



VIBRANT. SUSTAINABLE. **WELCOMING**



PERMANENT SUPPORTIVE HOUSING FOR **VETERANS**



WHATEVER IT TAKES, FOR AS LONG AS IT TAKES. **HOME**



WHENEVER, WHEREVER THE VETERAN IS AT. **CHOICE**

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WELCOME CENTER TAKEAWAYS

- Drop-in Center that is dialed in to the housing placement infrastructure
- Blended public agency/ community provider
- Financing structure: RRh, CoC, VA contract
- VA direct staffing (CRRC)
- Modeling data-driven systems change/ transparency
- HIGHER ACUITY VETERANS CAN BE SERVED

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Context.

- Ending veteran homelessness
- Los Angeles County - 11%
- Desire to support systems change in Los Angeles, facing large numbers of homeless Veterans and a high-cost housing market.
 - Urgency to support other resources (VA, VASH, SSVF) in reducing veteran homelessness. (30% drop!)

Vision.

Concept.





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Context.

Lasting housing solutions

- Stabilizing veterans
- Boosting access to resources
- Linking to permanent housing

Vision.

Veterans first

- Working collaboratively w/ Veterans
- Solutions that meet their own immediate / long-term goals

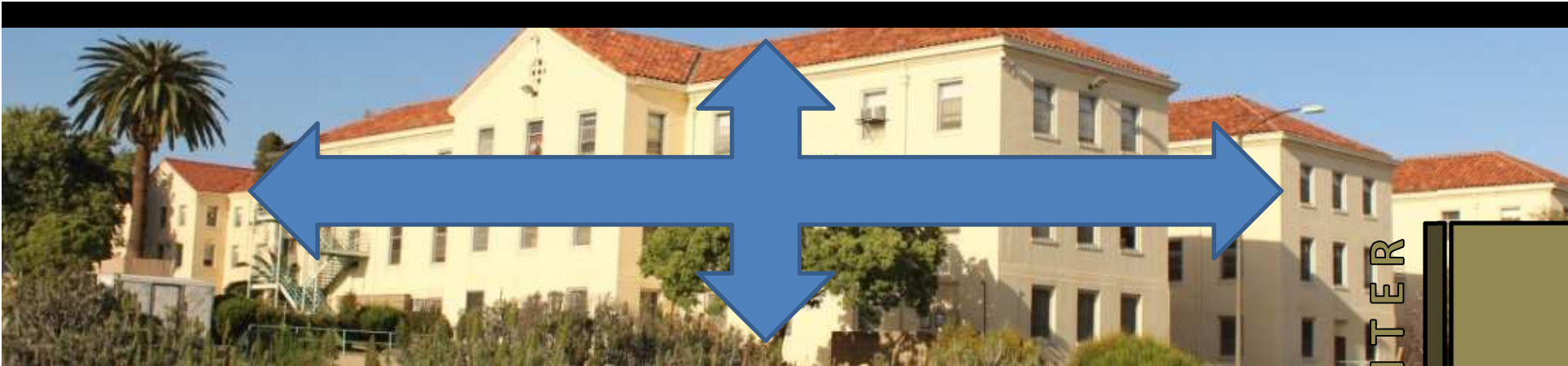
Trauma-Informed Care

- Empathy and respect, regardless of background or circumstances

Concept.

Healing happens in community

- Meaningful relationships
- Supportive communities that foster restoration and change.
- Hope.



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Context.

GAME CHANGER

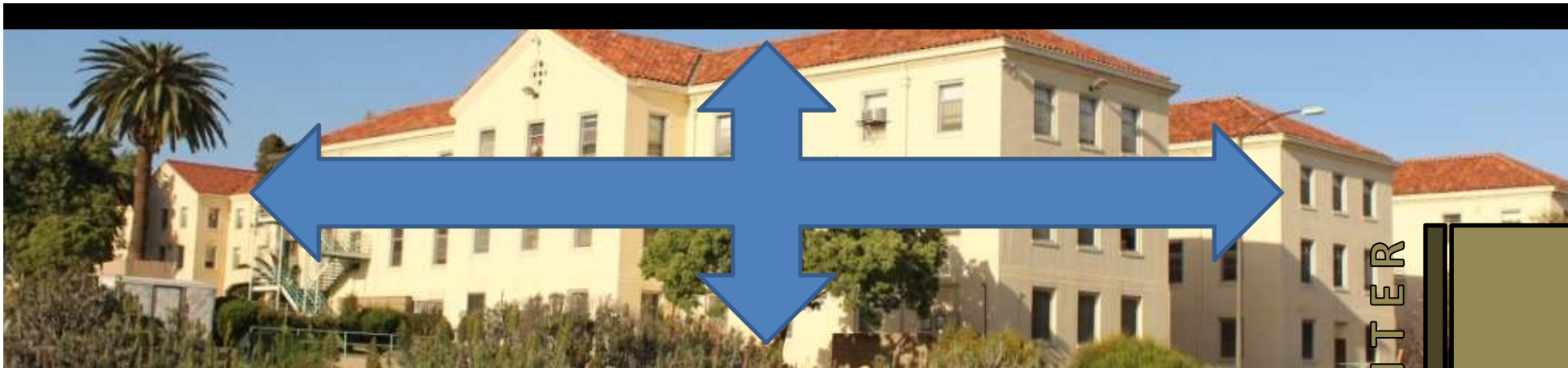
- Modeled in part after Community Resource and Referral Center in New Orleans
- A Collaborative, veteran-centric “hub” would have a game-changing impact in West Los Angeles
- Concurrent cutbacks in many other short-term options

Vision.

Opened November 2015, open 24/7

- a. VA runs WC alongside New Directions
- b. 35 HCHV transitional beds co-located within the Welcome Center
- c. As partners, assist in housing, feeding, and counseling, educating and providing immediate assistance to Veterans who need it the most
- d. Bridge beds: turnaround 30 days or less

Concept.



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Context.

AIR TRAFFIC CONTROL

- Coordinated. Everyone lands.
- Avoid turning away veterans due to logistical / informational barriers .

Vision.

Partnering with Transitional Housing Programs

- Grant and Per Diem Transitional Housing beds = Approx. 1,000 across GLA area
- HCHV Contracted Beds = Approx. 400
- 85% occupancy

Concept.

Partnering with PSH – VASH, SSVF

Partnering with peer support



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Staffing.

VAGLAHS:

Community Resource and Referral Center

- Peer Support Specialists – Peer Model driven
- Social Workers – 2 LCSWs
- HUD/VASH SW screeners
- SSVF (mostly NDVets)
- Housing Locators
- Community Peer Support Staff
- Employment Services
- VBA
- Community Courses

Outcomes.

Ramp-Up.

NDVETS:

Bridge Housing at the Welcome Center

- Program Manager, 2 supervisors, 2 care managers
- 8+ bridge support specialists
- Off-hours oversight of the 24-hour walk-in center**
- Coordinated Assessment for all walk-ins
- Actively works with GPD, HUD-VASH, SSVF



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Staffing.

WELCOME CENTER - CRRC

Approx. 20 walk-ins per day

- VASH- 43%
- GPD- 25%
- Humanitarian Services- 7%
- Benefits- 6%
- DOM- 3%
- Housing Assistance- 5%
- Rental Assistance- 5%
- Sub Treatment- 2%

Outcomes.

Ramp-Up.





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Staffing.

WELCOME CENTER - BRIDGE HOUSING

First "Regular" Four Months

January 1, 2016 – May 1, 2016:

Outcomes.

- Turnover rate of 24% week/ 100% per month.
 - 8.5 Veterans per week
 - 442 Veterans per 12-month period
- 100% occupancy / average stay 25.7 days
 - Off-hours overflow beds
 - Referrals elsewhere.

Ramp-Up.

- EXITS
 - 16.3% of exits into PSH
 - 34.7% into Grant Per Diem
 - 17.7% into the Domiciliary
- CES- Vulnerability Index assessment) by NDVets staff at the Welcome Center are approximately 190 veterans per month.



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Staffing.

Setting up the Welcome Center team

- Move-in packets
- Intake (peer support? SSVF? Criteria/ routing)
- Safety screenings
- Logistics: shift handoffs, etc.

Outcomes.

Coordinating with larger VA Healthcare System

- Appropriate intake referral criteria
 - Messaging / working with VA departments
- Redirecting/ overflow once full

Ramp-Up.

Coordinating with larger provider community

- SSVF
- Coordinated entry
- Department of Mental Health



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Staffing.

Challenges

- Housing Veterans with behavioral issues, chronic issues related to substance use
 - Changing comfort zone
 - Changing risk management
 - Housing Placement
- Overall capacity
 - At WC
 - Transitional throughout LA
- Length of time it takes to get into permanent housing

Outcomes.

Ramp-Up.



The Second Six Months & Beyond.

- Whole Welcome Center now fluent with available resources, capacity, individual sites, program heads
- VA expanding beds
 - Increased peer support
 - More staff later in the day
- Clear protocols for all veterans
 - VA ineligible (DMH/ USC)
 - Women veterans
- Continued CES/systems integration
 - Utilizing CoC funds to provide long-term coordinated support for placement of veterans into housing.
 - Volume of veterans likely to drop off over time...
 -at some point. Not yet.

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