

Bridging the Gap



2014 NCHV Annual Conference

Presented by
The Home Depot Foundation

May 28-30, 2014
Grand Hyatt Washington
Washington, D.C.



Community Development



Saving Lives, Restoring Hope

OUR MISSION

Ensure Every Veteran Has a Safe Place to Call Home



The Home Depot Foundation
is proud to support the
National Coalition for Homeless Veterans



FOUNDATION

OUR COMMITMENT: \$80 Million over 5 Years and the Sweat Equity of Thousands of Associate Volunteers

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Welcome...

As we approach the home stretch in the VA's Five-Year Plan to End Veteran Homelessness, we are honored to welcome you to the 17th NCHV Annual Conference and Membership Meeting in the nation's capital. For most of the last four years we have shared an incredible journey.

Our mission – to end veteran homelessness – has been adopted by 19 federal agencies, and every member of President Obama's cabinet. The leadership of the U.S. House of Representatives and Senate have responded by granting nearly every funding request for which we have advocated since 2009, despite the nation's economic strains and mounting pressure to curb government spending. We have been at the center of a great awakening – the nation is more unified in the campaign to end veteran homelessness today than at any other time in its history.

We have much to celebrate. It is the success of your programs, innovations, courage and perseverance that have brought us to this moment. For the next three days you will have the chance to meet the men and women who have dedicated themselves to this noble cause – those who have shared the journey with you.

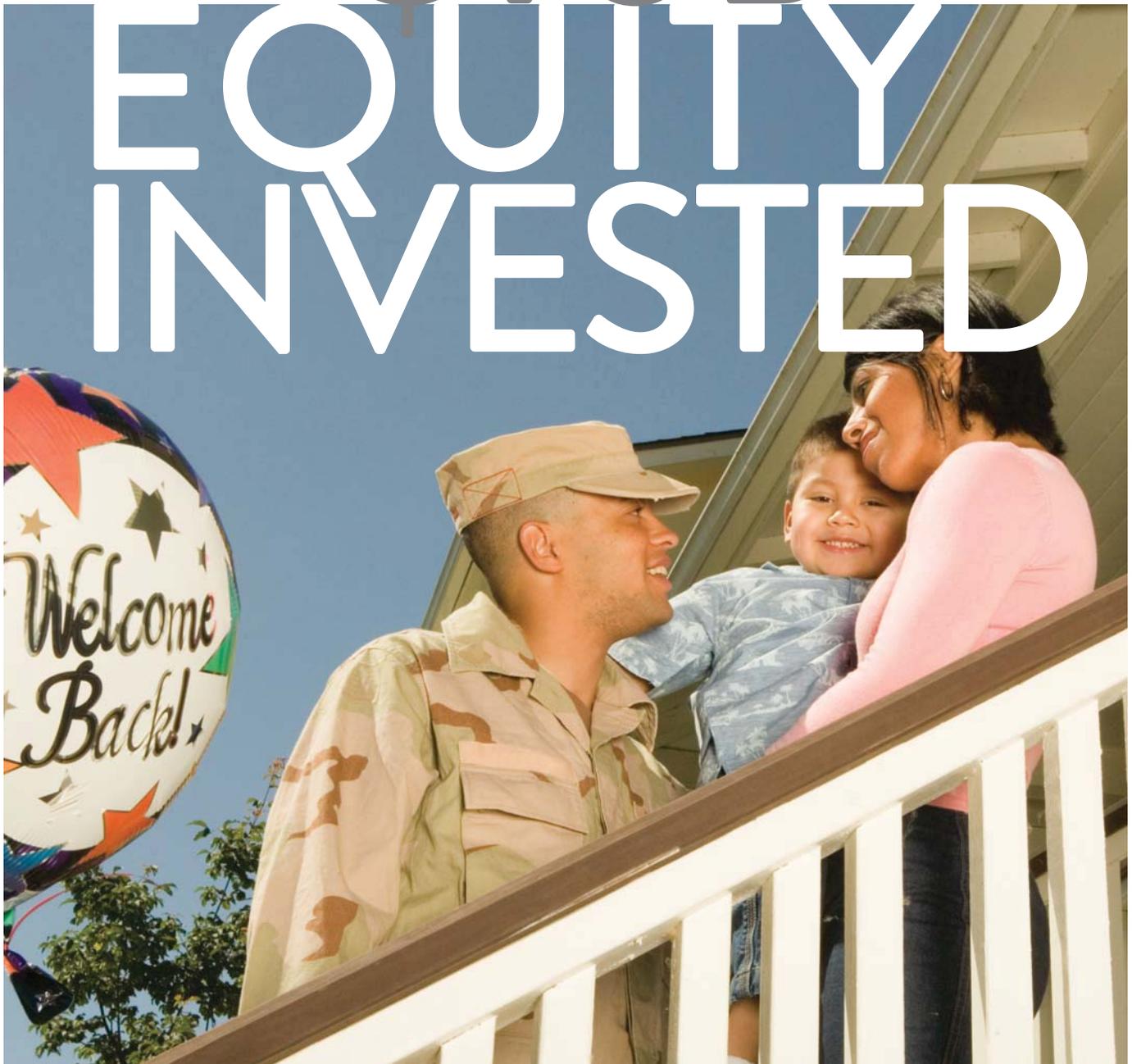
And we still have much to do. We always will. We are advancing to the new front in the campaign to end veteran homelessness. What VA Secretary Shinseki calls the “rescue mission” was put on an ambitious five-year schedule; and a year and a half from now we'll pause to evaluate our collective progress and identify where we need to improve. But the “prevention mission” will be ours forever – we must make certain veterans in crisis will never again be left to fend for themselves on the streets of the nation they served to protect.

That really is the meaning behind the theme of this year's NCHV Annual Conference, “Bridging the Gap.” Much of the program will be dedicated to expanding access to permanent housing for homeless and extreme low-income veterans; reducing the legal and social barriers that keep veterans out in the cold; increasing employment and income supports for homeless and disabled veterans; and providing vital services for homeless veterans – and their families – who are rapidly placed in permanent housing.

Thank you for joining us for this year's celebration, and for your contribution to help the nation prepare for the “prevention mission” of the campaign to end veteran homelessness. For all that we have achieved together, we know our greatest triumph is yet to be realized. We are honored to stand with you ...

NCHV Staff
Washington, DC

MORE THAN **\$10B**
EQUITY
INVESTED



MEANS HELP COMING HOME

National Equity Fund® believes that permanent supportive housing is not just about bricks and mortar, it's about helping veterans find a way to recover their health, find good jobs and reclaim their lives. We owe them that.

Debbie Burkart, National VP Supportive Housing
213.240.3133 | dburkart@nefinc.org

National
Equity
Fund ^{INC}
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Keynote Speaker – Opening Session

Thomas E. Perez was nominated by President Obama to serve as the nation's 26th Secretary of Labor, and was sworn in on July 23, 2013.

Previously Perez served as Assistant Attorney General for Civil Rights at the U.S. Department of Justice. During his tenure of nearly four years, Perez oversaw the effort to restore and expand the division's achievements. Under his leadership as Assistant Attorney General, the division successfully implemented the Shepard-Byrd Hate Crimes Prevention Act; expanded equal housing opportunity by bringing and settling the largest fair-lending cases in history; protected schoolchildren from discrimination, bullying and harassment; dramatically expanded access to employment, housing and educational opportunities for people with disabilities; protected the right to vote for all eligible voters free from discrimination; took record-setting efforts to ensure that communities have effective and democratically accountable policing; and safeguarded the employment, housing, fair lending and voting rights of service members.

He previously served as the Secretary of Maryland's Department of Labor, Licensing and Regulation. Perez was a principal architect of a sweeping package of state lend-



**Thomas Perez,
Secretary,
Department of Labor**

ing and foreclosure reforms to address the foreclosure crisis in Maryland. He worked closely with business leaders, community colleges and nonprofits on a dramatic overhaul of Maryland's workforce development system to ensure that workers have the skills to succeed, and employers have the workforce to thrive in the 21st century economy. Perez co-chaired the Governor's Council for New Americans, which designed a comprehensive blueprint for ensuring that immigrants living and working in Maryland are a vital component of the state's economic engine.

Perez has spent his entire career in public service. From 2002 until 2006, he was a member of the Montgomery County Council. He was the first Latino ever elected to the Council, and served as Council president in 2005. Earlier in his career, he spent 12 years in federal public service, most as a career attorney

with the Civil Rights Division. As a federal prosecutor for the division, he prosecuted and supervised the prosecution of some of the Justice Department's most high profile civil rights cases, including a hate crimes case in Texas involving a group of white supremacists who went on a deadly, racially-motivated crime spree.

Conference Schedule

Wednesday, May 28

7:00 a.m.

Registration desk opens/Breakfast provided

8:30 a.m. - 10:45 a.m.

Opening Session

11:00 a.m. - Noon

NCHV Membership Meeting

Noon - 1:15 p.m.

Lunch Provided

1:30 p.m. - 4:15 p.m.

Public Policy Forum

1:30 p.m. - 2:45 p.m.

Afternoon Sessions 1

3:00 p.m. - 4:15 p.m.

Afternoon Sessions 2

Featured Speaker – Opening Session

Laura Green Zeilinger is the Executive Director of the United States Interagency Council on Homelessness. Ms. Zeilinger is responsible for the implementation of *Opening Doors: Federal Strategic Plan to Prevent and End Homelessness*, an effort that includes the coordination of all Federal homelessness policies among 19 Federal departments and agencies as well as partnerships among State and local communities, non-profits, and the private sector. Under her leadership, through national engagement initiatives, USICH provides technical assistance and supports to communities across the country, building systems of care that ensure individuals, families, youth, and veterans are able to obtain or regain permanent housing as quickly as possible and access services to remain stably housed.

Ms. Zeilinger is an attorney with a long-standing commitment to underserved populations. She joined USICH in 2011, and prior to her appointment as Executive Director in 2014, she served as



**Laura Zeilinger,
Executive Director,
United States Interagency
Council on Homelessness**

Deputy Director. Previously, she served at the District of Columbia Department of Human Services (DHS) as Deputy Director for Program Operations. There, she led the creation of more than 1,000 units of permanent supportive housing as part of the Homeless No More Plan. She also designed and implemented the District's Housing First Initiative which connected 500 individuals and 80 families to housing stability in its first year alone. Prior to her work with DHS, Ms. Zeilinger served as the Mayor's liaison between DHS and Office of Disability Rights. She has also led international economic development efforts, managing a technical assistance project to reform the pension system in the Republic of Kazakhstan. Ms. Zeilinger is an alumna of Sarah Lawrence College and a graduate of the Washington School of Law at American University. She lives in Washington, D.C. with her husband and two children.

Conference Schedule

Thursday, May 29

8:00 a.m.

Registration desk opens/Breakfast provided

9:00 a.m. - 10:15 a.m.

Morning Sessions 1

10:30 a.m. - 11:45 a.m.

Morning Sessions 2

1:15 p.m. - 2:30 p.m.

Afternoon Sessions 1

2:45 p.m. - 4:00 p.m.

Afternoon Sessions 2

5:00 p.m. - 6:00 p.m.

NCHV Awards Cocktail Reception

6:00 p.m. - 8:30 p.m.

Annual NCHV Awards Banquet

Featured Speaker – Opening Session

Lisa M. Pape, LISW, serves as the National Director of Homeless Programs for the Veterans Health Administration (VHA) within the Department of Veterans Affairs (VA). In this capacity, Pape is responsible for ensuring effective implementation of the Department's Five-Year Plan to End Veteran Homelessness. Her primary efforts include implementation of homeless programs across the field that provide prevention services, outreach, treatment, transitional and permanent housing solutions and supportive services. She is responsible for executing a \$1 billion budget for specialized homeless services. Her focus is on operationalizing plans and approaches designed to most effectively meet the needs of our nation's veterans who are homeless or at risk of becoming homeless.

Prior to this position, Pape served as the National Director of Mental Health Residential Rehabilitation Treatment Programs (MH RRTP) in the Office of Patient Care Services (2006 - 2010). She was responsible for 234 programs that consisted of more than 8,400 operational beds. Her primary focus



Lisa Pape,
National Director of
Homeless Programs,
Department of Veterans
Affairs

while in that role was to develop and implement VA policy and operations that improved environments of care related to safety, security and privacy.

Pape has been with the Department of Veterans Affairs for 21 years primarily serving veterans in homeless and residential programs. She has worked in the VA since 1991 after serving in an internship at the Cleveland Louis Stokes Department of Veterans Affairs Medical Center in Brecksville, Ohio. Pape held progressively responsible positions at the Cleveland Louis Stokes Medical Center. Prior to joining VHA's Office of Patient Care Services, she served as the Director of the Comprehensive Homeless Center of the Cleveland Louis Stokes Department of Veterans Affairs Medical Center, where she was responsible for the Homeless Outreach, Contract Residential Care Program, Domiciliary Care for Homeless Veterans Program, Grant and Per Diem Program, Therapeutic Work Programs, and Transitional Residence Program.

Conference Schedule

Friday, May 30

8:00 a.m.

Registration desk opens/Breakfast provided

8:30 a.m.

Featured Speaker: VA Secretary Eric Shinseki

9:00 a.m. - 10:15 a.m.

Morning Sessions 1

10:30 a.m. - 11:45 a.m.

Morning Sessions 2



Corporate Partners – Opening Session



Fred Wacker,
Director and Chief Operating
Officer,
The Home Depot Foundation

Fred Wacker serves as Director and Chief Operating Officer at The Home Depot Foundation. The Home Depot Foundation was created in 2002 and focuses its resources on supporting nonprofit organizations dedicated to improving the homes and facilities that serve disadvantaged families and individuals, with a special emphasis on veterans.

Prior professional positions include Southeast Regional Director of the Fannie Mae Foundation, Community Investment Officer and Deputy Director of Community Investment Services for the Federal Home Loan Bank of Atlanta, and National Director of Neighborhood Program Development for NeighborWorks® America, formerly called the Neighborhood Reinvestment Corporation.

Select accomplishments include: development of the monitoring and tracking systems for the Federal Home Loan Bank of Atlanta's Affordable Housing Program; designed, tested and replicated, through the NeighborWorks® Network, a self-help housing construction program in five urban centers modeled after the rural self-help construction process; developed a \$30 million initiative with Habitat for Humanity International called Partners in Sustainable Building; and was instrumental in developing the Foundation's \$80 million, five-year initiative to assist veterans and their families.

Hala Farid's career has focused on creating and preserving homeownership opportunities for families with limited means, in the nonprofit and for-profit sectors. She worked for NHS of NYC for over eight years providing New York families with homeownership counseling and education. She was certified by NeighborWorks America in homeownership education and counseling.

Farid joined Citi Community Development in 2002. She has had several assignments with a focus on housing, ranging from affordable mortgage program development to homeownership preservation. She is currently the Deputy Director of the Citi Office of Homeownership Preservation (OHP). OHP's mission is to work with third parties-housing counselors and others, helping customers find alternatives to foreclosure. OHP also focuses on developing and maintaining relationships with nonprofit partners, and ensures the responsible disposition of REOs. She works closely with the businesses within Citi, and manages national nonprofit partner relationships such as NeighborWorks America & National Community Stabilization Trust.

Throughout her career, Farid has received several awards for her dedication to her partners including the Riac NHS of NYC Award, the NeighborWorks Recognition of Support Award, the Citimortgage Recognition of Support Award, and the Citi Community Relations Gem Award. She has been recognized as a CitiStar.



Hala Farid,
Deputy Director,
Citi Office of
Homeownership Preservation

Featured Speaker – Friday, May 30

Retired U.S. Army General Eric K. Shinseki was sworn in as the seventh Secretary of Veterans Affairs on Jan. 21, 2009.

Secretary Shinseki served as Chief of Staff, United States Army, from 1999 to June 11, 2003, and retired from active duty on Aug. 1, 2003. During his tenure, he initiated the Army Transformation Campaign to address both the emerging strategic challenges of the early 21st century and the need for cultural and technological change in the United States Army.

Following the Sept. 11, 2001 terrorist attacks, he led the Army during Operations Enduring Freedom and Iraqi Freedom and integrated the pursuit of the Global War on Terrorism with Army Transformation, successfully enabling the Army to continue to transform while at war.

Prior to becoming the Army's Chief of Staff, Secretary Shinseki served as the Vice Chief of Staff from 1998 to 1999. He previously served simultaneously as Commanding General, United States Army, Europe and Seventh Army; Commanding General, NATO Land Forces, Central Europe, both headquartered in Heidelberg, Germany; and Commander



**Eric Shinseki,
Secretary,
Department of Veterans
Affairs**

of the NATO-led Stabilization Force, Bosnia-Herzegovina, headquartered in Sarajevo.

He was commissioned a second lieutenant of Artillery upon graduation from the United States Military Academy in June 1965 and was attached to Company A, 1st Battalion, 14th Infantry Regiment, 25th Infantry Division as a forward observer from December 1965 to September 1966, when he was wounded in combat in the Republic of Vietnam. He returned to Tripler Army Medical Center, Honolulu, Hawaii to recuperate and subsequently was assigned as Assistant Secretary, then Secretary to the General Staff, U.S. Army, Hawaii, Schofield Barracks, from 1967-1968. He transferred to Armor Branch and attended the Armor Officer Advanced Course at Fort Knox, Kentucky, before returning to Vietnam a second time in 1969. While serving as Commander, Troop A, 3d Squadron, 5th Cavalry Regiment, he was wounded a second time in 1970.

Other assignments include Commander, 3rd Squadron, 7th Cavalry, 3rd Infantry Division; Commander, 2nd Brigade, 3rd Infantry Division; Deputy Chief of Staff, Support for Allied Land Forces Southern Europe; Assistant Division Commander-Maneuver, 3rd Infantry Division; Commander, 1st Cavalry Division, as well as G-3, 3rd Infantry Division, 1984-1985; G-3, VII US Corps, 1989-1990; and Deputy Chief of Staff for Operations and Plans, Headquarters, Department of the Army, 1996-1997.

Shinseki holds a Bachelor of Science degree from the U.S. Military Academy at West Point, a Master of Arts degree from Duke University, and is a graduate of the National War College. Secretary Shinseki was awarded the Defense Distinguished Service Medal, Distinguished Service Medal, Legion of Merit (with Oak Leaf Clusters), Bronze Star Medal with "V" Device (with 2 Oak Leaf Clusters), Purple Heart (with Oak Leaf Cluster), Defense Meritorious Service Medal, Meritorious Service Medal (with 2 Oak Leaf Clusters), Air Medal, Parachutist Badge, Ranger Tab, Joint Chiefs of Staff Identification Badge, and the Army Staff Identification Badge.



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Jerald Washington Memorial



The Jerald Washington Memorial Founders' Award is the highest honor bestowed in the homeless veteran assistance community. The award honors the memory of Jerald Washington, former organizer of veteran assistance programs in Florida and Tennessee, and a co-founder of the National Coalition for Homeless Veterans. The award is presented to an individual who embodies the spirit of service and sacrifice displayed by Washington throughout his career, and acknowledges that person's special place in the history of the homeless veteran assistance movement.

Jerald "Jerry" Washington returned home to Tennessee from the Vietnam War and dedicated the remainder of his life to teaching and serving veterans, especially those who were experiencing difficulty readjusting to civilian life after serving in combat. He taught political science at the University of Tennessee and Sul Ross University in Texas, but he will be remembered most for his work to help homeless veterans.

Washington proudly served as one of NCHV's leaders from the organization's founding in 1990 until he died in 2001. He established Base Camp Inc., in Nashville, Tennessee, and the Veterans Community Leadership Corporation in Jacksonville, Florida. He served as president of Vietnam Veterans of America-Tennessee Chapter, and of the Northeast Florida Council on Alcoholism and Drug Abuse Inc., in Jacksonville. During his term of service, NCHV grew from 16 community-based organizations to a coalition of hundreds of service providers and Federal partners reaching across America. He was driven by his unconditional devotion to all of this nation's veterans in need, and remains an inspiration to all who knew and served with him.



Memorial Founders' Award



2002

**Eileen Conners,
U.S. Department of
Labor**



2003

**Raymond Boland,
Wisconsin Department
of Veterans Affairs**



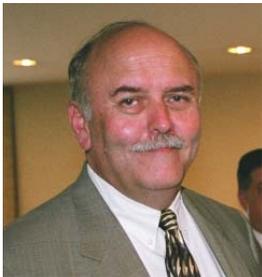
2004

**Thomas Wynn Sr.,
Center for Veterans
Issues**



2005

**Linda Boone,
National Coalition for
Homeless Veterans**



2005

**Peter Dougherty,
U.S. Department of
Veterans Affairs**



2006

**Rep. Lane Evans,
House Committee on
Veterans Affairs**



2007

**Charles "Chick"
Ciccolella, U.S.
Department of Labor**



2008

**Mark Johnston,
U.S. Department of
Housing and Urban
Development**



2009

**President
Barack Obama**



2010

**Secretary
Eric Shinseki,
U.S. Department of
Veterans Affairs**



2011

**Secretary
Shaun Donovan,
U.S. Department of
Housing and Urban
Development**



2012

**President Barack and
First Lady Michelle
Obama**



2013

**Peter Dougherty,
U.S. Department of
Veterans Affairs**

Jerald Washington Memorial Founders' Award

2014

The Home Depot and The Home Depot Foundation

At about the same time President Barack Obama was committing his administration to ending veteran homelessness in 2010, The Home Depot Foundation was working to unveil its Veterans Initiative – an ambitious three-year, \$30 million pledge to support community-based organizations providing housing and services to homeless veterans.

Within a year of launching the Veterans Initiative, The Home Depot Foundation expanded the program to an \$80 million commitment over five years. NCHV has been a proud partner with the Foundation since the program's inception, and hundreds of our members have received grants to increase their capacity to provide safe, affordable housing to formerly homeless veterans. To date, more than 10,000 housing units have been created through this program, more than 11% of the total housing goal called for in the VA Five-Year Plan to End Veteran Homelessness.

As incredible as that achievement is, it didn't happen in a vacuum. Long before the president adopted our



mission as his own, The Home Depot had established itself as one of the nation's corporate leaders in hiring veterans, volunteerism to enhance the vitality of neighborhoods, and local initiatives to provide housing stability for hundreds of thousands of low-income families, many of whom were veterans. The Team Depot program serves as a national model for corporate citizenship initiatives.

Today, **The Home Depot** and **The Home Depot Foundation** are synonymous with the “veterans helping veterans” ideals embraced by NCHV for nearly a quarter century. They have changed the veteran service provider landscape in very visible ways, but they also stand as an example of the miracles that happen when neighbors help neighbors.

For years our motto has been, “Saving lives, restoring hope.” The Home Depot and The Home Depot Foundation have made the second part of that creed a reality in large cities and small towns across this nation. They represent the promise of the president's vision: if we are truly going to end veteran homelessness, corporate America will have to rise up and contribute to the cause.



Thomas Wynn Sr. Memorial Award for Lifetime Achievement

2014

Shaun Donovan, Secretary, Department of Housing and Urban Development

In President Obama's FY 2015 budget request to Congress, there is a call for \$75 million for an additional allocation of Section 8 vouchers for the HUD-VA Supportive Housing (HUD-VASH) Program. If approved, the most critical housing program in the national campaign to end veteran homelessness will reach a total of nearly 80,000 VASH vouchers, a full 33% more than originally envisioned in the VA Five-Year Plan.

Department of Housing and Urban Development (HUD) **Secretary Shaun Donovan** deserves much of the credit for this historic accomplishment; his leadership has made it possible to virtually eliminate chronic veteran homelessness in the United States in the span of less than five years. But his contribution to ensuring the progress of *Opening Doors – the Federal Strategic Plan to Prevent and End Homelessness* extends far beyond the veteran services community. And it has been a work in progress throughout his life.

Donovan has a long history of working to provide affordable housing to American families. He previously



served as Commissioner of the New York City Department of Housing Preservation and Development (HPD). He implemented the department's New Housing Marketplace Plan, creating 165,000 units of housing, the largest affordable housing plan in U.S. history.

He helped develop the New York City Acquisition Fund, working with foundations and banks to finance affordable housing, an innovative metropolitan zoning program, one of the nation's largest supportive housing plans, and one of the earliest response programs to the nation's foreclosure crisis.

Those career highlights positioned Secretary Donovan to become one of the most impactful partners in President Obama's campaign to end homelessness, providing supportive housing and homelessness prevention services to hundreds of thousands of low-income American families. His efforts to ensure equitable access to housing assistance for our nation's veterans have brought us to within reach of the goal of ending chronic veteran homelessness and have secured his special place in U.S. history.



Annual NCHV Awards Banquet



VIP Reception

Thursday, May 30

5:00 p.m. - 6:00 p.m.

Constitution Foyer

Awards Banquet

Thursday, May 30

6:00 p.m. - 8:30 p.m.

Constitution CDE



The NCHV Awards

Thomas Wynn Sr. Memorial Award for Lifetime Achievement

To a person whose lifetime reflects a strong devotion to bringing attention and services to homeless veterans.

Outstanding Member Award

To the NCHV member that has demonstrated leadership in coalition building.

Meritorious Service Award

To a person who exemplifies service to NCHV, its members, and homeless veterans in general.

Unsung Hero Award

To a person who has contributed to the recognition of the homeless veteran issue in a supporting or unrecognized leadership role.

Department of Labor Staff Award

To a DOL staff member who has exhibited a strong commitment to the service of homeless veterans.

Department of Veterans Affairs Staff Award

To a VA staff member who has exhibited a strong commitment to the service of homeless veterans.

Corporate Partnership Award

To a corporation whose contributions have helped increase the effectiveness of the homeless veterans movement.

Congressional Award

To a Member of Congress who has displayed a strong commitment to advancing legislation that serves homeless veterans.

Conference Agenda - Wednesday, May 28

7:00 a.m.	Registration Desk Opens/Breakfast provided	Constitution Foyer
8:30 a.m. - 10:45 a.m.	Opening Session	Constitution ABCD
11:00 a.m. - Noon	NCHV Members Meeting	Constitution AB
Noon - 1:15 p.m.	Lunch provided	Constitution CDE
1:30 p.m. - 4:15 p.m.	Public Policy Forum	Constitution AB
1:30 p.m. - 2:45 p.m.	1.1 Homeless Veteran Justice Initiative through the ABA Commission	Conference Theater
	2.1 Connecting Across the Distance: Fostering Rural Housing Stability	Wilson/Roosevelt
	3.1 Using SOAR to Connect to Social Security Benefits	Burnham
	5.1 Meeting the Needs of Minority Populations	Bullfinch
	2.2 Grant and Per Diem: Transitional Housing within the Continuum of Services	Renwick
3:00 p.m. - 4:15 p.m.	1.2 Child Support Initiatives and Connecting to Local Legal Clinics	Conference Theater
	3.2 Engaging Employment Networks and Using Ticket to Work	Burnham
	5.2 Rapid Placement for Veterans with Families	Bullfinch
	5.4 Integrating Trauma Informed Care into Practice	Renwick



Conference Agenda - Thursday, May 29

8:00 a.m.	Registration Desk Opens/Breakfast provided	Constitution Foyer
9:00 a.m. - 10:15 a.m.	1.3 Legal Court Models: Veteran Treatment Courts and Homeless Court Programs	Conference Theater
	2.3 Housing First Implementation	Constitution E
	3.3 Employment and Training Resources: National Programs, Local Impact	Wilson/Roosevelt
	4.1 Linking Better Data to Improved Programs	Constitution C
	5.2 Rapid Placement for Veterans with Families	Constution D
	3.1 Using SOAR to Connect to Social Security Benefits	Burnham
10:30 a.m. - 11:45 a.m.	1.4 Discharge Upgrades, and Where to Go for Services until the Upgrade	Conference Theater
	2.4 Supporting Home Ownership	Constitution E
	3.4 Expedited VA Benefits Processing and Working with Local VSOs	Wilson/Roosevelt
	4.2 Targeting Tools for Smart Service Planning	Constitution C
	5.3 Traumatic Brain Injury and Homelessness	Constution D
	3.2 Engaging Employment Networks and Using Ticket to Work	Burnham
1:15 p.m. - 2:30 p.m.	1.5 VA Legal Services: Healthcare for Reentry Veterans and Veteran Justice Outreach Initiative	Conference Theater
	2.5 Rapid Rehousing through SSVF	Constitution E
	3.5 Connecting Employers to Programs: Department of Labor Resources	Wilson/Roosevelt
	4.3 New Research from the National Center on Homelessness Among Veterans	Constitution C
	2.3 Housing First Implementation	Constution D
	1.3 Legal Court Models: Veteran Treatment Courts and Homeless Court Programs	Burnham
	5.5 Battling the Impacts of Communicable Diseases	Constution B

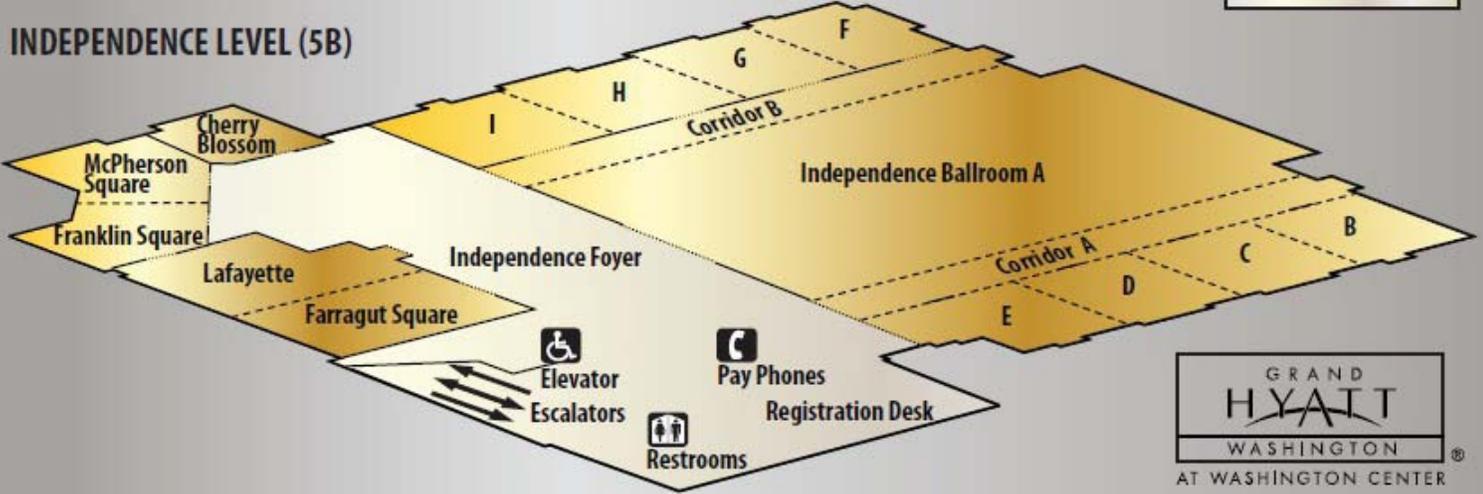
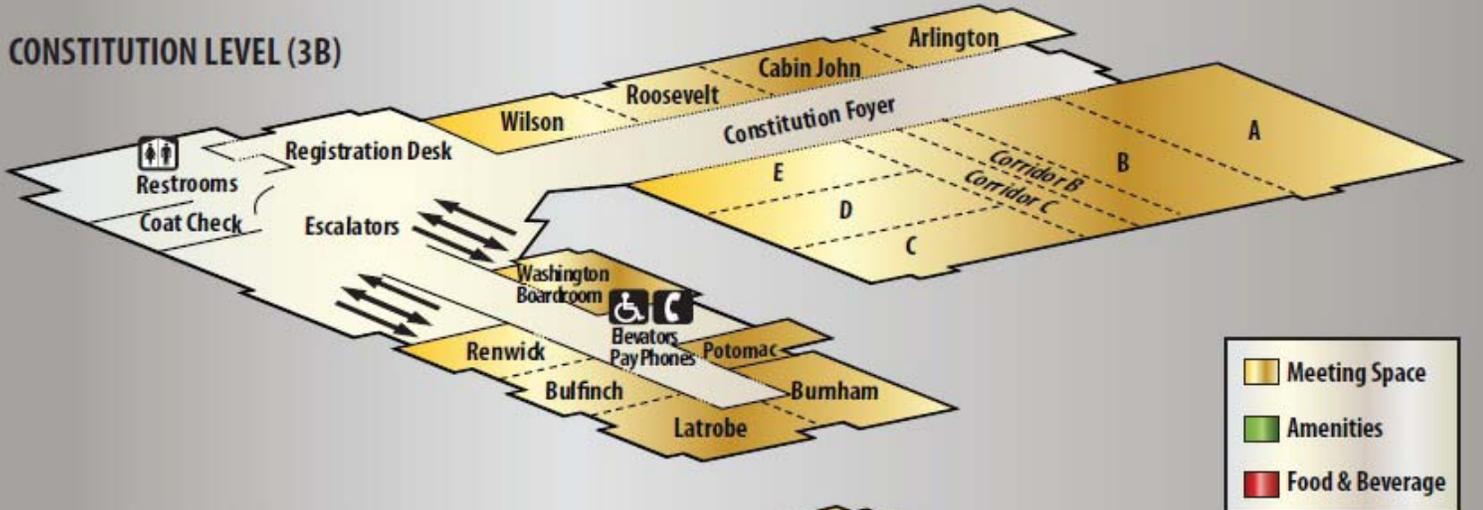
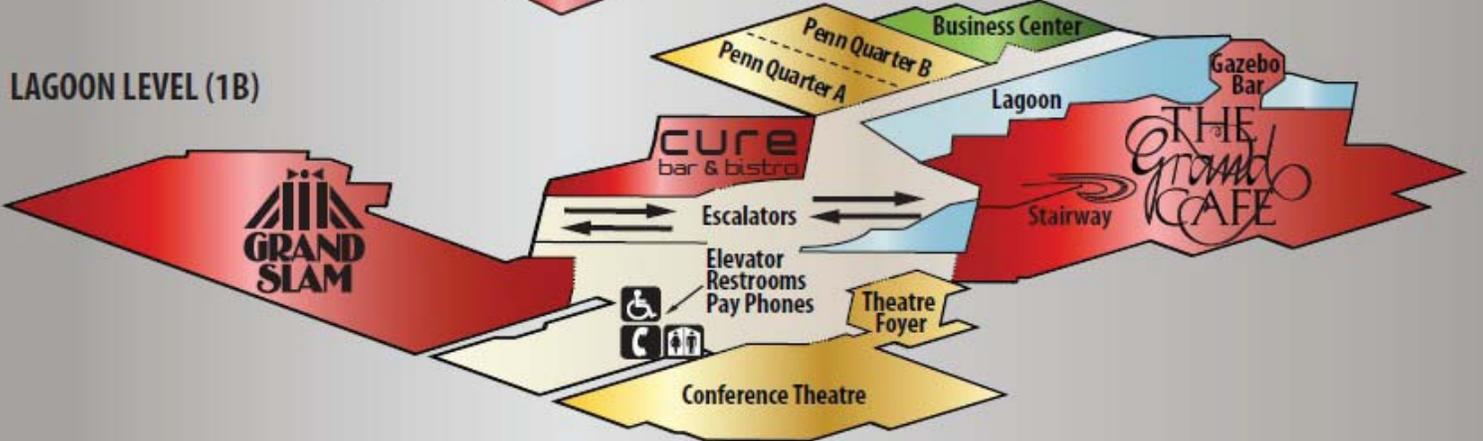
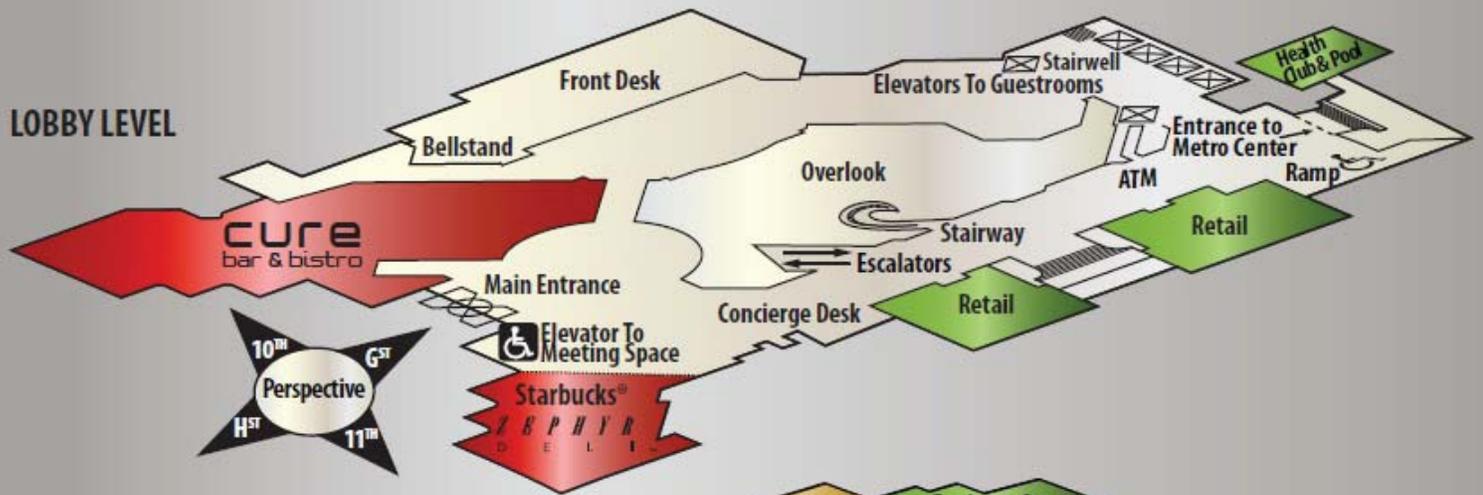
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Conference Agenda - Thursday, May 29 (continued)

2:45 p.m. - 4:00 p.m.	1.4 Discharge Upgrades, and Where to Go for Services until the Upgrade	Conference Theater
	2.4 Supporting Home Ownership	Constitution E
	3.4 Expedited VA Benefits Processing and Working with Local VSOs	Wilson/Roosevelt
	4.2 Targeting Tools for Smart Service Planning	Constitution C
	2.5 Rapid Rehousing through SSVF	Constitution D
	1.5 VA Legal Services: Healthcare for Reentry Veterans and Veteran Justice Outreach Initiative	Burnham
5:00 p.m. - 6:00 p.m.	NCHV Awards Cocktail Reception	Constitution Foyer
6:00 p.m. - 8:30 p.m.	Annual NCHV Awards Banquet	Constitution CDE

Conference Agenda - Friday, May 30

8:00 a.m.	Registration Desk Opens/Breakfast provided	Constitution Foyer
8:30 a.m.	Featured Speaker - VA Secretary Eric Shinseki	Constitution ABCD
9:00 a.m. - 10:15 a.m.	1.6 Addressing Legal Needs through SSVF	Wilson/Roosevelt
	2.6 Rapid Results Boot Camps	Constitution D
	3.6 Employing Veterans with Serious Barriers to Employment	Constitution E
	4.1 Linking Better Data to Improved Programs	Constitution C
	5.6 The Aging Homeless Veteran: Rights and Responsibilities of Service Providers	Conference Theater
10:30 a.m. - 11:45 a.m.	2.7 Housing Services within the Continuum of Care	Constitution D
	3.6 Employing Veterans with Serious Barriers to Employment	Constitution E
	4.3 New Research from the National Center on Homelessness Among Veterans	Constitution C
	5.6 The Aging Homeless Veteran: Rights and Responsibilities of Service Providers	Conference Theater
	2.8 Getting Creative about Housing Stability	Burnham



	Meeting Space
	Amenities
	Food & Beverage

Session Descriptions

Track 1: Removing Legal Barriers

1.1 Homeless Veteran Justice Initiative through the ABA Commission

When we ask service providers about remaining challenges facing the homeless veterans in their communities, they offer a consistent answer: legal issues stand in the way of housing, employment, and successful engagement with needed services. In this session, experts from the legal community will show you what you can expect from the Legal Track and help you figure out what you should expect from your local legal providers and Bar Association. Panelists will explain how the American Bar Association's commitment to veteran services impacts several initiatives aimed at removing legal barriers to services for veterans. Participants should come prepared to discuss their existing legal challenges and brainstorm solutions using existing community resources.

1.2 Child Support Initiatives and Connecting to Local Legal Clinics

For homeless veterans returning to employment and housing, lingering child support payments can be a barrier to progress and lead to considerable frustration for both veterans and providers. Participants in this session will obtain an overview of basic child support issues and guidance on how to engage with efforts to develop a nationwide network of lawyers and advocates to address out-of-state child support problems. Expert panelists will provide examples of local programs that have successfully assisted veterans with child support matters.

1.3 Legal Court Models: Veteran Treatment Courts and Homeless Court Programs

With over 25 years of experience connecting individuals experiencing homelessness with legal services, the Homeless Court Program (HCP) has a documented



history of empowering veterans to address their own legal histories through engagement in programs instead of incarceration. As treatment courts and other legal court models evolve to meet the needs of justice-involved veterans, service providers need to advocate for the lessons of HCP to drive jail-diversion service planning. In this session, the HCP founder will outline how legal courts have shifted in recent years and provide you with strategies for ensuring your agency is at the table.

1.4 Discharge Upgrades, and Where to Go For Services until the Upgrade

Since the beginning of the VA Five-Year Plan, programs serving homeless veterans have expanded rapidly in scope and in resourcing. However, homeless veterans with a discharge status other than honorable face a static service world that tells them “we cannot serve you here.” In this session, experts will outline how incredible progress has been made in local areas to upgrade discharges to increase veterans’ access to VA services. Participants should come prepared to discuss how they have overcome discharge barriers in their communities and to share what resources they access until the upgrade is completed.

1.5 VA Legal Services: Healthcare for Re-entry Veterans and Veteran Justice Outreach Initiative

Veterans who are currently incarcerated often face an uncertain environment after they are released. They may be returning to an unstable home, or even to homelessness. Justice-involved veterans experience

many of the fears of those transitioning out of the military into civilian life; uncertain employment or an unstable home can lead to isolation or recidivism. In this session, VA experts will outline how the Department has strategically built up its re-entry resources in every VISN to ensure that veterans transitioning through the criminal justice system and back into their communities receive the support they need to be successful.

1.6 Addressing Legal Needs through SSVF

Does your organization have SSVF, but you are not sure how to engage a local lawyer or legal provider? In this session, experts will show how they have successfully built legal services into their SSVF program. After a brief overview of how SSVF can be used for legal services to remove barriers and end homelessness, participants will break into small groups to identify concrete next steps for engaging local SSVF resources to meet legal needs of homeless veterans. Session leaders will assist you in strategizing how to successfully partner with local providers.

Track 2: Access to Affordable Housing

2.1 Connecting Across the Distance: Fostering Rural Housing Stability

At-risk and homeless veterans present providers with a unique puzzle: fewer affordable housing opportunities are available, the spectrum of housing options is narrow, and services to support housing stability are limited. In this session, experts from philanthropy and government will introduce resources that service providers can leverage to support housing stability for veterans in rural areas.

2.2 Grant and Per Diem: Transitional Housing within the Continuum of Services

Grant and Per Diem programs across the country serve as transition points between homelessness and permanent housing. A critical section of the housing placement spectrum, GPD programs have already begun to shift their structure in response to local demand, Housing First implementation, growth of related programs, and the demographic and gender changes within the homeless veteran community. As the numbers of homeless veterans decline and we begin to understand the impact of recent conflicts on



veteran homelessness, the GPD program will need to be increasingly flexible in program structure and mission. In this session, participants can learn from experts at VA how the GPD program will change leading up to 2015 and beyond. This session will include best practice models for lowering barriers to admission, making rapid placements in permanent housing, and creating meaningful connections within the continuum of local services.

2.3 Housing First Implementation

Implementation of Housing First allows local communities to rapidly drive down the numbers of homeless individuals through connection to permanent housing meeting the needs of the individual. When implemented strategically, this process involves targeted assessment, low admission barriers, and connection to post-placement services during windows of eligibility. In this session, experts will explain how Housing First is implemented and how Housing First practices can pair with VA services and programs to ensure veterans moved rapidly into housing are connected to the services they need to retain that housing.

2.4 Supporting Home Ownership

While some homeless veterans are in need of long-term, subsidized and supportive housing, many can transition into affordable permanent housing in their communities after short-term interventions. In many high-cost rental areas, home ownership is a sound



financial move for veterans transitioning out of homelessness or unstable rental situations. Learn about state, local and national initiatives to support home ownership for homeless and low-income individuals, including veterans. Expert panelists will provide insight on this process to inform your discussions with veterans interested in seeking home ownership.

2.5 Rapid Rehousing through SSVF

Supportive Services for Veteran Families (SSVF) grants exist in every Continuum of Care in the country. SSVF grantees are integrated into HMIS. SSVF grantees have been tasked with casting off their adherence to strict protocols to find creative local solutions that get veterans housed quickly and sustainably. In this session, learn more about how the program has shifted to meet emerging needs, how it can be adapted and utilized locally, and how current SSVF grantees have become creative by connecting to non-traditional local partners to fill the gaps that remain.

2.6 Rapid Results Boot Camps

Rapidly connecting homeless veterans to housing requires engagement with diverse partners in local communities, but sometimes bureaucratic processes can impede momentum. When challenges are local, the solutions must be creative and are necessarily unique to each locality. Through Rapid Results Housing Boot Camps, communities partner with local leaders and utilize the insight of national experts to set ambitious rapid housing goals for homeless veterans. In this session, learn how these Boot Camps align with the

national call to action and how they help local communities overcome challenges to create successful outcomes.

2.7 Housing Services within the Continuum of Care

The most recent round of CoC grants pushed extensive funding into local communities to strategically end homelessness. In this session, panelists will make the link between the homeless veterans in local communities and the Continuum of Care resources that can be accessed to serve them. Learn more about the requirements your CoC has for serving veterans, and how you might engage CoC grantees to ensure veterans have equitable access to a full spectrum of mainstream housing support programs and services.

2.8 Getting Creative about Housing Stability

Homeless veterans connected to affordable housing in their community are no longer homeless, but they remain vulnerable. Even stably housed veterans find themselves at risk of homelessness if their housing becomes uninhabitable or is inaccessible due to disability. In this session, experts from philanthropy and public service will share some community resources that can help these veterans stay stably housed and independent. Participants will learn about local and national initiatives and programs that have shown an impact on veteran housing stability.

Track 3: Employment, Training and Income

3.1 Using SOAR to Connect to Social Security Benefits

Connection with Social Security Administration (SSA) disability benefits is a critical step to increasing income and housing stability for veterans and their families. This session will cover Social Security disability criteria and how it differs from VA benefit criteria, how SSA and VA benefits impact one another, and how to incorporate SSA benefits acquisition efforts into programs serving veterans using the SOAR (SSI/SSDI Outreach, Access, and Recovery) model.

3.2 Engaging Employment Networks and Using Ticket to Work

Agencies offering employment services to homeless veterans can gain financial benefits from becoming

an Employment Network (EN) under the Ticket to Work (TTW) Program. In this session, learn more about TTW and the process for becoming an EN. Participants should be prepared to think critically about their own agency's employment services model to assess their ability to thrive as a TTW EN. Current HVRP grantees and applicants are encouraged to participate!

3.3 Employment and Training Resources: National Programs, Local Impact

Homeless veterans are often eligible for other programs across Federal Agencies offering training, education, and employment services. Participants in this session will learn about the eligibility and services offered through other agencies and programs, including the process for connecting to these programs locally.

3.4 Expedited VA Benefits Processing and Working with Local VSOs

Many homeless veterans can begin the process of achieving housing stability once they secure their VA benefit payments, but most have pending claims or have not submitted a claim because of the potentially lengthy waiting time. Panelists in this session will explain how homeless coordinators at VA Regional Offices can help expedite the processing of benefits claims for homeless veterans. Participants will learn more about this process in several local communities and how local VSOs can help rapidly connect homeless veterans to their benefits and services.

3.5 Connecting Employers to Programs: Department of Labor Resources

The Department of Labor has been tasked with engaging the world of work in job-driven training to bring Americans back into the workforce at liveable wages. This strategy is incorporated into all DOL programs, including the Homeless Veterans Reintegration Program (HVRP) and Jobs for Veterans State Grants (JVSG) initiatives that serve veterans with serious barriers to employment. Participants in this session will learn more about how these programs fit into local plans to end veteran homelessness. Experts will explain how current DOL grantees can access technical assistance services and to improve employment outcomes for program participants. Current HVRP grantees and applicants are encouraged to participate!

3.6 Employing Veterans with Serious Barriers to Employment

Many homeless veterans face significant and compounded mental health issues that act as barriers to obtaining and maintaining stable housing and employment. Even the providers working with these veterans may disregard their employability, instead directing them back to subsidy and benefits services for income. In this session, experts with Dartmouth's Psychiatric Research Center will show how all individuals with an interest in employment can and should be connected to the opportunity to obtain gainful employment. Participants will learn the major components of an evidence-based approach to employment placement for individuals with mental health issues, and steps for engaging and adopting these principles within employment service programs.

Track 4: Data Improvement

4.1 Linking Better Data to Improved Programs

The landscape of services has changed markedly since the adoption of the Federal Strategic Plan to Prevent and End Homelessness. Now more than ever, Federal Agency programs must have documented evidence that they are mission-driven, cost-effective, and informed by best practices. Leaders of community providers need to stay informed of these data shifts to plan out necessary program shifts and changes to meet emerging needs and regulation. Participants in this important session will learn about major national efforts to improve and capture the progress made in local communities.

4.2 Targeting Tools for Smart Service Planning

The "no wrong door" policy means that a veteran seeking services is connected to care no matter where he accesses the service system. However, not every homeless veteran can be served by every program. In an era of limited resources and pressure to showcase rapid results, providers need tools that allow for targeted assessment and referral. Experts in this session will introduce several screening tools that your organization can implement to better direct your veteran-centric service planning. Come prepared to share your experiences using various assessment tools!

4.3 New Research from the National Center on Homelessness Among Veterans

The past three years have led to major increases in several major federal programs and initiatives aimed at ending veteran homelessness and returning at-risk veterans to stability. Many service providers are largely unaware of the large body of research that flows into development of program structures to ensure they are meeting intended objectives. Come participate in this session and learn more from the research experts! Panelists will outline major insights from recently published research studies from the National Center on Homelessness Among Veterans.

Track 5: Emerging Unmet Needs

5.1 Meeting the Needs of Minority Populations

In recent point in time counts, minorities are still overrepresented among the homeless veteran population. Although progress has been made to reach minority populations experiencing and at-risk of homelessness, programs must carefully consider the impacts of race and ethnicity in their service planning and delivery. Participants in this session will learn more about demographic distribution in the homeless veteran population, trends in services and needs for minority populations.

5.2 Rapid Placement for Veterans with Families

Low-income and homeless veterans with dependent children can present complicated needs profiles, but service providers across the country have identified and targeted existing resources to help these veterans rapidly return to stable housing and employment. Participants in this session will learn about how demographics are shifting within the homeless veteran population, and also how local programs have adjusted their services so female veterans and veterans with dependent children are safe, secure, and empowered to enact change in their own lives.

5.3 Traumatic Brain Injury and Homelessness

Although researchers are avidly working to understand traumatic brain injury (TBI) and best practice services to remedy its impacts, we still do not know the full extent of TBI within the homeless population, or the impact TBI will have on future generations of

veterans who may already be at-risk of homelessness. Even if your agency does not provide direct medical care, knowledge of the warning signs of TBI and of local resources can enable you to ensure veterans are connected to the care that meets their needs. In this session, TBI experts will provide information on what is known and what services are currently available for veterans and others with brain injury histories.

5.4 Integrating Trauma Informed Care into Practice

Community providers are often working directly with veterans who have experienced trauma, either as a result of their service or during their homelessness. Many have complex trauma histories that can impact their willingness to engage in services, or even come in the door to seek care. In this session, experts in trauma informed care will provide you with an introduction to trauma informed care and share guidance on incorporating trauma informed practices into your agency's services.

5.5 Battling the Impacts of Communicable Diseases

Experienced service providers know that even high-functioning veterans can experience instability and homelessness when diagnosed with a life-altering illness. Even though you likely are not providing direct medical services, your agency can benefit from learning about new research and treatment for veterans with different communicable diseases. Being informed of these resources can help you improve outreach, enhance engagement, and employ smart service planning to meet program goals and veterans' medical needs at the same time.

5.6 The Aging Homeless Veteran: Rights and Responsibilities of Service Providers

While service providers are strategically aligning their organizations to meet local service gaps, the majority of veterans who remain homeless are aging overall. Programs serving aging veterans will need to harness the resources of programs that offer employment, housing, and supportive services to aging populations. Expert panelists in this session will provide an overview of a major employment service program for aging individuals, the Senior Community Service Employment Program (SCSPE), and will outline how a local program has utilized this and other resources to facilitate independent living for aging homeless veterans.

Presenter Bios

Bradford Adams, Attorney, Swords to Plowshares

Bradford Adams is an attorney at Swords to Plowshares in San Francisco, CA. Swords to Plowshares is a Veterans Service Organization that provides housing, social services, and legal aid to veterans in the Bay Area. The legal services include advocating for statutory benefits from the Department of Veterans Affairs and upgrading unfavorable discharges. Bradford is an Army veteran with service in Afghanistan.

Donn Appleman, Special Assistant to the Deputy Administrator of Single Family Housing, U.S. Department of Agriculture

Donn Appleman, a 29-year employee of the Rural Housing Service, now serves in the National Office of USDA Rural Development, after 17 years of field experience working with rural families in eastern Ohio. In his current position, he works to administer direct and guaranteed loan programs throughout rural America.

Ron Armstead, Executive Director, Congressional Black Caucus Veterans Braintrust

Ron Armstead is Executive Director for the Congressional Black Caucus Veterans Braintrust (CBCVB) located in Washington, D.C., and was a past consultant to the late Secretary Jesse Brown's VA Advisory Committee on Minority Veterans. He has served as Executive Director of the CBCVB since its inception in 1988, first under Rep. Charles Rangel, and currently under Rep. Corrine Brown and Rep. Sanford Bishop. Under Armstead's leadership, the CBCVB has expanded from a small core group to become one of the premiere forums for policy debate between veterans and representatives of government in the country. Armstead holds a Masters in City Planning from the Massachusetts Institute of Technology, and is a Licensed Social Worker in the Commonwealth of Massachusetts.



Joe Belden, Deputy Executive Director, Housing Assistance Council

Joe Belden is Deputy Executive Director of the Housing Assistance Council (HAC), a national nonprofit provider of loans, grants, research, information, training, and technical assistance for affordable rural housing. Previously a research associate at HAC, he has also worked for the U.S. Department of Agriculture, on Capitol Hill, and for several policy-oriented research organizations in Washington, D.C. Belden is the co-author of *Housing in Rural America: Building Affordable and Inclusive Communities* and *Dirt Rich, Dirt Poor: America's Food and Farm Crisis*. He is a graduate of the University of Texas-Austin and the Baylor University Law School. He also served three years in the U.S. Army as a battalion personnel and supply clerk.

Steven Berg, Vice President for Programs and Policy, National Alliance to End Homelessness

Steven Berg, Vice President for Programs and Policy at the National Alliance to End Homelessness, works to end homelessness by promoting effective public policies and local practices regarding housing, employment and human services. He oversees most of the programmatic work of the Alliance. Berg came to the Alliance from the Center on Budget and Policy Priorities, where he worked on state-level welfare reform and employment. Before working in Washington, he spent 14 years as a legal services attorney in

California and Connecticut, specializing in housing, government benefits, employment and family integrity issues.

Lori Beyer, Supervisory Trauma Clinician and Lead Trainer, Community Connections

Lori Beyer, LICSW, is a supervisory trauma clinician and lead trainer at Community Connections, a private, nonprofit agency providing a full range of human services in metropolitan Washington, D.C. Beyer specializes in providing workshops, trainings, and ongoing supervision and consultation to agencies and clinicians nationally on issues related to trauma-specific and trauma-sensitive service provision. Beyer has over 22 years of experience working with adults who are dually diagnosed with a serious mental illness and substance abuse disorder, and have histories of homelessness and violent victimization. She was an original member of the Community Connections Trauma Work Group, which developed the Trauma Recovery and Empowerment Model, has co-lead numerous group treatment interventions in areas such as trauma recovery and empowerment, parenting skills, and domestic violence.

Steve Binder, Deputy Public Defender, San Diego Office of the Primary Public Defender

Steve Binder is a deputy public defender with the San Diego Office of the Primary Public Defender,



where he has practiced since 1988. He co-founded the Homeless Court Program (HCP) in 1989 and the Veterans Treatment Review Calendar (VTRC) in 2011. He represented the first VTRC participants to receive Restorative Relief under Penal Code 1170.9(h) in California. Binder also authored a grant request for Department of Justice/Bureau of Justice Assistance funding for the HCP.

In May 2013, Binder received the Thomas Wynn Sr. Memorial Award for Lifetime Achievement from the National Coalition for Homeless Veterans. In November 2009, he received the VA Secretary's Award for Achievement in Service to Homeless Veterans from Eric Shinseki in Washington, D.C. In 2004, the HCP was selected as one of 15 finalists for the Innovations in Government Awards by the Ash Institute/Kennedy School of Government-Harvard University. The American Bar Association presented the Hodson Award to the San Diego County Office of the Public Defender for outstanding service by a public agency with the Homeless Court. He is a Special Advisor and former Chair to the ABA Commission on Homelessness and Poverty, serves on the Judicial Council Collaborative Justice Courts Advisory Committee for the Judicial Council of California, and is an Ashoka Fellow.

Jessica Blue-Howells, National Coordinator, Healthcare for Reentry Veterans Program, National CHALENG Program Manager, Department of Veterans Affairs

Jessica Blue-Howells, MSW, oversees VA's national prison outreach effort, which has contacted over 43,000 veterans in approximately 1,000 U.S. state and federal prisons. In her role with CHALENG, Blue-Howells oversees national input from over 10,000 veterans and homeless service providers annually about issues among homeless veterans to help communities identify unmet needs. Prior to these positions, Blue-Howells worked in direct services for homeless veterans, focusing on evaluation of services, local VA-community partnership development, and development of peer services.

Brad Bridwell, Director of Community Development, Cloudbreak Communities

Brad Bridwell has over 16 years of experience working with homeless individuals. Bridwell

is currently Director of Community Development for Cloudbreak Communities, a special needs housing developer for homeless veterans which has developed over 2,400 units of housing for veterans. Previously, he was employed as Arizona's first Homeless Veterans Services Coordinator at the Arizona Department of Veterans Services, and was responsible for coalescing stakeholders to create, implement, and evaluate the state's effort to end homelessness among veterans. In his previous employment as the Arizona Director for the United States Veterans Initiative, the nation's largest nonprofit dedicated to the successful reintegration of homeless veterans, Bridwell helped establish over 200 beds of housing and services between its Phoenix and Prescott operations, involving use of VA Grant & Per Diem, City and State HOME programs, and Low-Income Housing Tax Credits. His Homeless Veterans Reintegration Program in Phoenix led to "Best Practice" recognition by its funding entity, the U.S. Department of Labor, and the National Coalition for Homeless Veterans.



**John Briggs, Community Liaison,
Ohio Valley Goodwill Industries**

John Briggs, of Ohio Valley Goodwill Industries in Cincinnati, is a Vietnam veteran who has been working with homeless veterans since 1992 when Cincinnati began its HVRP program. He has also worked extensively with HUD, the Continuum of Care projects, and now SSVF. His specialties are bringing agencies together to help veterans, maneuvering all types of housing, and working with IT data systems. He has been chairman of the HMIS Committee in Cincinnati since 2001, and serves on the board of the group regulating homelessness in Cincinnati. He received the NCHV Unsung Hero award in 2011.

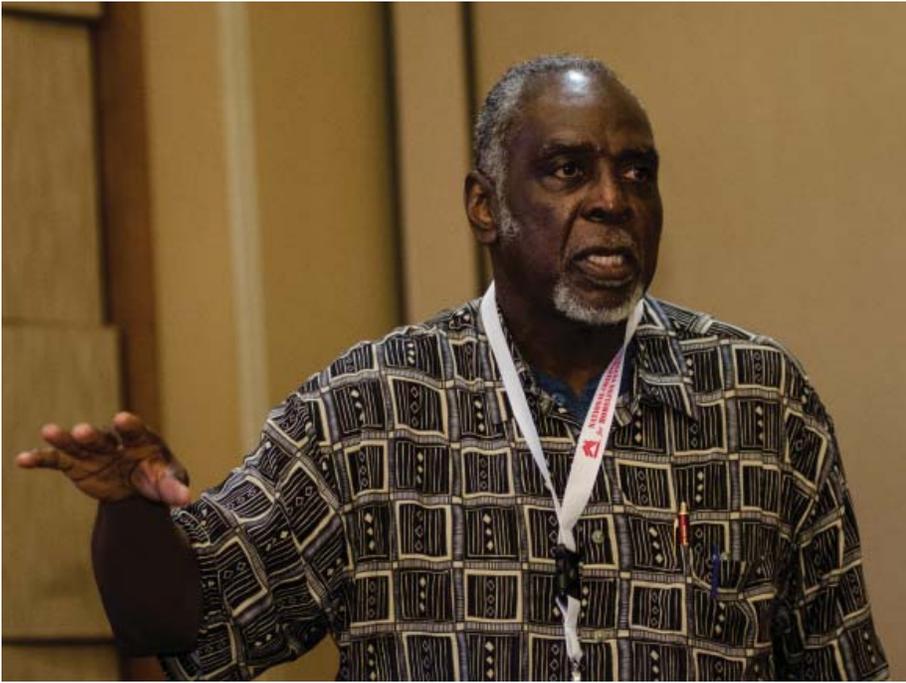
**Marta Budu-Arthur, Program Director for SSVF,
New England Center for Homeless Veterans**

Marta Budu-Arthur joined the staff of the New England Center for Homeless Veterans (NECHV) in Sep-

tember of 2013 as Program Director for Supportive Services for Veteran Families (SSVF). Her background includes 20 years as a clinician, clinical director, and senior administrator, working with mentally ill children and families. Budu-Arthur has developed and implemented the SSVF program at NECHV, working closely with three subcontracting agencies: Home-Start, Project Place, and Veterans Transition House. She has taken a leadership role in working to end veteran homelessness with the Boston CoC as chair of the Supportive Services Committee.

**Gina Capra, Director of Rural Health,
Veterans Health Administration**

Gina Capra, as Director of Rural Health for the Veterans Health Administration, promotes increased access to quality health care services for veterans in rural and highly rural locations. She manages funding awards to partnering VA Medical Centers and national VA program offices to explore innovative projects with the goal of reducing barriers to care for rural veterans and their providers through technology, targeted training and evaluation methods. In addition, VA's Office of Rural Health (ORH) serves as the lead coordinator for the Memorandum of Understanding with the Indian Health Service, which supports inter-agency collaborative efforts to serve Native American/Alaska Native veterans in their tribal and rural communities. ORH staffs the Veterans Rural Health Advisory Committee, consisting of 12 members appointed by the VA Secretary to provide recommendations on issues involving rural veterans and their families.



**Rita Chapdelaine, Program Manager,
New England Center for Homeless Veterans**

Rita Chapdelaine is a Licensed Independent Clinical Social Worker, currently working as Program Manager of the Safe Haven Program at the New England Center for Homeless Veterans. She has been with the program since its inception, and has been instrumental in bringing program operations to where they are today. Prior to this, Chapdelaine worked at an outpatient clinic, managing an intensive outpatient substance abuse program. She has experience working in the field of addiction research and working with individual clients experiencing addiction and trauma related issues.

**Rosye Cloud, Senior Employment Advisor,
Veterans Benefits Administration**

Rosye Cloud was appointed on July 28, 2013, as the Senior Employment Advisor for the Veterans Benefits Administration Office of Economic Opportunity. Her focus for VA is to increase meaningful employment opportunities and professional mobility of veterans and their family members. Prior to her appointment to VA, Cloud served as White House Policy Director for Veterans, Wounded Warriors, and Military Families. As part of the National Security and Domestic Policy Council team, she directed policy formulation for issues affecting veteran health, wellness, education and employment. She served as the Administration's Cross-Agency Priority Goal Lead for Veteran

Career Readiness. Cloud supported a Military and Veterans Mental Health Interagency Task Force, playing a key role in the initial recommendations provided to the President on strategies to improve mental health and substance abuse treatment services for veterans, service members and their families.

**Ralph Cooper, Community and
Residential Veteran Services Coordinator,
Cloudbreak Houston**

Ralph Cooper is Community and Residential Veteran Services Coordinator at Cloudbreak Houston, LLC., the largest developer of housing for homeless veterans in the nation. He is also President of Brewcoop Business Enterprises, located in Houston, Texas. Cooper

has served as Executive Director of Veterans Benefits Clearinghouse, Inc. (VBC) in Roxbury, Massachusetts, a nonprofit agency. VBC provided a wide range of services to all veterans and their families, especially veterans of color, from the Greater Roxbury area of Boston. Cooper is a co-founder and member of the National Coalition for Homeless Veterans and an appointed member of Secretary Eric K. Shinseki's VA Advisory Committee on Homeless Veterans.

**Jon Dieter, Director of Community Services,
Longview Housing Authority**

Jon Dieter is Director of Community Services for Longview Housing Authority, which covers four counties in rural southwest Washington. His education and experience in affordable housing and social work has spanned 19 years. As a director of veteran programs, Dieter and his team of veteran staff have developed numerous housing programs along with extensive supportive services to meet the diverse needs of homeless veterans and their families. Their innovative approach to meeting the needs of homeless veterans is becoming widely recognized, and has received national awards like the 2010 National Association of Housing and Redevelopment Officials' Award of Excellence and the Secretary of the VA's 2011 Award for Outstanding Achievement in Service to Homeless Veterans.

Kristine DiNardo, Vice President of Clinical Services, New England Center for Homeless Veterans

Kristine DiNardo, Med, LMHC, MFT, is Vice President of Clinical Services at the New England Center for Homeless Veterans (NECHV). Beginning her work as Clinical Case Manager for veterans with co-occurring disorders in May of 2001, she now oversees a clinical staff of 45, and 13 specialized behavioral health and housing programs. DiNardo has over 30 years of experience in human services, education, training and management. Her clinical experience includes work in trauma, domestic violence, family therapy, mental health and addictions counseling, and clinical supervision.

Anastasia Edmonston, Traumatic Brain Injury and Person Centered Planning Trainer, State of Maryland

Anastasia Edmonston has worked in the brain injury rehabilitation field since 1983. She has been involved in brain injury initiatives for the Maryland Mental Hygiene Administration since 2003. As of September 2012, Edmonston is the Traumatic Brain Injury and Person Centered Planning Trainer under Maryland's Money Follows the Person and Balancing Incentive projects. She is clinical coordinator for the Brain Injury Transitions Project, serving transition age youth with brain injury and behavioral health issues. From 2003 to 2012, she oversaw resource coordination services for individuals with brain injury in five Maryland counties.

Jen Elder, Senior Project Associate, Policy Research Associates

Jen Elder is a Senior Project Associate for the SSI/SSDI Outreach, Access, and Recovery (SOAR) Technical Assistance Center at Policy Research Associates, which works to increase access to Social Security disability benefits for individuals who are experiencing or at-risk of homelessness. Elder provides on-site technical assistance to 12 states, conducts trainings for case managers, and facilitates strategic planning forums for government and community stakeholders. Her areas of expertise include disability benefits for veterans, Social Security work incentives, and funding strategies for SOAR community programs. Elder is a military spouse, and is based at Fort Bragg, North Carolina.

Ken Fenner, Director, Homeless Veterans Reintegration Program and Veterans Workforce Investment Program, Veterans' Employment and Training Service, Department of Labor

Ken Fenner has 15 years of professional experience in state and federal government working for the State of Maryland and the Department of Veterans Affairs. Fenner served as a vocational rehabilitation counselor and a unit manager when working for the Maryland Division of Rehabilitation Services serving the universal population of disabled persons seeking reintegration into the labor force. During his tenure at the Department of Veterans Affairs, Fenner served as a vocational rehabilitation specialist specializing in placing the severe and chronically mentally ill veterans while working for the Compensated Work Therapy Unit at the Washington, D.C. VA Medical Center. He has also served as a vocational rehabilitation counselor and an employment coordinator for VBA's VR&E program. Currently, Fenner manages the Homeless Veterans Reintegration Program and the Veterans Workforce Investment Program for the Veterans' Employment and Training Service (VETS) of



the Department of Labor (DOL). Fenner is a former Marine Corps aviation ordnanceman who served during the first Persian Gulf War.

**Kathleen Guarino, Director of Training,
The National Center on Family Homelessness**

Kathleen Guarino, LMHC, is Director of Training at The National Center on Family Homelessness, a practice area of American Institutes for Research's Health and Social Development Program, where she develops programs, resources and training curricula to support organizations to provide trauma-informed care. Guarino developed *Trauma-Informed Care for Women Veterans Experiencing Homelessness*, a guide for community-based organizations. Commissioned by the Department of Labor Women's Bureau and released in July 2011, the guide is included in the White House Strengthening Our Military Families report as a strategy for serving female veterans and helping organizations create trauma-informed environments.

**Ken Goldsmith, Senior Legislative Counsel and
Director for State Legislation,
American Bar Association**

Ken Goldsmith is Senior Legislative Counsel and Director for State Legislation at the American Bar Association (ABA). Since November 2008, his federal lobbying portfolio has focused almost exclusively on military service members, veterans, and their caregivers. In this role, Goldsmith serves as a national nexus among state, local, and other bar associations, as well as national organizations focusing on state govern-

ment. Goldsmith has been with the ABA for 20 years serving in a variety of counsel and project director positions actively engaged with national efforts to serve homeless veterans.

**Shane Groen, Special Initiatives Director,
Arizona Coalition to End Homelessness**

Shane Groen is Special Initiatives Director for the Arizona Coalition to End Homelessness (ACEH). He currently manages Project H3 Vets, the local implementation of the national 100,000 Homes Campaign. Project H3 Vets has gained national recognition for implementing a number of innovative practices, and has housed 240 chronically homeless veterans to date. As a result of this initiative and the broad community support it received, Phoenix was the first city in the country to functionally zero out its chronically homeless veteran population. Groen is a veteran of the U.S. Navy, and has an MBA in Management from Western International University.

**Eric Grumdahl, Policy Director,
U.S. Interagency Council on Homelessness**

Eric Grumdahl serves as Policy Director for the U.S. Interagency on Homelessness (USICH). His portfolio at USICH includes veteran and youth homelessness. Previously, Grumdahl served as Housing Manager for Dakota County, Minnesota. In that capacity, he led the adoption and implementation of Dakota County's strategic plan to end homelessness, and was responsible for its supportive housing, emergency shelter, adult foster care, and specialized housing programs.



Beginning in 1997, he helped create a complex, multi-jurisdictional initiative using healthcare financing approaches to link supportive housing with other systems of care, serving people experiencing chronic homelessness. During Grumdahl's tenure, the organization he helped create through this initiative, Hearth Connection, assisted over 2,200 people in accessing housing and supports, documented the cost and outcome impact of the intervention, and advanced Minnesota's efforts to end chronic homelessness.

**Renato Izquieta, Attorney,
Legal Aid Society of Orange County**

Renato Izquieta is a staff attorney at the Legal Aid Society of Orange County (LASOC). Izquieta started his career in legal services in 1997. At the LASOC, Izquieta works in the litigation department, assisting low-income clients with civil legal issues such as family law, landlord-tenant, public benefits, consumer matters, IRS tax, and a variety of other civil legal issues. He also supervises the Homeless and Veteran's Project at LASOC. He provides direct services to the homeless and is a collaborative partner of Orange County's Homeless Court.

**Brandi Jancaitis, Director of Housing Development
for Veterans, Virginia Department of Veterans
Services**

Brandi Jancaitis, as Director of Housing Development for Veterans, provides statewide coordination of homeless and housing services for the Virginia Department of Veterans Services (DVS) and the Virginia Wounded Warrior Program (VWWP). DVS does not maintain any housing for veterans directly, however, Jancaitis helps communities collaboratively develop and enhance services for veterans through partnership and support from federal and state entities.

**Vince Kane, Director,
National Center on Homelessness Among Veterans**

Vince Kane, as Director of the National Center on Homelessness Among Veterans, oversees various programs and initiatives such as the Veterans Homelessness Prevention Demonstration and the



Supportive Services for Veteran Families program. Through research, evaluation, and model development efforts, Kane supports a comprehensive set of initiatives designed to prevent and end homelessness among veterans. These activities include collaborating on a research agenda which assesses the current continuum of services offered to veterans experiencing homelessness, developing and validating practice models and program implementation strategies, and introducing evidence-based practices to VA. A graduate of Bryn Mawr School of Social Work and Social Research, Kane has been with the Department of Veteran Affairs since 1999, and has over 20 years of experience as a clinician, educator, and administrator. In 2012, he was a member of the VA and HUD team that won the Samuel J. Heyman Citizens Service Medal for the Administration's efforts to end homelessness. This award is sponsored annually by the Partnership for Public Service to honor outstanding federal employees whose contributions are critical to the health, safety, and well-being of Americans.

**John Kuhn, National Director, Homeless
Prevention, Department of Veterans Affairs**

John Kuhn has led the development and launch of the Supported Services for Veteran Families (SSVF) program, VA's new homelessness prevention and rapid re-housing initiative. In the coming year, SSVF will

provide \$500 million in grants to community organizations assisting homeless and at-risk veteran families. Prior to working with SSVF, Kuhn authored VA's CHALENG Report, a community assessment on the needs of homeless veterans, and he introduced a new survey which now includes feedback from thousands of homeless and formerly homeless veterans. Earlier in his career, Kuhn led VA homeless programs in New Jersey, for which he received national recognition regarding his development of innovative employment, housing, and treatment services.

Jean Langbein, OEF/OIF/OND Program Manager, Department of Veterans Affairs

Jean Langbein has worked as a licensed clinical social worker for the past 21 years at the Washington, D.C. VA Medical Center and Pittsburgh, Pennsylvania, VA Medical Center. In her current position, she serves as the OEF/OIF/OND Program Manager in Washington. She has been working with this specific veteran population for the past eight years, and is the Lead Program Manager for the VISN 5 Region. Her background includes inpatient medicine and surgery,



outpatient primary care, and a polytrauma program. Langbein supervises the VA Liaisons stationed at Walter Reed National Military Medical Center and Fort Belvoir, as well as a staff of clinical case managers at the hospital.

Matt Leslie, Associate Director of Housing Development for Veterans, Virginia Department of Veterans Services

Matt Leslie, as Associate Director of Housing Development for Veterans, provides statewide coordination of homeless and housing services for the Virginia Department of Veterans Services (DVS) and the Virginia Wounded Warrior Program. DVS does not maintain any housing for veterans directly, however, Leslie helps communities collaboratively develop and enhance services for veterans through partnership and support from federal and state entities. Before joining DVS, he worked at the Virginia Department of Housing and Development as both a Homeless and Special Needs Program Administrator and a Housing Policy Analyst.

Dave Lopez, Deputy Director for Programs & Operations, Swords to Plowshares

Dave Lopez is the Deputy Director for Programs & Operations and oversees the Supportive Services Programs that include the Employment & Training Services Units in San Francisco and Oakland, the Front Line Drop-in Health & Social Services unit and the Supportive Services for Veterans and Families. He is responsible for ensuring that the comprehensive services at Swords are integrated and meet the needs of veterans.

Jake Maguire, Director of Campaign Communications, Community Solutions

Jake Maguire serves as Director of Communications for the 100,000 Homes Campaign, a national movement coordinated by Community Solutions that has helped communities house more than 30,000 chronically homeless veterans over the last four years. He has worked with teams across the country to launch 100-day veterans housing challenges and has facilitated planning meetings for veteran-focused groups like The Home Depot Foundation. Prior to joining Community Solutions, Maguire helped develop and execute communications strategies for a variety of political clients.

**Dana Niemela, Director, HVRP,
Denver Department of Human
Services**

Dana Niemela is a nationally recognized expert in veteran services. Niemela serves at the Denver Department of Human Services where she is Director of the Homeless Veterans Reintegration Program (HVRP). Through her work with HVRP, Niemela has built an extensive network of supportive services to meet the needs of homeless veterans in the Denver Metro area. The National Coalition for Homeless Veterans recognized the Denver Department of Human Services as an Outstanding Member in 2013 for the efforts led by Niemela in the HVRP program. Niemela received the Unsung Hero Award for her work as Homeless Coordinator for VFW Post 1, where she started Operation Holiday Heroes, a public-private partnership that provides community connection and support for homeless and formerly homeless veterans during the holiday season. Niemela was recognized at the White House as part of the 2014 “Women Veteran Leader Champions of Change.”



**Teresa Panepinto, Legal Director,
Swords to Plowshares**

Teresa Panepinto is Legal Director of Swords to Plowshares, an organization that provides free legal assistance to veterans seeking VA benefits and military discharge reviews. She is an active member of the Military Law Task Force of the National Lawyers Guild, and served on its Steering Committee from 2004-2009. From 2000-2004, Panepinto coordinated the nationwide GI Rights Hotline, a service offering legal information to military service members. She has extensive experience training attorneys, legal workers and law students on military and veterans law.

**David Pennington, Assistant Program Manager,
Longview Housing Authority**

David Pennington is Assistant Program Manager of the Veterans Integration Program of Longview Housing Authority, which covers four rural counties in

southwest Washington State. His experience covers over 20 years of service to veterans. Pennington is a U.S. Marine Corps veteran who served as a Rifleman during Operation Desert Shield and Desert Storm. Pennington has worked for Longview Housing Authority since 2011, where he is responsible for the daily operations of four VA-funded programs that have housed 82 homeless veterans in the last 12 months. Longview Housing Authority is an award-winning agency widely recognized for its innovative approach to meeting the needs of homeless veterans.

**Sean Price, Veterans Programs Manager,
Arizona Department of Veterans’ Services**

Sean Price works with Arizona Department of Veterans’ Services as Veterans Programs Manager. Price co-wrote the Arizona Action Plan to End Homelessness among Veterans. As Veterans Programs Manager, his main duty is implementing this action plan. Price serves in a leadership role with Project H3 VETS, a Maricopa County initiative to end chronic homelessness among veterans. Price co-developed and implemented the Arizona Stand Down Alliance, sitting as the vice chair and overseeing eight Stand Downs held across the state. He is the current Treasurer of the Arizona Coalition to End Homelessness and chair of the Homeless Veterans Subcommittee for the Maricopa County Continuum of Care.

James Richardson, President, Mid Shore Pro Bono

James Richardson has served as a mediator in the areas of general civil law and family law since 2008.



Jeffery Quarles, Director, Grant and Per Diem National Program Office, Department of Veterans Affairs

Jeffery Quarles has served as Director at the Grant and Per Diem (GPD) National Program Office in Tampa, Florida, since February 2012. As Director, he is responsible for overall management and administration of the GPD program nationally, and ensures GPD-funded, community-based programs provide quality services compliant with existing laws and regulations. Prior to this, Quarles was Clinical Manager for the GPD Program National Program Office from 2006 until accepting his new role in 2012. During his

21-year VA career, Quarles has had increasing responsibilities within the Department. He has directed vocational rehabilitation programs and residential services at the Cleveland VA Medical Center and served as the VISN 10 Network Homeless Coordinator from 2000 to 2006.

Sandy Reese, Individual Placement and Support Supported Employment Trainer, Dartmouth Psychiatric Research Center

Sandy Reese has been an Individual Placement and Support (IPS) Supported Employment trainer at Dartmouth Psychiatric Research Center, first as a contractor, and more recently as a full-time employee, since 2005. She was previously a supported employment trainer for the Oregon Supported Employment Center for Excellence. Reese was a Quality Management Project Director for the Mental Health Treatment Study for four years, and provided supported employment technical assistance to eight demonstration sites in six states.

John Rio, Senior Associate, Advocates for Human Potential

John Rio, MA, CRC, is a Senior Associate at Advocates for Human Potential (AHP), where he provides technical assistance across the country under contracts with federal, state, and community agencies

He is a Certified Veterans Affairs claims agent, assisting military veterans with disability claims, and is associated with the Community Mediation Center of the Upper Shore and MidShore Community Mediation Center. Richardson is president of Mid Shore Pro Bono, a nonprofit lawyer referral service for limited income residents of the Mid Shore.

Gary Shaheen, Director of Community-Based Technical Support Initiatives, Syracuse University Institute for Veterans and Military Families

Gary Shaheen, MPA, is Director of Community-Based Technical Support Initiatives for the Syracuse University Institute for Veterans and Military Families. He is a nationally recognized expert in the field of social entrepreneurship and employment for people with disabilities and/or disadvantages, mental health rehabilitation, homelessness, and systems change. For over 35 years, in both the public and private sectors, he has participated in or led programs at both the state and federal levels which help people with mental illnesses, co-occurring substance abuse disorders, and those who are homeless as they fully integrate into their communities. Shaheen is the author of publications and curricula including SAMHSA's "Work as a Priority: A Training Program for Employing People with Psychiatric Disabilities who are Homeless" and articles in peer-reviewed journals on the topic.

such as DOL, VA, HUD, and SAMHSA. He currently directs the National Veterans Technical Assistance Center at AHP, which is supported by DOL-VETS. Before joining AHP, he was a senior staff member of the Corporation for Supportive Housing, where he directed national supportive services initiatives and worked on public policy related to employment and supportive housing.

Jessica Rohac, Vice President of Operations & Compliance, U.S. VETS

Jessica A. Rohac is the Vice President of Operations & Compliance at U.S.VETS, the largest nonprofit organization in the country dedicated to helping homeless and at-risk veterans and their families. Rohac joined U.S.VETS in September 2001 during the first week of operations at the Las Vegas location. Over the past 12 years she has worked with over 4,000 homeless and at-risk veterans through direct service provision as well as program administration. She joined the executive team headquartered in Los Angeles in 2012 and provides operational support to all 11 locations across the nation.

Bill Russo, Deputy Director, VA Office of Regulation Policy and Management

Bill Russo has served as Deputy Director of the Department of Veterans Affairs (VA) Office of Regu-

lation Policy and Management, which coordinates policy and legal matters in VA rulemakings, since 2006. His responsibilities include working with public interest groups and the Office of Management and Budget to ensure VA regulations are clear and support VA's mission. Russo's duties include supervising the Regulations Rewrite Project, a massive plain-language rewrite of VA's disability compensation regulations. In addition, he coordinates VA's collaboration with organizations providing free legal services to low-income veterans and, in 2014, he was awarded the Medical-Legal Partnership Leadership Award by the National Center for Medical-Legal Partnership.

Carol Salter, Assistant Vice President, Workforce Development, Easter Seals

Carol A. Salter has over 32 years providing employment and training services to individuals with significant disabilities and other barriers to employment. She currently serves as Assistant Vice President, Workforce Development, and National Director of the Senior Community Service Employment Program (SCSEP) for Easter Seals, Inc., administering SCSEP in eight states with Easter Seals affiliate organizations as subcontractors. Salter has worked extensively and collaboratively with America's Career Centers in over 30 states, promoting seamless service delivery models and collocation agreements for programs serving



populations with significant barriers to employment.

Melissa Stipa, Account Specialist, Ticket to Work Program, Social Security Administration

Melissa Stipa is an Account Specialist for Social Security's Ticket to Work program. She has worked on the program for 10 months, developing and training Employment Networks to effectively assist Social Security beneficiaries return to work and pursue financial independence. She holds a Bachelor of Social Work and Masters of Social Work from George Mason University. Stipa served in the Army National Guard for six years and is a combat veteran.

James Wackerbarth, Account Specialist, Ticket to Work Program, Social Security Administration

James Wackerbarth is an Account Specialist for Social Security's Ticket to Work program. He has worked on the program for four years in several capacities. In his current position, he develops and trains Employment Networks to effectively assist Social Security beneficiaries return to work and pursue financial independence. Wackerbarth holds a Bachelor of Arts in

History and Spanish from Hope College and a Master of Public Affairs from the University of Texas.

Jeff Yungman, Director, Crisis Ministries Homeless Justice Project

Jeff Yungman is Director of the Crisis Ministries Homeless Justice Project in Charleston, South Carolina. While attending law school, Yungman started the Crisis Ministries Legal Clinic in partnership with the law school and Nelson Mullins Law firm. After he graduated, the legal clinic evolved into the Homeless Justice Project, providing civil legal services to any homeless individual in the Charleston area. The Project provides holistic advocacy focusing primarily on the areas of disability claims, veteran benefits, family law, and landlord-tenant issues. Yungman has made presentations on legal issues affecting the homeless at local, regional and national conferences. In 2010, he was appointed to the American Bar Association (ABA) Commission on Homelessness and Poverty, and is currently a liaison with the Commission.



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