

Effectively Ending Veteran Homelessness in Connecticut

March 2016

Connecticut Homeless Response System

- Leadership of Governor and state agencies
 - Governor committed to Zero: 2016 goals
 - Departments of Housing and Mental Health and Addiction Services are key partners on shelter, housing, and services
- 2 HUD Continua of Care (CoCs)
- Coordinated Access System
 - 8 Coordinated Access Networks (CANs) across state, comprised of all homeless providers from shelter to PSH
 - 211 is universal front-door to homeless services

Collaboration

- Goal achieved through coordinated leadership of the Reaching Home Campaign's Veterans Workgroup
- Opening Doors-CT is the statewide plan, modeled on the federal Opening Doors initiative
- In February 2014, Governor Malloy commits to goal
- One of the first officials to sign onto Mayors Challenge
- Frequent meetings, summits, calls, etc. to coordinate efforts, troubleshoot, keep goals aligned

Coordinated Goal

- Quickly and thoroughly identify Veterans experiencing homelessness throughout the state.
- Provide Veterans with safe, interim housing when necessary.
- Assist Veterans with obtaining permanent housing with appropriate supports within 90 days.

Unified Team

- VA Connecticut Healthcare System
- Connecticut Department of Housing
- Connecticut Veterans Project
- U.S. Department of Housing and Urban Development Hartford Field Office
- Supportive Services for Veteran Families (SSVF) Grantees
- Partnership for Strong Communities
- Connecticut Coalition to End Homelessness
- Connecticut Department of Veterans' Affairs
- Connecticut Department of Correction
- Connecticut Department of Labor
- other community organizations (Grant Per Diem programs, Public Housing Authorities)

CT VETERAN HOMELESSNESS LEADERSHIP CHART

Co-Directors: VA CT and DOH

Outreach

HMIS Captain

- Coordinate biweekly outreach call on HMIS list
- Coordinate quarterly follow-up for veterans refusing services

211 Captain

- Set up veteran-specific 211 systems as needed
- Ensure 211 systems run smoothly

Rocky Hill Outreach Captain

- Coordinate VA and SSVF engagement with veterans living at DVA Domicile

Shelter Engagement Captain

- Keep track of numbers of unengaged veterans at shelters and engage with leadership as needed to ensure referrals

Interim Placement

GPD Placement Captains

- Coordinate with HCHV and SSVF staff to effect quick placements into GPD interim programs
- Keep track of available beds across the state
- Work with GPDs to lower barriers to admission

Non-GPD Placement Captain

- Coordinate with HCHV and SSVF staff to effect quick placements into non-GPD interim programs: including state Veterans' Home

Permanent Housing

10 Housing Captains

- Keep track of 20-50 veterans in the housing pipeline, ensuring we reach timeline goals
- Review at 45 days; document extensions as needed at 60 days and onwards
- 4 SSVF Managers
- 4 GPD Liaisons
- HUD-VASH Manager
- Remaining VA 'other' Veterans - Homeless Programs Manager

Ineligibles Captain

- Ensure ineligible veterans are referred to CAN and served in a timely manner

Identification

Ensure system is capturing all Veteran data:

- Universal coverage in CT HMIS for all veteran providers (including shelters, GPDs, outreach teams, 211) in HMIS
- Integrating VA CT data in HMIS (double-entry)
- SSVF/VA reporting to track additional information
- Reliable veteran status field (checks twice) – cast widest possible net – for all homeless providers in HMIS

Outreach

- Coordinated Street Outreach (SSVF Regions)
- Referral sheets and eligibility chart
- Referral protocol
- Streamlined CAN intakes
- Automatic HMIS email alerts
- Bi-weekly outreach lists and reports
- Bi-weekly outreach calls

Hard-to-Engage protocol for

(a) Veterans whom outreach staff is unable to find:

- *At least 8 attempts over two months, switching agencies when appropriate.*

(b) Veterans who refuse services:

- *At least four attempts over two months, switching agencies when appropriate.*
- Moved to “Hard to Engage” list with *at least quarterly attempts*

Interim Housing

- 165 GPD beds, alternates
- Low admission barriers and harm reduction approaches
- GPDs setting new expectations
- Permanent Housing Plan at initial engagement
- Rapid referrals and coordination
- GPD liaisons aggressively review cases at 45 days to ensure veterans are on track for 60-day stays

Permanent Housing

- Housing First
- Prioritizing Veterans for appropriate supports/ programs
- Coordination on hard-to-house cases
- HUD-VASH program improvements
- Consistent and coordinated landlord outreach
- 100 State rental certificates to fill gaps (50 with support services)
- Security Deposit Program

Tracking

- Outreach report and centralized outreach list
- Automatic outreach alert emails
- Housing reports
- VA read-only HMIS access; reports use HMIS IDs only
- By-ID lists categorized by outcome; actionable, but shows big picture
- Statewide Report

Bi-weekly reports:

- Statewide report
- Comprehensive excel sheet
- Outreach list
- 4 SSVF PH reports
- 4 SSVF outreach reports
- VA CT outreach report
- VA CT interim housing report
- 4 GPD Liaison PH reports
- VA CT PH report
- HUD-VASH PH reports (weekly too)
- 17 GPD PH reports
- Ineligible report

HMIS Email Example

CT HMIS Veteran Alert

donotreply@cthmis.com <donotreply@cthmis.com>

Sat, Apr 2, 2016 at 6:00 AM

Dear SSVF and VA providers,

A veteran has just been entered into an HMIS program. The information is as follows:

Client ID: 134791

Organization: South Park Inn

Project: South Park Inn - Emergency Shelter (ES) (IND)(SMF)

Enrollment Created Date: 4/1/2016

EnrollmentID: 248855

Enrollment Begin Date: 3/31/2016

Additional veteran information collected about this person:

Branch of Military: Army

Date Entered Service: 7/1/2007

Date Separated from Service: 6/30/2012

Served in a War Zone: Yes

Months in a War Zone:

Discharge Status: Honorable

Outreach Report Example

Note: This report is purely for illustration. All records were invented with random-number generators and are COMPLETELY FICTIONAL. Nothing in this report should be taken to represent the true state of homeless services in CT.

OUTREACH REPORT: SSVF Agency A, 2.1.2016

This report reflects as accurately as possible the experience of veterans in your program, and/or in your outreach territory. It is not an indictment of your staff or other partners; this work is challenging, and we know that staff go above and beyond every day to serve veterans. Rather, the report is intended to be an honest representation of what veterans experience when they experience homelessness.

1 Review of cases completed within last 60 days

Section includes all veterans you engaged, as well as any unengaged veterans from your outreach territory.

Percentage 1: Percent of veterans engaged within 30 days of entering homelessness, among those veterans who are ultimately engaged.

Percentage 2: Percent of veterans who are ultimately engaged at all.

Performance by...	Percentage 1	Percentage 2
...your program	80%	80%
...all CT veteran programs	70%	80%

Cases reflected in above statistics:

ID	Initials	HMIS Entry	Services Entry	Days	Services
81551	DE	8-Jan-16	9-Jan-16	1	SSVF A
1582	MS	14-Jan-16	16-Jan-16	2	SSVF A
17338	AP	1-Jan-16	3-Jan-16	2	Non-vet program (SSVF A Report)
44635	OU	5-Jan-16	7-Jan-16	2	SSVF A
77639	XV	18-Dec-15	21-Dec-15	3	SSVF A; VASH
66326	YL	23-Dec-15	27-Dec-15	4	SSVF A
98660	RR	10-Dec-15	16-Dec-15	6	SSVF A; VA
9518	HX	28-Nov-15	4-Dec-15	6	SSVF A; VASH
34165	RN	28-Nov-15	5-Dec-15	7	SSVF A
93955	NU	4-Jan-16	12-Jan-16	8	SSVF A; VA
50920	DK	1-Jan-16	9-Jan-16	8	SSVF A; VASH
8007	CX	19-Dec-15	27-Dec-15	8	SSVF A
59503	VX	28-Nov-15	8-Dec-15	10	SSVF A
68827	NG	23-Dec-15	7-Jan-16	15	SSVF A; VA
40077	OZ	16-Dec-15	2-Jan-16	17	SSVF A
80092	GP	13-Nov-15	5-Dec-15	22	SSVF A
19273	WJ	29-Dec-15	21-Jan-16	23	SSVF A; VASH
13375	AM	13-Nov-15	10-Dec-15	27	SSVF A
96365	RY	21-Nov-15	19-Dec-15	28	SSVF A
85489	MX	22-Nov-15	22-Dec-15	30	SSVF A; VASH
24264	YF	25-Nov-15	29-Dec-15	34	SSVF A; VASH
21208	HJ	22-Nov-15	26-Dec-15	34	SSVF A; VASH
82673	DG	6-Nov-15	22-Dec-15	46	SSVF A; VA
90844	YR	21-Oct-15	12-Dec-15	52	SSVF A; VASH
59987	SA	9-Oct-15	10-Dec-15	62	SSVF A; VASH
70144	QC	23-Aug-15			
1365	UJ	3-Oct-15			
97246	EP	6-Sep-15			

Key: Interim placement/refusal within desired timeline / Interim placement/refusal outside desired timeline / Never engaged

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2 Currently unengaged

This section lists all veterans currently experiencing homelessness in your outreach territory and not yet engaged. This maps to the outreach list. Veterans in pink have been in the system for at least 60 days and have not been seen in the last two weeks, and thus should have the hard-to-engage protocol complete.

ID	Initials	HMIS Entry	Agency Records	Last Seen Date	Days HL
68432	VN	20jan2016	Reliance House	01feb2016	12
64802	AH	20jan2016	Columbus House	21jan2016	12
32624	GG	18jan2016	Middlesex CAN	27jan2016	14
17956	MV	16jan2016	Southeast CAN	17jan2016	16
65723	DV	31dec2015	Middlesex CAN	01jan2016	32
27862	WR	30dec2015	New London Hospitality Center	20jan2016	33
21842	JR	27dec2015	Columbus House	28jan2016	36
56869	WF	27dec2015	Reliance House	28dec2015	36
42645	HT	09dec2015	New London Hospitality Center	25dec2015	54
27412	FJ	15nov2015	Columbus House	28jan2016	78
348	IE	03nov2015	Columbus House	20jan2016	90
14230	UO	28oct2015	New Haven CAN	01feb2016	96
6631	VW	23nov2015	Columbus House	18dec2015	70
87607	BK	18nov2015	Southeast CAN	19dec2015	75
76876	CD	02nov2015	New London Hospitality Center	14dec2015	91

3 Refused services

This section lists all veterans reported as having refused services, with the 2-month Protocol for Hard-to-Engage Veterans complete. In line with the Protocol, veterans should be re-engaged quarterly.

ID	Initials
91745	PM
50100	NL

Results

- ***CT Functionally Ended Veteran Homelessness in 2015!***
 - Secured permanent housing for 766 veterans in 2015
 - Average of 78 days from identification as homeless to housing
- 2016 Update:
 - Point-in-Time count 2016:
 - Only 45 veterans were identified in emergency shelters across the entire state – a 44% decrease since 2015
 - Only 128 veterans in transitional/interim housing – a 20% decrease since 2015

Prevention

- Housing stability
 - employment services, appropriate benefits, timely benefits
- Ramping up SSVF prevention/eviction foreclosure prevention program
- Diversion – incorporating SSVF into statewide training on shelter diversion
- Working closely with Connecticut Veterans Legal Center

Sustainability:

- Maintenance of veteran homelessness system and resources
- Data fully integrated into HMIS (streamlined reports)
- Over 100 new Veteran preference units recently built, under construction or in progress; coordinated marketing plans
- Additional HUD-VASH vouchers
- DOH Moving On vouchers (to expedite exits from PSH)
- Renewed focus on employment
- Reimagining Rocky Hill Veterans Home (Domicile)