

Grant & Per Diem National Program Operational Grantee Call

April 12, 2022

Recording Link:

<https://veteransaffairs.webex.com/recordingservice/sites/veteransaffairs/recording/5673c2719cb8103a8bee005056b02a1f/playback>

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HOUSEKEEPING

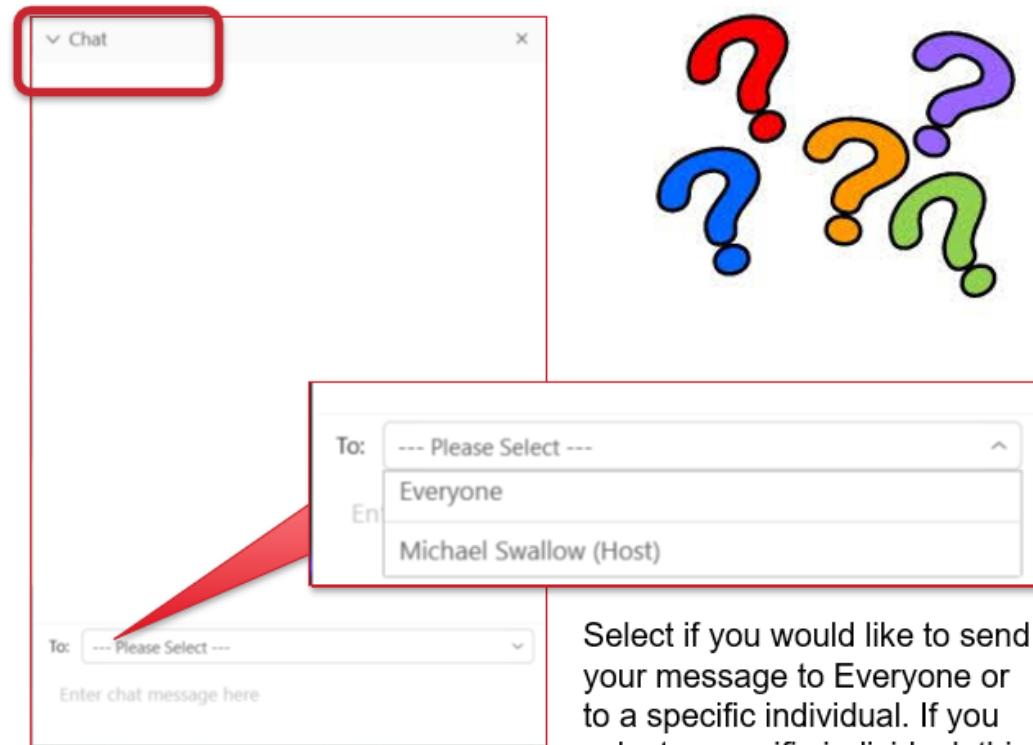
This call will be recorded

The webinar will last approximately 60 minutes

Please make sure your audio is muted as you enter

Questions can be submitted using the Chat function.

Select the Chat icon on the tool bar at the bottom of the screen.



Select if you would like to send your message to Everyone or to a specific individual. If you select a specific individual, this will send the message privately so no one else in the meeting will see it.



AGENDA



- **Quick Announcements**
- **GPD Capital Grant Awards**
- **VA's Permanent Housing Placement Goal in CY 2022**
- **GPD Contribution to VA's Permanent Housing Goal**
- **Public Health Emergency Declaration**
- **Office of Business Oversight (OBO)**
 - *Omar Ochoa*
- **Program Model Snapshots**
 - **Bridge Housing**
 - **Low Demand (LD)**



GPD PROVIDER WEBSITE

- Redesign of the GPD Provider Website
 - https://www.va.gov/HOMELESS/GPD_ProviderWebsite.asp
- Primary resource for active GPD grantees
 - Slides and webinar links for the *Monthly Operational Grantee Webinar*
 - Contact information
 - Regulations and grant recipient guides
 - Quick guides to use the electronic grants management system
 - Past and current NOFOs
 - Per diem rate requests
 - And much more...

I AM A...
Select One

VA » VA Homeless Programs » Grant and Per Diem Program » Grant and Per Diem Program: Provider Website

VA Homeless Programs

Grant and Per Diem Program: Provider Website

Contact GPD Program Staff:
(Please include your project FAIN on all correspondence)
GPD Program Questions: GPDGrants@va.gov
Fiscal Questions (per diem rates): GPDFiscal@va.gov
SF 425 Questions: GPD425@va.gov

[GPD Per Diem Rate Request Webpage](#)
[GPD Fiscal Resources Webpage](#)

- Coronavirus (COVID-19)
- GPD Regulations and Guides
- Electronic Grants Management System (eGMS)
- Notice of Funding Opportunity (NOFO)
- System for Award Management (SAM)
- Minor Dependents
- HUD-VASH & GPD Collaborative Case Management
- Capital Grant Resources
- Inspections & Change of Scope
- Monthly Operational Webinar (Slides & Recording Link)**

March 8, 2022
February 8, 2022
January 11, 2022
November 9, 2021
October 12, 2021
August 10, 2021
July 13, 2021
June 8, 2021
May 11, 2021

National Call Center for Homeless Veterans
877-424-3838
va.gov/homeless

STAY CONNECTED WITH THE VHA HOMELESS PROGRAMS OFFICE
Sign up for email updates.
[Subscribe](#)

Contact Homeless Outreach

MAKE A DIFFERENCE
E-Donate

Veterans Crisis Line
1-800-273-8255 PRESS 1



Reminder:

- All organizations must maintain an **active** System for Award Management (SAM) registration
 - [SAM.gov | Home](https://sam.gov)
- SAM registration must be **renewed yearly** to remain active and compliant.
 - Recommend renewing 90 days prior to the SAM expiration date
- April 4, 2022, SAM transitioned away from DUNS Numbers; all grantees must have a Unique Entity Identifier (UEI)
 - UEI is a 12-character alphanumeric ID assigned to an entity by SAM.gov

GRANTS.GOV™ Newsletter

UEI
UNIQUE ENTITY IDENTIFIER

SAM.GOV

UEI (SAM) is now the unique entity identifier for federal funding opportunities

UEI (SAM) has phased out the nine-character Data Universal Numbering System (DUNS) Number on April 4, 2022.
[Learn how to find an Applicant's UEI within Grant.gov](#)



GPD CAPITAL GRANT AWARDS

- New Capital Grant Awards – ARP funds
 - Announced Wednesday, March 23, 2022
 - [news release](#)
 - Award period begins May 1, 2022, and projects are to be complete within 18-24 months
 - Funding to transform shared spaces into individual bedrooms, bathrooms, 120 sq ft
 - 36 awards; \$64.7M; approximately 900 beds will be improved
 - [capital grant award list](#)
- Office of Construction & Facilities Management (CFM) Webinar
 - Support grantees understanding of the requirements to obtain CFM approval.
 - Thursday, April 14, 2022, 12:30 pm - 2:00 pm Eastern
 - Meeting Link:
<https://veteransaffairs.webex.com/veteransaffairs/j.php?MTID=m0fd559fd96c2bd142a32123b0cc7b2e1>
 - Audio: 1-404-397-1596; 27634256673##



PERMANENT HOUSING PLACEMENT GOAL

- February 25, 2022, Secretary McDonough announced the Departments goal to place at least 38,000 Veterans experiencing homelessness into permanent housing during calendar year 2022
 - [News Release](#)
- Guiding Principles:
 - House literally homeless Veterans
 - Honor Veteran choice
 - Provide supportive services
 - Enhance Coordination

VA | U.S. Department of Veterans Affairs | **News Release**
Office of Public Affairs | Washington, DC 20420
Media Relations | (202) 461-7600
www.va.gov

FOR IMMEDIATE RELEASE
Feb. 25, 2022

VA outlines new goals towards ending Veteran homelessness

LOS ANGELES, Calif. — Department of Veterans Affairs Secretary Denis McDonough established new goals in VA's efforts to prevent and end homelessness among Veterans.

During his visit, Feb. 25, McDonough participated in the local Point-in-Time Count and announced the following action being taken in the Greater Los Angeles (GLA) area:

- Placing at least 1,500 Veterans experiencing homelessness into permanent housing, which would represent a greater than 10% increase in permanent housing placements since calendar year 2021.
- Increasing the percentage of Housing and Urban Development-Veterans Affairs Supportive Housing vouchers under lease to at least 75%, which would represent the highest voucher utilization rate since 2018.
- Increasing to 50% the percentage of Veterans admitted to HUD-VASH who are housed within 90 days.

Reaching these goals in calendar year 2022 would mark GLA's best outcomes helping Veterans exit homelessness and remain in stable housing in several years and would represent a clear and substantial improvement on Veteran homelessness locally.

"The Los Angeles Homeless Services Authority and our partners have a shared belief that all Veterans deserve a place to call home," said the authority's Executive Director Heidi Marston. "We are eager to support VA in its effort to provide permanent and stable homes for 1,500 Veterans."

In October, after seeing a homeless Veteran encampment on San Vicente Boulevard, near the West Los Angeles VA Medical Center, McDonough set a goal to house 500 Veterans by the end of 2021. The VA Greater Los Angeles Health Care System exceeded that goal through a variety of temporary, transitional and permanent housing programs. Veterans also enrolled in supportive programs that help with the transition to permanent housing.

To increase housing stock dedicated to Veterans experiencing homelessness, VA and HUD will support the state of California and Project Homekey by committing available HUD-VASH vouchers housing projects awarded throughout the state. There are more than 5,000 HUD-VASH vouchers currently available for use in California. This approach creates new housing stock for Veterans while addressing the underutilization of this valuable resource that makes market rate housing affordable for [eligible](#) Veterans.

"Due to significant investments from Congress in the last three years, we have substantial resources to invest in homeless prevention," McDonough said. "We also have proven strategies that have not only decreased the number of homeless Veterans, but also prevented Veterans and their families from experiencing homelessness in the first place. What remains is the energy and effort needed to finish the job. These initiatives will help us get there."

Nationally, VA and its community partners will place at least 38,000 Veterans experiencing homelessness into permanent housing during calendar year 2022. This represents an increase of nearly 5% over the number of permanent housing placements in fiscal year 2021.

The number of Veterans experiencing homelessness in the U.S. has declined by nearly half since 2010 with more than 920,000 Veterans and their family members permanently housed or prevented from becoming homeless since then.

Veterans experiencing homelessness should visit their [local VA medical center](#) for assistance. Find the nearest [VA medical center](#). For immediate assistance, contact the National Call Center for Homeless Veterans at 877-4AID-VET or 877-424-3838.

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PERMANENT HOUSING PLACEMENT GOAL

- March 31, 2022, VHA Homeless Programs [Kickoff Call](#) for the Permanent Housing Placement National Challenge to House 38,000 Veterans
- [National Housing Challenge Website](#)
- VHA Homeless Programs Office is hosting bi-weekly Office Hours Calls
 - VA staff and grantees invited

VA Homeless Programs

Permanent Housing Placement National Challenge to House 38,000 Veterans in 2022

VA remains committed to ending Veteran homelessness and increasing permanent housing placements (PHPs) is critical to achieving this goal. Between 2010-2020, the number of Veterans experiencing homelessness in the United States was cut roughly in half. Despite this, data show that since 2016, progress towards ending Veteran homelessness stalled.

To support, revitalize, and streamline VA's investment in and commitment to end Veteran homelessness and ensure at-risk Veterans are safeguarded from this crisis, VA established a nationwide goal to house 38,000 homeless Veterans during calendar year 2022.

Achieving this goal requires a collective effort by all VA homeless program providers, with particular focus on Grant and Per Diem (GPD), Health Care for Homeless Veterans (HCHV) Contract Residential Services (CRS) and Low-demand Safe Haven (LDSH), Supportive Services for Veteran Families (SSVF), and Housing and Urban Development-VA Supportive Housing (HUD-VASH).

To effectively achieve this goal while reducing the risk of unintended negative impacts to Veterans served or to local homeless services systems, the following guiding principles will be incorporated:

1. **House literally homeless Veterans** identified through coordinated entry processes, local by-name lists (BNL), and VA and community-partner outreach services.
2. **Honor Veteran choice**, including needs and preferences for care when determining appropriate services and housing placements. Center Veterans' lived experience in the effort.
3. **Lead with equity** while continuing to prioritize housing resources for all Veterans.
4. **Provide supportive services** to Veterans with complex needs and/or histories of chronic homelessness through a trauma-informed, Veteran centered approach based in cultural humility.
5. **Enhance coordination** among VA homeless programs and community partners, including GPD, HCHV CRS/LDSH, and SSVF service providers; Continuum of Care (CoC) partners; public housing authorities (PHA); advocacy groups for and made up of Veterans with lived experience; landlords; city and county officials; and other service providers.

VA is hosting a bi-weekly Office Hours Call Series to support communities in achieving this goal. Recordings of these calls will be posted here. Check back often for more updates and information.

Call Recordings

- Kickoff Call – Permanent Housing Placement National Challenge to House 38,000 Veterans - March 31, 2022



GPD: THE SECRETARY'S PERMANENT HOUSING GOAL

How can GPD providers contribute to VA's goal to house at least 38,000 Veterans experiencing homelessness before December 31, 2022?

Getting Started: Seven Suggested Strategies

1. Assess program **utilization**
2. Use **outreach** activities to engage unsheltered Veterans and be involved with local **Coordinated Entry Systems (CES)**
3. Ensure **low barriers** to entry
4. Emphasize **high engagement** with Veterans that relapse or have rule violations
5. Evaluate your average **Length of Stay** by bed model
6. Understand your **performance** in the three established measures (permanent housing, employment, negative exits)
7. Link up with other **VA Homeless Programs** and housing resources



Dialing in Strategies: Questions to Ask

1. Assess program *utilization*

- What is your current capacity to accept Veterans as compared to your grant award?
- GPD has 12,700 available beds nationwide, but current utilization is about 8,100 beds (~64%)
 - Factors impacting occupancy
 - COVID-19 transmission in communities
 - Facility configuration (shared sleeping spaces/bathrooms) may prohibit full occupancy
- What considerations will you weigh as COVID-19 becomes endemic?
- *Has the overall need for GPD transitional housing in your community decreased?*

2. Use *outreach* activities to engage unsheltered Veterans and be involved with local *CES*

- How many unsheltered Veterans are in your community?
- What are your outreach strategies?
- How involved with your local CES are you?



Dialing in Strategies: Questions to Ask

3. Ensure **low barriers** to entry

- Are you providing same-day access?
- What policies could you change to lower barriers to entry?

4. Emphasize **high engagement** with Veterans that relapse or have rule violations

- When Veterans relapse or violate rules, are they discharged or re-engaged?

5. Evaluate your average **Length of Stay (LOS)** by bed model

- How does your average LOS compare to the national average?
 - *Current national LOS is ~six months*
- Does each Veteran have her/his own targeted and individualized plan?
 - *Veterans should move into permanent housing as quick as is appropriate*
- Do LsOS correspond to model-specific targets?
 - *Certain GPD models target shorter LsOS (e.g., Bridge Housing = 90-day LOS target)*



Dialing in Strategies: Questions to Ask

6. Understand your **performance** in the three established measures (permanent housing, employment, negative exits)

- Are you meeting with your VA GPD liaison regularly to understand your overall and individual model performance?

7. Link up with other VA Homeless Programs and housing resources

- How do you coordinate with and connect Veterans to other local community resources?
- Are you using your community's by-name list and participating in case conferencing?
- What is the potential for collaboration with other VA programs (e.g., HUD-VASH, SSVF TFA and Shallow Subsidy)



GPD: THE SECRETARY'S PERMANENT HOUSING GOAL

GPD Projects are Unique and Vital Resources Because There Are...

- No programmatic or policy barriers to providing same-day access
 - All grantees are asked to ensure a path to access housing within no more than 24-48 hours
- No statutory or regulatory income limits
- Projects serving Veterans with a history of sex offense or other justice-involvement issues
- Many projects offering a supportive community environment
- Wrap-around supportive services individualized to meet Veteran needs
- Integrations with local VA medical centers to facilitate Veteran access to medical and mental health care
- Projects serving Veteran families with minor dependents
- Programs offering aftercare/housing retention through Case Management grants



GPD Projects By The Numbers

- GPD projects are in every state, including D.C. and Puerto Rico
 - Over 350 Per Diem Only GPD Providers
 - Over 40 Transition-in-Place GPD Providers
 - Over 20 Special Need GPD Providers
 - Over 100 Case Management GPD Providers
 - Over 90 capital improvement grants

**Thank you to all working tirelessly to end
Veteran homelessness!**



PUBLIC HEALTH EMERGENCY DECLARATION

- Current Public Health Emergency Declaration ends as of April 16, 2022
 - **If** the Secretary HHS does not extend the declaration the per diem rate waiver will end
 - Anticipate providing a transition period, in lieu of specific requirements to the contrary
 - New maximum per diem rates would be:
PDO \$58.55; TIP \$76.37; SN \$101.82
 - **If** the declaration is extended, GPD does have sufficient funding to support enhanced per diem rates through the EOFY



VA's Office of Business Oversight

Omar A. Ochoa
Senior Auditor



OFFICE OF BUSINESS OVERSIGHT

- **Federal Contractors:**
 - Trilogy, BDO, RMA & Associates
- **Upcoming Fiscal Reviews:**
 - 12 & 12, Inc. – April 11-13, 2022
 - Applied Behavioral Rehabilitation Institute, Inc. – April 11-13, 2022
 - Veterans Multi-Service Center, Inc. – April 11-13, 2022
 - Alpha Omega Veteran Services, Inc. – April 25-27, 2022
 - Veterans Transition Center of Monterey County – April 25-27, 2022
 - Shepherd's House, Inc. – April 25-27, 2022
 - Homefirst Services of Santa Clara County – April 27-29, 2022
 - Barron Heights Community Development Corporation – April 28-29, 2022
 - HVAF of Indiana, Inc. – April 28-29, 2022
- **SF-425's were due on 1/31/2022**
 - 94% received as of 3/3/2022
 - *****NEW***** SF-425 Fillable Form Link: <https://forms.office.com/r/JNSVnng5g8>
 - Please Submit the SF-425 and Supporting Documentation to GPD425@va.gov with the grantees' FAIN in the subject line.



OFFICE OF BUSINESS OVERSIGHT

- **OBO Training Item of the Month: Unobligated Funds & Inaccurate SF-425 Reporting**
 - **Condition:**
 - We found the grantee underutilized grant award funding of \$200,000. The excess voucher income has not been returned to the VA.
 - **Criteria:**
 - **2 Code of Federal Regulations (CFR) 200 Subpart D, Post Federal Award Requirements 200.343(d) Closeout, states,** “The Non-Federal entity must promptly refund any balances of unobligated cash that the Federal awarding agency or pass-through entity paid in advance or paid and that are not authorized to be retained by the non-Federal entity for use in other projects.
 - **2 CFR 200 Subpart D, Monitoring and Reporting Program Performance 200.329(a), states,** “The non-Federal entity is responsible for oversight of the operations of the Federal award supported activities. The non-Federal entity must monitor its activities under Federal awards to assure compliance with applicable Federal requirements and performance expectations are being achieved. Monitoring by the non-Federal entity must cover each program, function or activity.”
 - **Cause:**
 - The grantee failed to maintain consistent and proper oversight of fiscal activities, lacked a clear understanding of Federal and GPD financial requirements within their budgeting process and did not adequately ensure planned program expenses were aligned with grant award income.



OFFICE OF BUSINESS OVERSIGHT

- **Revision of budget and program plans: 2 CFR 200.308**
 - **How do I know if I have unobligated funds?**
 - The non-Federal entity is responsible for oversight of the operations of the Federal award supported activities. The non-Federal entity must monitor its activities under Federal awards to assure compliance with applicable Federal requirements and performance expectations are being achieved. Monitoring by the non-Federal entity must cover each program, function or activity.
- **Monitoring and reporting program performance: 2 CFR 200.329**
 - **Should I reduce my per diem rate?**
 - Yes, recipients are required to report deviations from budget or project scope or objective, and request prior approvals from Federal awarding agencies for budget and program plan revisions,
 - **How do I reduce my per diem rate?**
 - Determine the per diem rate needed to cover expenditures and request a rate decrease to align with your expenses.
 - **Should I return the funds?**
 - Yes, the non-Federal entity must promptly refund any balances of unobligated cash that the Federal awarding agency or pass-through entity paid in advance or paid and that are not authorized to be retained by the non-Federal entity for use in other projects.
 - **What if I can't reduce my per diem rate because it is out of period?**
 - Notify the GPD program office and they will prepare a Notice of Indebtedness (NOI).



OFFICE OF BUSINESS OVERSIGHT (HELPFUL LINKS)

OPEN DISCUSSION

- **GPD Program Staff**
 - GPD Program Questions: GPDGrants@va.gov
 - Fiscal Questions (per diem rates): GPDFiscal@va.gov
 - SF-425 Questions: GPD425@va.gov
- **GPD Provider Website**
 - https://www.va.gov/HOMELESS/GPD_ProviderWebsite.asp
- **2 CFR Part 200 Website**
 - <https://www.ecfr.gov/current/title-2/subtitle-A/chapter-II/part-200?toc=1>
- **38 CFR Part 61 Website**
 - <https://www.ecfr.gov/current/title-38/chapter-I/part-61>

VA



U.S. Department
of Veterans Affairs

Per Diem Only Transitional Housing Models

Understanding Goals and Targets
Assessing Future Needs



Choose **VA**



TRANSITIONAL HOUSING BED MODELS IN REVIEW

- **As we lead into the final GPD PDO option year starting in October, let's examine each transitional housing bed model**
 - *Ideal time to reassess fidelity to the model*
 - *Future planning and provide sparks for community-level discussion about future GPD funding opportunities*
 - *Identify ways to bolster dialogue with your VA medical center team*
- **Questions to Consider**
 - What is the model's intention and its performance targets?
 - What are common pitfalls and how to get back on track?
 - How can this model bolster the 38,000 permanent housing placement goals?
- The spotlight this month is on **Bridge Housing** and **Low Demand**



TRANSITIONAL HOUSING BED MODELS IN REVIEW

Five Models of Transitional Housing (not including Service Centers)

Bridge
Housing

Clinical
Treatment

Hospital-
to-Housing

Low
Demand

Service-
Intensive

Housing

Treatment

to-Housing

Demand

Intensive





TRANSITIONAL HOUSING BED MODELS: **BRIDGE**

Bridge Housing

- **What is Bridge Housing?**

- *(from the NOFA)* Bridge housing is intended to be a **short-term stay** in transitional housing for Veterans with **pre-identified permanent housing destinations**

- **Targeted Population**

- Homeless Veterans that have been **offered and accepted a permanent housing intervention** [e.g., Department of Housing and Urban Development-VA Supportive Housing (HUD-VASH), Supportive Services for Veterans Families (SSVF), Housing Coalition/ Continuum of Care (CoC)]
- and are **not able to immediately enter** the permanent housing arrangement



TRANSITIONAL HOUSING BED MODELS: **BRIDGE**

Characteristics & Standards

- Goals in the Individual Service Plan should be **short-term** with the **focus** on the **move to permanent housing**, rather than the completion of treatment goals
- Veterans are expected to receive case management and support, which should be **coordinated with the HUD-VASH, SSVF, or other available community-based programs**
- Grantees will assist Veterans with accessing services as needed/requested by the Veteran and must make available to participants a menu of available services
- **Length of Stay (LOS) will be individually determined based on need, but in general, is not expected to exceed 90 days**



TRANSITIONAL HOUSING BED MODELS: **BRIDGE**

Admission Criteria

- Veterans must have been offered and accepted a permanent housing intervention **prior to admission or within the first 14 days of admission**
- *Note: You have 14 days to change the Veterans bed model, i.e. you could also move a Veteran you enrolled in, for example Service-Intensive, into Bridge if a permanent housing plan changes early on, or move a Veteran out of Bridge if a permanent housing plan dissolves*
 - *Talk with your VAMC and streamline a pathway to permanent housing*



TRANSITIONAL HOUSING BED MODELS: BRIDGE

Required Minimum Performance Metrics/Targets

- Discharge to permanent housing **is 75 percent**
- Negative exits* target is **less than 20 percent**

**The term “negative exit” is defined as the removal of a Veteran from the GPD program because of a violation of program rules, a failure to comply with program requirements, and/or leaving the program without consulting GPD grantee staff (a.k.a. “going AWOL,” elopement, etc.).*



TRANSITIONAL HOUSING BED MODELS: **BRIDGE**

Potential Pitfall: Long Lengths of Stay

- Yes, 38 CFR 61.1 “Supportive housing” states *“Facilitate the movement of homeless veterans to permanent housing as soon as possible but no later than 24 months, subject to § 61.80...”*
- Remember the NOFA language
 - 24 Months does not align with Bridge goals and is not the goal
 - Aim for 90 days

Ensuring Fidelity Ensures Housing

- Work with your liaison and VAMC team
- Community engagement
 - By-name list
 - Case conferencing
 - VA meetings
- Proper prior planning...work with Veterans to ensure housing plans on/at entry



TRANSITIONAL HOUSING BED MODELS: BRIDGE

Opportunity to meet the 38,000 permanent housing placement goal

- *Bridge Housing projects are uniquely poised to quickly facilitate Veterans transitions to permanent housing*
 - *Short-term goals supporting activities that help Veterans quickly move into permanent housing*
- *GPD is currently accounting for over 25% of all permanent housing placements, per the VA Homeless Program's PHP Dashboard*
 - *Where can we go collectively to reach the Secretary's goal?*

Future Planning

- How has your community changed since 2019?
- What are today's priorities, goals, and needs?
- How can Bridge help meet your community's needs moving into the future?



Low Demand Overview

- A harm reduction model to better accommodate chronically homeless Veterans and Veterans who were unsuccessful in traditional treatment settings
- Often participants are still in precontemplation and not yet fully committed to sobriety and treatment.

Goal - establish permanent housing in the community while ensuring the safety of staff and residents

Targeted Population – Veterans who:

- Are chronically homeless
- Suffer from mental health or substance use disorders
- Struggle with maintaining sobriety
- Have a history of multiple treatment failures
- Have never received treatment services
- Have been unsuccessful in traditional housing programs



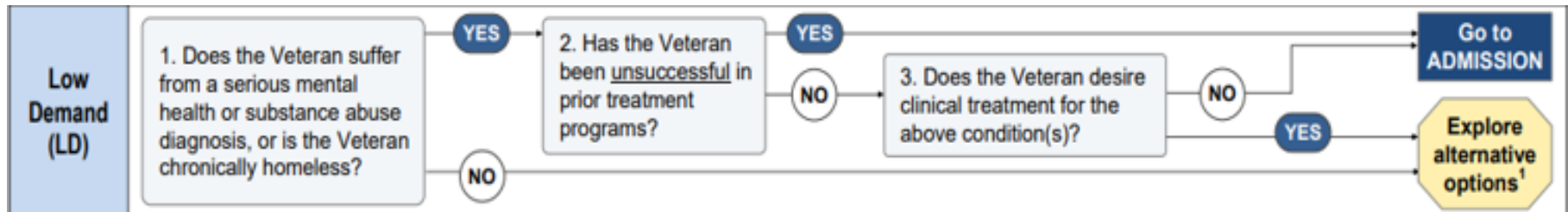
Low Demand Framework & Expectations

- Be committed to keeping the Veterans housed and staying continuously engaged
- Be willing to retain Veterans who are not compliant with minor rules
- Keep programming demands to a minimum, with services available as needed
- Have 24/7 on-site staffing
- Have a system in place for the management of the introduction of contraband
- Have procedures in place to ensure safety of staff and residents (including a safe room)



Low Demand Program Model Fidelity

The Low Demand model specific questions below are intended to assist with making placement decisions in GPD projects. In general, Veterans should be aligned with the housing model that most meets their needs, however, since bed availability and access to all housing models does not exist in every community, not all models may be an option for the Veteran. Clinical judgement and Veteran choice are always top priorities.





Low Demand Core Values

Core Values of Programming in Low Demand Housing Programs:

- Encourage
- Engage
- Motivate
- Do not demand
- Negative sanctions, especially discharge from the program, should not be used to motivate residents to attend programming
- Discharging Veterans from the program should be rare and typically only as a last resort after numerous rule violations
- Don't wait for residents to come to your group, class or case management session. Reach out and engage them, make them feel welcome



Goals and Steps

Focus on Getting the Veteran Housed Instead of Just Treatment.

Keep the program focused on assisting Veterans with the challenges of accessing and getting what they need to move onto permanent housing:

- Housing application
- Housing search
- Finances
- Resolving legal issues
- Acquiring basic household items
- Emotional and social support for the process



Performance Targets

Low Demand

Exits to permanent housing > 60%

Negative Exits < 20%





Negative Exits

Negative Exit

- Veteran was asked to leave because of a rule violation/failure to comply with program requirements (threat of violence to self or others is excluded from this measure)
- Veteran left without consulting staff

Potential Pitfall: Veterans leaving
“AWOL”

Negative exit= a missed opportunity to permanently house a Veteran.

How can we decrease negative exits?

- Ensure the Veteran is aware of all program rules and expectations so less likely to break them
- Use every opportunity to build rapport with the Veteran, especially early on
- Make sure your program really is low demand and expectations of the Veteran are kept to a minimum. Goals should be Veteran-driven.
- If the Veteran leaves without consulting program staff, make every attempt to locate and re-engage. There is a window of time before required discharge.



Permanent Housing

Exit to Permanent Housing

- Housing owned by Veteran; no ongoing housing subsidy
- Housing owned by Veteran; with ongoing housing subsidy
- Housing rented by Veteran; no ongoing housing subsidy
- Housing rented by Veteran with HUD-VASH voucher
- Housing rented by Veteran with non-HUD-VASH housing subsidy
- Permanent housing for formerly homeless persons (such as: CoC project)
- Staying or living with family; permanent tenure
- Staying or living with friends; permanent tenure



Permanent Housing Success

How can we increase the number of Veterans successfully exiting GPD to permanent housing?

- Discuss the Veteran's housing goals right from the start.
 - Notions about waiting a long time for the Veteran to “get settled”, to first work through other non-housing issues, or to engage with mental health and/or substance use treatment does not align with Housing First principles
 - Housing markets are tight and there can be long waits to get into housing. Learning the Veterans' goals and connecting them to appropriate resources early on is key.
- Be very involved in the Veteran's application and housing process.
 - Some Veterans in this program model may need more support and involvement from their case managers to complete necessary steps.
 - Connect with the Veterans' HUD-VASH case manager, SSVF case manager, or community case manager for collaboration. Conquer and divide action steps to help the Veteran reach the goal of becoming permanently housed.



Permanent Housing Success

- Attend the Low Demand Technical Assistance Calls each month
 - Provides an opportunity to learn about Low Demand principles and strategies from our technical assistance contractors, and to connect and brainstorm with your colleagues across the country
 - Ensure there is appropriate representation from your agency
 - If you do not have the invitation for these calls, please email us at gpdgrants@va.gov and we will connect you



*Thank
You*

Next Call: Tuesday, May 10, 2022 at 2pm EST