

HOUSING HOMELESS VETERANS SINCE 1993



Carole L. Benedict
Executive Director
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MISSION

The successful transition of military veterans and their families through the provision of housing, counseling, career development and comprehensive support.

VISION

Our vision is that all veterans and their families shall have their needs met to regain and maintain productive independence.

34% 270

According to the 2016 Point In Time Survey, 34% of the homeless population in Yavapai County were veterans.

270 homeless veterans attended the Yavapai County Stand Down in September 2016.

157 VETERANS

IN THE 2016 FISCAL YEAR, U.S.VETS - PRESCOTT HOUSED 157 HOMELESS VETERANS IN RESIDENTIAL PROGRAMS- TRANSITIONAL HOUSING AND PERMANENT SUPPORTIVE HOUSING.

HOW DO WE DO IT?

Transitional/Permanent Housing

Case Management- individualized case plans, goals, advocacy, benefits assistance

Counseling- Substance abuse treatment, PTSD, Moral injuries

Transportation

Employment Assistance- job interview skills, job search assistance, clothing, supportive employment needs (uniforms, tools, etc.)

Housing assistance- move in assistance, utility assistance, housing search and advocacy, furniture and household goods

Life Skills Groups- art, sobriety support, hiking, writing, motivation, meditation

Culinary Skills training- 13 week curriculum for food service employment

Outreach- clothing, emergency shelter, food, supplies

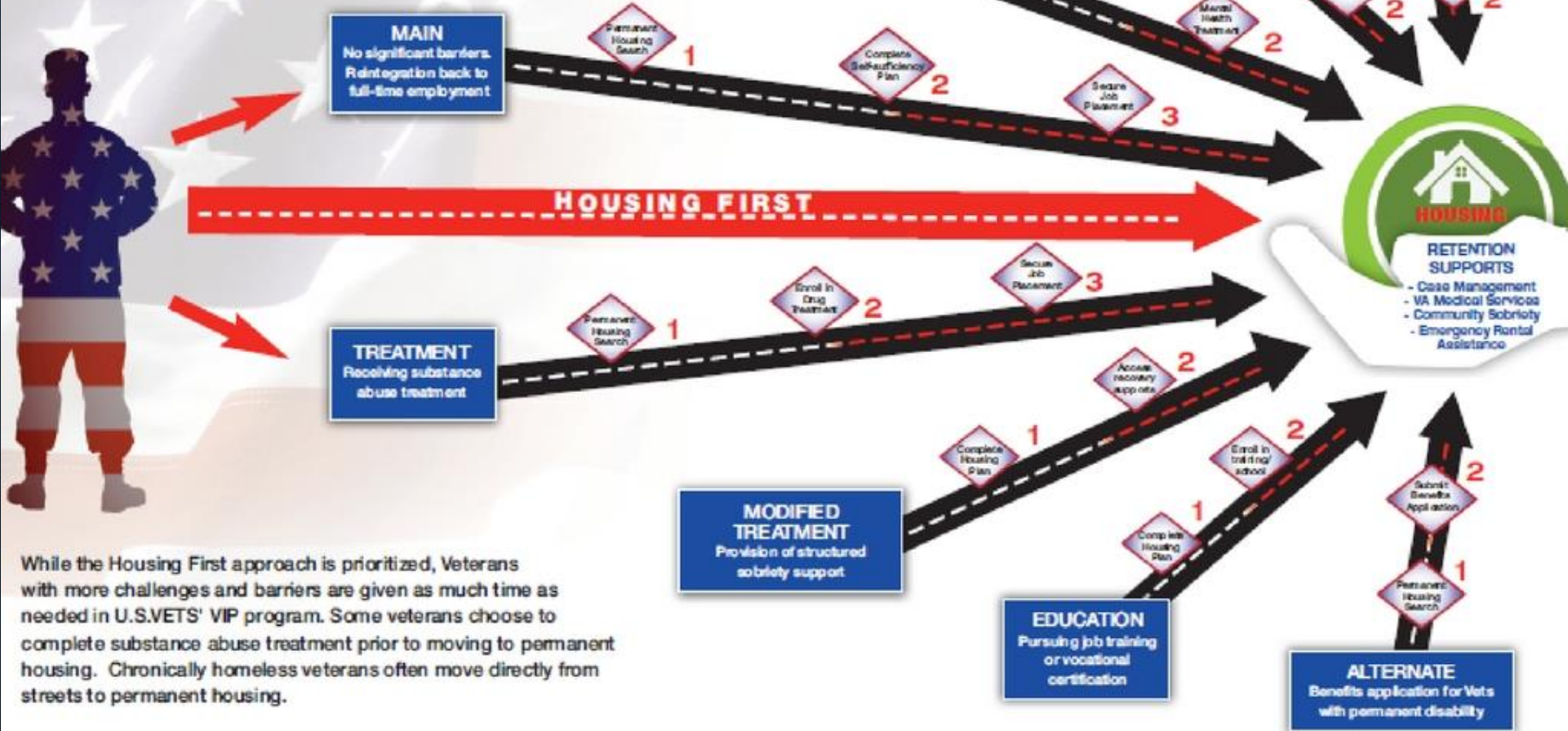




HOMELESSNESS TO HOUSING:

The U.S.VETS Client-Centered Way

Veterans choose one of eight (8) tracks offered by the U.S.VETS Veterans-in-Progress (VIP) program. Housing and Employment Plans are developed by veterans with the assistance of our clinical teams to address personal goals and barriers. The goal is to rapidly move veterans into permanent housing, often within 90 days. Community-based supports including case management, sobriety supports, emergency rental assistance, and access to VA medical services help veterans retain their housing.



While the Housing First approach is prioritized, Veterans with more challenges and barriers are given as much time as needed in U.S.VETS' VIP program. Some veterans choose to complete substance abuse treatment prior to moving to permanent housing. Chronically homeless veterans often move directly from streets to permanent housing.



**19,637
NIGHTS
OF
SHELTER
PROVIDED!**



**46,281
MEALS
PROVIDED!**

THANK YOU!



**FY 2016
Report**

**57 VETERANS
PLACED INTO
EMPLOYMENT!**



**70 VETERANS
OBTAINED
PERMANENT HOUSING!**




TVSV


Tucson Veterans Serving Veterans

Serving Local Veterans in Need


Mission Statement

- ▶ We are members of federal, state, local governments and private agencies along with veteran service organizations which serve veterans in need. Through collaborative effort, we provide outreach, education, networking and referral services addressing employment, benefits, health and housing, and the moral support needs of military veterans and other eligible persons, with the goal of enabling them to achieve independence and self sufficiency.
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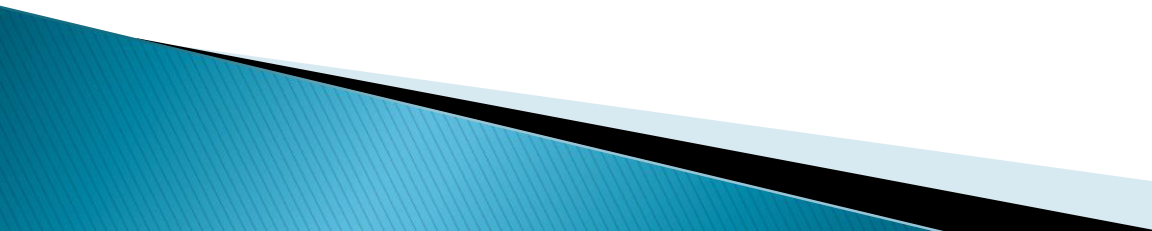
TVSV Primary Partners

- ▶ Arizona Stand Down Alliance
 - ▶ Southern AZ VA Health Care System – Homeless Program
 - ▶ DES Employment Services
 - ▶ United Way/ Operation United
 - ▶ Primavera Foundation
 - ▶ Red Cross of Southern Arizona
 - ▶ Caridad Community Kitchen
 - ▶ Disabled American Veterans
 - ▶ Old Pueblo Community Services
 - ▶ American Legion & Auxiliaries
 - ▶ VFW & Auxiliaries
 - ▶ Esperanza En Escalante
 - ▶ Salvation Army
 - ▶ Military Order of the Purple Heart
- 

TVSV OUTREACH

- ▶ Serve as resource pipeline for VSO
 - ▶ Experience with Veterans in Need Issues
 - ▶ Members within local Federal, State, Private Organizations
 - ▶ Not bound by federal, state or county funding restrictions
 - ▶ Founding Member of Arizona Stand Down Alliance
 - ▶ Provide regional stand down assistance
- 

Homeless Veteran Resources

- ▶ 1 Day Resource Fair–Veterans in Need
 - ▶ 3 Day Stand Down w/Resource Fair/Job Fair
 - ▶ Veterans Resource Area at Tucson HOPEFEST
 - ▶ Services Provided:
 - ▶ Shelter/Clothing Store/Medical Care/Pet Care
 - ▶ Behavioral Care/Peer to Peer Counseling
 - ▶ Employment Survey/Referral Services
 - ▶ Transportation to DMV/Social Security/ID's
 - ▶ Vet Court/Female & Family Shopping Trip
 - ▶ Bus Tickets/Meal Tickets/Dental Vouchers
- 

TVSV Contact Information

- ▶ **Chairman**

- ▶ Cliff Wade 520-788-5029

- ▶ tucsonvetsservingvets@gmail.com

- ▶ **Event Questions**

- ▶ Bruce Hamilton 623-687-5552

- ▶ tucsonvetsservingvets@gmail.com

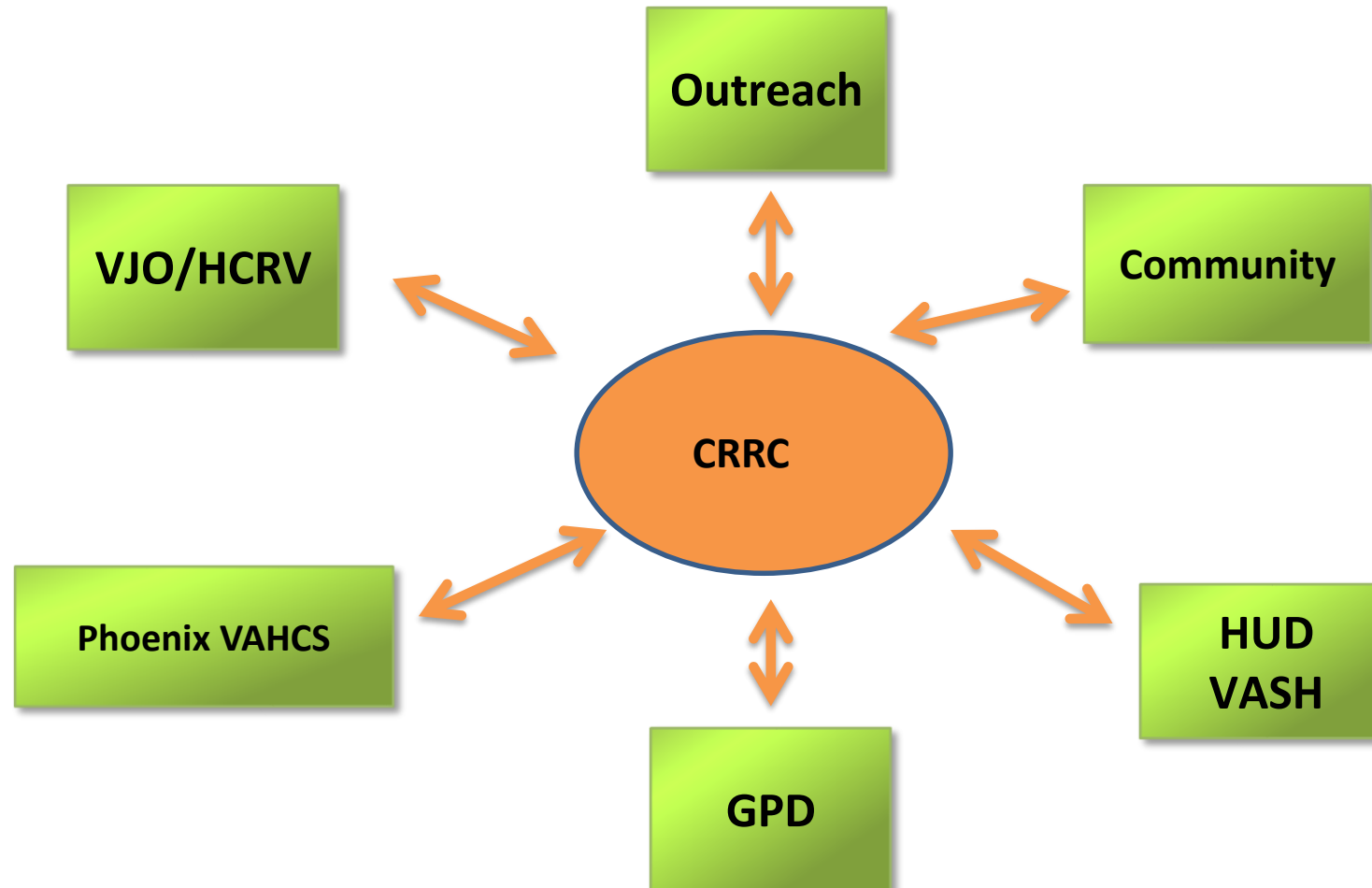
- ▶ **THANK YOU FOR YOUR SUPPORT**

Phoenix VAHCS Catchment Area

Show Low

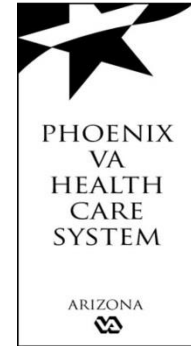


CRRC- The HUB for the VA Homeless Program Services





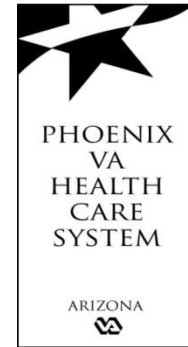
The Art of Outreach: Trail blaze



- Bicycle Outreach
- Light rail Outreach in collaboration with City Transit Systems
- Jails & Court Systems
- College Campuses
- Shower Programs
- Shelters
- Canals, Streets, and Mountains
- Hotline
- Joint Outreach with Community Partners
- Community Outreach Events
- Special Populations Outreach Liaisons



The Art of Outreach: Trail blaze



- VA has free 24/7 support for homeless or at-risk Veterans
- The Department of Veterans Affairs (VA) has founded a National Call Center for Homeless Veterans hotline to ensure that homeless Veterans or Veterans at-risk for homelessness have free, 24/7 access to trained counselors.
- The hotline is intended to assist homeless Veterans and their families, VA Medical Centers, federal, state and local partners, community agencies, service providers and others in the community.





Health Care for Homeless Veterans Community Resource & Referral Center (CRRC)

"One Stop Shop" for Homeless Veteran Services



1500 E. Thomas Road, Suite 106
Phoenix, AZ 85014
Phone: (602) 248-6040
Hours: Monday – Friday 7:30 a.m.-4:30 p.m.
(Entrance and parking located at back side of building)



Service

Provided By

Daily Courtesy SHUTTLE (<i>Roundtrip to/from the VA & CRRC</i>)	CRRC Team & VA Voluntary Services
Daily Eligibility Verification & Registration	Medical Support Assistant & Eligibility
Daily Clothing & Hygiene Program (Limited In-Kind Benefits)	CRRC Team & VA Voluntary Services
Daily Outreach & Assessment for all Healthcare & Housing Needs	CRRC Social Workers
Daily Peer Support	CRRC Peer Support Specialists
Daily Employment Services	CRRC & Community Employment Specialists (<i>ask about our VETS on Wheels Program!</i>)
Daily Medical Care	Homeless Patient Aligned Care Team (HPACT)
Daily Substance Abuse Services	CRRC Addiction Therapist
Every WEDNESDAY & FRIDAY 9a-4p VA Benefit/Claims Assistance	VA Regional Office
Every MONDAY-THURSDAY HUD VASH Screenings	Based on assessment and referral from VA Social Worker
National 24/7 Call Center for Homeless Veterans	1-877-424-3838 (1-877-4AID-VET)

Additional services provided by our community partners:

- Transitional housing screenings
- Free Phone Services
- Child Support Services
- Apartment Finder Assistance
- Senior Housing Placement
- Children and Family Services
- Rally Point Navigation
- Financial Counseling



VETERANS INITIATIVES UPDATE

ELIZABETH MORALES, HOUSING AND COMMUNITY DEVELOPMENT DIRECTOR

APRIL 16, 2017

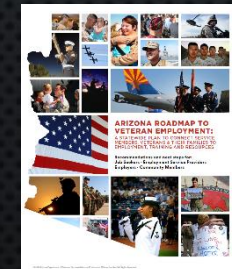
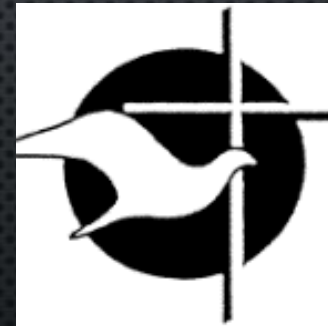


MAYOR'S CHALLENGE & HOUSING OUR HEROES

- MARCH 2015: JOINED NATIONWIDE “MAYOR’S CHALLENGE”
- APRIL 2015: COUNCILMEMBERS CHRIS GLOVER AND KEVIN THOMPSON FORMED “HOUSING OUR HEROES TASK FORCE.”
 - ID HOMELESS VETS
 - HOUSING FIRST MODEL
 - RIGHT INTERVENTION
 - MAXIMIZE LOCAL, STATE AND FEDERAL RESOURCES
 - LONG-TERM, SUSTAINED APPROACH



THANKS TO OUR PARTNERS!



VETERAN AFFAIRS SUPPORTIVE HOUSING (VASH) PROGRAM

- **STARTED 2008 AS A PARTNERSHIP BETWEEN HUD AND VA**
- **RENTAL SUBSIDY AND CLINICAL SERVICES SUPPORT**
- **SUPPLEMENTAL/ IMPROVEMENTS TO VASH**
 - **NAVIGATORS**
 - **MOVE IN FINANCIAL ASSISTANCE**
 - **INTERGOVERNMENTAL AGREEMENT TO BYPASS PORTABILITY**
 - **LANDLORD OUTREACH**

RESULTS

- IN TOTAL— SINCE 2015 WE HAVE HOUSED 151 HOMELESS VETERANS WITH VASH VOUCHERS
- COLLABORATION AND SYSTEM DEFINITION
- IDENTIFYING HOMELESS VETERANS IN MESA
- FUNDRAISING
- CONNECTIONS



ONGOING

- AWARENESS; FUNDRAISING
- LANDLORD OUTREACH AND COLLABORATION
- EXPLORE DEVELOPER INTEREST/CONNECTIONS
- EVERYONE IS A “NAVIGATOR” APPROACH
- CORE TEAM— SUSTAINED FOCUS




FOR MORE INFO ON THE WORK BEING DONE IN MESA PLEASE CONTACT:

- **LIZ MORALES**
- HOUSING AND COMMUNITY DEVELOPMENT DIRECTOR
- 20 E. MAIN ST. SUITE 250
- MESA, AZ 85201
- [480-644-4546](tel:4806444546)
- LIZ.MORALES@MESAAZ.GOV
- *MESA'S CITY HALL/ADMINISTRATION BUSINESS HOURS ARE M-THUR, 7 AM TO 6 PM*



UMOM New Day Centers

Ending Veteran
Homelessness in
Arizona

The top portion of the slide features a stylized American flag. The blue field with white stars is on the left, and the red and white stripes extend to the right. The text is overlaid on the white stripes.

**UMOM's mission is to prevent and end
homelessness with innovative
strategies and housing solutions that
meet the unique needs of each family
and individual.**

Founded in 1964

**Provides a full continuum of services from
Emergency Shelter to Permanent Housing**

Our Continuum of Services

Family Coordinated Entry System Family Housing Hub



- Services: Connecting families with minor dependent children who are experiencing homelessness to homeless services.
- Assessing the unique needs of each family and connecting them to the appropriate housing intervention and resources to end their homelessness.

The background of the slide is a stylized American flag, featuring the stars and stripes in a slightly wavy, draped manner. The stars are white on a blue field, and the stripes are red and white.

Our Continuum of Services

- Watkins Shelter: Low Demand Emergency Shelter for up to 20 families each night.
- Emergency Family Shelter Beds: 80 units of emergency shelter with allowable maximum 120 day stay.
- Transitional Living (GPD): 8 Grant Per Diem units specific to Veterans with dependent children.
- Supportive Services for Veteran Families (SSVF): Provides Rapid Rehousing and homeless prevention when capacity allows.
- Madison Pointe: Veteran preference property with a combination of Permanent Supportive, and Subsidized units.

SSVF Outcomes

GY 2015-2016

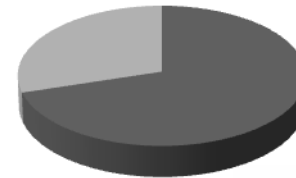
- 127 Households Received SSVF Services
- 117 Households Housed



■ RRH ■ HP

GY 2016-2017 ... So Far...

- 94 Households Received SSVF Services
- 58 Household Exits
- 53 Households Housed



■ RRH ■ HP





Contact Information

SSVF Program Coordinator

Jessica Cruz

Jcruz@umom.org

SSVF Screening Line: (602)466-1655

Family Housing Hub Coordinator

Randy Hade

Fhhub.org

(602)595-8700

3307 E. Van Buren St. #108

Phoenix, AZ 85008

CBI

COMMUNITY BRIDGES, INC.

CELEBRATE BELIEVE INSPIRE





Humble Beginnings

- ❖ Founded as EVAC in 1982
- ❖ Medical Model Supported by Volunteer Structure
- ❖ Transitioned from EVAC to Community Bridges in 2001
- ❖ Allocated 2.5 Peers in 2004
- ❖ SAMHSA BluePrints Grant in 2005
- ❖ 306 Peers today and growing



Support Services

- ❖ Substance Abuse, Detox, Recovery, and Peer Support Services
- ❖ Behavioral Health Crisis, Assessment, and Outpatient Services
- ❖ Homeless Outreach, with placement assistance and wrap around services.
- ❖ Family and Domestic Violence Support Services

Veteran Support Services

- ❖ Co-located at the transitional housing unit **Victory Place III**
- ❖ Co-located at Human Services Campus-
Serves 398 people per night
- ❖ Participated in Mesa Mayor's Challenge
 - ❖ CBI presented and gave input on strategies
- ❖ CBI participated in Mesa's Hero Initiative
 - ❖ Strategies for permanent supportive housing
 - ❖ Project H3 for City of Mesa
- ❖ Arizona Dept. of Veterans, Veteran's Administration, and CRRC
 - ❖ Collaboration and community follow-up





Partnerships

- ❖ Arizona Coalition to End Homelessness
- ❖ Valley of the Sun United Way
- ❖ Law Enforcement & Emergency Responders: Phoenix, Avondale, Glendale, Tolleson, Mesa, Peoria, Scottsdale, Tempe, Globe, Payson, Winslow, Holbrook, & Yuma
- ❖ HOM, Inc.
- ❖ Crisis Intervention Training (CIT)
- ❖ Central Arizona Shelter Services (CASS)
- ❖ Arizona Housing Inc. (AHI)
- ❖ Lodestar Day Resource Center (LDRC)
- ❖ Human Services Campus (HSC)
- ❖ ABC Housing
- ❖ Veterans Administration (VA)
- ❖ Healthcare for the Homeless
- ❖ Department of Economic Security (DES)
- ❖ City of Phoenix
- ❖ City of Mesa
- ❖ City of Tempe
- ❖ City of Avondale
- ❖ Maricopa County
- ❖ Circle the City
- ❖ Cloud Break Communities
- ❖ Arizona Dept. of Veteran Services (ADVS)
- ❖ Arizona Coalition for Military Families (ACMF)
- ❖ EMPACT
- ❖ 1st Step Resource Center
- ❖ One in Ten
- ❖ Pride
- ❖ UMOM



For additional information please contact:

Anne Marie Johnston
H3 Veteran Supervisor

[602-326-5331](tel:602-326-5331)

AJohnston@cbridges.com



City of Phoenix

QUALITY BY-NAME LIST - BNL

OBJECTIVES

- Real-time representation of all people experiencing homelessness (active)
- The Veteran BNL team uses Community Solutions Score Card to form a quality list.
- The Veteran BNL Scorecard provides a baseline to create action plans and measure improvement towards a comprehensive BNL.

BNL SCORECARD

VETERAN

- 1 Does your BNL include all known Veterans experiencing literal homelessness?
- 2 Does your community have a documented and implemented BNL policy that defines a no-contact (inactive) threshold for Veterans?
- 3 Does your BNL track the 'Homeless Status' of all Veterans and in your coordinated entry system, including the date each status was last changed?
- 4 How much of your Continuum of Care's geographic area is covered by a documented and coordinated outreach system?
- 5 What percentage of housing providers serving Veterans in your community report data into your BNL using a common assessment tool?
- 6 Does your BNL include an HMIS ID or other unique identifier to prevent duplication of client records and facilitate coordination between HMIS and BNL?
- 7 Does your BNL track the total number of newly identified/assessed homeless Veterans every month (inflow)?
- 8 Does your community have a way to account for and track actively homeless Veterans who have not consented to undergo a full assessment?
- 9 Does your BNL include the ability to know all Veterans experiencing chronic homelessness?
- 10 Does your BNL track Veteran individuals and households that had previously been designated as "Housed" or "Inactive" and have returned to your BNL active list this month?

Criteria and Benchmarks for Achieving the Goal of Ending Veteran Homelessness

February 02, 2017

These criteria and benchmarks, updated in February 2017, will help you build lasting solutions to Veteran homelessness in your community.

If you are ready to begin the process of submitting your own community for federal confirmation, [contact your local HUD, VA, or USICH representative](#).

NOTE: If your community has begun preparing a submission using the previous version of the criteria and benchmarks, please [reach out to us to discuss](#) as soon as you can.

Download Files

- [Criteria and Benchmarks for Achieving the Goal of Ending Veteran Homelessness - includes specifications and definitions \(PDF, 540K\)](#)



MOVING FORWARD

- 95% of Veterans that are experiencing homelessness in Maricopa County housed by 8/31/2017.
- Increase housing capacity.
- Bring in other housing partners.
- Find gaps in the system and fix them!
- Monitor the system and make improvements (realizing it takes more money and resources to start over than it takes to support what is in place).

For more info on the work the City of Phoenix is
doing please contact:

- Scott Hall
- Homeless Solutions Manager
- City of Phoenix
- cell# 480-599-0843
- scott.hall@phoenix.gov

ARIZONA DEPT. OF VETERANS' SERVICES

Sustaining the State Action Plan to End Homelessness
Among Veterans



ARIZONA ACTION PLAN TO END HOMELESSNESS AMONG VETERANS

- In 2011 ADVS implemented the plan outlining goals, strategies and objectives to guide the community in its mission of ending chronic homelessness among veterans over a 5 year span
- 222 chronically homeless veterans were identified in the initial assessment of the community. Arizona Coalition to End Homelessness (AZCEH) led an effort known as Project H3 Vets and housed 325 Veterans, reducing the scope to 18 Veterans in a two year period.
- New Per Diem beds were added, as well as 6 Statewide SSVF programs
- 772 housing units with Veterans preference through AZ Dept. of Housing Low Income Housing Tax Credit Program



ACTION PLAN CONTINUED...

- Arizona Stand Down Alliance created, supporting the coordination of 10 annual Stand Downs serving 12 counties.
- Arizona Coalition for Military Families further enhanced capacity for statewide coordination with the development of the Arizona Military/ Veteran Resource Network.
- However...



COLLABORATIVE SPIRIT

- Has been difficult to sustain
- Coordination and data management has been difficult to maintain/ sustain
- There was a need to conduct summits throughout the State to determine what obstacles communities were facing, to update the State Plan to End Homelessness Among Veterans.
- Changes to the plan reflect the feedback of communities Statewide.
- The Arizona Action Plan to End Homelessness Among Veterans: Sustaining the Future 2017 was created and is being introduced today.



THE UPDATED PLAN

Arizona Action Plan to End
Homelessness Among Veterans



Sustaining the Future
2017



CONSISTS OF 3 GOALS WITH REGIONALIZED OBJECTIVES

- Goal 1
 - Ending Street/ Shelter Homelessness Among Veterans
 - Strategy: Increased the coordination of resources for Veterans living on the streets or in emergency shelters through the development of Critical Response Units (CRU's)



CONSISTS OF 3 GOALS WITH REGIONALIZED OBJECTIVES

- Goal 2
 - Transform the Temporary Help System
 - Strategy: Coordinate a plan for GPD programs to adopt new models of care with the capacity of ending street and shelter homelessness



CONSISTS OF 3 GOALS WITH REGIONALIZED OBJECTIVES

- Goal 3:
 - Ensure Ongoing System Functionality for all Veterans Experiencing Homelessness
 - Strategy: Ensure statewide systems for veterans experiencing housing instability include prevention with a balance of affordable housing and supported housing



REGIONALIZED OBJECTIVES

- Under each goal, there are objectives for each region throughout the State.
- Please take the time to review them, we are here to help
- We will continue to push until all veterans experiencing housing instability can be housed rapidly in a home they can afford and an area they want to live
- The Arizona Action Plan to End Homelessness Among Veterans can be located on our website at www.dvs.az.gov under the resources Tab.



EXAMPLE OF REGIONALIZED OBJECTIVES FOR GOAL 1

Northern Objectives:

- Support all opportunities for the development of bridge housing, including re-establishing the Northern Arizona Veterans Administration Healthcare System (VAHCS) contract in the tri-city area (Kingman, Bullhead City and Lake Havasu City) to leverage development of housing facilities.
- Develop regional navigation to include transportation, connection to appropriate services and coordination with existing coordinated entry systems.
- Work with Prescott VA and partners to preserve Grant and Per Diem (GPD) beds by altering models to right size community needs through the upcoming GPD Reboot Notice of Funding Availability (NOFA).

Central Objectives:

- Enhance coordination of new and existing navigation services to increase permanent housing placements from streets or shelter.
- Develop bridge housing to facilitate rapid placement in permanent housing.
- Strategize with GPD partners to alter models and right size community needs to preserve all GPD beds through the upcoming Reboot NOFA.

Southern Objectives:

- Develop a coordinated outreach protocol to ensure veterans are connected to appropriate resources to include transportation.
- Strategize with local GPD providers to retain all GPD beds and alter models to right size community needs and maintain occupancy levels.
- Develop a more robust bridge housing program that aligns with local housing providers and community resources to expedite permanent housing placement.



FOR ADDITIONAL INFORMATION ON THE WORK AZDVS IS DOING AND THE ARIZONA ACTION PLAN TO END HOMELESSNESS AMONG VETERANS PLEASE CONTACT:

- John F. Scott II, MSW
- *Assistant Deputy Director*
- **Arizona Department of Veterans' Services**
- 3839 N. 3rd Street
- Phoenix AZ 85012
- Office [602-234-8415](tel:602-234-8415)

