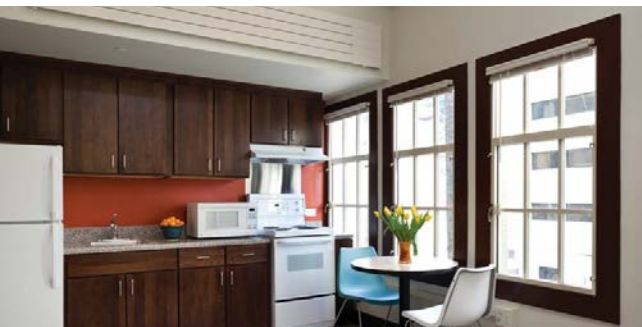




Vets@Home Toolkit:

Connecting to Permanent Housing



Vets@Home HUD technical assistance helps Continuums of Care (CoCs) meet the goal established in Opening Doors of ending veteran homelessness by December 31, 2015. This series of four toolkits serve as guides and resources for use by communities as they work to end homelessness for veterans.

The topics include:

Identifying and Engaging Veterans Experiencing Homelessness

Effective Homeless Crisis Response Systems for Veterans

Connecting to Permanent Housing

Housing Stability

The toolkits include identification of best practices, key strategies, action items and considerations for CoCs, Veterans Affairs (VA) partners, and local public officials that can be implemented immediately to focus efforts on ending homelessness for veterans.

Any CoC may receive TA through the Vets@Home initiative. To do so, a CoC should submit a TA request through the HUD Exchange's Request Technical Assistance form. HUD will provide all CoCs requesting TA through Vets@Home with remote TA.



Vets@Home Toolkit: Connecting to Permanent Housing

ABOUT THIS TOOLKIT

With the launch of [Opening Doors: Federal Strategic Plan to Prevent and End Homelessness](#) (*Opening Doors*) the Administration established goals to prevent and end homelessness, including ending veteran homelessness by the end of 2015. Although this goal was ambitious, with vision inspired by the goal and new focused resources, communities across the country have made incredible [progress](#). The number of veterans experiencing homelessness has declined significantly since 2010, with a 33 percent reduction in veteran homelessness from 2010 to 2014, but there is a lot of work left to do. Communities are encouraged to double their efforts so that every veteran has a permanent place to call home. The goal of ending homelessness for veterans is within reach, and the path to achieving it is dependent upon communities implementing effective strategies that build systems that will ensure that veteran homelessness is rare, brief, and nonrecurring in the future.

Establishing [effective housing partnerships](#) between homeless systems and permanent housing providers can help communities end veteran homelessness by reducing delays in locating and obtaining housing, decreasing time spent homeless, and increasing housing choice for veterans.

HUD designed this toolkit for CoC stakeholders, practitioners and public officials to broaden and strengthen their connections and access to safe, decent, and affordable permanent housing for veterans experiencing homelessness. *Permanent Housing* is defined as community-based housing without a designated length of stay where a veteran household holds a lease and has full tenancy rights under the law. Permanent means that the housing remains even if the assistance provided to access that housing is time limited.

Community leaders and service providers should be creative when identifying and securing new opportunities for permanent housing across a range of access points. The housing network must be versatile and responsive to the unique needs of each veteran in need of housing. CoCs and their housing partners should design partnerships to leverage their mutual goals and hold each other accountable to strengthen these partnerships.

The toolkit includes:

- Key features and strategies to develop and maintain housing partnerships to expedite veterans in finding housing
- Considerations for local public officials as they develop local strategies to support this national goal
- Hyperlinks to related tools and resources, both embedded in the toolkit and assembled in a list at the end of the toolkit

FEATURES OF A STRONG PERMANENT HOUSING SYSTEM

As CoCs work with their local stakeholders and providers to establish the core features of their homeless crisis response system, the following concepts and approaches should be reinforced to ensure that all veterans access permanent housing opportunities as quickly as possible:

About this Series: As part of Vets@Home, a series of four toolkits have been developed as guides and resources for communities to use in the effort to end homelessness for veterans. These toolkits can be used together or individually and topics include: 1) Using Data and Analytics to Identify and Engage Veterans Experiencing Homelessness, 2) Effective Housing Crisis Response Systems for Veterans, 3) Connecting to Permanent Housing and 4) Housing Stability. Identification of best practices, key concepts and considerations for communities and local officials are highlighted within each.

Housing First: Housing First offers individuals experiencing homelessness immediate access to housing and services without preconditions such as sobriety, mental health treatment or income. This is a proven approach to solving homelessness and its basic principles apply to any program model, including both permanent supportive housing (PSH) and rapid re-housing (RRH). For more information, visit the [USICH Housing First Checklist](#). For example, CoCs should take time to review their policies related to standardized assessment to ensure that the process supports a Housing First approach, particularly related to low barrier housing and veteran choice. Assessments are a tool but may not dictate the type of intervention a veteran needs or is offered to obtain or maintain housing. [Click here](#) for a relevant discussion on this topic.

“No Turnaways”: Employing a no wrong door approach whereby a veteran is able to access housing and services regardless of their perceived housing barriers or original access point is critical. This concept is a central feature of a strong coordinated entry system for all homeless populations and services locally. The CoC should, when possible, immediately offer veterans permanent housing upon initial engagement with this system. For instance, Supportive Services for Veteran Family (SSVF) or CoC-funded RRH could be used as a “bridge” to the HUD-VA Supportive Housing Program (HUD-VASH) or other PSH. The first step for veterans is to refer them to VAMC to determine eligibility screening for HUD-VASH.

Veteran Choice: The CoC should offer veterans choices in the housing and the types of services that are offered to support them in that housing. Some veterans may not want or need the same level of intense services a housing provider would suggest. The focus should be on the immediate housing crisis and helping veterans to achieve their housing goals. This concept complements the Housing First approaches noted above and shifts the focus to respond to a veteran’s choice

Landlords – Your Second Client: [Landlords](#) should be considered the “second client”; and, it is important to treat them as such. Service providers should proactively outreach to landlords, [assess landlord needs and offer incentives to address them](#), be available to landlords in times of crisis, [sustain landlord partnerships in creative ways](#) and be accountable to their agreed upon expectations. They should also help landlords understand the [benefits of working with homeless providers](#). As partners, both CoCs and housing providers have an interest in preserving and leveraging this critical relationship. A good way to implement this strategy is to focus on employing and leveraging housing specialists. Housing specialists are individuals with private rental market experience who identify and cultivate relationships with housing partners and act as system navigators to link service providers and housing partners efficiently and facilitate quick-turnaround housing placements.

Tip: Many service providers and CoCs dedicate time and effort to acknowledging landlords. Consider hosting a landlord “thank you” breakfast, publishing stories of great landlord partners or including housing providers as part of your local publicity. You could even encourage your Mayor’s office to include primary landlord partners in any announcements about local plans. Check out some [other tips for working with landlords](#).

KEY STRATEGIES TO BUILD STRONG HOUSING PARTNERSHIPS

Housing partnerships are proactive connections forged between service and housing providers to expand veterans’ choices/options of permanent housing. The following strategies and hyperlinked resources can help CoCs expand permanent housing connections for veterans.

1. Leverage VA Housing Resources

HUD-VASH, SSVF grants, and Grant and Per Diem (GPD) should be a central part of a CoC’s plan to rapidly move homeless veterans to permanent housing.

- **Connect with HUD-VASH.** In many communities, [HUD-VASH utilization](#) is not maximized or housing search timeframes take too long. As a CoC, proactive, frequent engagement with your local VA Medical Center(s) and public housing authority(ies) should be a top priority in ensuring that HUD-VASH housing placements are efficient, leverage CoC relationships with private landlords, and interface with the CoC's crisis response system. The HUD Field Office maintains data regarding a community's HUD-VASH utilization and placement rates. By working with partners to review this data, CoCs can identify specific barriers that influence lower HUD-VASH utilization rates or longer lengths of time to placement and implement strategies and resources to overcome these barriers. PHAs can contact PIH for more information on how to deploy HUD-VASH effectively and incorporate CoCs into those planning activities. CoCs could also offer to host or attend a working meeting among key partners. CoCs should work with the VA's HUD-VASH staff to ensure that intakes and referrals prioritize chronically homeless veterans. CoCs can also help landlords understand HUD-VASH, commit to accepting HUD-VASH vouchers and learn how to connect with HUD-VASH to receive a referral when a unit comes available.

CoCs and homeless service providers can assist PHAs with applications and briefings, housing navigation, and inspections. PHAs can also get help with these costs by requesting Extraordinary Administrative Fees (EAF) as discussed in a [letter](#) from HUD to PHAs highlighting strategies to improve HUD-VASH voucher utilization.

- **Use SSVF as a Bridge to Housing.** CoCs should integrate SSVF into their planning activities and develop strategies to align SSVF resources with CoC and other local program options. SSVF rapid re-housing can serve as a bridge for a veteran while a more permanent housing option is identified. For instance, HUD published [this FAQ](#) which clarifies that participants who are enrolled in RRH programs can remain eligible for CoC Program PSH and HUD-VASH. CoCs should work collaboratively with SSVF grantees to develop systems for linking veterans who need longer term housing assistance with these types of resources.
- **Decrease Length of Stays in GPD Transitional Housing.** As an integral part of ending veteran homelessness, communities should analyze and modernize their transitional housing stock. Many CoCs have set community goals to reduce the average length of stay in all transitional housing - including VA Grant and Per Diem (GPD)-funded transitional housing and VA-operated residential programs. As part of this, some GPD providers have adopted new practices that allow for shorter stays and rapid exits with an intentional plan to use these transitional housing beds to rapidly "bridge" veterans to permanent housing. CoCs should work closely with GPD providers and the VA GPD Program Office to receive further guidance on this housing approach.

2. Build Strong Private Rental Market Housing Partnerships

Effective private rental market partnerships are a critical component to any housing strategy targeted to veterans. This can be particularly important when using RRH resources or when identifying housing options for veterans who are not eligible for VA housing services.

- **Build your CoC housing team.** Who is part of your Housing Partnership Team? Does your housing system [employ people with the right skills](#) to be Housing Specialists and champions?
- **Identify housing champions.** Who are your housing champions in the community? Consider enlisting your housing team to research landlords and identify veterans among those networks.
- **Assess your landlords.** Do you know which landlords accept which type of housing assistance, or those who are more flexible on certain requirements such as credit, criminal or sex offender background or past evictions? Check out this resource on [streamlining access](#).

- **Engage your PHAs.** They can coordinate housing opportunities that can be directed toward veterans. Many PHA have a list of landlords willing to work with this population. Make sure your PHA contact has seen the [PHA Guide to Ending Homelessness](#).
- **Broaden your network.** Find local real estate professionals and landlords and enlist them to be your champions. For example, the [Atlanta Real Estate Collaborative \(AREC\)](#) is a group of private individuals with real estate experience who have united to share their professional expertise to improve local efforts to end homelessness in Atlanta.
- **Pursue creative partnerships for unmet needs.** Philanthropy, community businesses and veterans Service Organizations can play a role by [creating a damage/rent fund](#) that reduces landlord risk when accepting a veteran as a tenant, or by funding landlord recruitment efforts.

CoC-Wide Landlord Recruitment Campaign

The majority of the strategies described in this toolkit rely on an effective [landlord outreach plan](#). Below are steps for enhancing relationships with landlords:

- ✓ **Step 1:** Gather your CoC service provider network to brainstorm potential outreach locations and venues.
- ✓ **Step 2:** Assign a small group to explore the various VA, mainstream and landlord resources throughout this toolkit. Ask that group to come up with a list of untapped housing partnerships to pursue.
- ✓ **Step 3:** Create a simple, clear solicitation or message to recruit private landlords.
- ✓ **Step 4:** Use your networks and any public mediums to invite landlords to a community forum to discuss the goal of ending homelessness among veterans. Make sure to invite your local public officials as well.
- ✓ **Step 5:** Use a service to send outreach emails and give housing partners a place to send updates. This can be a scalable outreach tool and mechanism for efficient tracking.
- ✓ **Step 5:** Use the CoC structure to form a group of housing specialists to develop a simple tracking mechanism for new landlord engagements. If you already have one of these, find out if it needs any changes or updates based on the ideas in this toolkit.
- ✓ **Step 6:** Incorporate your standard assessment and HMIS processes into a wraparound case conferencing or matching function with your core service providers who serve veterans.
- ✓ **Step 7:** Immediately start housing veterans and track the utilization of various landlords and housing partners.
- ✓ **Step 8:** Thank your landlords!

3. Understand and Leverage Mainstream Housing Opportunities

An effective housing strategy relies on a strong understanding of affordable housing opportunities, and maintaining relationships with housing providers and landlords. This is particularly important in high cost/low vacancy markets in order to offer veterans a choice of housing and services. Ending veteran homelessness requires that CoCs understand and leverage all affordable housing opportunities, including those that may not typically be accessed by CoCs.

Starting with some of the resources below, CoCs should conduct a comprehensive scan of the affordable housing resources available in their community. CoCs can use this to assess the community's affordable housing resources, develop an understanding of how a veteran would apply for a housing resource, and identify and maintain contact information for the point of contact for each of these access points.

- **Leverage all housing types.** There are a variety of housing choice voucher types, some of which you may be unaware. The VA published this expansive [Housing Navigator Chart](#) to provide concrete linkages affordable housing resources.

- **Work closely with Public Housing Authorities (PHA).** Many have an option to implement waiting list preferences for the Housing Choice Voucher or public housing programs based on local housing needs. PHAs can adopt these preferences for a variety of households including: homeless persons, veterans, elderly or disabled households. HUD has also published a [guide for partnering with Public Housing Authorities](#).
- **Understand special population programs.** [Visit this Voucher Database](#) to see the availability of certain special purpose vouchers that may be available in your area. CoCs should also research the following housing opportunities:
 - HUD's [Section 202 Supportive Housing](#) and [811 for People with Disabilities](#) may fund rental properties in your community, many of which operate site-based waiting lists. Review the links here to identify if your community has any of these resources, and contact them to learn whether they have preferences for homeless veterans.
 - HUD's Section 811 Project-based Rental Assistance Demo opportunity is currently being implemented in 29 states. This program provides project-based rental assistance to states to create integrated permanent supportive housing within multi-family rental properties for nonelderly persons with disabilities. For more information go to the [HUD 811 Exchange](#). Contact your state point of contact to understand your local access point for referrals.
 - Low Income Housing Tax Credit (LIHTC)-financed properties can be a great source of units that are required to be affordable for low income populations. Check out this [LIHTC Directory](#), or contact your State Housing Finance Agency to see opportunities in your area.
- **Target CoC and ESG resources.** CoCs can adopt a policy to [prioritize vacancies in CoC Program-funded permanent housing to homeless veterans](#), particularly those veterans who are not eligible for VA housing and services. This is also true for local Emergency Solution Grant (ESG) – RRH funds. Both of these opportunities can be particularly helpful when working to house homeless veterans not otherwise eligible for [HUD-VASH](#) or [SSVF](#). The Administration's goal is to end homelessness for **all** veterans, individual veterans and veterans in families with children; veterans experiencing chronic homelessness and those who have experienced homelessness only a short time; veterans with every type of discharge, including Reserve and members of the Guard following discharge from periods of active duty; and those Veterans who are not eligible for VA benefits and services.

4. Identify Veterans and Link Them to Housing Options

As discussed in the Identifying and Engaging Veterans Experiencing Homelessness toolkit, CoCs are creating a master, By-Name list of all homeless veterans in the community to facilitate housing prioritization and referral. A By-Name list can be generated using HMIS and VA data, assuming completed consent forms. By identifying the housing needs of the veterans on the master list, a CoC can then work on linking the veteran with the appropriate housing resources based on the veteran's needs and choice. To facilitate this process, some CoCs have developed an inventory of existing housing resources in the community - including those targeted to persons experiencing homelessness and/or veterans, and those that are mainstream affordable housing - and a process for tracking vacancies. CoC partners should work together from a single housing database, or have a mechanism for sharing specific housing opportunities and vacancies (as they become available) with those staff responsible for placing the veteran from the master list. **These two elements - a master list of veterans and a managed list of housing opportunities - are used together through a system which links veterans to housing at the ground level.**

Special Considerations for Unique Markets

Continuums of Care that serve **rural areas** and those in **high cost/low vacancy markets** face a unique set of challenges and opportunities when working to identify and build housing partnerships to ensure that veterans can choose among decent, affordable, and appropriate units. While many of the resources in this toolkit apply to all market types, it is important to emphasize the heightened effort required by CoCs in these areas. In rural areas, it can be challenging to identify rental housing that is accessible to services, community amenities and employment opportunities. Further, rental housing stock in rural communities is often older and may not meet housing quality standards. High cost/low vacancy areas must be particularly vigilant in establishing landlord partnerships that focus on immediate access to affordable units and a network of willing landlord partners. While the local conditions are very different between rural and high cost markets (which tend to be more urban), the need for creativity and proactive partner engagement is similar.

Implement a Landlord Campaign. Some communities have seen success in building specific campaigns to attract and retain new landlords. This campaign, which should be driven by local leadership and stakeholders, can include marshaling efforts around creating financial and political incentives for landlords. This may include providing targeted incentive payments (lease signing bonuses, retention payments) for landlords who enter full year leases with homeless veterans and ensuring access to a [damage/rent fund](#). These incentives can be focused on a variety of housing options including SROs, standard rental units and supportive housing units. In low vacancy markets, broker fees tend to be another barrier to housing and could be paid for by community funds, philanthropy and even some public sources such as SSVF and ESG.

Articulate providers' commitment to support veterans in housing. Be clear with landlords that providers will be available when services are needed. In urban communities, landlords may be encouraged by the fact that providers are close by; CoCs should be clear about the types and frequency of the services you provide. In rural areas, be sure to communicate a clear plan for providing services despite the distance between the service provider and the Veteran.

Be creative. Make sure you are present where people from the community regularly visit like grocery stores, cleaners, churches, etc. Consider using simple "tear-away" outreach flyers for these locations. Some communities have even printed landlord recruitment information on items such as napkins that are used by local coffee shops and diners. Leverage online platforms, radio and other mediums for outreach. Creativity is key.

Unique Considerations for Rural Geographies

Be Mobile. Transportation and distance are a key barrier in many rural communities. Does your CoC have mobile service partners that can step in during a crisis? Could you create a document that explains how services are delivered in housing despite the large geographic nature of the CoC? A CoC could create an adaptable information form so individual providers can fill in their specific information for landlords as needed.

Expand access to HUD-VASH in Rural Areas. Engage your local VA Medical Center regarding the possibility to expand access to HUD-VASH vouchers in your CoC's rural area. If your CoC covers a tribal area, research the VA's recent [Letter to Tribal Leaders](#) regarding plans to operate HUD-VASH in Native American tribal areas.

Explore USDA resources to expand housing resources. The [Section 515 Rural Rental Assistance Program](#) provides low-interest loans to finance the purchase, construction, or rehabilitation of affordable multifamily housing or congregate housing for families, elders, and people with disabilities who have very low, low, or moderate incomes. The [Section 538 Rural Rental Housing Guaranteed Loan Program](#) provides guaranteed loans for housing developers to construct, acquire, and rehabilitate rural multifamily housing. Developers applying to a private financial institution for a loan to develop new housing are given lower interest rates in return for providing tenants with lower rents.

MAINTAINING PARTNERSHIPS

Partnerships and Program Accountability

- **Be Present.** CoCs should work to ensure that every landlord has a specific point of contact if issues arise with tenants. If an emergency situation arises, or if a landlord has concerns that need to be addressed, a direct contact can be the difference between eviction and a veteran maintaining his/her housing.
- **Be Clear.** If providers are supporting veterans while in housing, make sure landlords understand the limitations of these services. CoCs can create “fact sheets” outlining the types and duration of various housing programs for landlords to use as a reference. For instance, RRH programs are time-limited in nature. So while the veteran will remain in housing, the rental assistance and support services may end after a determined amount of time. Landlords should know these limitations up front so they are not surprised. Over the longer term, there must be mechanisms for veterans to re-engage in services and housing plans should they require them after assistance has ended.
- **Be Creative.** Some programs may have flexibility in how resources are used. Consider offering incentives to landlords such as double security deposit payments or guaranteed referrals when there are vacancies. This will demonstrate a program’s commitment to the partnership. In rural areas where there may be fewer landlords, these incentives may help encourage them to set aside a larger portion of their rental units for programs serving veterans. This can also help with “word of mouth” landlord recruitment efforts.

Partnerships within CoCs and Communities

- **Nuture Partnerships.** Even as communities come closer to ending veteran homelessness, partnerships will be critical to ensuring permanent housing opportunities are available when other veterans experience a housing crisis in the future. CoCs should continue to cultivate new relationships on an ongoing basis and may even consider establishing a “Housing Partner/Landlord Recruitment” committee as part of the CoC’s operational structure.
- **Recognize and Reward.** Housing partners, particularly private landlords, often appreciate recognition for their part in the effort to end homelessness. Consider how the community can publicly recognize landlords or offer awards based on their level of commitment to veterans in your community.
- **Establish a Peer Group.** CoCs can establish landlord peer groups and forums where housing partners can trouble-shoot areas of concern and support each other when situations arise.
- **Stay responsive.** Over time, CoCs should adjust and refine their landlord partnerships and focus to meet the evolving demographics and housing needs of homeless veterans.

MAYOR’S CORNER: HOW ELECTED OFFICIALS CAN HELP

Mayors, Governors, and county leaders are often a key driver of a successful permanent housing initiative to expand access to new landlords and rental housing. CoCs must engage their local public officials to leverage their support for the goal of ending homelessness among veterans. For Mayors, Governors, county and other public officials, the goal of ending homelessness among veterans presents an historic opportunity to address this challenging local problem.

- **Join [The Mayors Challenge to End Veteran Homelessness](#).** The Challenge is a way to solidify partnerships and secure commitments to end veteran homelessness from Mayors across the country. Join the more than 700 Mayors and Governors in this historic effort and access key contacts and resources to help you play a key role in your community’s planning and efforts. If

you've already joined the effort, call the Mayor or public official in the next town over and encourage them to join as well.

- **We need your voice.** Publicly call on landlords and housing partners (form your own “Landlords Challenge”) to join this effort similar to what other Mayors have done across the country, including [Los Angeles](#), [Honolulu](#), [Portland](#) and [Chattanooga](#), among others. Where possible, offer incentives and publicity for willing landlords and partners. Establish and work toward a tangible goal of making available a specific number of new rental opportunities (e.g. 200 new rental units) for homeless veterans to create momentum in your community.
- **Host a landlord recruitment event** sponsored by your office. Invite your CoC and VA partners and veteran constituents to form partnerships. The urgency is now - you have the platform to bring together the right groups to accomplish this goal!
- [Find out and coordinate efforts with your CoC partners](#) and find out what their specific plans are for ending veteran homelessness by the end of the year. This may require you to provide leadership to help your local community define what ending veteran homelessness means and where public leadership can assist in measuring that progress. Once identified, ask your CoC specifically what they are doing to optimize their permanent housing strategies and where your leadership and municipal resources can assist to resolve system barriers or address gaps that emerge.
- **Review** the National Alliance to End Homelessness’ [Five Impact Steps](#) that Mayors can take to help end veteran homelessness.

CONNECTING TO PERMANENT HOUSING TOOLKIT RESOURCES

Mainstream Public Resources

- **HUD-VASH:** This page identifies the eligibility criteria for the HUD VASH program.
http://www.va.gov/homeless/hud-vash_eligibility.asp
- **SSVF Webpage:** This page links directly to the most recent SSVF Program Guide from March 2015.
http://www.va.gov/HOMELESS/ssvf/docs/SSVF_Program_Guide_March_2015_Edition.pdf
- **HUD's Section 202 Supportive Housing Program:** The Section 202 program helps expand the supply of affordable housing with supportive services for the elderly.
http://portal.hud.gov/hudportal/HUD?src=/program_offices/housing/mfh/grants/section202ptl
- **HUD's Section 811 for People with Disabilities Program:** The Section 811 program allows persons with disabilities to live as independently as possible in the community by subsidizing rental housing opportunities which provide access to appropriate supportive services.
http://portal.hud.gov/hudportal/HUD?src=/program_offices/housing/mfh/grants/section811ptl
- **HUD 811 Project Based Demonstration:** The Section 811 Project Rental Assistance (PRA) Program seeks to identify, stimulate, and support successful and innovative state approaches to providing integrated supportive housing for people with disabilities.
<https://www.hudexchange.info/programs/811-pra>
- **Low Income Housing Tax Credit Property Directory:** This system allows selective access to data from HUD's Low-Income Housing Tax Credit Database.
<http://lihtc.huduser.org/>
- **Technical Assistance Collaborative Special Purpose Voucher Database:** Using all available federal data, TAC has developed a comprehensive up-to-date database of vouchers targeted to people with disabilities and other special needs.
<http://www.tacinc.org/knowledge-resources/vouchers-database/>

Landlords and Housing Partners

- **SNAPS In-Focus Message** on establishing effective housing partnerships between homeless systems and permanent housing providers
<https://www.hudexchange.info/news/snaps-in-focus-increasing-housing-placements-of-homeless-veterans/>
- **Establishing and maintaining landlord partners** (USICH): A short two-page guide for landlords on the SSVF and HUD-VASH programs.
http://usich.gov/resources/uploads/asset_library/SUM_Private_Landlord_Engagement_FINAL.pdf
- **Landlord Liaison Project** (USICH): The Landlord Liaison Project of King County, Washington, creates incentives for landlords to relax screening criteria for people experiencing homelessness who have barriers to accessing permanent housing.
http://usich.gov/usich_resources/solutions/explore/landlord_liaison_project
- **Sustaining landlord partnerships in creative ways** (NAEH): Landlord damage insurance funds – a tool some communities are using to incentivize landlords to take a chance on tenants.
<http://www.endhomelessness.org/blog/entry/field-notes-building-relationships-with-landlords#.VeRVz8uFOM8>
- **Landlord benefits of working with homeless providers** (NAEH): This checklist is a tool to advertise your program to potential landlords. <http://www.endhomelessness.org/library/entry/rapid-re-housing-landlord-benefits-checklist>
- **Working with landlords** (HUD): This page provides tips on recruiting and cultivating relationships with landlords. These suggestions are based on the experiences of organizations around the country that have been providing housing search assistance for hard-to-place individuals.
<http://www.hudhre.info/housingsearch/m2t2.htm>
- **Landlord outreach plan resources** (NAEH): This is the second of five short modules the Center for Capacity Building has developed on rapid re-housing. This module discusses how to locate housing by developing and maintaining landlord relationships.
<http://www.endhomelessness.org/library/entry/housing-search-location-and-landlords-module>
- **Housing Navigator Chart** (VA): The VA has created a chart showing different affordable housing solutions that may be available within a community.
https://www.va.gov/HOMELESS/ssvf/docs/SSVF_Housing_Navigator_Tool.pdf

- **SSVF University:** The VA has established the Supportive Services for Veterans Families (SSVF) University as a resource for SSVF grantees seeking to develop, implement, and/or improve their program. The site includes information, tools, and training on program requirements and practices, which can be navigated through the menu above. <http://www.va.gov/homeless/ssvf/index.asp>

Expediting Access

- **Streamlining access to housing (USICH):** Over the past several years, Rapid Re-Housing and Housing First programs across the country have tested a range of strategies to streamline access to housing. The most promising of these strategies include: lining up a supply of housing resources through landlord recruitment, master leasing, and the engagement of Public Housing Agencies; coordinating housing application processes and wait lists; using technology to match housing to people; and delivering individualized housing search and financial assistance. This tool identifies approaches communities have used to mitigate barriers to housing access, and are often used in combination.
http://usich.gov/usich_resources/solutions/explore/streamlining_access_to_housing
- **HUD-VASH Utilization (USICH):** A blog from USICH that identifies strategies to full utilize HUD-VASH. <http://usich.gov/blog/fully-utilizing-hud-vash>
- **Support Resources for HUD-VASH Utilization, including EAF (HUD):** A letter from HUD to Public Housing Authority Directors providing further guidance and simplifies requests of HUD-VASH Extraordinary Administrative Fees (EAF) funding, and includes a sample budget request form. <https://www.hudexchange.info/resources/documents/Letter-from-HUD-to-PHA-Executive-Directors-on-HUD-VASH-Extraordinary-Administrative-Fees.pdf>
- **FAQ clarifying eligibility for PSH for clients enrolled in RRH programs (HUD):** A Frequently Asked Question on the HUD Exchange related to retention of homeless status for RRH project participants so they can access other permanent housing projects. <https://www.hudexchange.info/faqs/529/is-an-individual-or-family-that-is-receiving-rapid-re-housing-assistance>
- **Housing First Checklist (USICH):** This user-friendly tool is intended for use by policymakers, government officials, and practitioners alike to help make a basic assessment of whether and to what degree a particular housing program is employing a Housing First approach. The tool can be used as a checklist that can be reviewed during a site visit, program audit, or program interview, or as a guide and checklist when reviewing funding applications or reviewing a program's policies and procedures. http://usich.gov/resources/uploads/asset_library/Housing_First_Checklist_FINAL.pdf
- **Guide for partnering with Public Housing Authorities (HUD):** This guidance document provides CoCs with preliminary strategies and tips for starting or improving the partnership conversation and engaging their local PHA(s) in collaborative planning activities. <https://www.hudexchange.info/resources/documents/CoC-and-PHA-Collaboration-Strategies-for-CoCs-to-Start-the-Partnership-Conversation.pdf>
- **FAQ discussing the prioritization of veterans for HUD-funded projects (HUD):** A Frequently Asked Question on the HUD Exchange about prioritizing veterans. <https://www.hudexchange.info/faqs/1894/does-hud-expect-cocs-and-recipients-of-coc-program-funded-psh-to-also>
- **Expert discussion regarding common assessment (HUD):** A report from HUD's Office of Policy Development and Research, in partnership with the National Alliance to End Homelessness (the Alliance), summarizing a convening of a panel of experts to discuss assessment tools that communities are using to allocate homeless assistance and to consider the evidence base for the questions used in the tools. http://www.huduser.org/portal/publications/pdf/assessment_tools_Convening_Report2015.pdf

Coordination with Key Partners

- **PHA Guide to Ending Homelessness:** USICH Guidebook to Public Housing Authorities to end veteran homelessness through planning, policies and procedures, and partnerships. http://usich.gov/usich_resources/pha_portal/
- **The Mayors Challenge to End Veteran Homelessness:** Mayor's Challenge website specifically for Mayors and Staff to engage their community to end veteran homelessness. http://portal.hud.gov/hudportal/HUD?src=/program_offices/comm_planning/veteran_information/mayors_challenge/mayors_and_staff

- **Five Impact Steps for Mayors to end homelessness:** From the National Alliance to End Homelessness five proven steps that mayors can take to ramp up and achieve the goal. http://b.3cdn.net/naeh/1f3317b3b32e4f1c5f_ekm6bnwqc.pdf
- HUD directory of CoC contacts by program and location: A listing of Continuums of Care throughout the country and contact information for CoC and HMIS Leads. <https://www.hudexchange.info/grantees/>

Rural and Tribal Land Resources

- **Letter to Tribal Leaders regarding the expansion of HUD-VASH into Tribal Lands:** A letter from HUD to Tribal Leaders announcing funding for the Tribal HUD-VASH demonstration program. <http://portal.hud.gov/hudportal/documents/huddoc?id=deartriballeaderhudvash.pdf>
- **Section 515 Rural Rental Assistance Program:** Rural Rental Housing Loans are direct, competitive mortgage loans made to provide affordable multifamily rental housing for very low-, low-, and moderate-income families, elderly persons, and persons with disabilities. http://portal.hud.gov/hudportal/documents/huddoc?id=19565_515_RuralRental.pdf
- **Section 538 Rural Rental Housing Guaranteed Loan Program:** The program works with qualified private-sector lenders to provide financing to qualified borrowers to increase the supply of affordable rental housing for low- and moderate-income individuals and families in eligible rural areas and towns. <http://www.rd.usda.gov/programs-services/multi-family-housing-loan-guarantees>

Community Examples

- **Atlanta Real Estate Collaborative (AREC) example of realtor partnership** <http://www.arec.org/>
- **Examples of Mayor-driven Landlord recruitment in [Los Angeles](#), [Honolulu](#), [Portland](#) and [Chattanooga](#)**
 - Los Angeles: <http://www.prnewswire.com/news-releases/va-secretary-mcdonald-and-mayor-garcetti-call-on-landlords-to-join-in-ending-veteran-homelessness-at-homes-for-heroes-breakfast-300095077.html>
 - Honolulu: <http://www.kitv.com/news/mayor-asks-landlords-to-help-homeless-veterans/34090018>
 - Portland: <http://www.opb.org/news/article/portland-seeks-more-landlords-who-will-rent-to-veterans-with-vouchers/>
 - Chattanooga: <http://www.timesfreepress.com/news/local/story/2015/apr/19/berke-seeks-landlords-help-end-veterhomelessn/299520/>

IDENTIFYING AND ENGAGING HOMELESS VETERANS TOOLKIT RESOURCES

Using Data to Identify Veterans Experiencing Homelessness:

- **Working across data systems (HMIS and VA HOMES) to share data, HUD Exchange:** Examples from four communities. <https://www.hudexchange.info/resource/3677/best-practices-sharing-information-to-end-veteran-homelessness/>
- **PIT Tools:** This website provides HUD guidance on implementation of PIT counts for communities to consider and includes HIC and PIT guides and tools. <https://www.hudexchange.info/resource/4433/point-in-time-count-implementation-tools/>
- **HUD PIT and HIC guides:** This page contains information on PIT survey guidance and tools, including the mobile app. <https://www.hudexchange.info/hdx/guides/pit-hic/>
- **HMIS Data and Technical Standards:** These standards are a joint release of HUD, HHS and the VA. Guidance and documents are structured so that communities can easily determine which data elements are required for each federal partner's program. <https://www.hudexchange.info/hmis/hmis-data-and-technical-standards/>

Outreach

- **Practice Areas for Outreach:** Guidance from the VA for programs to ensure a comprehensive outreach plan that can be implemented quickly. http://www.va.gov/homeless/ssvf/?page=practice_areas_and_resources/practice_areas/outreach

- **Assessing the Evidence on Outreach and Engagement:** SAMHSA, Homelessness Resource Center guidance to educate program staff, funders and community members about the value and implementation of outreach and engagement.
<http://homeless.samhsa.gov/Resource/Assessing-the-Evidence-What-We-Know-About-Outreach-and-Engagement-37555.aspx>
- **What Makes Good Outreach in a CES Blog by Iain DeJong:** Seven essential items that effective outreach must contain.
<http://www.orgcode.com/2015/05/04/what-makes-good-street-outreach-in-the-era-of-coordinated-entry/>
- **Veteran's Justice Outreach (VJO), VA:** A program for criminally involved vets, with VJO contacts across the country.
<http://www.va.gov/HOMELESS/VJO.asp>
- **Healthcare for Homeless (HCH)/VA collaboration guide:** NHCHC strategies for collaboration between HCH, VA, and community based organizations.
<http://www.nhchc.org/wp-content/uploads/2011/10/HCH-VA-Collaboration-Quick-Guide.pdf>

Creating a By-Name List

- **Master list:** Details the benefits of maintaining a list of all homeless veterans in a coordinated entry system, and includes an example of a format for a master list of homeless veterans.
<http://www.endhomelessness.org/library/entry/sample-veteran-homelessness-master-list>
- **Weekly meetings to include partners**
<http://www.endhomelessness.org/blog/entry/want-to-end-veteran-homelessness-in-your-community-get-all-your-partners-on#.VafLo7Vxj4x>

Coordinated Entry

- **Coordinated Entry Policy Brief:** HUD discusses the qualities and elements that need to be included in effective coordinated entry.
<https://www.hudexchange.info/resources/documents/Coordinated-Entry-Policy-Brief.pdf>
- **CoC toolkit section on coordinated entry:** Designing a coordinated entry process.
<https://www.hudexchange.info/programs/coc/toolkit/responsibilities-and-duties>
- **Coordinated Assessment Toolkit (NAEH):** A five part best practice toolkit which includes models, types of systems, information on intake and assessment, as well as suggestions for systems and program transitions.
<http://www.endhomelessness.org/library/entry/coordinated-assessment-toolkit>
- **USICH summary of CE:** A short summary of CE, along with links to other resources.
http://usich.gov/usich_resources/solutions/explore/coordinated_entry
- **SNAPS Weekly Focus on Coordinated Assessment**
<https://www.hudexchange.info/news/snaps-weekly-focus-why-coordinated-assessment-is-critical-to-ending-homelessness-locally/>

Sustaining the Effort

- **10 strategies to end Veteran homelessness (USICH):** USICH has identified 10 strategies that increase leadership, collaboration, and coordination among programs serving Veterans experiencing homelessness, and promote rapid access to permanent housing for all Veterans.
<http://usich.gov/population/Veterans/10-strategies-to-end-veteran-homelessness>
- **5 Steps to Ending Veteran Homelessness (NAEH):** NAEH has developed five steps your community can take to ensure that you are part of the January 2016 celebrations announcing an end to veteran homelessness.
<http://www.endhomelessness.org/library/entry/five-steps-to-end-veteran-homelessness>
- **Successful practices of communities that have met their goal of ending veteran homelessness:** Houston's story of ending veteran homelessness.
http://www.huffingtonpost.com/2015/06/01/houston-veteran-homelessness_n_7484498.html
- **"The US Declared War on Veteran Homelessness – And It Actually Could Win,"**: Aug 4, 2015, NPR; 6min NPR clip, and article on Homelessness, particularly highlighting New Orleans and Los Angeles
<http://www.npr.org/2015/08/04/427419718/the-u-s-declared-war-on-veteran-homelessness-and-it-actually-could-win>

Collaboration across Teams

- **Working with local VAMC (NAEH):** This brief identifies five promising strategies that homelessness assistance systems have used to create or strengthen their relationship with their local VA Medical Center. http://www.endhomelessness.org/page/-/files/3633_file_Promising_Strategies_for_Working_with_Local_VAs.pdf
- **SSVF University - VA Homeless veterans practice areas and resources:** This Practice Area addresses the critical areas programs should always assess—and those that should be assessed only when indicated by the participant's specific barriers to housing stability. This Practice Area also addresses the characteristics of a good Housing Plan in a program that is driven by the Housing First philosophy, a crisis response strategy and participant choice. http://www.va.gov/homeless/ssvf/?page=/practice_areas_and_resources/practice_areas/assessment_housing_plan
- **SNAPS Weekly Focus on Collaborating to Combat Homelessness Among Veterans** <https://www.hudexchange.info/news/snaps-weekly-focus-collaborating-to-combat-homelessness-among-Veterans/>

EFFECTIVE HOMELESS CRISIS RESPONSE SYSTEMS FOR VETERANS TOOLKIT RESOURCES

Veteran-specific Programs

Below is a list of key veteran resources that may be available to augment CoC, ESG and privately funded programs within your homeless crisis response system. Since the resources listed are not available in every community, it's important to follow the links provided to verify availability in your community.

Emergency Services for Veterans

- **Healthcare for Homeless Veterans (HCHV) Street Outreach:** The VA's HCHV provides street outreach to reach the most vulnerable veterans who are homeless. HCHV seeks to engage these veterans in services and housing assistance. <http://www.va.gov/homeless/hchv.asp>
- **HCHV Contract Residential Treatment Program:** Ensures that veterans with serious mental health diagnoses can be placed in community-based programs which provide quality housing and services. <http://www.va.gov/homeless/hchv.asp>
- **Grant and Per Diem (GPD) Program:** VA's GPD program provides short-term, transitional housing to veterans experiencing homelessness. During their stay, veterans are provided with services related to substance use disorders, life skills, and/or employment in preparation for independent living. <http://www.va.gov/homeless/gpd.asp>
- **Safe Havens:** Safe Havens provide a transitional residence for hard to reach homeless persons with mental illness and substance use problems who have failed in traditional programs. The low-demand, non-intrusive environment is designed to establish trust and eventually engage the homeless veteran in needed treatment services and transitional or permanent housing options. <http://endveteranhomelessness.org/programs/safe-havens>
- **VA Domiciliary:** The Domiciliary Care for Homeless veterans (DCHV) program provides time- limited residential treatment to homeless veterans with mental health and substance use disorders, co-occurring medical concerns, and psychosocial needs including homelessness and unemployment. DCHV programs provide homeless veterans access to medical, mental health, and substance use disorder treatment in addition to psychosocial and vocational rehabilitation treatment programs. <http://www.va.gov/HOMELESS/DCHV.asp>
- **Critical Safety and Health Services:** It is also critical for homeless veterans to be able to access other critical safety and/or health services. Examples of these services include emergency rooms and hospitals, and police departments. Contact 9-1-1 for an emergency need that requires these critical safety and health services.

Permanent Housing for Veterans

- **HUD-Veterans Affairs Supportive Housing (HUD- VASH):** (Permanent Supportive Housing) HUD-VASH is a collaborative program between HUD and VA where eligible homeless veterans receive a Housing Choice rental voucher from HUD, paired with VA providing case management and

supportive services to sustain housing stability and recovery from physical and mental health problems, substance use disorders, and functional concerns contributing to or resulting from homelessness. HUD-VASH subscribes to the principles of the Housing First model of care. Program goals include housing stability while promoting maximum veteran recovery and independence in the community for the veteran and the veteran's family. <http://www.va.gov/homeless/hud-vash.asp>

- **Supportive Services for Veteran Families (SSVF):** (Rapid Re-housing) The SSVF program provides time-limited financial assistance and supportive services to very low-income veteran families in or transitioning to permanent housing. SSVF is designed to rapidly re-house homeless veteran families and prevent homelessness for those at imminent risk due to a housing crisis. Funds are granted to private non-profit organizations and consumer cooperatives. <http://www.va.gov/homeless/ssvf.asp>

Other Veteran-Specific Resources

- **VA Locations:** Search by location for VA resources, including VA Central Office, Benefits Office & Intake Sites, Cemetery, VISN Office, Medical Facilities (Outpatient Clinics, Hospitals, Vet Centers) <http://www.va.gov/directory/guide/home.asp?isflash=1>
- **Mental Health Residential Rehabilitation and Treatment Programs (MH RRTPs):** Mental Health Residential Rehabilitation Treatment Programs (MH RRTPs) (including Domiciliary and RRTPs) provide residential rehabilitative and clinical care to veterans who have a wide range of problems, illnesses, or rehabilitative care needs which may include mental health and substance use disorders, co-occurring medical conditions and psychosocial needs such as homelessness and unemployment. All of these programs provide a 24/7 therapeutic setting utilizing both professional and peer supports. Treatment focuses on the veteran's needs, abilities, strengths, and preferences. <http://www.benefits.gov/benefits/benefit-details/301>
- **Vets Centers:** Vet Centers across the country provide a broad range of counseling, outreach, and referral services to combat veterans and their families. Services for a veteran may include individual and group counseling in areas such as Post-Traumatic Stress Disorder (PTSD), alcohol and drug assessment, and suicide prevention referrals. All services are free of cost and are strictly confidential. <http://www.vetcenter.va.gov/>
- **Health Care for Reentry Veterans Services (HCRV):** The HCRV program is designed to address the community re-entry needs of incarcerated veterans. HCRV's goals are to prevent homelessness, reduce the impact of medical, psychiatric, and substance abuse problems upon community re-adjustment, and decrease the likelihood of re- incarceration for those leaving prison. <http://www.va.gov/homeless/reentry.asp>
- **Veteran Justice Outreach (VJO):** The purpose of the Veteran Justice Outreach (VJO) Program is to prevent homelessness, and avoid the unnecessary criminalization of mental illness and extended incarceration among veterans. This is accomplished by ensuring that eligible justice-involved veterans encountered by police, and in jails or courts, have timely access to VHA mental health, substance abuse, and homeless services when clinically indicated, and other VA services and benefits as appropriate. <http://www.va.gov/homeless/vjo.asp>
- **Community Resource and Referral Centers (CRRC):** CRRCs are a collaborative effort of VA, the community, service providers, and agency partners. The CRRCs are located in strategically selected areas to provide both a refuge from the streets and a central location to engage homeless veterans in services. Veterans will be referred to health and mental health care resources, job development programs, housing options, and other VA and non-VA benefits. <http://endveteranhomelessness.org/programs/community-resource-referral-centers>
- **Homeless Veterans Dental Program (HVDP):** The Homeless Veteran Dental Program helps increase the accessibility of quality dental care to homeless and certain other veteran patients enrolled in VA-sponsored and VA partnership homeless rehabilitation programs throughout the U.S. <http://www.va.gov/HOMELESS/dental.asp>
- **Homeless Veterans Reintegration Program (HVRP):** The purpose of the Homeless Veterans' Reintegration Program is to provide services to assist in reintegrating homeless veterans into meaningful employment within the labor force. HVRP projects provide an array of services to homeless veterans, including: job placement, training, job development, career counseling, resume preparation, and supportive services (e.g. clothing, transportation assistance and referrals to housing programs). <http://www.dol.gov/vets/programs/hvrp/>

Other Crisis Response System Resources

Clinical:

- Trauma-Informed Approach and Trauma-Specific Interventions (SAMHSA)
<http://www.samhsa.gov/nctic/trauma-interventions>
- The Seven-Stage Crisis Intervention Model <http://btci.edina.clockss.org/cgi/reprint/5/4/329>
- Effects of Stress Exposure <http://www.sciencedirect.com/science/article/pii/S2352289514000101>

Systems and Programs:

- Crisis Response System (conference presentation, NAEH)
<http://www.endhomelessness.org/library/entry/1.3-crisis-response-system>
- A Closer Look: Opening Doors, As Amended in 2015 - Spotlight on Crisis Response Systems
<http://usich.gov/blog/a-closer-look-opening-doors-as-amended-in-2015-spotlight-on-crisis-response>
- Building Strong Connections to Rapidly House Veterans (webinar, USICH)
http://usich.gov/media_center/videos_and_webinars/opening-doors-to-innovation-building-strong-connections-to-rapidly-house-ve
- Identifying and Referring Veterans Experiencing Homelessness (fact sheet, USICH)
http://usich.gov/resources/uploads/asset_library/Veterans_Referral_Tool_2015_FINAL.pdf
- The United States Interagency Council on Homelessness, Opening Doors Federal Strategic Plan to Prevent and End Homeless, as Amended in 2015, http://usich.gov/opening_doors/
- Mayors Challenge: Homelessness Response and Housing System
http://portal.hud.gov/hudportal/HUD?src=/program_offices/comm_planning/veteran_information/mayors_challenge/service_providers
- SAMHSA's Expert Panel on the Prevention of Homelessness
http://usich.gov/resources/uploads/asset_library/USICH_SAMHSA_expert_panel_on_prevention_fact_sheet_FINAL1.pdf
- Common Eligibility Criteria for Emergency Shelters: Best Practices for Entry into Emergency Shelters
https://100khomes.org/sites/default/files/Common%20Eligibility%20Criteria%20for%20Emergency%20Shelters%20FINAL_0.pdf
- Rapid Re-Housing: A History and Core Components
<http://www.endhomelessness.org/library/entry/rapid-re-housing-a-history-and-core-components>

Community Example:

- Ending Veterans Homelessness in New Orleans: the Importance of Partnerships and Shared Goals
http://usich.gov/population/veterans/veterans_homelessness_in_focus/ending_veteran_homelessness_in_new_orleans_the_importance_of_partnerships_a/

Veteran Homelessness

- HUD SNAPs In Focus: Increasing Housing Placements of Homeless Veterans
<http://us5.campaign-archive1.com/?u=87d7c8afc03ba69ee70d865b9&id=d5b7a8bae1&e=27c0063574>
- Supportive Services for Veteran Families (SSVF) University
<http://www.va.gov/homeless/ssvf/index.asp>

HOUSING STABILITY TOOLKIT RESOURCES

Housing-Focused Case Management

- **Progressive Case Management:** The first half of this PowerPoint describes progressive case management, including the basic level of assistance that should be available to all program participants.
http://www.va.gov/HOMELESS/docs/ssvf/SSVF_Case_Management_Webinar_3212013_FINAL.pptx

- **Case Management in RRH:** NAEH Conference Session. This set of three PowerPoints includes discussion on the differences between short-term and longer-term case management. <http://www.endhomelessness.org/library/entry/5.08-help-people-stay-housed-rapid-re-housing-case-management>
- **Reasonable Case Plans:** This PowerPoint from a Webinar on reasonable plans describes what makes a plan “unreasonable” and uses case examples to demonstrate reasonable planning. http://www.va.gov/HOMELESS/docs/ssvf/SSVF_Reasonable_Plan_Webinar.ppt
- **Housing Stability Plan Template:** Describes the characteristics of a **Housing** Stability Plan, sequencing of Plans, what makes a Plan “reasonable” and offers a brief template for a case plan. http://www.va.gov/HOMELESS/ssvf/docs/SSVFUniversity/SSVF_Housing_Stability_Plan_Template.docx
- **On the Front lines - Strategies for Case Management from NAEH Conference 2014:** Two PowerPoints with some tips on using Motivational Interviewing, Harm Reduction and other approaches to working with people experiencing homelessness. <http://www.endhomelessness.org/library/entry/1.4-on-the-frontlines-strategies-for-case-management>

Income/Benefits

VA Income Benefits Resources:

- **Veteran Benefits Administration:** [See Figure 2 in this toolkit for a summary of types of benefits available for Veterans.](#) This Website describes income and other VA benefits, eligibility, application and location of closest regional office for VA Benefits. <http://www.benefits.va.gov/>
- **Veteran’s e-Benefits Portal:** This Website allows veterans to access information about benefits and apply for income, health and other VA resources. <https://www.ebenefits.va.gov/ebenefits-portal/ebenefits.portal>

Other Income Benefits Resources

- **SOAR:** This Website is designed primarily for people who will help SSI/SSDI applicants gain expedited access to benefits for disabled persons. By using the SOAR in Your State button, you can identify the agencies with SOAR-trained advocates in any state. <http://soarworks.prainc.com/>
- **Temporary Assistance for Needy Families (TANF):** The Office of Family Assistance locator allows users to find the address and telephone number for TANF offices (income support for families) in any state. <http://www.acf.hhs.gov/programs/ofa/help>
- **SNAPS, WIC, etc.:** This Website describes different federally-funded nutrition programs and has links to online applications in many states. <http://www.fns.usda.gov/>
- **National Foundation for Credit Counseling:** This Website has links to consumer credit education, information about certified consumer credit counselors and a locator for finding a credit counselor in your area. <https://www.nfcc.org/agency-locator/>
- **Low Income Home Energy Assistance Program:** The Benefits.gov Website has income eligibility limits for LIHEAP, a locator for finding the nearest office to apply and frequently-asked questions. <http://www.benefits.gov/benefits/benefit-details/623>
- **Lifeline Phone Service:** This is a free or almost free telephone assistance program for persons who are eligible for many federal assistance programs. The site has a link to state-by-state qualification information. https://www.safelinkwireless.com/Enrollment/Safelink/en/NewPublic/how_to_qualify.html

Employment

- **Homeless Veterans Reintegration Program (HVRP):** A program of the Department of Labor, grantees provide an array of services utilizing a case management approach that directly assists homeless veterans as well as provide critical linkages for a variety of supportive services available in their local communities. The program is "employment focused" and veterans receive the employment and training services they need in order to re-enter the labor force. <http://www.dol.gov/vets/programs/hvrp/>
- **Employment Assistance Guide for Service Providers Helping Homeless veterans:** The guide provides an overview of special challenges faced by homeless men and women, and identifies the community resources in place to help them with housing, health, income supports, job search and placement assistance, substance abuse and family counseling, and other services they may need. It

also includes a comprehensive list of employment assistance resources, both government and private organizations. http://www.nchv.org/images/uploads/EAG_1-10.pdf

- **America Job Centers (Department of Labor):** This site offers job and career information and enables connecting to your state's Job Centers.
<http://www.doleta.gov/usworkforce/onestop/onestopmap.cfm>
- **Employment and RRH (NAEH Conference):** PowerPoint on tips from two community programs about linking with employment.
<http://www.endhomelessness.org/library/entry/1.08-make-it-work-linking-rapid-re-housing-and-employment>
- **Improving Employment Outcomes (NAEH Conference):** Panelist PowerPoints on various aspects of employment, including community examples, research.
<http://www.endhomelessness.org/library/entry/pre-con-improving-employment-outcomes-exploring-research-funding-and-approa>

Landlord/Tenancy Supports

- **Sample Landlord-Case Manager Communication Agreement:** This document is a sample of an agreement between the client and case manager about how the case manager can speak to a landlord about the client's housing issues.
http://www.hudhre.info/housingsearch/Landlord-Tenant-Case%20Manager%20Communication%20Agreementv2_Aug06.doc
- **Tool for interpreting lease:** This is a sample form for converting the critical requirements of a lease into clear, succinct language for a client.
http://www.hudhre.info/housingsearch/What%20Does%20My%20Lease%20Say_v2_Aug06.doc

Healthcare

- **Locator: VA Medical Centers:** Find Vet Centers, VA Medical Centers and other resources in your state. Also enables veterans to enroll in data system to access their health information.
<http://www.myhealth.va.gov/>
- **Webinar on health services for veterans:** Webinar recording describing healthcare resources for veterans.
http://www.va.gov/homeless/ssvf/?page=/practice_areas_and_resources/overview/tools_training_resources#module3_training
- **Community Health Care Resources:** Links to each state's Medicaid and CHIP (Children's Health Insurance Program) eligibility:
<https://www.healthcare.gov/medicaid-chip/getting-medicaid-chip/>

Figure 2: A Sample of Veteran Benefits available by accessing

<http://www.benefits.va.gov/>



Health Care: <http://www.va.gov/health/>



Benefits: <http://www.benefits.va.gov/benefits/>

- Compensation and Pension
 - [Disability Compensation](#)
 - [Special Monthly Compensation](#)
 - [Special Compensation Claims](#)
 - [Veterans' Pension](#)
 - [Aid & Attendance and Housebound](#)

- Education and Training
 - [Post-9/11 GI Bill](#)
 - [Montgomery GI Bill-Active Duty \(MGIB-AD\)](#)
 - [Montgomery GI Bill-Selected Reserve \(MGIB-SR\)](#)
 - [Reserve Educational Assistance Program \(REAP\)](#)
 - [Post-Vietnam Era Educational Assistance Program \(VEAP\)](#)
 - [VOW to Hire Heroes - Veterans Retraining Assistance Program](#)

- Home Loans
 - [Purchase Loan](#)
 - [Cash Out Refinance Loan](#)
 - [Interest Rate Reduction Refinance Loan \(IRRRL\)](#)
 - [Native American Direct Loan \(NADL\) Program](#)
 - [Adapted Housing Grants](#)

- Insurance
 - [Servicemembers' Group Life Insurance \(SGLI\)](#)
 - [Veterans' Group Life Insurance \(VGLI\)](#)
 - [Family Servicemembers' Group Life Insurance \(FSGLI\)](#)
 - [Servicemembers' Group Life Insurance Traumatic Injury Protection \(TSGLI\)](#)
 - [Service-Disabled Veterans' Insurance \(S-DVI\)](#)
 - [Veterans' Mortgage Life Insurance \(VMLI\)](#)

- Voc Rehab and Employment
 - [Educational and Vocational Counseling](#)
 - [Independent Living Program](#)