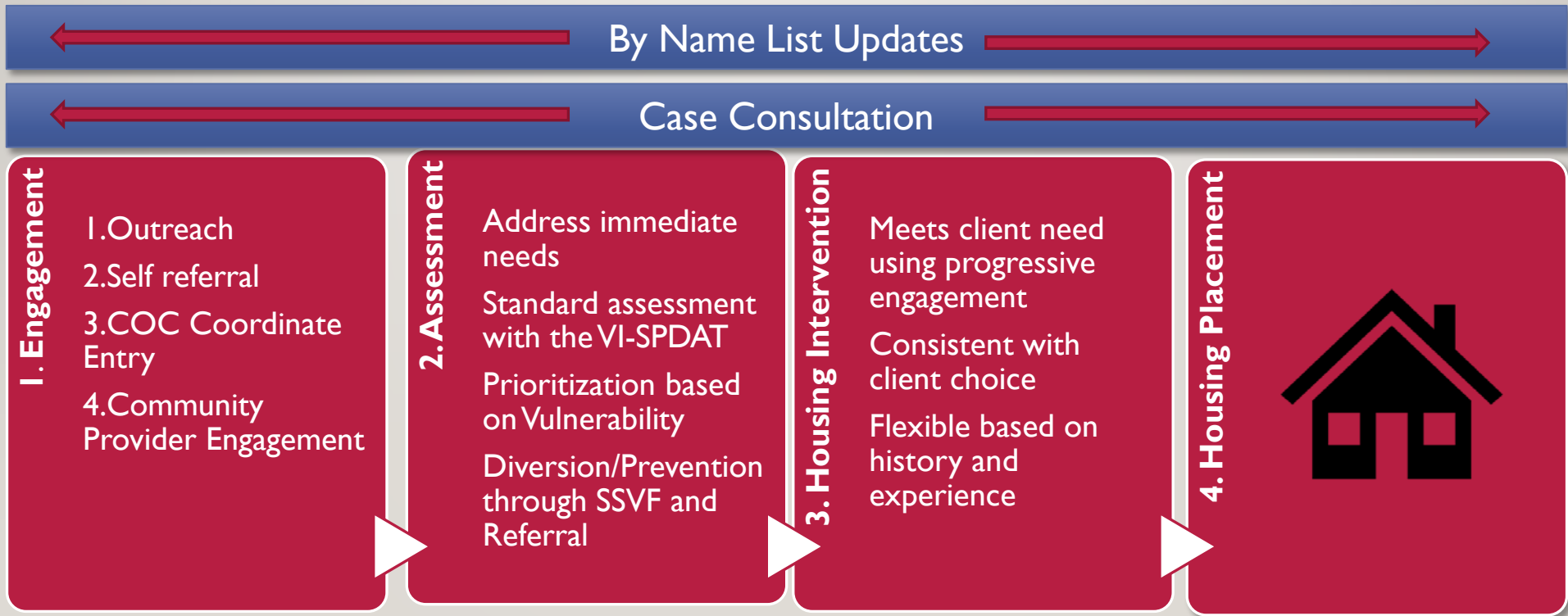
THE PRIMARY PERMANENT HOUSING RESOURCES FOR VETERANS EXPERIENCING HOMELESSNESS

- Supportive Services for Veteran Families: VA funded rapid rehousing program that provides community outreach, short term intensive case management, connection with community resources and flexible financial assistance to help house veterans who are homeless.
 - Preble Street Veteran Housing Services
 - Veterans, Inc.
- VA HUD VASH: VA provided long term intensive clinical case management combined with a HUD housing choice voucher for chronically homeless and/or highly vulnerable veterans
 - VA Maine Healthcare for Homeless Veterans
- Grant & Per Diem Transitional Housing: VA Funded transitional housing for homeless veterans that demonstrate a need for transitional housing before moving into permanent housing
 - Veterans, Inc. (Property in Lewiston)
 - Volunteers of America (Properties in Biddeford & Saco)
- Homeless Veteran Reintegration Project: Department of Labor funded job support program for veterans experiencing homelessness who need earned income to maintain stable housing
 - Easter Seals of Maine

WHY COORDINATE SERVICES?

- Establish a Coordinated Entry and Assessment System to quickly identify the most **efficient, effective** and **appropriate** housing intervention for a veteran experiencing homeless
- Without coordination, lived challenges include:
 - Veterans completing intakes and screenings multiple times
 - Veterans receiving duplicative services from more than one program at a time
 - All programs serving veterans of varying vulnerability
 - Under utilized or over stretched programs
 - Limited communication between programs
- Clients deserve an efficient and appropriate response of available resources to the emergency that is their homelessness experience

SYSTEM FOR COORDINATION:



SYSTEM FOR COORDINATION WHEN A VETERAN CALLS IN THE COMMUNITY

1. A veteran contacts an emergency shelter, 211 or community provider and reports a housing problem
2. Provide the veteran with the contact information for Maine's SSVF programs:
 - Preble Street Veteran Housing Services: 1-800-377-5709
 - Veterans, Inc. 207-298-0458
3. The SSVF program contacted will outreach the veteran and screen for eligibility for all veteran programs.
4. The SSVF program will bring the veteran to the By-Name List and Case Consultation
5. A housing plan is identified based on vulnerability and client choice and the veteran moves towards permanent housing

SYSTEM FOR COORDINATION WHEN A VETERAN CALLS A VETERAN SERVICE PROVIDER

1. A veteran contacts one of the primary veteran service providers for homelessness
 - Preble Street Veteran Housing Services: 1-800-377-5709
 - Veterans, Inc. 207-298-0458
 - VA Maine Healthcare System 1-800-424-3838
 - Volunteers of America 207-571-3359
 - Easter Seals of Maine 207-828-0754x1004
2. The program first contacted outreaches the veteran or refers to SSVF for outreach
3. The program will screen the veteran for vulnerability and chronicity and bring the veteran to the By-Name List and Case Consultation
4. A housing plan is identified based on vulnerability and client choice and the veteran moves towards permanent housing

TOOLS AND METHODS OF COORDINATION

- Data sharing through Maine HMIS
- The Veteran By Name List-Tracks all homeless veterans identified by the Maine Homeless Veteran Action Committee Members
- Standardized Policy and Procedures defining outreach, assessment, intake and exit
- Weekly case consultation- Coordination of emergent needs and housing plans
- Monthly Steering- Establish and monitor Maine's system responding to veteran homelessness
- USICH Criteria and Benchmarks and benchmark generation tool

A YEAR IN REVIEW: 192 VETERANS HOUSED

- 192 Veterans experiencing homelessness were permanently housed
 - 51 veterans experiencing chronic homelessness were housed
- 40 veterans entered non-permanent housing
- Establishment of weekly case consultation in August of 2017 which
 - increased the rate of housed veterans from 13.14 to 20 per month.
- **Yet, 278 veterans entered homelessness in 2017**



A YEAR IN REVIEW: A YEAR OF HARD WORK

- Commitment to real-time data in August 2017: Move from monthly to real-time By-Name List Updates
 - Increase in the number of 16.28 to 32.8 veterans identified per month
- HUD VASH: Improvement of utilization from 64% in 2015 to 94% in 2017, prioritized based on vulnerability
- The creation of the Maine Bureau of Veteran Services Homeless Veteran Coordinator- Faster verification of military service, better coordination on VA Claims and enhanced public communication
- Re-alignment of grant and per diem transitional housing through new modalities adopted in October 2017 that prioritizes housing veterans within 90 days.

WHERE WE STAND AT THE START OF 2018 THE BY NAME LIST AS OF DECEMBER 31, 2017

Location	Non Chronic	Chronic	Total
Veterans in Emergency Shelters or Motels paid for social services	40	19	59
Veterans in Transitional Housing-GPD	27	5	32
Veterans in unsheltered homeless situations	12	7	19
Total Veterans Identified as of 12/31/2017	79	31	110

WHERE WE STAND AT THE START OF 2018

THE BY NAME LIST AS OF DECEMBER 31, 2017

Veterans Health Administration Eligibility	Non Chronic	Chronic	Total
VHA- Eligible	48	21	69
VHA- No Determination or Pending Determination	22	1	23
VHA- Ineligible Veterans	9	9	18
Total Veterans Identified as of 12/31/2017:	79	31	110

Permanent Housing Intervention	Non Chronic	Chronic	Total
HUD VASH	9	12*	21
SSVF	37	9	46
Other PH or Permanent Supportive Housing	8	0	8
Self-Resolve	3	0	3
None Currently	22	10	32
Total Veterans Identified as of 12/31/2017:	79	31	110

LOOKING AHEAD

UNDERSTANDING THE BENCHMARKS

A) Have you ended chronic homelessness among veterans in your community?

Target: Zero chronically homeless Veterans as of date of review, with exceptions indicated below.

Month/Year		Jan '17	Dec '17	Goal '18
Total number of chronically homeless Veterans who are not in permanent housing (PH) as of end date above:		41	31	13
Exempted Group One	Total number of chronically homeless Veterans who have been offered, but not yet accepted a PH intervention offer and where the last PH intervention offer was within 14 days of the end of the 90 day look-back period (excludes Veterans also counted in Exempted Group 3):	0	0	0
Exempted Group Two	Total number of chronically homeless Veterans who have accepted a PH intervention offer, but not yet entered permanent housing and where the first acceptance of a PH intervention offer occurred during the 90 day look-back period (excludes Veterans also counted in Exempted Group 3):	10	12	12
Exempted Group Three	Total number of chronically homeless Veterans who have been offered a PH intervention, but have chosen to enter service-intensive transitional housing prior to entering a permanent housing destination:	--	1	1
Total Chronically Homeless Veterans - Total Number of Veterans in Exempted Groups 1, 2 and 3		31	18	0

LOOKING AHEAD: UNDERSTANDING THE BENCHMARKS

B) Do Veterans have quick access to permanent housing ?

Target: For homeless Veterans placed in permanent housing in last 90 days, excluding exceptions indicated below, the average time from **date of identification to date of PH move-in is less than or equal to 90 days.**

Month/Year	Jan '17	Dec '17	Goal '18
Total number of veterans who moved into permanent housing	5	55	106
Total number of days it takes for all veterans who become homeless to enter permanent housing	1190	7165	9540
Total Number of Days ÷ by Total Net Number of veterans = Average number of days till housed	238	130	90

LOOKING AHEAD: UNDERSTANDING THE BENCHMARKS

C) Does the community have sufficient permanent housing capacity?

Target: In the last 90 days, the total number of homeless Veterans moving in to permanent housing is greater than or equal to the total number of newly identified homeless Veterans.

Month/Year	Jan '17	Dec '17	Jan '18
The total number of Veterans exiting homelessness to permanent housing:	5	55	61
The total number of newly Identified homeless Veterans:	4	85	106

LOOKING AHEAD: UNDERSTANDING THE BENCHMARKS

D. Is the community committed to Housing First and provides service-intensive transitional housing to Veterans experiencing homelessness only in limited instances?

Target: In the last 90 days, the total number of homeless Veterans entering service-intensive transitional housing is less than the total number of newly identified homeless Veterans.

Month/Year	Jan '17	Dec '17
The total number of Veterans entering service-intensive transitional housing:	0	1
The total number of newly Identified homeless Veterans:	4	85

THE YEAR AHEAD: GOALS FOR 2018

1. Decrease the total chronically homeless veteran population by 17 veterans
2. Partner with housing providers to secure an additional 15 appropriately affordable housing units per month (private and subsidized)
3. Identify permanent housing plans and funds for the 10% of homeless veterans who are not eligible for VA programs
4. Partner with 211 & the COC Coordinated Entry System including: Maine HMIS, emergency shelters, hospitals, the criminal justice system and community groups to improve real-time identification of veterans

HOW CAN YOU HELP? THREE KEYS IN 2018

1. Help clients get the quickest access to the Veteran Coordinated Entry System. Ensure referral through the SSVF programs. Save these numbers!
 - Preble Street Veteran Housing Services: 1-800-377-5709
 - Veterans, Inc. 207-298-0458
2. Share at least one thing you or your agency can pledge to this effort in the new year. Reach out!
 - Chair: Rob Liscord, Program Manager, Preble Street Veteran Housing Services, rliscord@preblestreet.org | 207-245-5039
 - Co-Chair: Wendy Thomas-Blais, HUD-VASH Program Coordinator, VA Maine Healthcare System, Wendy.Thomas-Blais@va.gov | 207-623-8411
3. Share what you learned about this effort with at least one member of your community

Veteran homelessness is not a problem for to manage.

Veteran homelessness is a problem Maine can solve together.