

**2016 NCHV ANNUAL CONFERENCE**  
**A NEW BEGINNING: BUILDING BLOCKS**  
**OF A POST-PLAN ERA**



**TEAM  
DEPOT**



# PARTNERS

## To End Veteran Homelessness

Team Depot is proud to partner with NCHV and its members to address veteran homelessness.

[homedepot.com/teamdepot](http://homedepot.com/teamdepot)

**DOING MORE. SERVING OTHERS.**



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### WEDNESDAY, JUNE 1

- 7:00 a.m. - Sign-in table opens, breakfast provided
- 8:00 a.m. - Opening Session begins
- 11:15 a.m. - NCHV Members Meeting begins
- 11:45 a.m. - NCHV Board of Directors-led issue tables
- 12:30 p.m. - Networking lunch (lunch provided)
- 1:45 p.m. - NCHV Federal Partners session, Veteran Homelessness 101 begin
- 3:30 p.m. - Public Policy session, Veteran Homelessness 101 begin

### THURSDAY, JUNE 2

- 7:00 a.m. - Sign-in table opens, breakfast provided
- 8:00 a.m. - Morning sessions begin
- 12:15 p.m. - Lunch break
- 1:00 p.m. - Afternoon sessions begin
- 5:00 p.m. - NCHV Awards Cocktail Reception and Ceremony

### FRIDAY, JUNE 3

- 8:00 a.m. - Sign-in table opens, breakfast provided
- 9:00 a.m. - Round Robin table discussions and breakout sessions begin
- 11:45 a.m. - Conference concludes

See full schedule beginning on page 5

# [ WELCOME ]

## **A New Beginning: Building Blocks of a Post-Plan Era** 2016 NCHV Annual Conference | June 1-3 | Washington, D.C.

Welcome to the 2016 NCHV Annual Conference, “A New Beginning: Building Blocks of a Post-Plan Era”.

The Five-Year Plan to End Veteran Homelessness expired in 2015, but over those five years the principles and urgency of that plan changed the landscape of homeless veteran services in the United States. With the “Building Blocks” in place, we have begun a new era, in which ending homelessness for veterans rapidly, systematically, and effectively is the new minimum acceptable level of service. These groundbreaking shifts drive what we have gathered here to do.

Over the next three days, in partnership with The Home Depot Foundation and Citi Community Development, we offer you leaders from the national to the local level who will share their vision, their strategic plans and effective methods, their challenges, and their successes. We offer you top experts from around the country, here to teach you and train you in proven best practices to end homelessness for each individual veteran in crisis. And we offer you new opportunities to discuss your challenges with these experts.

We ask that you share with us. Your successful methods, your challenges, the unique ways you’ve found to make services and organizations work together in your community. We are in this together, and this is our opportunity to join as one and use our collective passion and expertise to reach our goal of ensuring no veteran stands homeless in the country they served.

Whether you are new to the field or have been involved from the beginning, the 2016 NCHV Annual Conference has sessions and opportunities geared to you. We are excited to welcome you and see the fruits of your work increase when we all return to the veterans in our community who need our help.

*Working together  
to improve the lives  
of those who have  
sacrificed so much  
to protect us.*

Citi is proud to be a longstanding partner of the National Coalition for Homeless Veterans in its efforts to end homelessness among veterans.

Citi Salutes<sup>SM</sup> supports veteran servicing organizations and nonprofit partners dedicated to serving the men and women who have sacrificed for our country.

Learn more at [CitiSalutes.com](http://CitiSalutes.com)

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# WEDNESDAY JUNE 1

## Conference Schedule

	Constitution Foyer	Constitution	Declaration AB
7:00 a.m.	Sign-in Opens		
7:00 a.m. - 8:00 a.m.	Breakfast		
8:00 a.m. - 10:00 a.m.		Opening Session	
10:15 a.m. - 10:45 a.m.		NCHV Members Meeting	
11:00 a.m. - Noon		NCHV Board-led Issue Tables	
Noon - 12:45 p.m.	Pre-lunch Reception		
12:45 p.m. - 1:30 p.m.		Lunch	
1:45 p.m. - 3:15 p.m.		NCHV Federal Partners Session	Veteran Homelessness 101
3:30 p.m. - 5:00 p.m.		NCHV Public Policy Session	Veteran Homelessness 101 (Continued)



## THE PROOF IS IN THE PEOPLE

Our *Bring them HOMES* initiative creates affordable, permanent homes with supportive services for our veterans. We've cultivated relationships with relevant government agencies and can ease the path to construction.

Contact Debbie Burkart at 213-240-3133 or [dburkart@nefinc.org](mailto:dburkart@nefinc.org)  
For more information visit [www.nefinc.org/portfolio/veterans.html](http://www.nefinc.org/portfolio/veterans.html)



# THURSDAY JUNE 2

## Session Track Key

Track A: Research and Trends Snapshots

Track B: The Community Profiles

Track C: Connecting the Dots: Interventions through Coordination

Track D: Income Maximization: Promoting Housing Stability

Track E: Legal Barriers to Housing Stability

Track F: Data Integrity and Getting to Goal

Track G: Access to Housing Stability

## Conference Schedule

7:00 a.m. - 8:00 a.m.	Sign-in Opens/Breakfast in Constitution Foyer								
	Constitution D	Constitution E	Constitution C	Constitution A	Declaration AB	Burnham	Constitution B	Wilson/Roosevelt	Cabin John/Arlington
8:00 a.m. - 8:30 a.m.	<b>A1:</b> Five-Year Projections of Emerging Homeless Veteran Populations	<b>A11:</b> Screening for Homelessness	<b>B1:</b> Washington State: Coordination on a State Level, Including Rural	<b>C1:</b> A Deeper Dive: Digging into the Future of VA Homeless Programs	<b>D1:</b> Co-Enrollment at an American Job Center	<b>E1:</b> Engaging Attorneys, Developing Programs to Utilize Local Legal Resources	<b>G5:</b> Bridge Housing in GPD, A Provider Perspective	<b>G1:</b> One Stop Shop, No Wrong Door	<b>C7:</b> Local Veteran and Homeless Groups
8:45 a.m. - 9:15 a.m.	<b>A2:</b> Super-Utilizers of Acute Healthcare Services and Breaking the Cycle	<b>A12:</b> Migration Patterns	<b>B2:</b> FL Counties: Capacity Building and Quality Improvement						
9:30 a.m. - 10:00 a.m.	<b>A3:</b> Effective Eviction Prevention Interventions for HUD-VASH	<b>B7:</b> Ohio: Creating Tracks and Other Innovations in GPD	<b>B3:</b> Washington, D.C.: Integrating GPD into Your Coordinated Entry System	<b>C2:</b> The Bridge Out of Homelessness: Changes to the GPD Program	<b>D2:</b> Creative Employment Service Providers and Programs	<b>E2:</b> Innovations for Justice Involved Veterans: Diversion, Early Release, and Reentry	<b>F1:</b> Lessons from the Federal Criteria and Benchmarks Review Process	<b>G2:</b> Repurposing Federal Land to House Homeless Veterans	<b>D6:</b> Creating Better Job-Driven Employment Programs
10:15 a.m. - 10:45 a.m.	<b>A4:</b> Connecting Data Points: HMIS and Veteran Status	<b>B12:</b> Montgomery County: Reaching Both Definitions of Zero	<b>B4:</b> Virginia: By-Name List as a Tool to End Veteran Homelessness						
11:00 a.m. - 11:30 a.m.	<b>A5:</b> Sub-Population Deeper Dive: Aging Projections	<b>B13:</b> Austin: Landlord Engagement	<b>B5:</b> Minnesota: Building Community Buy-In	<b>C3:</b> Rapid Re-Housing: Co-Enrollment and Coordination between GPD and SSVF	<b>D3:</b> IPS Supported Employment	<b>E3:</b> Innovative Partnerships to Embed Lawyers: Identifying and Addressing Legal Needs	<b>F2:</b> Tools from the Federal Benchmarks	<b>G3:</b> Housing Development and Access in Rural Areas	<b>D7:</b> Using SOAR to Expedite Benefits Processing
11:45 a.m. - 12:15 p.m.	<b>A6:</b> Sub-Population Deeper Dive: Female Veterans	<b>B14:</b> NYC: Working with Your Mayor's Office	<b>B6:</b> Boston: Ending Chronic Homelessness through Local Coordination						
12:15 p.m. - 1:30 p.m.	Lunch On Your Own								
1:30 p.m. - 2:00 p.m.	<b>A7:</b> Sub-Population Deeper Dive: Post-9/11 Cohort	<b>G7:</b> Building Permanent Supportive for Homeless Veterans	<b>B11:</b> Philadelphia: Maintaining a Functional Zero System	<b>C4:</b> Understanding Prevention: Lessons Learned from SSVF	<b>D4:</b> Modernizing Homeless: Techno-Socially Connected Homeless Veterans	<b>E4:</b> Family Law and Child Support: Preparing Your Clients for Court	<b>F3:</b> Lessons Learned from Zero:2016 Communities	<b>G4:</b> The Benefits of Long-Term Case Management	<b>D8:</b> Benefits to Hiring Veterans: Strategies and Resources for a Successful Transition
2:15 p.m. - 2:45 p.m.	<b>A8:</b> Social Determinants of Health		<b>B8:</b> Phoenix: Housing Navigators						
3:00 p.m. - 3:30 p.m.	<b>A9:</b> Increased Mortality/Death Rates	<b>F6:</b> VOA Study: Assessing Improvements in the Quality of Life of SSVF Clients	<b>B9:</b> Erie: HMIS and Data Integration	<b>C5:</b> Connecting Locally to Build Safety Nets	<b>D5:</b> Benefits Assistance: Partnering with Local VSOs	<b>E5:</b> Credit Reports and Consumer Debt Defense	<b>F4:</b> Making Data Systems Talk	<b>D9:</b> Money Management and Budgeting Tools	<b>C6:</b> Built to Last: Four Keys to Building a System to (Continually) End Veterans Homelessness
3:45 p.m. - 4:15 p.m.	<b>A10:</b> Return on Investment		<b>B10:</b> Las Vegas: Using Stand Down as an Outreach and Engagement Tool						

*NCHV Awards Cocktail Reception*

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

Constitution Foyer

Cash Bar

*NCHV Awards Ceremony*

6:00 p.m. - 6:45 p.m.

Constitution Ballroom

*NCHV Awards Celebration*

6:45 p.m. - 8:00 p.m.

Constitution Ballroom

Cash Bar / Heavy Hors d'oeuvres

**FRIDAY  
JUNE 3**

**KEYNOTE  
SPEAKER**

Wednesday, June 1  
**Opening Session**

**Conference Schedule**

8:00 a.m. - 9:00 a.m.	Breakfast in Constitution Foyer					
	Constitution A	Constitution B	Constitution CDE	Wilson/Roosevelt	Cabin John/ Arlington	Declaration AB
9:00 a.m. - 10:15 a.m.	Round Robin Tables: Employment and Income	Round Robin Tables: Community Experts	Round Robin Tables: Training/TA Efforts and VSOs	G8: Implementing the National Housing Trust Fund	G6: Improving Landlord Engagement, Engaging PHAs, and Developing Housing Plans	Round Robin Tables: Legal Services and Community Partners
10:30 a.m. - 11:45 a.m.	Round Robin Tables: Employment and Income	Round Robin Tables: Community Experts	Round Robin Tables: Training/TA Efforts and VSOs	C8: Serving Minority Veterans	F5: Trauma Informed Care	Round Robin Tables: Housing Development and Stability



**Terry McAuliffe**  
Governor of Virginia



Terry McAuliffe is the 72nd Governor of Virginia. Governor McAuliffe's top priority is building a new Virginia economy. He has conducted a series of trade missions, including two to China, personally delivering Virginia's calling card to business leaders around the globe. As a result, he is bringing thousands of jobs and more than \$11 billion in capital investment to communities across the Commonwealth.

To ensure that Virginia remains competitive, the Governor is implementing major economic development initiatives designed to strengthen the Commonwealth's pro-business climate, ensure efficient investment in world-class infrastructure and develop a 21st century workforce capable of meeting the needs of emerging businesses and industries.

This year, Governor McAuliffe won bipartisan support for \$1 billion in new investments in education at all levels. He also successfully secured passage of a law establishing a pay-for-performance workforce training program, the first of its kind in the nation.

Virginia is home to nearly 800,000 veterans, and the Governor is committed to fighting for those who have served their country. He expanded the Virginia Values Veterans initiative, which encourages employers to recruit, hire, train and retrain veterans. He also worked to facilitate partnerships that increase Virginia veterans' access to health care. And he led Virginia to become the first state in the nation to functionally end veteran homelessness.

Governor McAuliffe is making unprecedented progress on the restoration of civil rights to rehabilitated felons who have completed their sentences and paid their debt to society.

He attended Catholic University and Georgetown Law School. He and his wife Dorothy were married in 1988 and have five children.



VETS HELPING VETS SINCE 1974

**Swords to Plowshares is a proud partner of NCHV, working together to end veteran homelessness.**

War causes wounds and suffering that last beyond the battlefield. Swords to Plowshares' mission is to heal the wounds of war, to restore dignity, hope, and self-sufficiency to all veterans in need, and to prevent and end homelessness and poverty among veterans.

swords-to-plowshares.org · @vetshelpingvets

# KEYNOTE SPEAKER

Wednesday, June 1  
Opening Session



**Thomas E. Perez**  
Secretary of Labor

Thomas E. Perez, the nation's 26th secretary of labor, has dedicated his entire career to making good on the promise of opportunity for all. A civil rights lawyer by training, Secretary Perez leads the U.S. Department of Labor in its mission of giving all Americans the chance to get ahead and stay ahead.

Under Secretary Perez's leadership, priorities for the department include ensuring a fair day's pay for a fair day's work through continued efforts to raise the minimum wage, expand overtime protections, and by being smarter and more strategic in the department's enforcement of federal law. Secretary Perez strives every day to ensure that Americans return home from their jobs safe and healthy. Perez has made job training and workforce development a focal point of his tenure. With historic investments in community colleges and apprenticeships and the department's implementation of the bipartisan Workforce Innovation and Opportunity Act, he is committed to connecting ready-to-work Americans with ready-to-be-filled jobs. His efforts to protect Americans' hard-earned retirement savings include a proposed new rule to require financial advisers to put their customers' best interest first. Additionally, Perez has kept up the drumbeat on state and local progress to expand access to paid leave. He also helps ensure that people with disabilities and veterans have access to employment opportunities and other supports to help them succeed.



During his tenure, Secretary Perez has collaborated with a wide variety of stakeholders – including private-sector employers, labor unions, nonprofits and foundations – to build a broad coalition and forge lasting partnerships to address inequality and create shared prosperity. Notably, President Obama tapped Secretary Perez to assist with a monthslong dispute at the West Coast ports, where he helped broker a deal between labor and management that enabled the ports to resume operations. He has earned a reputation for listening to all sides and crafting pragmatic solutions rooted in progressive values.

The son of Dominican immigrants, Secretary Perez was born and raised in Buffalo, New York. Public service was the family business. Perez's maternal grandfather was the ambassador to the United States from the Dominican Republic in the 1930s, until he spoke out against his home country's brutal dictator and was declared non grata. Perez's father, a physician, served in the U.S. Army and worked for many years at the Veterans Affairs hospital in Buffalo.

A graduate of Brown University and Harvard University, Perez has taught law and public health at universities in Maryland and the District of Columbia. He lives in Maryland with his wife, Ann Marie Staudenmaier, and their three children.

# KEYNOTE SPEAKER

Wednesday, June 1  
Opening Session



**Sloan Gibson**  
Deputy Secretary of Veterans Affairs



Sloan D. Gibson was nominated by President Obama to serve as the Deputy Secretary of Veterans Affairs, and he was confirmed by the Senate on February 11, 2014. Mr. Gibson also served as Acting Secretary of the Department of Veterans Affairs from May 30 to July 30, 2014.

Prior to joining VA, Mr. Gibson served as President and Chief Executive Officer of the United Services Organizations (USO), which has been lifting the spirits of American Servicemembers and their families for more than 73 years. During his five years at the USO, net fundraising grew 90 percent, enabling dramatic growth in programs and facilities supporting our forward-deployed men and women, military families, as well as our wounded, ill, and injured Servicemembers, their families, and the families of the fallen.

Before joining the USO, Mr. Gibson spent more than 20 years in banking in Charlotte, NC; Atlanta, GA; Nashville, TN; and Birmingham, AL. In 2004, he retired from AmSouth Bancorporation, a New York Stock Exchange-traded corporation, where he served as vice chairman and chief financial officer. During his tenure as CFO, AmSouth

was added to the S&P 500. Mr. Gibson also has a long history of service and leadership with a variety of nonprofit organizations. In 2002, Mr. Gibson chaired the United Way campaign in Central Alabama, which raised more than \$30 million.

Mr. Gibson is the son of an Army Air Corpsman who served as a B-17 tail-gunner during World War II, later earning his commission in the U.S. Air Force. He is also the grandson of a World War I Army Infantryman who was wounded while serving in the 3rd Infantry Division at the Second Battle of the Marne.

A 1975 graduate of the United States Military Academy at West Point, Mr. Gibson earned both Airborne and Ranger qualifications and served as an infantry officer in the U.S. Army. He earned a Masters in Economics from the University of Missouri in Kansas City and a Masters in Public Administration from the John F. Kennedy School of Government at Harvard University.

Deputy Secretary Gibson has been married for 32 years and has two grown children.

# SPECIAL GUESTS

Wednesday, June 1  
Opening Session



**Beverley Ebersold**  
Director of National Initiatives,  
U.S. Interagency Council on Homelessness

Bev Ebersold has extensive experience building local partnerships to end homelessness, and has held leadership roles in supportive housing development and service design, delivery, and coordination. Her background includes capacity building and technical assistance with HUD grantees, strategic planning and restructuring of Continuums of Care, and convening stakeholders to promote the alignment of resources for persons experiencing homelessness, with an emphasis on developing permanent supportive housing. Ebersold has a Master's degree in Social Work from Wayne State University.

**Shannon Gerber**  
Executive Director,  
The Home Depot Foundation

As executive director of The Home Depot Foundation, Shannon Gerber leads The Home Depot's philanthropic strategy, volunteer efforts and The Homer Fund.

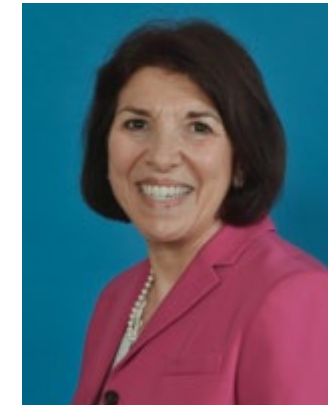
Prior to joining The Home Depot Foundation, Gerber spent 13 years with The Home Depot in events management. Most recently, she served as the senior director of events management where she led large-scale events for the company, as well as The Home Depot Foundation's fundraising events. In this role, Gerber helped raise millions of dollars to further the Foundation's work.

Previously, Gerber worked with The Ritz-Carlton Hotel Company in positions of increasing responsibility in events management.

Gerber has served on the advisory board of Make-A-Wish Georgia and is an active volunteer through Team Depot, Atlanta Community Food Bank and other organizations. She has a B.S. in Business Management from University of Phoenix.

# SPECIAL GUESTS

Wednesday, June 1  
Opening Session



**Natalie Abatemarco**  
Managing Director,  
Citi Community Development

Since joining Citi in 1996, Natalie Abatemarco has served in various roles within Citi Community Development.

Abatemarco manages Citi's efforts to strengthen existing and new strategic community initiatives with nonprofits and consumer advocacy organizations.

She oversees Citi's National Initiatives, Citi Inclusive Finance in the U.S and Communications for all of Citi Community Development, whose mission is to respond to the needs of the business and the communities in which Citi operates by charting diverse partnerships that develop innovative and sustainable solutions in support of economic development, financial capability, and financial inclusion with a primary focus on low-and-moderate income individuals, communities of color, and diverse populations.

In 2007, she assumed responsibility for Citi's Office of Homeownership Preservation and is responsible for loss mitigation and borrower outreach efforts to help Citi borrowers maintain home ownership and to support neighborhood stabilization through the responsible disposition of Citi's foreclosed properties.

In 2011, Abatemarco assumed responsibility for Citi Salutes an initiative that highlights our commitment to veterans and their families, as well as those currently serving in the armed forces, providing career opportunities, employee engagement and programs to improve the lives of those who have served.



# FEDERAL INTERACTIONS AND UPDATES

Wednesday, June 1

## Federal Partners Session

*Baylee Crone, NCHV; Bev Ebersold, USICH; Terry Gerton, DOL; Anthony Love, VA; Lisa Pape, VA; Ann Oliva, HUD*

Join NCHV Executive Director Baylee Crone and NAEH's Steve Berg as they moderate a panel of expert representatives from a broad range of federal departments and agencies. Representatives from the U.S. Departments of Veterans Affairs, Housing and Urban Development, and Labor will be joined by a representative from the U.S. Interagency Council on Homelessness to discuss the current state of veteran homelessness from the standpoint of the federal government.

These representatives will focus on current successes, trends, and hurdles they are seeing within their departments and in the field at large. The moderated discussion will showcase cross-departmental interaction and highlight areas of cooperation, and areas for potential growth. A Q & A session will allow you to ask your questions directly to the federal partners.



## Public Policy Forum

This session will get attendees up to speed with what is happening in Congress related to homeless veterans. We will talk about legislation in the works that could impact your work, and the appropriations process that determines how much the federal government spends on homeless veteran programs.

Also a focus of the Public Policy session this year is the NCHV Advocacy Team, and all of you who are potential members. Are you interested in helping advance the cause of ending veteran homelessness by talking to your Member of Congress? If so, in this session you'll hear how you can best go about that. Not sure you want to commit, but curious about what that would entail? Come join us anyways, and learn about what makes a good advocate in the halls of Congress.



# BOARD-LED ISSUE TABLES AND INTRO SESSIONS

Wednesday, June 1

## NCHV Board Member-Led Issue Tables

The Board Member-led issue tables are your opportunity to share what is happening in your community with the NCHV Board of Directors. Each Board Member will lead a discussion on one major topic to unpack what is working and what remaining challenges you're facing in your local communities. Over the course of 60 minutes, you will have the opportunity to rotate to a total of four topic tables. The NCHV Board of Directors wants to hear from you... Come prepared to share scalable promising practices and specific hurdles.

**Rapid Re-Housing** - *Deb Burkart, National Equity Fund*

**Working with the CoC** - *Carlos Martinez, American GI Forum*

**Data Sharing** - *Michael Armstrong, Community Hope*

**Coordinated Intake and Assessment** - *Brad Bridwell, Cloudbreak Communities*

**Evolution of Transitional Housing** - *Leon Winston, Swords to Plowshares*

**Affordable Housing Development** - *Robert Norris, Fort Ord Reuse Authority*

**Income: Employment and Benefits** - *Chick Ciccolella, CSC Group*

**Prevention Planning** - *Ken Goldsmith, American Bar Association*

**Access to Medical Care** - *Marc Deal, Veterans Resource Centers of America*

**Legal Services** - *Steve Benz, Eli Lilly and Company*

**New Affordable Housing Development** - *Joe Caringella, Milner and Caringella*

**Project-Based Vouchers** - *Mitch Milner, Milner and Caringella*

**Meeting the Federal Benchmarks** - *Stephani Hardy, Military Women in Need*

**Service Delivery Terminology** - *Denis Leary, Veterans Inc.; Pete Dougherty, Jefferson County*

## Veteran Homelessness 101

*Cindy Borden, NCHV TA Center*

Are you fairly new to working in the veteran homelessness and homeless prevention space, or are you bringing some new team members along? This new training platform, Veteran Homelessness 101, led by NCHV's TA Center, can help build a foundation in the history of our work, major programs and initiatives, and critical players working across the country to end veteran homelessness. If you have staff members who have joined your organization within the last year who could use this foundation, or you've promoted some staff members into management or leadership positions and want them to see the bigger picture, this training block is for them. Held in the afternoon on June 1, this NCHV TA Center-led training will combine several interactive training platforms to help build informed advocacy and programmatic excellence out in your community. Help us educate the next generation of leaders!

# ROUND ROBIN TABLES

Friday, June 3

## Round Robin Tables

At this year's Annual Conference, Friday morning brings a brand new type of interactive workshop. This year, you have the opportunity to speak directly with several of our Conference's issue experts on the most pressing topics in your community. You can choose between several different themed rooms based on your area of interest.

In each room, you'll find a series of issue experts at tables devoted to specific topics. Choose a starting table. You will have 15 minutes at this table before being given the option to rotate to a new table in the same room (although you can stay at your current table if you want to!). When the session ends, head into a new room to engage in a new theme. These interactive workshops are all about engaging in rapid-fire trouble-shooting with experts across disciplines, quickly learning about best practices, tools, resources, and strategies, and absorbing the energy of service-organization peers who have been successful.

We are asking Conference participants to stay in one room for the entire workshop time block, so choose your room in advance! If the room you enter is full, please have a second choice option as room capacity is limited and no standing room will be permitted.



	Constitution A	Constitution B	Constitution CDE	Declaration
9:00 a.m. - 10:15 a.m.	<b>Round Robin Tables: Employment and Income</b>	<b>Round Robin Tables: Research and Community Experts</b>	<b>Round Robin Tables: Training/TA Efforts and VSOs</b>	<b>Round Robin Tables: Legal Services and Community Partners</b>
Subtopics within Each Table Room	<ul style="list-style-type: none"> <li>Employer Engagement Strategies</li> <li>Employer-Driven Curriculum Training Programs</li> <li>SOAR Benefits Processing</li> <li>Employment Services through SSVF</li> <li>Food Insecurity Resources</li> <li>IPS Supported Employment</li> <li>Changing the Odds with Work Talk</li> <li>Technology and Free Tools</li> </ul>	<ul style="list-style-type: none"> <li>Stand Down</li> <li>Housing Navigators</li> <li>Improving Landlord Engagement</li> <li>Strengthening the Social Safety Net for Homeless Veterans</li> <li>By-Name Lists</li> <li>Community Coordination</li> <li>Integrating GPD into Coordinated Intake</li> <li>Long-Term Case Management</li> </ul>	<ul style="list-style-type: none"> <li>Lessons from Vets@Home</li> <li>Lessons of Zero:2016</li> <li>Team Depot</li> <li>DAV Services and Programs</li> <li>Mayors Challenge</li> <li>Back on My Feet</li> <li>Financial Literacy</li> <li>NVTI and American Job Center Services</li> </ul>	<ul style="list-style-type: none"> <li>Dual Nurse Practitioners' Role in Bridging Gaps</li> <li>Nurse Practitioner-Led Comprehensive Plan of Care</li> <li>Leveraging Legal Services</li> <li>Engaging Law Enforcement</li> <li>Credit Reports and Consumer Debt Defense</li> <li>Family Law and Child Support</li> <li>Non-Traditional Legal Channels</li> <li>Legal Services through SSVF</li> </ul>

	Constitution A	Constitution B	Constitution CDE	Declaration
10:30 a.m. - 11:45 a.m.	<b>Round Robin Tables: Employment and Income</b>	<b>Round Robin Tables: Research and Community Experts</b>	<b>Round Robin Tables: Training/TA Efforts and VSOs</b>	<b>Round Robin Tables: Housing Development and Stability</b>
Subtopics within Each Table Room	<ul style="list-style-type: none"> <li>SVP, Veteran Staffing Network</li> <li>NVTI and American Job Center Resources</li> <li>Food Insecurity Resources</li> <li>Technology and Free Tools</li> <li>Employer Engagement Strategies</li> <li>Employer-Driven Curriculum Training Programs</li> <li>SOAR Benefits Processing</li> <li>Building Partnerships with Employers</li> </ul>	<ul style="list-style-type: none"> <li>Trauma-Informed Care</li> <li>Battle Buddies</li> <li>Safe Haven/HCHV Outcomes</li> <li>Using the Prevention Screening and Diversion Process</li> <li>Tools for Maintaining a Functional Zero System</li> <li>Meeting Multiple Definitions of Functional Zero</li> <li>Rural Housing Coordination</li> <li>By-Name Lists</li> </ul>	<ul style="list-style-type: none"> <li>Lessons from Vets@Home</li> <li>Lessons of Zero</li> <li>Team Depot</li> <li>DAV Services and Programs</li> <li>Mayors Challenge</li> <li>Back on My Feet</li> <li>Financial Literacy</li> <li>Suicide Prevention</li> </ul>	<ul style="list-style-type: none"> <li>Integrating GPD into Coordinated Intake</li> <li>Purple Heart Homes</li> <li>GPD After Functional Zero</li> <li>Creating Tracks in GPD</li> <li>National Housing Trust Fund</li> <li>Working with the CoC</li> <li>Engaging Public Housing Authorities</li> <li>L.A.'s Community Welcome Center</li> </ul>

# SESSION DESCRIPTIONS

## Track A: Research and Trends Snapshots

This new Track of micro-sessions, **Research and Trends Snapshots**, aims to make the connection between research and practice in a way we've never experienced before. Expert researchers will be sharing the findings from some of the most groundbreaking, relevant research that impacts the veterans we serve to help us inform and rethink some of our ways of doing business.

Get ready to work: In each 30 minute time block, all participants will be expected to devote time to thinking through how the specific study impacts or will impact the veterans they are serving and the way they operate their programs. At the end of the session, NCHV staff will gather your verbal and written input, and these findings will be pulled into a larger report shared with NCHV's community network. Major areas of research to consider are as follows:

### A1: 15-Year Projections of Emerging Homeless Veteran Populations

Tom Byrne, VA

### A2: Super-Utilizers of Acute Healthcare Services and Breaking the Cycle

Tom O'Toole, VA

### A3: Effective Eviction Prevention Interventions for HUD-VASH

Ann Elizabeth Montgomery, VA

### A4: Connecting Data Points: HMIS and Veteran Status

Dan Treglia, VA

### A5: Sub-Population Deeper Dive: Aging Projections

Tom Byrne, VA

### A6: Sub-Population Deeper Dive: Female Veterans

Ann Elizabeth Montgomery, VA

### A7: Sub-Population Deeper Dive: Post-9/11 Cohort

Steve Metraux, VA

### A8: Social Determinants of Health

Tom O'Toole, VA

### A9: Increased Mortality/Death Rates

John Schinka, VA

### A10: Return on Investment

Tom O'Toole, VA

### A11: Screening for Homelessness Ann Elizabeth, VA

### A12: Migration Patterns

Steve Metraux, VA

## Track B: The Community Profiles

This Track of micro-sessions, **The Community Profiles**, was specifically designed to let you share what works with one another in less formal, faster-paced settings. Innovative community representatives from 16 communities will be sharing specific practices they implemented to overcome hurdles, address barriers to care, or knock down silos to help veterans who are homeless or at risk connect to what they needed to get off the streets. They'll do all of this and take your questions in 30 minutes, so keep it quick and to the point! Some of these communities have reached federally recognized milestones or functional zero systems, and others are well on their way, but all are working hard to build sustainable systems to serve veterans in need over the long term. Each micro-session brings scalable practices you can replicate back home.

### B1: Washington State: Coordination on a State Level, Including Rural

Cat Nichols, Washington State Department of Veterans Affairs

This presentation will highlight the effective engagement of state and local government and strategic regional public-private partnerships. Experts from the state of Washington will share how they've used strategic partnerships to engage and leverage state and local government and public-private partnerships to serve veterans across a wide rural and urban area.

### B2: FL Counties: Capacity Building and Quality Improvement

Tony Deobil, The Salvation Army

In this session, you'll hear from one of the first SSVF programs to reach Functional Zero in the state of Florida. They will share some of their tools for success in building wrap-around services for veterans including: battle buddy program, intensive case management, housing development, peer support, and basic life stabilization strategies.

### B3: Washington, D.C.: Integrating GPD Into Your Coordinated Entry System

Kevin Morton, Washington, D.C. VAMC; Ben Cattell Noll, Friendship Place; Debra Truchon, U.S. VETS; David Tweedie, Community Partnership

Communities across the country are questioning how Grant and Per Diem and other transitional housing programs can be involved in their efforts to end veteran homelessness. D.C. stopped asking questions and started getting down to business, successfully integrating all of the GPD agencies in their community. In this session, you'll learn more about how they integrated to best serve veterans in Washington, D.C. Hear more about how they continue to face and overcome their challenges.

### B4: Virginia: By-Name List as a Tool to End Veteran Homelessness

Tommy Joe Bednar, Virginia Housing Alliance; Matt Leslie, Virginia Department of Veteran Services

In this session, learn how using by-name lists along with common assessment tools and case conferencing has helped the state of Virginia coordinate their outreach, create data sharing agreements between providers, and better utilize resources to ensure that the most vulnerable veterans can more quickly access housing and services. CoCs in Virginia have implemented by-name lists of current homeless veterans to assist in coordinated assessment, prioritizing resources, assessing performance, and increasing coordination among mainstream and veteran providers, including the Veterans Affairs Medical Centers.

### B5: Minnesota: Building Community Buy-In

Eric Grumdahl, MN Department of Veterans Affairs; Nathaniel Saltz, MACV; Cassie Streeter, Department of Veterans Affairs

A community-wide system to end veteran homelessness has many essential components, but the team in Minnesota can tell you that getting them all in place doesn't happen overnight. In this session, come hear how, in Minnesota, the remarkable power of having the right pieces in place and having those pieces operate as a system can help increase housing placements for the most vulnerable veterans.

### B6: Boston: Ending Chronic Homelessness through Local Coordination

Brittany Golden, New England Center and Home for Veterans; Sean Terry, New England Center and Home for Veterans

In Boston, the backbone to achieving success is the strength and connectivity of local community partners. In this session, hear from NECHV, the agency that has been providing leadership in the community to achieve the goal of ending homelessness for chronically homeless veterans. Learn how they and their partners have embraced changing models of housing and stabilization services, from taking the first step into rapid re-housing through the process of new city-wide initiatives with the goal of ending chronic veteran homelessness in Boston.

### B7: Ohio: Creating Tracks and Other Innovations in GPD

Brad Hutchison, Volunteers of America Greater Ohio; Michael Salois, Volunteers of America Greater Ohio

This session explores Volunteers of America of Greater Ohio's proactive approach to adapting Grant and Per Diem (GPD) transitional housing to thrive in a rapid rehousing environment, meeting the changing needs of veterans while redefining its role in the continuum of care. Placing veterans into tracks based on their individually assessed and expressed needs allows the GPD program to be responsive and adaptive not just to the veterans it serves, but also to the evolving needs of the CoC, all while incorporating USICH's criteria and benchmarks for achieving the goal of ending veteran homelessness.

### B8: Phoenix: Housing Navigators

Shane Groen, AZ Coalition to End Homelessness

Many providers know the A - Z of ending veteran homelessness, which involves getting the veteran from the

streets into safe, stable housing. In Phoenix, the B - Y process of getting them there involves Housing Navigators, an innovative concept being scaled up around the country where specialists and peers help veterans through every step of the process to ensure no veteran gets lost along the way.

### **B9: Erie: HMIS and Data Integration**

*Michael Tomlinson, Erie County; Michael Wehrer, Erie VAMC*

In Erie, Pennsylvania, experts pioneered a new way to utilize HMIS and coordinate services based on shared data. In this session, learn more about what they did, the barriers they encountered, and how they busted through them to get veterans the best care available.

### **B10: Las Vegas: Using Stand Down as an Outreach and Engagement Tool**

*Shalimar Cabrera, U.S. VETS*

Stand Down, a longstanding intervention for connecting veterans to services, takes on a unique role in Las Vegas. Here, service agencies utilize Stand Down as an outreach and engagement intervention. In this session, learn more about how providers in Las Vegas leverage the good work of Stand Down to better connect to local veterans.

### **B11: Philadelphia: Maintaining a Functional Zero System**

*Roberta Cancellier, City of Philadelphia; Steve Culbertson, Impact Services; Casey McCollum, Philadelphia VAMC*

Some communities have reached a functional zero system, but what happens when you get there? In this session, you'll learn from providers in Philadelphia who built a functional zero system and kept right on serving high need veterans. Come hear more about how they've kept up with demand and how they've built a system that will last.

### **B12: Montgomery County: Reaching Both Definitions of Zero**

*Uma Ahluwalia, Montgomery County Department of Health and Human Services; Amy Horton-Newell, American Bar Association; Kevin Morton, Washington, D.C. VAMC*

Some communities that are engaged in multiple national initiatives have struggled to understand how to measure their system, and which tools to use. While the Federal Benchmarks provide the current gold standard for measurement, there's value added in meeting the "functional zero" definition of other systems. In this session, experts will explain how they achieved the Federal Benchmarks and their Zero:2016 goals.

### **B13: Austin: Landlord Engagement**

*Greg McCormack, Front Steps; Megan Podowski, Caritas of Austin; Bree Williams, Austin Echo*

In communities with limited housing vacancies and high

need, landlord engagement can make or break a successful effort to end homelessness for veterans. In this session, you'll hear from experts from Austin who took on the challenge and got creative around engaging local landlords. Come prepared to gain and share strategies for getting landlords to the table with housing for veterans.

### **B14: NYC: Working with Your Mayor's Office**

*Nicole Branca, NYC Department of Veterans Services; Tori Lyon, Jericho Project*

Across the country, mayor's offices have signed onto the Mayor's Challenge, but their level of engagement from there on out differs by community. In New York City, the Mayor took on the effort to end veteran homelessness with full force, marshalling resources across multiple agencies and dedicating staff and time to serving veterans in need in his city. In this session, experts from New York City will share how an engaged mayor can usher in profound change for veterans in crisis.

## **Track C: Connecting the Dots: Interventions through Coordination**

This new Track, **Connecting the Dots: Interventions through Coordination**, is all about connecting the pieces locally to create sustainable systems to serve every veteran in need, including those who are homeless and those at high risk of homelessness. With a heavy focus on VA programs, this track will take a deeper look at Grant and Per Diem, Supportive Services for Veteran Families, and the intersections and future directions of these core programs. Experts in this Track are ushering in new ways to think about the needs of individual veterans within their communities. These communities form a safety net for veterans, woven together by individual programs and services and partners across Federal, state, and local government. New to this year, you can hear directly from members of the young VSO community about how veterans connect locally with mission-based service opportunities.

### **C1: A Deeper Dive: Digging into the Future of VA Homeless Programs**

*Keith Harris, VA; John Kuhn, VA; Anthony Love, VA; Lisa Pape, VA; Jesse Vazzano, VA*

The Federal goal to end homelessness among veterans necessitates a closely coordinated approach to ensuring all veterans have rapid access to permanent housing, and a spectrum of needed service connections to retain that housing and improve quality of life. These systems must be sustainable yet evolutionary. They must utilize every agency's expertise, but be coordinated as a system rather than a gathering of like-minded agencies. Increasingly, local efforts to achieve these goals rely on close coordination among VA-funded programs targeted to homeless and at-risk veterans. In this session, you will hear from and get to ask questions of the experts within VA who are using data-driven approaches to guide VA funding and resources to ensure veterans always have a safe and stable place to call home. Come prepared to think critically about

how you can evolve your own agency to better match the needs of veterans in your community through a closely coordinated community system.

### **C2: The Bridge Out of Homelessness: Changes to the GPD Program**

*Anne Dunn, VA*

Grant and Per Diem programs across the country provide a valuable connection point and service center for veterans making the transition out of homelessness. In this session, VA experts will share more information about GPD's capacity to shift and change to best meet the needs of a local community, now and over the long term. Learn how community agencies with GPD funds can integrate bridge housing into their GPD model to bring in veterans, who might otherwise be stuck in the limbo of the streets or community shelters, as they wait for permanent housing to become available. Hear how GPDs have successfully lowered barriers to entry to more closely align with a Housing First model, all while maintaining high quality services and program stability. Get guidance on how your GPD can operate these flexible program designs, particularly when used as a "bridge" to permanent housing, through improved connection to local SSVF and CoC funding and programs.

### **C3: Rapid Re-Housing: Co-Enrollment and Coordination between GPD and SSVF**

*Ben Cattell Noll, Friendship Place; Doug Tetrault, TAC; Michael Salois, Volunteers of America Greater Ohio*

The Supportive Services for Veteran Families (SSVF) program provides an invaluable permanent housing resource for any veteran who needs it. Likewise, the GPD program has a long and proven history of providing transitional housing that promotes veteran self-determination and permanent housing outcomes. As many communities have come to see, GPD presents opportunities for differentiated service models that, in coordination with SSVF and other Rapid Re-housing programs, can better accommodate veteran choice and allow for unique service models to meet their needs. This panel discussion will bring together SSVF and GPD providers who have innovative collaborations that avoid duplication of services. Panelists will explore the use of GPD as a "bridge" to SSVF housing placements, where SSVF is or is not appropriate for veterans who have been enrolled for longer periods of time in service-intensive transitional housing, and the community planning processes and practices required to ensure all veterans are engaged and provided a level of choice when working to leave homelessness.

### **C4: Understanding Prevention: Lessons Learned from SSVF**

*John Kuhn, VA; Jesse Vazzano, VA*

So your community has reached a functional end to veteran homelessness... now what? In this session, experts will share some of the directions SSVF grantees can take



TAC consultants provide expert technical assistance for SSVF, Grant & Per Diem, Vets@Home, and HUD-VASH voucher programs – learn more at [www.tacinc.org](http://www.tacinc.org) and on the flyer included with your conference materials!

to tilt services toward prevention and ensure rapid re-housing capacity to meet emerging and remaining needs. We know that rapid re-housing interventions do not solve the challenge of poverty, so now is the time to plan your community's next steps to address the systemic causes of homelessness to ensure veterans not only obtain but sustain their housing stability. Come prepared to think critically about how your community can best use your SSVF resources.

### **C5: Connecting Locally to Build Safety Nets**

*Christina Boardman, Atlas Research; Jessica Cruz, UMOM New Day Centers; Tami Farnum, Community Action Agency; Nicole LaCorte-Klein, Atlas Research*

We know that one of the best prevention tools is stable income to maintain housing security. In this session, experts from research and practice will share strategies for building employment connections with tools for developing and maintaining collaborative partnerships across employment service programs assisting homeless veterans, including the Homeless Veterans Reintegration Program and the Supportive Services for Veteran Families program. Experts will provide a more comprehensive look at the process of service delivery, sharing guidance on how you can use the prevention screening and diversion process as a service to the full veteran family.

## Continue Mission. This time at home.

Your community needs leaders like you. Connect with other veterans to help reduce childhood hunger, mentor at-risk youth and inspire others to serve for generations to come.

Get started at an event near you at [missioncontinues.org/event](http://missioncontinues.org/event)



# CHARLIE MIKE



*Student Veterans of America; Heather Prill, The Home Depot Foundation*

Across the country, we're seeing more veterans reaching out to non-traditional networks for support, but also for engagement with the veterans community and mission of their service. These networks involve health and fitness groups, student associations, advocacy bodies, and community service groups that let them both receive help but also give back. In some cases, these networks may be a vulnerable or homeless veterans' first connection point to needed care, even if they walked in the door to give, not get, support. In this session, you'll speak with several of these agencies to set up that local conduit to care. Make the connection here and bring it back home.

### C8: Serving Minority Veterans

*Ron Armstead, Congressional Black Caucus Veterans Braintrust; Ralph Cooper, Cantwell-Anderson; Wendy McClinton, Black Veterans for Social Justice*

Demographic data has shown that the homeless population, regardless of veteran status, includes a large percentage of African American individuals. This session will review demographic data of the past 25 years, explore and examine baseline information, and provide an assessment of homelessness among black veterans. Panelists will offer a special update on legislative initiatives and Federal agency efforts aimed specifically at addressing both homelessness and health-related issues among African American veterans.

## Track D: Income Maximization: Promoting Housing Stability

The bridge out of homelessness for veterans is cemented by income security, often through competitive employment and benefits. In this Track of sessions, **Income Maximization: Promoting Housing Stability**, come learn more about successful and creative strategies for engaging employers and developing job-driven training to help veterans get and keep better jobs. Community providers, partners from DOL-VETS, VSO representatives, and experts on transitioning service member employment resources will help you build robust and sustainable employment services into your community planning. Go home ready to engage local employment partners in your effort to end homelessness for all veterans!

### D1: Co-Enrollment at an American Job Center

*Cindy Borden, NCHV; Kris Evans, DOL-VETS; Ken Fenner, DOL-VETS; John Rio, Advocates for Human Potential; Maria Temiquel, DOL-VETS*

Every year, thousands of veterans who are homeless are connected to training and employment services through the DOL-VETS Homeless Veterans Reintegration Program (HVRP). This community-based program helps ensure that veterans leaving the streets have income through competitive employment to sustain and maintain housing stability over the long term. Veterans can also be served through the American Job Center system, where

some veteran-specific staff are charged with working with veterans who have Significant Barriers to Employment, including homelessness. In this session, experts from DOL-VETS and the NVTAC will share creative practices to ensure co-enrollment for veterans in both the American Job Center and HVRP.

### D2: Creative Employment Service Providers and Programs

*Henry McAllister, Friendship Place; Adam McManamy, The Salvation Army; Carol Salter, Easter Seals*

Experts in this session will help you develop a new approach to engaging employers and veterans of all ages. Participants will learn how to build a direct relationship between the employees and employer in ways that meet the needs of both. Learn more about person-centered services and an employment process that prioritizes the job-seeker's interests, preferences, and talents rather than the labor market alone and does not require participants to navigate through extensive prevocational assessments and trainings but emphasizes employment. Find out about the Senior Community Service Employment Program (SCSEP) for veterans over 55 and how you can co-enroll veterans for successful paid training leading to employment.

### D3: IPS Supported Employment

*Stacy Smith, NC Department of Health and Human Services*

For many veterans, employment is an essential component of stability, providing both a source of income, and a sense of empowerment and contribution to society. IPS Supported Employment is an evidence-based model for helping individuals with severe mental illness return to competitive employment. Competitive employment rates for participants in programs that use the IPS model are two to three times higher than those in control groups. In this session you'll learn the principles behind IPS and explore effective job development strategies to take your employment services to the next level.

### D4: Modernizing Homeless: Techno-Socially Connected Homeless Veterans

*Dee Albritton, Fast Forward; Brenna Berdnardin, Fast Forward*

Now more than ever, all people, including veterans who are homeless, are connected through technology. Technology is evolving, but so are scams, and teaching this vulnerable population is increasingly important. This workshop will help you inform veterans about the pitfalls and benefits of technology, and experts will share free resources to stay safe online and to access training.

### D5: Benefits Assistance: Partnering with local VSOs

*Shurhonda Love, DAV; TBD, The American Legion*

Housing stability for veterans moving off the streets requires some level of income security, through a combination of employment and benefits payments. Across

the country, your local Veteran Service Organizations can help veterans with the benefits application process. These VSOs provide a connection point to the military and veteran community through safe and inclusive spaces. In this session, learn more about the local community networks of VSOs The American Legion and Disabled American Veterans, get strategies for engaging locally, and get ready to create new partnerships when you get back home.

### D6: Creating Better Job-Driven Employment Programs

*James Beamsderfer, Prudential Veterans Initiatives; Dave Lopez, Swords to Plowshares; Mary Ann Profeta, Working Wardrobes*

This session will help you transform how you engage employers. It's time to move away from brokered training models of the past. Come learn how to engage employers through their commitment and participation on developing customized Employer Driven Curriculum (EDC) Training Programs that will meet their workforce needs, provide them with the ability to train for specific positions within their companies, select top candidates to their liking, and investment in On-the-Job-Training, internships, and paid stipends. Experts will share how to develop relationships with small, medium, and large companies to enable a constant flow of job opportunities for veteran clients, providing volunteer opportunities to involve the local community, and attracting the attention of donors to provide additional funding for the larger mission of connecting all veterans to employment with dignity. Learn more about collaboration ideas and challenges involving "partner" agencies as well as the local "competition."

### D7: Using SOAR to Expedite Benefits Processing

*Jen Elder, Policy Research Associates*

Social Security disability benefits are critical sources of income for veterans with disabling mental or physical health conditions, and lead to increased housing stability and improved healthcare outcomes. SSI/SSDI Outreach, Access and Recovery (SOAR) is a federal program sponsored by the Substance Abuse and Mental Health Services Administration (SAMHSA) to increase access to disability benefits among people who are experiencing or at-risk of homelessness. Participants will receive materials with guidance on implementing SOAR, a detailed issue brief on SSI/SSDI for veterans, including veterans enrolled in HVRP, and information about linking with their state or local SOAR programs.

### D8: Benefits to Hiring Veterans: Strategies and Resources for a Successful Transition

*Baron Hignite, Interactive Government Holdings; Terry Hughes, NVTI; Michael Sanders, Interactive Government Holdings*

Some prospective employers don't understand the value military training/experience brings to a company, but a military background can be invaluable proof that you already have qualities an employer desires, including leadership

skills, performance under pressure, and a respect for procedures and mission. Experts in this session will share strategies for successful transition, including resources from the American Job Centers, Employer Support of the Guard and Reserve (ESGR), the Yellow Ribbon Reintegration Program (YRRP), and Hero to Hired (H2H). These programs and services provide a web of resources to assist veterans in a successful service to civilian transition.

### D9: Money Management and Budgeting Tools

*Ray Pennie, ClearPoint Financial Solutions*

Service providers working with veterans who get a first paycheck after a long time without income know the next challenge that veteran will face: money management. For young veterans stepping in your door for services for the first time, money mismanagement is often a factor in their homelessness or homelessness risk. The good news is experts have stepped in to help, creating tools and products to help you talk to veterans about their financial stability. In this session, these experts will share some strategies, tips, and tools with you to help the veterans in your programs better manage their money.

### Track E: Legal Barriers to Housing Stability

This year's Conference is all about connecting non-traditional partners into your local system of services, and this Track, **Legal Barriers to Housing Stability**, will arm you with the tools to meet the major legal needs of veterans in your programs. Not sure how to engage local lawyers? Heard of treatment courts and jail diversion programs, but not sure how to get one started or connect to one in your community? At a loss for how to help a veteran with consumer credit issues or needing family law services? Experts in this track will dig into all of this and more.

#### E1: Engaging Attorneys, Developing Programs to Utilize Local Legal Resources

*Renato Izquieta, Legal Aid Society of Orange County; Sara Sommarstrom, MACV*

In this introductory session, come learn the basics of engaging attorneys in your local community. Expert panelists will share strategies for developing programs to best utilize local legal resources and expertise. They will give you guidance on how to find help when you cannot find a lawyer. Come learn more about the American Bar Association's Commission on Homelessness and Poverty, and the work being done around the country to connect veterans who are homeless to needed legal services.

#### E2: Innovations for Justice Involved Veterans: Diversion, Early Release, and Reentry

*Sheriff Craig Apple, Albany County; Richard Caines, New Directions; John Downing, Soldier On; Renato Izquieta, Legal Aid Society of Orange County; Christi Moore, New Directions; Sara Sommarstrom, MACV*

Veterans involved with and exiting from the criminal justice system are at particularly high risk of homelessness.

This session will introduce three models that are successfully addressing common re-entry challenges. Presenters will discuss how to provide programming and support to incarcerated veterans to lower recidivism rates and prevent homelessness, how Grant and Per Diem providers can partner with jails to arrange for early release with comprehensive case management, treatment and placement in permanent housing, and how partnerships with law enforcement and the courts can divert veterans from the justice system altogether and reduce the collateral consequences of court-based fines and fees. Panelists will also provide guidance on how to assist veterans with fugitive felony warrants.

#### E3: Innovative Partnerships to Embed Lawyers: Identifying and Addressing Legal Needs

*Renato Izquieta, Legal Aid Society of Orange County; Darren Pruslow, Connecticut Veterans Legal Center; Samuel Strike, Friendship Place*

Legal services outreach traditionally utilizes methods that require the client to identify the appropriate provider in their community and request services. The presenters in this session represent programs that have employed alternate ways to identify and serve veterans in need of legal services through holistic partnerships with medical, child support, housing providers, re-entry programs, probation, public defender's office, court supportive services, judiciary, county bars, etc. Participants will learn what makes these innovative partnerships effective, how to foster similar relationships with key stakeholders, and ultimately how to develop a framework for replicating similar programming in their communities.

#### E4: Family Law and Child Support: Preparing Your Clients for Court

*Renato Izquieta, Legal Aid Society of Orange County; Sara Sommarstrom, MACV*

Representation for family law matters is one of the largest unmet needs in the legal system. This session will explain why finding representation can be such a struggle and what options exist for supported self-representation. While laws differ state to state, the presenters will provide a broad overview of the terms and theories that are common to family law actions across the country, provide tips on how to identify state-based resources, and explain how you can assist your clients as they navigate the system and prepare for court.

#### E5: Credit Reports and Consumer Debt Defense

*Tony Camilli, Consumer Financial Protection Bureau; Katie McGovern, Pine Tree Legal Assistance; Wendy Weinberg, Consumer Financial Protection Bureau*

This hands-on session will equip advocates, case managers, and providers to assist clients with addressing credit report issues and responding to debt collection. Federal and state laws protect consumers from abusive debt collection practices and protect many sources of benefits from consumer debt collection. Presenters will tell you

what you need to know to assist your clients and how to connect to appropriate resources. This session will also cover free access to credit reports and your right to challenge incorrect or incomplete credit reports.

### Track F: Data Integrity and Getting to Goal

We know that serving every individual veteran who comes into your program is your first priority, but tracking your progress can help your community decide how close you are to declaring a functional end to veteran homelessness, what steps you still need to take, and what you need to ensure long-term system stability. In this Track, **Data Integrity and Getting to Goal**, you'll learn strategies for assessing how well you are integrating resources into a community-focused network and how able your system is to provide affordable housing resources for all veterans who are accessing (and will access) your system. Learn more about the development of the Federal Benchmarks, the demystification of the Federal Benchmarks review process, tools to help you measure your system, success strategies from Zero:2016 and 25 Cities Communities, and emerging data sharing trends and tools.

#### F1: Lessons from the Federal Criteria & Benchmarks Review Process

*Tom Albanese, Abt Associates; Beverly Ebersold, USICH; Emily Gargiulo, HUD; Anthony Love, VA; Joe Savage, USICH*

Helping every individual veteran who walks in your door or meets your outreach workers on the streets and in shelters is paramount, but how do you know when your community has achieved a functional end to homelessness among veterans, according to Federal criteria and benchmarks? In this session, a cross-agency gathering of experts will share their insights on the Federal criteria and benchmarks review process and share lessons learned from communities that have achieved the goal and those still working towards achieving the goal. You'll hear insights from behind the scenes and what happens when experts look into your community's application to declare a "functional zero" system. Experts will talk about what they measure when a review is conducted and how they look to ensure your system has the long-term capacity to serve veterans long after you reach your first goal. Getting to functional zero is an important step in building a stable and sustainable community-wide system. How close are you?

#### F2: Tools from the Federal Benchmarks

*Tom Albanese, Abt Associates*

After learning more about lessons learned and the process for getting your community confirmed by Federal partners once you achieve the Federal criteria and benchmarks, come to this session to learn about specific tools that have been developed to support your community's effort to measure and document your system and help guide veterans toward housing and stabilization supports.

These tools have helped communities just like yours focus efforts on creating a master by-name list, utilize case conferencing effectively, as well as measure and document progress. Don't reinvent the wheel... come learn about tools and ways to speed up efforts to end homelessness among our veterans!

#### F3: Lessons Learned from Zero:2016 Communities

*KO Campbell, Community Solutions; Aras Jizan, Community Solutions; Linda Kaufman, Community Solutions*

In Zero:2016 communities across the country, local partners are working together to reach their goals, creating systems that can house more homeless veterans monthly than remain homeless on their streets, shelters, or transitional housing programs. In this session, we will share the secret to that success. Ingredients like having a gold-standard By-Name List of all veterans experiencing homelessness, building and scaling a Coordinated Entry System community wide, and accelerating housing placement efforts where processes are stuck and taking too long. Experts will talk about (and brainstorm additional ideas with you) how local providers, including GPDs, can align all programs as community asset to achieving this goal.

#### F4: Making Data Systems Talk

*Karen DeBlasio, HUD; Keith Harris, VA*

Across the country, communities are overcoming incredible institutional, systematic, and philosophical hurdles to work more closely together in service to veterans in need. This incredible progress is a testament to the dedication of all local partners with a role to play, but data sharing often presents an obstacle that stymies progress and action – delaying veteran connection to needed services and coordinated care. In this session, experts from HUD and VA will share guidance for pursuing better data sharing agreements and arrangements with your local agencies, including within VA and HUD-funded agencies. They'll also share how data is being coordinated at the national level to help drive local planning and resourcing.

#### F5: Trauma Informed Care

*Kathleen Guarino, American Institutes for Research*

Rates of trauma in the lives of veterans experiencing homelessness, particularly women veterans, are high. In this session, experts will share strategies for creating service environments that meet the needs of trauma survivors. Learn more about trauma-informed care, a model identified as a best practice for addressing trauma at an organizational level. Experts will share why this approach is critical to serving veterans experiencing homelessness, strategies for integrating trauma-informed care, lessons from organizations that have adopted this approach, and unique considerations for serving women veterans. Participants will learn how a trauma-informed approach can enhance service delivery to veterans. Come learn how to identify steps you can take to adopt this approach.

## F6: VOA Study: Assessing Improvements in the Quality of Life of SSVF Clients

*Anyah Hoang, Volunteers of America Mid-States; Caroline Meehan, Volunteers of America; Jessica Meyerson, Volunteers of America*

Since January 2015, Volunteers of America (VOA) has been piloting a study to assess the self-reported quality of life of veterans participating in the SSVF program using a validated research survey instrument, the Flanagan Quality of Life Survey. The Flanagan survey assesses quality of life in 16 areas, including material comforts, health, employment and education, familial and social relationships, and connection to community. In this session, experts from VOA will share some of the first-year results of this study, including indications that participants are generally experiencing an improvement in quality of life over the course of SSVF program participation. Experts will discuss key areas for program improvement, including post-program follow-up and supports for families while enrolled in the program.

## Track G: Access to Housing Stability

In October, NCHV gathered experts across the affordable housing development space at the Veterans Access to Housing Summit. Priorities from that Summit are unpacked in this Track, **Access to Housing Stability**, where we'll dig deeper to find new sources of affordable housing financing and strategies for making housing placements more successful for veterans through long-term service engagement. Experts will push beyond "Housing Only" and into the true meanings of Housing First, where robust services and a continuous offer of case management and support is paired with immediate housing access without barriers or preconditions. Come explore strategies for leveraging financing and funding tools to build new housing, improving landlord engagement, and utilizing Grant and Per Diem and long-term case management to support better housing placement stability.

### G1: One Stop Shop, No Wrong Door

*Emily Andrade, New Directions; Jamie Cannon, VA; Kirk Johnson, New Directions; Alison Korte, New Directions; Milo Peinemann, New Directions*

We know that the best way to get veterans into stable housing is to work together across local agencies to build a "no wrong door" system. In Los Angeles, the Welcome Center on the West Los Angeles Medical Center was established as a program to offer veteran support, referral services and social activities. In this session, learn how the Center, run by VA staff under CRRC funding and New Directions for supportive services and transitional housing, is setting out a new collaborative care model that can be scaled up in other high-density, urban areas where large numbers of veterans experience homelessness. Experts will share how the Center's model ensures close proximity to mental health treatment, compensation clinic, HUD-VASH and the domiciliary to assist veterans in many

avenues, leading to rapid movement to GPD or other housing within a few weeks. This 24-hour Center has the capacity to serve veterans on a walk-in basis, a model for care that meets veterans where they are and allows for continuous care when they need it.

### G2: Repurposing Federal Land to House Homeless Veterans

*Jim Lavery, VA; Rachael Dietkus Miller, VA*

This presentation will cover key aspects of working with VA, community partners, and other vested stakeholders as part of VA's Building Utilization Review and Repurposing (BURR) initiative. BURR identified unused and underused buildings at existing VA property with the potential to develop new housing opportunities for homeless or at-risk Veterans and their families through public-private partnerships and VA's enhanced-use lease (EUL) program.

### G3: Housing Development and Access in Rural Areas

*Joe Belden, Housing Assistance Council; Tony Hernandez, USDA; David Pennington, Longview Housing Authority*

Developing housing and opening up new affordable housing resources in rural areas requires close coordination, creativity, and targeted outreach to veterans, landlords, local service agencies, and Federal resources. In this session, you'll learn about affordable housing development in rural areas from local experts at the Veterans Integration Program of Longview Housing Authority in Southwest Washington State, USDA, and HAC. Come learn how an in-house employment program and a Landlord Incentive/Rent Success Coordinator help provide services to veterans to locate suitable housing and eliminate barriers to housing.

### G4: The Benefits of Long-Term Case Management

*Bobby Bell, HELP USA; Daniel Farrell, HELP USA; Karen Johnson; Michael Semon, Family & Community Services; Matthew Slater, Family & Community Services*

Panelists in this session will challenge you to think more broadly about the role of case management and the depth of impact you can have on veterans accessing services at your agency. Come learn about HELP USA's Veterans Outreach Project (VOP), which has enrolled and provided intensive case management to service resistant or "disengaged" veterans and their families to assist with employment, benefits, healthcare, and obtaining and stabilizing permanent housing. Experts will show the cost effectiveness of this model, which pairs preventing or rapidly ending homelessness in the near-term with long-term case management to build a strong foundation to prevent homelessness in the long-term. Experts from Family & Community Services, Inc.'s transitional housing programs in Northeastern Ohio will describe how veterans in their program participate in a two-day retreat at a local Native American healing center (Red Bird Center), which addresses issues such as trauma recovery, forgiveness, compassion, violence prevention, community response,

and personal responsibility. Learn how this platform has led to elevated self-evaluation of faith and the sharing and realization of personal spiritual growth.

### G5: Bridge Housing in GPD, A Provider Perspective

*Kimberly Cook, U.S. VETS; Darryl Vincent, U.S. VETS*

Grant and Per Diem programs across the country are looking at their service models to identify ways to better integrate into their community's effort to build a stable system for connecting veterans rapidly to housing. At U.S. VETS programs across the country, GPD has transformed into a bridge to permanent housing, with the vision that all transitional housing is a bridge to permanent housing. U.S. VETS began implementing program tracks within its Veterans In Progress (VIP) transitional housing program in 2014, creating tracks so that any veteran who is in need of transitional housing support in order to achieve permanent housing can receive services tailored to his or her individual needs. In this session, come learn how services can be transformed but remain focused on client choice and with the ultimate goal of securing permanent housing. Learn how to scale up this model in your community through collaboration with other resources such as SSVF, HUD-VASH, and HVRP. Learn how to implement Housing First (not "housing only") in GPD through low-barrier admission, low-demand tracks, and a focus on providing concurrent housing and supportive services with the goal of permanent housing placement and retention.

### G6: Improving Landlord Engagement, Engaging PHAs, and Developing Housing Plans

*Jonathan Chi, PATH; Arica Morgan, Volunteers of America Greater Ohio; Alonzo Peterson, Giving Hope; Shameikia Smith, Volunteers of America Greater Ohio*

You know that a major part of connecting veterans to housing is the relationship between housing providers and local landlords. This session is designed to provide strategies to strengthen the landlord/housing provider relationship that will lead to faster, more stable housing placements for veterans. Experts in this session will share strategies for helping homeless veterans move through the shelter systems, accessing resources and veteran-centric services utilizing agencies throughout the local continuum. This presentation will provide participants an opportunity to take information shared and put it directly into action utilizing real-life scenarios within the group setting.

## G7: Building Permanent Supportive Housing for Homeless Veterans

*Brad Bridwell, Cantwell-Anderson; Deb Burkart, NEF; Joe Caringella, Milner and Caringella; Mitch Milner, Milner and Caringella*

In this session, experts will get in the weeds on how to navigate the affordable housing development space. Learn how to get started and basics of working with affordable housing development funders. Knowledgeable experts will share some best practices and lessons learned, and provide you with case study examples of funded projects providing affordable housing options for homeless and low-income veterans. Expert panelists in this session bring together knowledge on how financing, development, and supportive services come together with strategic partner and funder engagement.

### G8: Implementing the National Housing Trust Fund

*Ed Gramlich, NLIHC; Jim Yates, TAC*

In this session, experts will unpack the National Housing Trust Fund (NHTF), which HUD will be implementing in 2016 with funds being allocated to the states this summer. The National Housing Trust Fund represents a new, important resource focused on creating affordable housing opportunities targeting extremely low-income (ELI) households. The severe shortage of rental housing affordable to the nation's 10.3 million Extremely Low Income (ELI) households (e.g. households with incomes below 30% AMI) is no surprise to veteran service providers and advocates that have long waiting lists for the veterans they serve. This session will provide basic information on the NHTF Program and the range of uses that communities can deploy to create ELI housing opportunities. Come learn more about the implementation process for the NHTF role-out this year and how state financing models are being used to create integrated permanent supportive housing affordable to ELI households, which could help inform state policy and the use of National Housing Trust Fund resources.

# JERALD WASHINGTON MEMORIAL FOUNDERS' AWARD



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.



**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



**2014**

The Home Depot and  
The Home Depot  
Foundation



**2015**

First Lady Michelle  
Obama and  
Second Lady  
Jill Biden



# NCHV AWARDS

Thursday, June 2

5:00 p.m. | Cocktail Reception | Constitution Foyer

6:00 p.m. | NCHV Awards Ceremony | Constitution Ballroom

6:45 p.m. | NCHV Awards Celebration | Constitution Ballroom

All Conference participants will be provided with one drink ticket good for one cocktail, wine, beer, or soda during the Cocktail Reception or Awards Celebration. A cash bar will also be available.

### Thomas Wynn Sr. Memorial Award for Lifetime Achievement

To a person whose career 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.

### Federal Agency Staff Award

To a Federal Agency 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.

### Public Policy Award

To a public policy partner who has displayed a strong commitment to advancing legislation that serves homeless veterans.

# Jericho Project is a Proud Supporter of the National Coalition for Homeless Veterans



Jericho's Veterans Initiative helps hundreds of New York City veterans find stable housing, employment and supportive services every year.

Learn more at [www.jerichoproject.org](http://www.jerichoproject.org).



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Houston: 2600 S. Loop West, Ste. 610, Houston, TX 77054, (713) 666-4796

Fort Worth: 4200 S. Freeway, Ste. 704., Fort Worth, TX 76115, (817) 289-0055

Residential Center: 519 N. Medina, San Antonio, TX 78207

Veterans Enterprise of Texas: 219 Tampico, San Antonio, TX 78207

Website: [www.agif-nvop.org](http://www.agif-nvop.org)

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FAMILY SERVICES

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# FACULTY BIOS

## **Uma S. Ahluwalia, Director, Montgomery County Department of Health and Human Services**

Uma S. Ahluwalia is currently the Director of the Montgomery County (Maryland) Department of Health and Human Services. With nearly 1,600 employees, the Department is one of the largest agencies in Montgomery County and includes Aging and Disability Services; Behavioral Health and Crisis Services; Children, Youth and Family Services; Public Health Services; and Special Needs Housing. The Department's budget for Fiscal Year 2015 was more than \$273 million. Caseloads for the Department in the past four years have risen dramatically as more families and individuals struggle through the tough economy. Ahluwalia holds a Master's in Social Work from the University of Delhi and a Specialist Post-Master's in Health Services Administration from George Washington University. Over a 25-year career in human services, she has progressively moved from case-carrying social work to executive leadership at the state and local levels.

## **Tom Albanese, Senior Associate, Abt Associates**

Tom Albanese is a Senior Associate with Abt Associates and has provided planning, development, and implementation support for housing and homeless programs since 1992. He currently serves as national technical assistance co-lead for the Department of Veterans Affairs Supportive Services for Veteran Families (SSVF) program and as a lead technical assistance provider for the Department of Housing and Urban Development (HUD) Priority Communities and Vets@Home initiatives. Albanese assists a variety of states and localities with homeless system planning and performance improvement, including development of strategies to prevent and end homelessness and adoption of Housing First practices. Prior to joining Abt, Albanese served as Director of Programs and Planning for the Community Shelter Board (CSB) in Columbus, Ohio, and as Associate Director of a diverse family services agency in Northeast Ohio. He has managed both rural and urban Continuums of Care and served as director of homelessness prevention, emergency shelter, and transitional housing programs. Albanese is a Licensed Social Worker in the state of Ohio.

## **Dee Albritton, Executive Director, Fast Forward**

Dee Albritton has worked with the homeless for over 25 years. She has written, received and managed 50+

grants. She has presented at more than 25 national, regional and local conferences. Her articles "The Changing Role of Technology in the Employment Process" and "Creative Responses to Critical Problems" have been featured in Solutions Magazine and in CTCNet and PC Teach It magazines.

## **Emily Andrade, Interim Program Manager, Greater Los Angeles Healthcare System**

Emily Andrade, Interim Program Manager, oversees the Welcome Center located on the West Los Angeles VA campus that opened in 2015. Previously, she has been the Acting Program Manager of the Greater Los Angeles Department of Veterans Affairs Transitional Housing Program, a role shared with Social Work Supervisor Anthony Young. Andrade oversees over 1,400 transitional housing beds across the Greater Los Angeles Healthcare System (GLAHS) catchment area. She has been with the team in Los Angeles since 2012. Prior to working at GLAHS, Emily provided social work services through the Long Beach Department of Veterans Affairs, Transitional Housing programs that provide services to Homeless individuals dealing with the HIV/AIDS epidemic, and has worked with individuals in need of Home Health and Hospice services. Her career has focused on assisting veterans, individuals, and families find and sustain inner strength and empowerment through self-awareness and via community resources.

## **Craig Apple, Sheriff, Albany County**

Sheriff Craig Apple began his career with the Albany County Sheriff's Office in 1987 as a Correction Officer. During the next several years, he climbed through the ranks eventually becoming Sheriff in June 2011. Apple is a graduate of the NYS Law Enforcement Executive Program, a 2001 graduate of the FBI National Academy and a graduate of the John F. Kennedy School of Government, Executive Education. Since taking office, Apple has transformed the Sheriff's Office from a policing agency to a policing and serving agency. Apple and his staff have created and implemented several progressive programs to reduce recidivism and involve the community. Some of the programs include the SOLDIER ON program, which has counseled over 200 veterans with only two returning to jail; the Sheriff's Heroin Addiction Recovery Program (SHARP) to provide treatment to addicts while incarcerated and then releasing them to a treatment facility; the

inmate workforce providing free labor to nonprofits, while teaching inmates to be productive members of society; the Rape Aggression Defense team to help women thwart off an attacker by building their confidence; a team to keep persons with Autism and Alzheimer's safe; and many more programs aimed at community education and preparedness. Apple ran for his second unopposed term for Sheriff in 2015.

## **James Beamesderfer, Vice President, Prudential Veterans Initiatives**

James Beamesderfer is Vice President for Prudential's Veterans Initiatives. He is responsible for the company's internal veterans programs, which includes supporting diversity and inclusion activities, implementing the communications strategy and overseeing philanthropic activity in coordination with internal business partners. In addition, he oversees the VETalent program that – in partnership with the nonprofit organization Workforce Opportunity Services – recruits, trains and hires Iraq and Afghanistan era military veterans. Beamesderfer also plays a key role in expanding the VETalent program and other Veterans Initiatives programs to other companies around the country.

Beamesderfer joined Prudential in 1997. Prior to his current role, he was a Director, Information Systems in Prudential's Individual Life Insurance business where he supported Agency Distribution technology functions such as Customer Relationship Management, marketing and financial planning and provided cross-business support to Group Insurance Affinity Marketing. Prior to joining Prudential, Beamesderfer was a captain in the U.S. Army, serving six years in Infantry units. Beamesderfer has a Bachelor's degree in mechanical engineering from the United States Military Academy at West Point and a Master's degree in business administration from the University of Phoenix.

## **Thomas Bednar, AmeriCorps VISTA, Virginia Housing Alliance**

Thomas Bednar is currently serving as an AmeriCorps VISTA at the Virginia Housing Alliance (VHA), where he is the Veteran & Chronic Homelessness Project Coordinator. He received a Bachelor of Arts in Global Politics and Economics from Washington and Lee University. In his role as AmeriCorps VISTA, Bednar works to highlight and promote best practices throughout Virginia and to coordi-



nate statewide events to bring attention and expertise to housing homeless veterans.

## **Joe Belden, Consultant and Writer**

Joe Belden is a consultant and writer. Until 2015 he was Deputy Executive Director of the Housing Assistance Council, 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* (Sage 1998) and *Dirt Rich, Dirt Poor: America's Food and Farm Crisis* (Routledge 1986). He is a graduate of the University of Texas-Austin and the Baylor University Law School. He also served three years in the Army as a battalion personnel and supply clerk.



**Bobby Bell, MSW, Program Director, Veterans Outreach Program (VOP), HELP USA**

As the program director for the VOP program, Bobby Bell is responsible for programmatic oversight of this important veteran initiative. Bell, a Vietnam era veteran, has spent most of his career (38 years) serving people in need. Bell joined the Army in 1971 and served on the Korean Peninsula with the second infantry division. He has worked in such capacities as an outreach specialist, substance abuse coordinator, and team leader working primarily with people struggling with homelessness, addiction and mental health issues. Additionally, he has worked in various outreach and case management capacities with homeless populations at the Port Authority, World Trade Center and Grand Central Terminal, honing his clinical skills successfully housing some of the most entrenched people among the street homeless population. Prior to coming to HELP USA, he served as the program director of John Heuss House in lower Manhattan, a drop-in center for people experiencing street homelessness. Bell received his Bachelor's degree from Long Island University in 1997 and his Master's degree from Hunter College School of Social Work in 2002.

**Brenna Bernardin, MPH candidate, University of South Carolina**

Brenna Bernardin is a MPH candidate at the University of South Carolina. Her research and practicum center around Homeless Veteran Food Insecurity. She has worked at Fast Forward for 10 years with groups including: homeless veterans, special needs adults, and children. She has presented at over 10 conferences on topics including: Homeless Veteran Food Insecurity, Technosocially Connected Homeless Veterans, free and low-cost resources for small businesses, and creating low cost summer camps for children.

**Christina Boardman, CRC, LMHC, Training Consultant, Atlas Research**

Christina Boardman is a Training Consultant for Atlas Research and is currently working on two initiatives for the VA National Center implementing the new positions

across the nation, Community Employment Coordinator (CEC) and does site-monitoring for Supportive Services for Veteran Families (SSVF) grantee monitoring contracts.

Boardman has been practicing in the field of Rehabilitation for 27 years, specializing in working with adults who are homeless with disabilities, veteran and non-veteran in supported and integrated employment and housing services, directing program services and developing initiatives in the arts. Prior to Boardman's current position, she was a Training Consultant for Atlas Research Homeless

Veterans Supported Employment Programs (HVSEP). She provided one-on-one mentoring and training in job development to veterans who were formerly homeless or at risk of homelessness who were employed as Vocational Rehabilitation Specialist.

**Nicole Branca, Assistant Commissioner and Senior Advisor, NYC Department of Veterans Services**

Nicole Branca is the Assistant Commissioner and Senior Advisor for Housing & Support Services at the NYC Department of Veterans' Services (DVS). She has over 15 years of experience in homeless and low-income housing policy work, most recently helping to lead the effort to end veteran homelessness in New York City. Prior to joining DVS last year, Branca was Deputy Executive Director at the Supportive Housing Network of New York, where she led policy, advocacy and research initiatives to support and expand supportive housing throughout New York State. While at the Network, Branca also co-chaired the NYC Continuum of Care, overseeing \$100 million in federal homeless housing funding and leading the CoC in a number of strategic initiatives to meet federal priorities and increase homeless housing funding for NYC. This included receiving over \$20 million for new permanent supportive housing units, launching the City's first official homeless youth count, developing and funding a pilot rapid rehousing program, and the creation of the CoC Veterans Task Force and the Coordinated Assessment steering committee.

**Brad Bridwell, Director of Community Development, Cloudbreak Communities**

Brad Bridwell is currently the Director of Community Development for Cloudbreak Communities, a special needs housing developer for homeless veterans that has developed over 2400 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. Bridwell served as a key leader in Project H3: Home, Health,

Hope; a local implementation of the 100,000 Homes Campaign, uncovering critical innovations in "Housing First" models for people experiencing long-term homelessness who are medically vulnerable and has played a key leadership role in Project H3 VETS, Maricopa County's initiative to end chronic homelessness among veterans.

In his previous employment as the Arizona Director for U.S. VETS, 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 among other sources. His Homeless Veterans Reintegration Program established in Phoenix led to "Best Practice" recognition by its funding entity, the U.S. Department of Labor, and the National Coalition for Homeless Veterans. Bridwell holds a Master's in Business Administration from the University of Phoenix and a Bachelor's of Social Work from Arizona State University. He has also served as the Board Chair of the Arizona Coalition to End Homelessness and is a Board Member of the National Coalition for Homeless Veterans.

**Mary Beth Bruggeman, Executive Director – Southeast, The Mission Continues**

Mary Beth Bruggeman was commissioned into the Marine Corps in 1999, and spent eight years as a combat engineer. She deployed as a company commander to Kuwait and Iraq during initial operations in 2003. After leaving active duty, Bruggeman worked for iRobot Corporation as their Marine Corps Account Manager. She then spent three years as a fitness and nutrition coach while supporting her active duty Marine husband, with whom she has three wonderful kids.

**Deborah Burkart, National Vice President, Supportive Housing, National Equity Fund**

Deborah Burkart is National Vice President of Supportive Housing for the National Equity Fund (NEF), the largest nonprofit syndicator of low income housing tax credits. Since 1992, Burkart has underwritten supportive housing and, starting in 1998, assisted living investments for NEF's funds. Burkart has assisted in the acquisition and/or underwriting of over \$1 billion in tax credit equity for special needs projects during her 24-year tenure at NEF, including over 4,000 units of housing for homeless veterans in 15 states. She's raised nearly \$4 million in predevelopment grant funding for veterans projects through LISC-NEF's Bring Them HOMES. She is a nationally recognized expert on affordable seniors housing and supportive housing financing and policy. In 2008, she became a NCHV Board member and recently joined CSH's Board. She graduated from Duke University and received Master's degrees in Business Administration and City and Regional Planning from the University of North Carolina at Chapel Hill.

**Amanda Burke, Region III Administrator, Team Rubicon**

In her current position, Amanda Burke is the Region III Administrator at Team Rubicon, where she is responsible for the management of all readiness and response functions in the Mid-Atlantic region. In her previous role with Team Rubicon, she was the National Membership Engagement Senior Associate where she developed the national engagement and wellness strategies that prepared TR members for disaster response operations. Burke served as a Captain in the Marine Corps from 2007-2011, where she served as a Company Commander, Assistant Operations Officer and Platoon Commander at Second Radio Battalion in Camp Lejeune, North Carolina. She joined Team Rubicon after volunteering for Team Rubicon's disaster relief logistics team in the Philippines, following the devastation of Typhoon Haiyan. After serving in the Marine Corps, Burke also worked as an Operations Manager at Target Corporation and as a Senior Consultant at Booz Allen Hamilton. She received her BA in Political Science from Sonoma State University and is currently enrolled as a full-time graduate student at George Washington University.

**Dr. Tom Byrne, Investigator, National Center on Homelessness Among Veterans**

Tom Byrne, PhD is an Investigator at the VA National Center on Homelessness Among Veterans and an Assistant Professor at the Boston University School of Social Work. As part of the research team at the National Center, Byrne conducts research on a number of topics related to homelessness among veterans and VA specialized homeless programs in support of VA's efforts to prevent and end homelessness among veterans.

**Shalimar Cabrera, Executive Director, U.S. VETS – Las Vegas**

Shalimar T. Cabrera, is Executive Director for U.S.VETS – Las Vegas. She has been with the organization since 2003 and manages a residential back-to-work program and oversees the service-delivery of crisis intervention, case management, outreach, employment and residential assistance to homeless and at-risk veterans, as well as the overall operations of three locations in Las Vegas including more than 300 beds of transitional and permanent housing. Prior to becoming the Executive Director, Cabrera was the AmeriCorps Program Director for five years. Since 2004, she has held the role of chairperson of the Las Vegas Veterans Stand Down, a multi-day event providing intensive outreach services to hundreds of at-risk and homeless veterans. Cabrera received a Bachelor's degree in Biology from UNLV in 2001 and a Master's degree in Social Work Administration in 2006.

**Richard Caines, Vice President of Programs, New Directions**

As Vice President of Programs at New Directions, Richard O. Caines has overall strategic and operational respon-

sibility for all program and service areas. Having over 20 years of social service experience, he represents New Directions for Veterans on a local, regional, and national basis. A veteran of the Marine Corps, he oversees the agency's clinical and program staff. Caines also has oversight of the Workforce Development department for the veterans in residence. He has extensive experience in working with disadvantaged populations, including programs specifically designed for homeless veterans. After his military service he returned to United States Trust and Loan and began his career in social services with St. Joseph Center in Venice, California.

**Tony Camilli, Veterans Outreach Coordinator, Office of Servicemember Affairs, Consumer Financial Protection Bureau**

Prior to joining the CFPB Tony Camilli worked in various roles at the Department of Labor (DOL). At DOL he also completed an interagency rotation as part of the President's Management Council. Prior to his work with DOL, Camilli served on active-duty for more than seven years as a Judge Advocate in the Air Force JAG Corps. During his active-duty service, Camilli helped countless Airmen with their personal legal matters, including many Airmen who were victims of unscrupulous financial institutions. Camilli's service took him to all corners of the globe with a deployment to Iraq in support of Operation Iraqi Freedom. He continues to serve in the Air Force Reserve and is assigned to the Office of the Judge Advocate General, where he holds the rank of Lieutenant Colonel.

**KO Campbell, Improvement Advisor, Community Solutions**

KO Campbell works as an Improvement Advisor for Community Solutions. In this role she works directly with communities to build and improve systems to end homelessness. She is part of the 25 Cities Effort and Zero: 2016 campaign teams, where she works intensively with local partners to push toward the goals of ending veteran and chronic homelessness using data-driven interventions. Campbell holds a Bachelor's degree from Pomona College and a Master's in Oral History from Columbia University.

**Jamie Cannon, Assistant Veterans Service Center Manager, West Los Angeles VA Medical Center**

Jamie Cannon, Assistant Veterans Service Center Manager, was the Interim Administrative Director for Community Engagement and Reintegration Services (CERS) on the West Los Angeles VA campus. The program oversees 10 service departments, all working with the primary goal of ending veteran homelessness through the Housing First approach. The Los Angeles area has the largest veteran homeless population in the nation. During her time, Cannon played a role in helping establish the Welcome Center as a central "hub" for those veterans in the most need. She worked closely with New Directions to ensure seamless co-location with VA and supported on-going collaboration to make sure all veterans needs were met

and the program was running smoothly. The open collaboration was the key to the Welcome Center success. Prior to working with the Greater Los Angeles Veteran Medical Center, Cannon worked with the Veteran Benefit Administration (VBA) for over 15 years. Working with VBA, she focused on streamlining the claim process on a national level and has taken a greater focus on homeless claims.

**Evan Cantiello, National Program Director, Back on My Feet**

Evan Cantiello joined Back on My Feet in 2011 after working at an Adolescent Violence Reduction Partnership through Shalom Inc. and Covenant House Pennsylvania, a safe haven for youth 21 and under. Since joining Back on My Feet, Cantiello has served as the Member Services Manager, Philadelphia Program Director, and is now the National Program Director. Cantiello feels incredibly fortunate to have the opportunity work with all program staff members across Back on My Feet to create safe and impactful communities. Cantiello holds a B.A. from Eastern University and M.Ed. focusing on Human Development from Temple University.

**Jonathan Chi, Director of Housing Placements and Employment Services, PATH**

Jonathan Chi joined the PATH (People Assisting the Homeless) Family of Agencies, in Los Angeles, California, in April 2013. He currently serves as the Director of Housing Placements and Employment Services. In this role, Chi provides program oversight and leadership for two supportive service programs that assist individuals and families with obtaining and retaining permanent housing and gainful employment. Chi has been working with those experiencing homelessness for seven years and his background includes working at the largest homeless shelter in Utah, The Road Home, where he provided housing interventions for chronically homeless individuals. Additionally, Chi's work experience in Salt Lake City includes providing medical social work services at the 4th Street Clinic, Wasatch Homeless Healthcare. He holds Bachelor's and Master's degrees in Social Work from the University of Utah.

**Dr. Kimberly Cook, Executive Director, U.S. VETS – Hawaii**

Dr. Kim Cook was born and raised on the island of O'ahu in Honolulu, Hawaii and has dedicated a number of years to serving the veteran community. She received her Psy.D. degree in Clinical Psychology from Argosy University – Hawai'i in 2008 and joined U.S.VETS in 2009 as the facility's Clinical Director. In 2012 she was named as the site's Executive Director, managing facilities and programs which house nearly 850 veterans nightly. As a strong advocate for providing quality holistic wellness treatment, Cook has led her team to developing innovative treatment modalities to the veterans and service members that they serve. After working many years in the non-profit sector with children with Autism, adults with severe mental illnesses, and in the field of chemical dependency,

Cook's professional interests include psychosocial factors of post-deployment, suicide prevention and intervention, diverse and marginalized populations and indigenous healing and cultural practices.

**Ralph D. Cooper, Community & Residential Veteran Services Coordinator, Cloudbreak Houston, LLC.**

Ralph Cooper is Community & Residential Veteran Services Coordinator of Cloudbreak Houston, LLC., the largest developer of Housing for homeless veterans in the nation, President of Brewcoop Business Enterprises, located in Houston, Texas; and past 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 also one of the co-founders of the National Coalition for Homeless Veterans.

**Caroline Crouse, Housing Policy Specialist, Department of Housing and Urban Development**

Caroline Crouse is a housing policy specialist in the Voucher Management and Operations division at the Department of Housing and Urban Development. She specializes in the HUD-VASH and Family Unification programs.

**Jessica Cruz, SSVF Program Coordinator, UMOM New Day Centers**

Jessica Cruz currently serves as the Supportive Services for Veteran Family's (SSVF) Program Coordinator for UMOM New Day Centers. In this role, she provides oversight to the SSVF team and implements the SSVF program for the agency including Rapid Rehousing and Homelessness prevention for veteran families. UMOM's SSVF program specializes in serving high barrier veteran households and has served as a mentor agency for SSVF for the past four years. Additionally, Cruz serves on the 25 Cities leadership team in Phoenix which focuses on ending veteran homelessness. Cruz most recently began working with the Arizona Department of Veteran's Services to provide strategic planning for the Women's Working Group Initiative with a housing focus. Prior to joining UMOM New Day Center, Cruz's portfolio includes program design and implementation, case management and life skills group facilitation for homeless women and families. The common theme between all of her duties is the drive to end family homelessness. Cruz earned a Bachelor of Science Degree in Human Services with a



double emphasis in Mental Health and Substance Abuse Treatment and Prevention, from California State University, Fullerton.

**Steve Culbertson, Director of Veteran and Housing Programs, Impact Services Corporation**

Steve Culbertson is Director of Veteran and Housing Programs at Impact Services Corporation. In his role, he oversees the provision of housing and supportive services to over 150 homeless veterans with a staff of 45 and coordinates development of new housing development for homeless and formerly homeless veterans. He is also the co-chair of the City of Philadelphia's Continuum of Care's Board of Directors which provides oversight and direction to the City of Philadelphia's homeless programs. Most recently, Culbertson has co-facilitated the achievement of reaching "Functional Zero" for homeless veterans in Philadelphia. Culbertson has a long history in affordable housing development in Philadelphia and has been the Executive Director of the Frankford Community Development Corporation and was the founding Executive Director of the Philadelphia Association of Community Development Corporations. Culbertson has a Master's in City Planning Degree from the University of Pennsylvania and a Bachelor's Degree in Religious Studies from Brown University.

**Anthony Deobil, Director of Social Services, The Salvation Army**

For the past two years Anthony Deobil has served as the Director of Social Services for The Salvation Army of East Volusia & Flagler Counties, which declared Functional Zero for homeless veterans in 2015. He has also served in other administrative positions and held management positions in the health care industry. He served at Daytona State College as the Project SPEAK (Suicide Prevention, Education and Knowledge) Coordinator and Fresh Start for Men & CCAMPIS Coordinator. He has held other various ministry positions throughout the Daytona Beach area and has served in full-time ministry as a Licensed



**Jen Elder, National Policy and Partnerships Coordinator, Policy Research Associates, Inc.**

Jen Elder is the National Policy and Partnerships Coordinator for the SSI/SSDI Outreach, Access, and Recovery (SOAR) Technical Assistance Center at Policy Research Associates, Inc. She develops policy guidance and tools for training providers on increasing access to Social Security disability benefits and works with federal partners to incorporate income stability into national policies to end homelessness. Elder specializes in serving veterans with disabling conditions and works closely with the VA's Homeless Programs Office and NCHV to provide technical assistance. Her previous experience includes coordinating street outreach and shelter services for chronically homeless individuals in Nashville, Tennessee and London, England as well as developing organizational policy and training guidelines for emergency shelter staff. Elder is a military spouse and is based at Fort Bragg.

**Tami Farnum, Program Operations Manager, Community Action Agency**

Tami Farnum, Community Action Agency's (CAA) Program Operations Manager for their Housing Programs including their Supportive Services for Veteran Families (SSVF) Program. Farnum studied business administration in college and has worked in the nonprofit field for over 15 years. Farnum is the Regional Coordinator for the Southern Tier Michigan IDA program which serves 14 counties. She has been the Program Operations Manager of the SSVF program at CAA since its inception and has expanded the program into six counties. Farnum is on the leadership committee for the Region 9 Veteran Community Action Team and is a co-chair for the Quality of Life – VCAT Committee. She is a certified housing counselor and an accredited credit counselor. Farnum has assisted communities develop and implement their Homeownership Programs. She served as the Housing Counseling Committee Chair for the Michigan Task Force for Foreclosure Prevention in the first year of its conception.

**Daniel Farrell, LCSW, Vice President of Programs, HELP USA**

Daniel Farrell is the Vice President of Programs at HELP USA, a nonprofit provider with over 40 programs nationwide that provides transitional and permanent housing to this country's homeless and formerly homeless adults and families. Farrell is responsible for multiple transitional housing, shelter and homeless prevention/rapid rehousing programs in New York City, Philadelphia, and Las Vegas with revenues exceeding \$45 million, serving over 10,000 homeless or at risk single adults and families each year.

He is also an Adjunct Professor at the Hunter College School of Social Work, a graduate from the New York Institute for Psychoanalytic Self Psychology and a doctoral candidate of Social Work at New York University. He has published multiple papers on homelessness, most recently a book chapter titled, Relational Theoretical Foundations and Clinical Practice Methods with People Experiencing Homelessness.

**Emily Gargiulo, Performance Analyst, Department of Housing and Urban Development**

Emily Gargiulo is a Performance Analyst in HUD's Office of Strategic Planning & Management, focused on the "Housing as a Platform to Improve Quality of Life" portfolio. In this role, she develops metrics and strategies across HUD's programs, in partnership with federal and private partners, to measure and drive the agency's impact on ending homelessness, promoting health, and creating economic opportunity for residents. Gargiulo was part of the federal groups that developed the veteran criteria and benchmarks released in October 2015 and has since served on the review team of community submissions. Gargiulo has a Master's in Health Policy from Johns Hopkins Bloomberg School of Public Health and Bachelor's in Political Science and Pharmacology & Toxicology from SUNY Buffalo.

**Teresa Gerton, Deputy Assistant Secretary, Department of Labor**

Teresa W. Gerton is the Deputy Assistant Secretary, Policy for the Veterans' Employment and Training at the U.S. Department of Labor. She brings 28 years of service as both an active duty Army officer and a senior civilian leader at the Pentagon. Her 20 years of military service included a variety of staff and leadership positions, including executive officer for the Army's largest battalion, professor of economics at the United States Military Academy, and company commander of a 300-person direct support maintenance company in Germany. Her executive experience encompasses all aspects of defense resource and logistics management, driving process efficiencies and optimizing information systems. Prior to joining DOL she was the ranking civilian at Army Material Command and after leaving DoD she worked for The Cohen Group, a Washington, D.C. consulting company. A graduate of the United States Military Academy, she earned a Master's of Business Administration from Duke University. Her husband is also a retired Army officer and their youngest daughter is a sophomore at the U.S. Coast Guard Academy.

**Brittany Golden, Rapid Rehousing Advocate, New England Center and Home for Veterans**

In her current role as the Rapid Rehousing Advocate at the New England Center and Home for Veterans, Brittany Golden oversees a caseload of 20-25 actively homeless voucher holders seeking housing and works swiftly under a time sensitive deadline to secure permanent housing for them. She is also responsible for coordinating with partnering state and federal agencies such as Veterans Affairs and the local housing authorities for upfront costs,



furniture bank referrals and other resources necessary for move-in. Golden graduated from Northeastern University in 2013 with a dual Bachelor's degree in Criminal Justice and Human Services. She went on to start working with homeless elders at Hearth, Inc. for a year and a half as an Outreach Case Manager. In that role, Golden went into area shelters to assist homeless elders with housing search and stabilization services. She is now a member of the Board of Visitors for Hearth as well as the Department of Transitional Assistance Advisory Board.

**Dr. Vanessa Greer, Advance Practice Nurse**

Dr. Vanessa Greer is an expert Advanced Practice Nurse in the acute care setting. For over three decades she has trailblazed new programs, improving health care access for vulnerable populations, and most recently navigated support and improved outcomes for homeless veterans. Greer developed The Comprehensive Model of Care to improve health care system access to vulnerable individuals and individuals suffering from illness across the continuum care. Greer completed her Bachelor's in Nursing from Loma Linda University, Master's in Nursing Administration and Cardiovascular Clinical Nurse Specialty and Family Nurse Practitioner post-graduate Certification from California State University Fresno, and Doctorate in Nursing Practice from Loma Linda University with a practice focus in the comprehensive care of vulnerable and suffering complex populations. True to practice, Greer believes in and demonstrates in choices, behavior and sacrifice, being consistent in your practice environment engenders trust and support from the people that you work with.

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

Shane Groen is the Special Initiatives Director for the Arizona Coalition to End Homelessness. He currently manages Project H3 Vets, the Arizona Veteran's Stand

Down Alliance, and logistically supports multiple housing first initiatives in Maricopa County. Project H3 Vets has gained national recognition for implementing a number of innovative practices and has housed over 300 chronically homeless veterans to date. Groen is a veteran of the United States Navy and has an MBA in Management from Western International University. Prior to joining AZCEH, he worked in the semi-conductor industry managing logistics.

**Eric Grumdahl, Special Advisor on Ending Veteran Homelessness, Minnesota Department of Veterans Affairs**

Eric I. Grumdahl serves as Special Advisor on Ending Veteran Homelessness for the Minnesota Office to Prevent and End Homelessness and the Minnesota Department of Veterans Affairs. In this role, he leads efforts to end veteran homelessness in Minnesota and supports implementation of Minnesota's plan to end homelessness and the Minnesota Interagency Council on Homelessness, comprised of the heads of 11 State agencies and Governor Mark Dayton's office. He also serves as a member of VA Secretary McDonald's Advisory Committee on Homeless Veterans. He has worked to end homelessness for the past 20 years in various leadership roles in the public and private sector. He was previously Policy Director for the U. S. Interagency Council on Homelessness, Housing Manager for Dakota County, and Director of Information, Evaluation, and Regional Community Relations for Hearth Connection.

**Baron Hignite, National Program Manager, Interactive Government Holdings**

Baron Hignite is a career senior executive who has dedicated his time and efforts to support veteran and employment issues while serving as the National Guard Bureau's Program Manager for their National Employer Support for the Guard and Reserve contract (ESGR) from 2005 through 2015.

Hignite was selected to serve Interactive Government Holdings as the National Program Manager on July 23, 2015. He directs the contract personnel who support the ESGR Program, the Yellow Ribbon Program, and Individual and Family Programs for the 1.2 million members in each of the Reserve Components of the United States Armed Forces in each U.S. State, Territory and the District of Columbia.

Hignite began his military career in 1969 as a military policeman. He graduated from Officer Candidate School and branched Infantry, where he served over 35 years, retiring as a Colonel with his final command assignment as Commander of the 139th Regiment (Combat Arms), Fort Bragg, NC. Hignite was awarded numerous military awards; including, the Legion of Merit, Meritorious Service, Global War on Terrorism and Air Assault Badge. Hignite served in over 40 locations around the world to include Moldova, Saudi Arabia, Italy, Morocco and received the Humanitarian Medal as the Mission Commander for support operations after Hurricane George in Nicaragua.

**Terry Hughes, Director, National Veterans Training Institute**

Terry Hughes is the Director of the National Veterans Training Institute. Prior to joining the NVTI team, he was a member of the outreach wing of Michigan State University's School of Human Resources and Labor Relations, where he developed and delivered training for workforce development and employment practitioners. He is an Army veteran, and has a Ph.D. in Extension, Continuing and Adult Education from Cornell University and a M.S. in Adult and Continuing Education from Johns Hopkins University.

**Brad Hutchison, Program Director, Veterans & Families FIRST, Volunteers of America of Greater Ohio**

Brad Hutchison has been with Volunteers of America of Greater Ohio (VOAGO) for five years, and currently serves as the Program Director for Veterans & Families FIRST, a Supportive Services for Veteran Families (SSVF) program in Cleveland, Ohio. He has previously been responsible for accreditation and quality improvement throughout Ohio for VOAGO's Veterans programs, and has been CARF surveyor for two years.

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

Renato Izquieta is a supervising attorney with the Legal Aid Society of Orange County (LASOC). He started his legal career in with legal aid in 1997. As a legal services attorney he provides assistance to the low-income community with family law, tenant defense, public benefits, consumer matters, IRS tax issues, and a variety of other civil legal matters. He provides direct services to the homeless and veterans through his collaboration with the Orange County's Homeless and Veteran's Court and the ABA. Izquieta sits as a Judge Pro Tem for the Orange County Superior Court. In 2012, Izquieta received the Humanitarian Person of the Year award presented by the Orange County Superior Court, Homeless Outreach Court. Izquieta previously served on the ABA Commission on Homeless and Poverty and with the Coordinating Committee on Veterans Services and Benefits. He now serves on the ABA Standing Committee on Legal Aid and Indigent Defense.

**Aras Jizan, Senior Data & Performance Management Coordinator, Zero:2016, Community Solutions**

Aras Jizan is the Senior Data & Performance Management Coordinator for the Zero: 2016 team, working to support and empower communities to end veteran and chronic homelessness. He is a staunch believer in the transformative power of data-driven decision-making and works to design, create, and implement tools and frameworks that will allow stakeholders to understand, analyze, and improve the work they're engaged in. Prior to joining Community Solutions, Jizan worked on myriad global development projects in analyst positions with Chemonics International and Deloitte. Jizan is an alumnus of Trinity College and The University of Toronto, a proud board

member of the Josh Anderson Foundation, and a mentor with Big Brothers Big Sisters of the National Capital Area.

**Karen Johnson, Team Leader, Supportive Employment Center, HELP USA**

As the team leader at SEC, Karen Johnson is responsible for overseeing case managers and housing specialists that serve 200 homeless men in a shelter setting. Johnson, an Army veteran, served from 1983 to 1986 as a unit supply specialist. Following an honorable discharge, she worked in corrections for many years. Following a period of caring for her mother, Johnson reentered the workforce and continued her education, obtaining her Bachelor's degree from University of Wilmington of North Carolina and Master's degree in Human Services from Liberty University. Johnson moved to Massachusetts and worked with an organization that placed people with developmental disabilities into permanent housing. Upon her arrival, the housing placement rate doubled within three years. Johnson fulfilled her desire to return to New York City and did so in 2015 and found herself in need of housing services, and she was connected to HELP USA's VOP and SSVF programs. With assistance from both teams, Johnson found housing and was offered the team leader position at SEC soon thereafter.

**Kirk Johnson, Bridge Program Supervisor, New Directions**

Kirk Johnson, Bridge Program Supervisor, joined the Army in 1975 after he was kicked out of college because of a scandal involving the basketball team. While in the Army, he played basketball for the Army, but went AWOL for 42 days when he was not able to get work in the Army in his chosen field, as a medic. After he left the Army with a general discharge, he played semi pro basketball in Europe from 1977 – 1990. When he came back to the United States, he started hanging out with the wrong crowd and made choices that led him to multiple stays in prison until 2007, when he went to New Directions. From there, his life changed. He became a leader in the program by example and got his dignity back. Since 2008 he has worked at New Directions, and today plays a central role in the successful implementation of the Welcome Center Bridge Housing. He is known for putting veterans first, for working well with VA staff, and for working closely with adjacent GPD and VASH program staff to support the best possible outcomes for Bridge clients.

**Linda M. Kaufman, National Movement Manager, Community Solutions**

Linda Kaufman is the National Movement Manager for Community Solutions' Zero: 2016. This nationwide initiative has a goal of ending veteran and chronic homelessness. She continues to coach communities and as a



speaker at local and national conferences. Kaufman has worked in homeless services in D.C. since the mid-1980s, most recently as Chief Operating Officer of Pathways to Housing DC.

Kaufman received a Masters of Divinity at Virginia Theological Seminary, is ordained as an Episcopal priest, and ministers at St. Stephen and the Incarnation Episcopal Church in Washington, D.C.

**Alison Korte, Assistant Director of Housing Services, NDVets**

Alison Korte, Assistant Director of Housing Services, has three years of experience in providing supportive services to homeless households and seven years in the social work field. Currently, she oversees NDVets' Supportive Service for Veteran Families Program, which serves more than 400 veteran households per year, as well as the Welcome Center Bridge Housing program, a 35-bed HCHV program, and then a five-person mobile team that targets veterans ineligible for VA Healthcare. She has a Master of Social Work from Loyola University Chicago and is a Licensed Clinical Social Worker, State of Illinois.

**John Kuhn, Department of Veterans Affairs**

John Kuhn has led the development and launch of the Supported Services for Veteran Families (SSVF) program, VA's homelessness prevention and rapid re-housing initiative. SSVF provides approximately \$400 million annually in grants to community organizations assisting homeless and at-risk veteran families. In the past year SSVF helped over 157,000 veterans and their family members find or keep permanent housing. Kuhn has played a lead role in SSVF's community planning efforts, now engaging nearly every Continuum of Care across the country. These plans are designed to build local collaborations designed to rapidly and effectively engage homeless and at-risk veterans and their families, helping them secure permanent



design, customized supported employment, job development and vocational rehabilitation for persons who are experiencing homelessness. She holds a Master of Arts degree in Rehabilitation Counseling from New York University.

**Matt Leslie, Director of Housing Development, Virginia Department of Veteran Services**

Matt Leslie is the Director of Housing Development for the Virginia Department of Veterans Services (VDVS). Leslie is responsible for statewide coordination in addressing veteran homelessness and housing issues. He assists communities to collaboratively develop and enhance systems through partnerships with local, state, and federal entities, including coordinating with six Veterans Affairs Medical Centers that serve Virginia veterans. With the support of Governor Terence R.

McAuliffe, these efforts led to Virginia becoming the first state to meet the federal criteria of functionally ending veteran homelessness. Leslie co-chairs the Governor's Coordinating Council on Homelessness Veterans Sub-committee composed of three federal agencies, seven state agencies, and members of local homeless Continuums of Care that provides state level planning to align and coordinate priorities and resources for homeless veterans. Before joining VDVS, Leslie worked at the Virginia Department of Housing and Development (DHCD) as both a Homeless and Special Needs Program Administrator and a Housing Policy Analyst. Leslie has his Bachelor's in Geography from James Madison University and a Master of Social Work (Policy and Planning) from Virginia Commonwealth University.

**Dave Lopez, Associate Director of Programs and Operations, Swords to Plowshares**

Dave Lopez serves as the Associate Director of Programs and Operations at Swords to Plowshares, and oversees the Supportive Services Programs that include the Employment & Training Services Units in San Francisco and Oakland, the Front Line Drop-in Health and Social Services unit and three Supportive Services for Veteran Families (SSVF) Programs.

Lopez contributed to strategic planning for the launch of the 25-Cities initiative, the Coordinated Assessment and Referral Tool, the CAHP System as well as the coordination of SSVF services within the CoC's that the two Priority 1 SSVF Programs operate in. He is responsible for ensuring that the comprehensive services at Swords are integrated and meet the needs of veterans. Lopez also oversees the agency's HMIS data standards and integration in coordination with their IT Department. At last year's 2015 National Coalition for Homeless Veterans (NCHV) Conference in Washington D.C., Dave was awarded the "Unsung Hero Award;" in recognition for his personal dedication to the campaign to end veteran homelessness in the United States.

housing. Prior to working with SSVF, for several years Kuhn authored the VA's CHALENG Report, a community assessment on the needs of homeless veterans.

Earlier in his career, Kuhn led VA homeless programs in New Jersey developing innovative employment, housing, and treatment services. He received local and national recognition for this work including Mutual of America's Community Partnership Medal and acknowledgement by the former Chairman of the House Veterans Affairs Committee who had the Flag of The United States flown over the Capitol in his honor. Kuhn has a BA from Brown University, a M.S.W. from Columbia University and a M.P.H. from Rutgers University. He has been working with the homeless for over 20 years.

**Nicole LaCorte-Klein, Training Consultant, Atlas Research**

Nicole LaCorte-Klein has been practicing in the field of rehabilitation for over 20 years. For Atlas Research she serves as a staff Training Consultant for the Department of Veterans Affairs Community Employment Coordinator Positions as well as the Department of Labors HVRP program. In this role she is responsible for providing mentoring and training in developing community resources/community of practice, motivational interviewing, and engagement strategies with employers as well as homeless and vocational staff within VA Medical Centers. LaCorte-Klein has also developed employment programs in organizations that provide supportive housing, vocational rehabilitation and mental health services to persons experiencing homelessness, substance abuse, living with disabilities and/or in poverty. She is well versed in Customized Employment (CE) practices and has done private consulting for agencies who have utilized CE as part of their service delivery model. LaCorte-Klein has trained professionals working for state vocational rehabilitation agencies and CBOs on various topics including leadership skill development for managers, integrated program

**Anthony Love, Director of Community Engagement, Homeless Programs, Department of Veterans Affairs**

Anthony Love serves as the Senior Advisor and Director of Community Engagement for the Department of Veterans Affairs, Veterans Healthcare Administration, Homeless Programs. In this role, he develops and implements strategies to improve VA's engagement with federal, state and local agencies, communities and other interested stakeholders to ensure every resource is available to veterans needing to exit homelessness. He also provides timely and insightful advice to the Director of VHA Homeless Programs on operational and strategic opportunities, as well as identifies and recommends best practices related to homeless solutions, community, state and local government engagement as well as facilitates alignment of VHA Operations and Research functions.

Love previously served as Deputy Director for at the United States Interagency Council on Homelessness (USICH), where he was responsible for coordinating the state and local work of the Council and serve as the lead on veterans issues for the Council.

Love has 20 years of experience in homelessness and poverty issues. He was Site Director for the nonprofit U.S. VETS' Houston office. During his leadership there, US VETS Houston became the largest provider of housing and support services to homeless veterans in Texas, providing housing and services to more than 20,000 homeless veterans.

Before leaving Houston for Washington, D.C., Love served as President and CEO of the Coalition for the Homeless of Houston/Harris County, the principal agency for the Homeless Continuum of Care for a county of almost four million people. Under Love's leadership, the community developed and unveiled its first Strategic Plan to End Homelessness, coordinated one of the largest one day outreach and rapid rehousing initiatives in the state of Texas and increased its annual HUD homeless allocation from \$14 million to \$20 million.

Love earned a Master's of Arts Degree in Public Administration from the University of Missouri Kansas City.

**Shurhonda Love, Assistant National Legislative Director, Disabled American Veterans**

Shurhonda Love, a service-connected disabled veteran, was appointed Assistant National Legislative Director of the nearly 1.3 million-member DAV on Aug. 12, 2015. From the DAV National Service and Legislative Headquarters located in Washington, D.C., Love works to support and advance federal legislative goals and policies of the DAV to assist disabled veterans and their families, and to guard current benefits and services for veterans from legislative erosion. A native of Dallas, Texas, Love enlisted in the Texas Army National Guard in 1990. She joined the Regular Army in 1995 and served as a medic until she was discharged as a result of service-connected disabilities in December 2002. Love joined DAV's professional staff as a national service officer trainee in 2008 at the

Montgomery, Alabama, National Service Office. In 2011, she was promoted to assistant supervisor of the National Service Office in Salt Lake City, Utah. The following year in October, she was appointed supervisor of the New Orleans, Louisiana, National Service Office, where she served until her appointment to the national legislative staff.

**Sarah Lyons, Program Manager, New England Center and Home for Veterans**

Sarah Lyons has been working at the New England Center and Home for Veterans since September of 2013, in the Safe Haven Program. Lyons graduated with a Master's Degree in Rehabilitation Counseling from Assumption College and is a Certified Rehabilitation Counselor. Lyons has been managing the Safe Haven Program for two years. Prior to this Lyons was working at the Addiction Treatment Center of New England. Over the past several years she has gained experience and knowledge working in the field of addiction services, most recently with a focus on harm reduction and housing first models for homeless veterans.

**Henry McAllister, Friendship Place**

Henry McAllister brings many years of experience in direct services, administration, organizational transformation, and development, for organizations providing employment services. McAllister majored in psychology at the University of Baltimore, and Employment Development at VCU. He is a member of The Employment Champion Round Table and NAWDP ( National Association of Workforce Development Professionals). Finding his passion in supported employment and employment development, McAllister went on to work with a diverse employment population (mentally ill, developmentally disabled, substance abusers, and the homeless veteran population). McAllister has helped numerous individuals achieve their employment goals through PASS (Plans to Achieve Self Support) and DORS (Department of Rehabilitation Services) Rise Program.

**Katherine McGovern, Attorney, Pine Tree Legal Assistance**

Katherine McGovern joined Pine Tree Legal Assistance, Maine's statewide legal services provider for low-income people, in 2001 as a Coffin Fellow. PTLA provides high-quality, free legal assistance to individual low-income clients and also addresses the long-range barriers to justice affecting low-income people in Maine. As a Coffin fellow, McGovern represented victims of domestic violence in family matters and protection from abuse cases. Currently a staff attorney, she handles a high volume of housing, public benefits, and consumer matters. She received her J.D. from New York University School of Law in 2001 and her B.A. summa cum laude from Colby College in 1997. McGovern served from 2012 to 2015 on the American Bar Association's Commission on Homelessness and Poverty.

**Adam McManamy, Veteran Employment Services Specialist, TSA Haven**

Adam McManamy is currently serving transitioning veterans in the Greater Los Angeles Area. He has been a key part of the Veteran Employment Services Program for TSA Haven located in West Los Angeles at one of the largest VA campuses in the country. The program has received HVRP funding since 2009 and been a Seal of Distinction recipient from the Call of Duty Endowment since 2013. As a key part of a routinely successful strategic veteran services program and a high number of veteran success stories to his name, McManamy has shown an expertise in identifying, communicating, and resolving obstacles some of our veterans face when reintegrating back home. McManamy holds a Master's degree in Guidance and Counseling from Loyola Marymount University and a Bachelor's degree from University of North Carolina at Wilmington in Communication Studies as well as Theatre.

**Jessica Meyerson, Senior Director of Research and Outcomes, Volunteers of America**

Jessica Meyerson serves as Senior Director of Research and Outcomes at Volunteers of America's National Office in Alexandria, Virginia. In this role, she is responsible for overseeing the day-to-day operations of the VOA's national outcomes project (a multiyear, cross-affiliate initiative to measure the nationwide impact of VOA's programs and services). She also helps to set the organization's national research and evaluation agenda, supports VOA's research-related partnerships, and directs a variety of collaborative, interagency research projects.

Prior to joining Volunteers of America in early 2013, Meyerson spent five years serving as a senior Research Scientist at the Amherst H. Wilder Foundation in St. Paul, Minnesota, where she specialized in developing and evaluating evidence-based programs for the homeless, low-income children and families, and other vulnerable populations (including veterans, individuals struggling with incarceration and addiction, and older adults.). While working at Wilder, Meyerson also helped to found Minnesota's Statewide Collaborative to Support Families Affected by Incarceration; served as Chairperson of the Minnesota DHS Alcohol and Drug Abuse Division's Workgroup on Evidence Based Practices; and acted as Co-Training Director for Minnesota's 2012 Statewide Homeless Study. Meyerson holds an M.A. from Princeton University and a B.A. from Williams College, and she is recipient of numerous grants and research awards, including awards from the Mellon Foundation, the Rockefeller Foundation, the U.S. Department of Health & Human Services, and the U.S. Department of Justice.

**Rachael Dietkus Miller, LCSW Health Care for Homeless Veterans Program Coordinator, VA Illiana Health Care System**

Rachael Dietkus Miller is the Health Care for Homeless Veterans Program Coordinator and Supervisor for VA Illiana Health Care System in Danville, Illinois. Miller is a

Licensed Clinical Social Worker and earned both her B.A. in Sociology and M.S.W. from the University of Illinois at Urbana-Champaign. She began her tenure with VHA as a macro-level social work intern in 2010 with the Health Care for Homeless Veterans program. Miller has over 15 years of leadership experience working with local to national nonprofit organizations, and recently completed a 120-day detail as a regional coordinator with the Supportive Services for Veteran Families program office. A native of Danville, Illinois and the spouse of an OIF combat veteran, she has also served as an AmeriCorps member and as an advocacy and human rights fellow with the United Nations.

**Dr. Ann Elizabeth Montgomery, Investigator, National Center on Homelessness Among Veterans**

Since its inception in 2009, Ann Elizabeth Montgomery has worked with the National Center on Homelessness Among Veterans (NCHAV) to develop and implement a research agenda that emphasizes homelessness prevention, interventions to end homelessness among high-need veterans, and the demography, epidemiology, and services utilization of veterans experiencing homelessness. To support VA's initiative to end homelessness among veterans, Montgomery led a team in the development and validation of a universal screen for homelessness and risk among veterans accessing outpatient healthcare at VA facilities and has used veterans' responses to assess risk factors for homelessness, uptake of health and social services, and characteristics associated with persistent and unsheltered homelessness. Other areas of focus include veterans' exits from VA's permanent supportive housing program and the prediction of acute healthcare use and negative housing outcomes. Prior to joining NCHAV, Montgomery conducted research and evaluation in a number of settings with an emphasis on vulnerable populations including persons living with HIV/AIDS, pregnant and parenting adolescents living in poverty, adults with co-occurring mental illness and substance use disorders, persons living in rural areas, and women. Montgomery is currently an Investigator with NCHAV and the HSR&D program at the Birmingham VA Medical Center as well as an Assistant Professor at the UAB School of Public Health.

**Christina Moore, Legal Services and CCQA Manager, New Directions for Veterans**

Christina Moore is the Legal Services and CCQA Manager with New Directions for Veterans. She began working with New Directions in June of 2012 through the Corporation for National and Community Service after completing her LL.M in Human Rights. In her various positions at New Directions, Moore has helped veterans navigate legal resources and has provided advocacy services. Moore has strengthened partnerships with local law firms to provide pro bono legal advice at a monthly legal clinic and also has worked with courts, probation departments, and attorneys in Mississippi, Maryland, Kentucky, and Virginia to request dismissals of old cases so veterans can move forward. In collaboration with the VA GPD program, she

has bolstered services for veterans who benefit from rehabilitative and restorative justice models. She is currently pursuing her J.D. in Los Angeles.

**Kevin D. Morton, Health Care for Homeless Veterans Program Coordinator, Washington D.C. VA Medical Center**

Kevin D. Morton currently serves as the Health Care for Homeless Veterans Program (HCHV) Coordinator at the Washington, D.C. VA Medical Center. Morton began his working career by joining the Marine Corps in 1981. Upon returning home, he completed his Bachelor of Science degree in Health Care Administration. He worked as a manager and coordinator in the health care field for 10 years before returning to Howard University to obtain his Master's Degree in Social Work.

Morton has extensive experience in the homelessness field. He has worked with homeless veterans in the D.C. area for more than 13 years and has provided services in numerous capacities, including Clinical Social Worker, Homeless Outreach Worker, and Grant and Per Diem Liaison. In his current position as HCHV Coordinator he also has been able to establish and grow relationships with community partners, including local and state government agencies, community service providers, private fee basis healthcare organizations, and other Federal agencies.

**Brennan Mullaney, Mid-Atlantic Regional Director, Team Red, White and Blue**

Brennan Mullaney currently serves as the Mid-Atlantic Regional Director for Team Red, White and Blue. A native of Cumberland, Maryland, Mullaney graduated from the United States Military Academy in 2005 and was commissioned as an armor officer. He served with the 1st Cavalry Division based out of Fort Hood, Texas where he held a variety of leadership positions ranging from support platoon leader to reconnaissance troop commander. Mullaney's military service included two deployments to Iraq where he operated in Baghdad, Mosul, and Kirkuk. After leaving active duty in 2010, he continued to serve in the U.S. Army Reserves until 2015. Mullaney holds a Master of Arts in Law & Diplomacy from The Fletcher School at Tufts University and is a member of the Truman National Security Project Defense Council.

**Catherine Nichols, Strategic Operations Manager, Washington State Department of Veterans Affairs**

Catherine "Cat" Nichols is an Army veteran and the Strategic Operations Manager for Washington State Department of Veterans Affairs. Nichols manages 10 WDVA Financial, Transition, & Reintegration Programs to include Homeless Prevention Programs like the Department of Labor Homeless Veterans Reintegration Program, the Veterans Innovations Program, the Transitioning Warrior Program on Joint Base Lewis McChord and the Incarcerated Veterans Reintegration Program. Nichols holds a Bachelor's Degree from Eastern Washington University and began her career in veterans services with Washington State Employment Security where she formerly served

as a Disabled Veterans Outreach Specialist (DVOP). Nichols was honored as Washington State DVOP of the Year by the American Legion in 2010 for her exemplary efforts implementing the Rural Veterans Outreach Pilot Program in Eastern Washington and received the WDVA Distinguished Service Award in 2015.

**Ben Noll, Project Coordinator, Friendship Place**

Ben Cattell Noll is a project coordinator with the Veterans First SSVF program at Friendship Place in Washington, D.C. Cattell got his start in the field as a permanent supportive housing case manager, developing his skills in participant-centered models and kindling his passion for ending homelessness. Now he spends his time with rapid rehousing and homelessness prevention, ensuring that best practices are incorporated at all levels of the Friendship Place SSVF program, coordinating the Friendship Place staff training program, and collaborating with regional SSVF, GPD and other service providers working with veterans experiencing homelessness.

**Dr. Tom O'Toole, MD, Director, National Center on Homelessness Among Veterans**

Dr. Tom O'Toole, MD, is the Director of the National Center on Homelessness Among Veterans and National Director of the Homeless Veterans Patient Aligned Care Team (H-PACT) Program for the U.S. Department of Veterans Affairs. He is a general internist based at the Providence VA Medical Center in Rhode Island. O'Toole graduated from the University of California, Berkeley, went to medical school at University of California, Davis and was subsequently on medical school faculties at the University of Pittsburgh, Johns Hopkins, and Georgetown before joining the Department of Veterans Affairs in 2006. He is also a Professor of Medicine at Brown University. His research for the past 25 years has focused on access to care, health and social service needs and intervention studies for homeless and other vulnerable and disadvantaged populations with funding from VA Health Services Research and Development Service (HSR&D), NIH, SAMSHA, and private foundations. He has published over 70 articles and book chapters on the subject.

**Office of Grants Management and Training, Veterans' Employment and Training Service, Department of Labor**

The Office of Grants and Training provides national leadership, oversight, policy guidance, and technical assistance to the workforce investment system and works collaboratively with other Federal agencies, partners, and stakeholders, to promote a strong economy by building a prepared and competitive veteran workforce. Services provided by these programs help millions of veterans receive workforce preparation and placement services. Included among these programs are:

- Jobs for Veterans State Grants
- Homeless Veterans' Reintegration Program
- Incarcerated Veterans Transition Program
- Homeless Female Veterans and Veterans With Families





- Stand Down Grants
- National Veterans' Training Institute

**Ann Marie Oliva, Deputy Assistant Secretary for Special Needs, Acting Director, Office of Special Needs Assistance Programs, Department of Housing and Urban Development**

Ann Marie Oliva is the Deputy Assistant Secretary for Special Needs, which oversees the Office of HIV/AIDS Housing and the Office of Special Needs Assistance Programs (SNAPS), the office that manages HUD's homeless programs. Oliva has been with the Department and was the Director of SNAPS from May 2007 through July 2014. As Director of SNAPS, Oliva managed a portfolio of over 8,000 competitive and formula grants with an annual budget of over \$2 billion. In her tenure at HUD, Oliva has managed the design and implementation of the \$1.5 billion Homelessness Prevention and Rapid Re-Housing Program and the overhaul of HUD's homeless program portfolio as part of implementation of the HEARTH Act.

**Lisa Pape, National Director of Homeless Programs, Veterans Health Administration, Department of Veterans Affairs**

Lisa M. Pape, LISW, serves as the National Director of Homeless Programs for the Veterans Health Administration (VHA) within 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 ap-

proaches designed to most effectively meet the needs of our nation's veterans who are homeless or at risk of becoming homeless.

**Milo Peinemann, Senior Director of Housing and Public Policy, NDVets**

Milo Peinemann, Senior Director of Housing and Public Policy, oversees all activities related to the operations, financial and capital planning for the Housing First programs at NDVets: permanent supportive housing, rapid re-housing, and bridge housing. He works to assure that as NDVets grows, its services programming is strong and financially sustainable, and that all services are implemented using either innovative or evidence-

based practices. His background includes more than 10 years of experience covering all aspects of low-income housing tax-credits (LIHTC) including originating LIHTC investments, asset management of permanent supportive housing including the leasing and operations of Veterans supportive housing, and real estate project management. He has a Master of Planning from the University of Southern California.

**David A. Pennington, Operations Manager, Veterans Integration Program, Longview Housing Authority**

David Pennington is the Operations Manager of the Veterans Integration Program of Longview Housing Authority which covers four rural counties in southwest Washington State. His experience covers 20-plus years of service to veterans. Pennington is a Marine Corps veteran who served as a Rifleman during Operation Desert Shield and Desert Storm.

Pennington has been working for the Veteran Integration Program since 2011. He started as a case manager for the Health Care for Homeless Veterans Emergency Transitional Housing Program (HCHV/ETH) and Grant and Per Diem Programs. He has since been promoted to VIP Program Operations Manager for the Veterans Integration Program which covers the Supportive Services for Veteran Families, Grant and Per Diem, Transition in Place, and Emergency Transitional Housing Programs.

**Darren Phelps, Vice President of Outreach, Student Veterans of America**

Darren Phelps joined the professional staff of Student Veterans of America in December of 2013. He currently serves in a dual role as Vice President of Outreach, lead-

ing the organization's constituency engagement efforts as well as leading the organization's information technology strategy.

Phelps enlisted in the Marine Corps in March 2003. Attached to what was then H&S Co. 8th Tank Battalion, he deployed to Djibouti, Africa, in support of Operation Enduring Freedom. Phelps holds a Bachelor of Arts degree from the University at Buffalo where he majored in Political Science and Psychology, and minored in Philosophy. He holds a Master of Professional Studies degree in Political Management from George Washington University.

Phelps has a diverse background having managed the operations of small businesses in the retail, construction, and food service industries. He relocated to Washington, D.C. in January of 2012 and has held a variety of roles since, having worked in the nonprofit space, on political campaigns and on Capitol Hill. Prior to joining Student Veterans of America, he pursued his graduate studies and while doing so co-founded the Center for Second Service at George Washington University, the first academic center in the nation designed to train veterans to embark upon careers in public service.

**Megan Podowski, MPH, SSVF Program Manager, Caritas of Austin**

Megan Podowski is the Program Manager for the Supportive Services for Veteran Families (SSVF) Program at Caritas of Austin in Austin, Texas. In this role with SSVF, she oversees the administration of the SSVF grant which includes landlord outreach, housing location, intensive case management, and housing stabilization services targeted to the most vulnerable veterans in Austin and its surrounding counties. Prior to her current position, Podowski worked in housing services for those experiencing chronic homelessness and gained rich experience within different programs and funding sources. Podowski is also an active member of the Austin Homeless Veterans Initiative and she and her direct services team are rapidly working to end veteran homelessness in Austin. She holds a B.S.W. from St. Edwards University and a Master of Public Health with a focus on health promotion and behavioral sciences from the University of Texas – Health Science Center at Houston.

**Mary Ann Profeta, Vice President, The Career Success Institute, Working Wardrobes**

Mary Ann Profeta serves as the Vice President of The Career Success Institute and the VetNet Program at Working Wardrobes, an independent nonprofit organization that empowers men, women, veterans, and young adults to re-enter the workforce and achieve success.

Profeta oversees all career development, training, and special programming for clients, including veterans and their families. Services and targeted grant programs include case management; job search and life skills workshops, resume development and critique, job applications, and job placement assistance with employers; the Career Success Workshop Series; the Financial Literacy Workshop

Series; the Customer Service Training Program; the Workplace Excellence soft skills program; and job training and development programs for clients, volunteer coaches, and staff. In order to facilitate these services, Profeta manages a team of 10 staff members and also recruits and trains a team of professional HR/OD coaches who eagerly volunteer their time. These vital, life-changing services are made available to thousands of clients each year.

**Darren J. Pruslow, Esq., Staff Attorney, Connecticut Center**

Darren Pruslow works as a staff attorney for Connecticut Center (CVLC). CVLC exists to help veterans recovering from homelessness and mental illness overcome legal barriers to housing, healthcare and income. CVLC was the first medical-legal partnership in the country co-located and staffed daily within the VA CT Errera Community Care Center. Pruslow's focus on serving the less fortunate predates his position at CVLC by several decades. Prior to this position, he ran a "low bono" practice representing the working poor. Prior to his legal career, Pruslow worked as a social studies teacher in high-needs district in New York.

In addition to his work at CVLC, Pruslow teaches veterans law experiential classes at University of New Haven and Quinnipiac University School of Law. He is also president of the Connecticut Mediation Association. Pruslow graduated from Quinnipiac University School of Law, has a Master's in Education from Hofstra University, and a Bachelor's degree in sociology from the College of the Holy Cross.

**Michael Salois, Vice President of Program Operations, Volunteers of America of Greater Ohio**

Michael Salois is the Vice President of Program Operations for Veterans Programs at Volunteers of America of Greater Ohio. Salois has been with VOAGO since 2003, starting as the Program Director for the Cleveland Veterans Resource Center, which houses a 54-bed Grant and Per Diem Program, DOL Homeless Veterans Reintegration Program (HVRP), and VA Special Needs Program serving chronically mentally ill homeless veterans. In his current role, Salois has managed the expansion of VOAGO's veterans programs in Ohio and is now responsible for all of VOAGO's veteran programs which includes eight program sites across Ohio. These programs include 190 Grant and Per Diem beds, 13 Healthcare for Homeless Veterans beds, two VA Special Needs grants, three HVRP grants, a Homeless Female Veterans and Veterans with Families (HFVWWF) grant, three VA Supportive Services for Veteran Families (SSVF) grant and a 122-bed domiciliary operated in partnership with the VA.

**Nathaniel Saltz, Interim Executive Director, Minnesota Assistance Council for Veterans**

Nathaniel Saltz has been serving veterans experiencing homelessness as a MACV staff member since 2003. He has served as a direct services Case Manager, Housing Program Coordinator, Program Director, and currently

as the Interim Executive Director. His duties within the organization have included operating and case managing veterans in a VA Grant & Per Diem Transitional Housing program, coordinating 10 annual Minnesota Stand Down events, and statewide rollout and oversight of grant programs. Saltz has also been active with MACV in the community on behalf of veterans. He is currently serving on multiple Homeless Continuum of Care committees and homeless concerns groups. He currently heads an organization with 30 full time staff serving veterans in all 87 Minnesota Counties.

**Michael V. Sanders, Founder and CEO, Interactive Government Holdings (IGH)**

While serving his country in the U.S. Marine Corps, Michael Sanders consistently witnessed mentors, friends and peers experience disappointment and lack of support when trying to transition into a civilian career. After his enlistment, Sanders identified the issues contributing to veteran unemployment and made a commitment to continue serving his country and its veterans by finding a solution to help facilitate the transition from active duty service to successful civilian careers. In 2004, Sanders moved to Washington D.C., where he spent the next few years experiencing the same challenges expressed by his peers. By 2006, Sanders decided it was time to accomplish the commitment he made to veterans in the years prior and founded Interactive Government Holdings (IGH).

In 2015, Sanders' vision became reality when IGH was awarded the Department of Defense (DoD) Family Employer Programs and Policies (FEPP) contract. FEPP is a combination of government programs geared towards Veteran Employment, Reintegration and Family Readiness. The FEPP award sparked a new era for IGH; the company experienced a 1,700% growth in revenue and expanded its office locations to all 50 States, four U.S. Territories and the District of Columbia.

**Susamma Seeley, Chair, Conference Committee, International Association of Emergency Managers**

Susamma Seeley is a Certified Emergency Manager who specializes in the coordination of disaster human services at the state and federal levels. Seeley is a disabled Army veteran and a past chairperson of the New York City Voluntary Organizations Active in Disaster and the Missouri Voluntary Organizations Active in Disaster. Seeley was deployed to many notable disasters including the 2011 Joplin Tornado, and the 2012 Super Storm Sandy response. She is currently serving as the Chairperson of the Conference Committee of the International Association of Emergency Managers - USA Council and is attending the Harvard National Preparedness Leadership Initiative Executive Education Program.

**Michael Semon, Program Manager, Valor Home Summit County, Family & Community Services, Inc.**

Michael Semon is a veteran after serving four years in the Navy immediately after high school. As a Communications Technician, he spent most of his military time at Pearl Har-

bor with the Naval Security Group, under the command of CINCPACFLT. He deployed on submarines, conducting special operations, jumping from one submarine to another. For eight out of 12 months of those next three and a half years he was under water. After his discharge, he became a letter carrier for the Postal Service, and went on to become the Customer Service Analyst, Operations Support Specialist and the Operations Specialist for the Akron District Office. He served at USPS Headquarters as the Operations Specialist, where he assisted in the development and deployment of the now common handheld scanners and barcode systems. When he returned from HQ he served two terms as postmaster and retired as postmaster after 37 ½ years of government service.

In December of 2008, just two short months after his retirement from USPS, he went to work for Family & Community Services, Inc. as the Program Coordinator for the Senior Companion and the Foster Grandparent Programs. Over the next five years he would move on to become the Program Manager and eventually Assistant Program Director. In November, 2013, Semon switched gears and became a Senior Support Worker at Valor Home Summit County, and by May of 2014 he was awarded his current position of Program Manager, overseeing the entire facility.

**Matthew Slater, Director of Veterans Services, Family & Community Services, Inc.**

Matthew Slater is a lifelong Kent, Ohio resident and graduate of Kent State University. Slater has worked in several different capacities for Family & Community Services, Inc, a private nonprofit organization in Northeast Ohio. Slater began his career as a part-time housing monitor at one of Family & Community Services homeless shelters. In less than a year he was promoted to a full-time position administering grants to individuals who were being evicted, had utility disconnects, or assisting homeless individuals and families in obtaining affordable housing. In 2005, Slater was approached by the Executive Director to assist in the development of new programming that would enable Family & Community Services to provide assistance to homeless veterans. This program was realized as a 90-day eight bed emergency shelter called Freedom House. Under Slater's leadership, Family & Community Services veteran programming has grown from one 8 bed 90 day emergency shelter for homeless veterans to over 100 beds of emergency, transitional, permanent supportive housing, and a rapid re-housing and homeless prevention program for homeless veterans. The agency now serves over 500 veterans a year and programming for veterans has grown from one county in Northeast Ohio to eight. Slater has increased the agency's budget for homeless veterans from under \$100,000 to over \$3 million.

**Stacy A. Smith, Adult Mental Health Team Lead, NC Department of Mental Health**

Stacy Smith is the Adult Mental Health Team Lead in the Community Mental Health Section of NC Department of Mental Health, Developmental Disabilities, and

Substance Abuse Services. She has her undergraduate degree in Music Therapy and obtained her graduate degree in Counselor Education from North Carolina State University. She has worked in the field of adult mental health since 1998, in settings that include in-patient and community based settings. She has held roles including: Assertive Community Treatment Team Lead, QI/Training Director, Outpatient Therapist, Psychosocial Rehabilitation Program Director, Senior Case Manager and Creative Expressive Arts Therapist. Smith has worked with the Community Mental Health Section since 2013, initially as an Evidence Based Practice Specialist for ACT, and then transitioning to the Adult Mental Health Team Lead role in April 2015. She has developed and facilitated trainings on ACT, Harm Reduction and IPS-SE.

**Sara Sommarstrom, Vetlaw Director, Minnesota Assistance Council for Veterans**

Sara Sommarstrom currently serves as the Vetlaw Director for the Minnesota Assistance Council for Veterans, working with attorneys and non-lawyers across the state of Minnesota to remove and reduce legal barriers to stability for veterans experiencing homelessness and other life crises. Sommarstrom is a 2005 graduate of the University of Minnesota Law School and recipient of the Excellence in Public Service Award, given to one member of the graduating class annually. After graduation, she served two years as an Equal Justice Works/AmeriCorps Fellow with the Minnesota Justice Foundation (MJF) before joining the staff of MJF full-time as a staff attorney and ultimately program director. She is a member of the ABA Commission on Homelessness and Poverty in addition to serving on several state and local bar association committees.

**Susan Starrett, Senior Program Manager, Corporation for Supportive Housing**

Susan Starrett has over 14 years of experience with homeless programs and system change efforts, including comprehensive knowledge of HUD homeless assistance programs, HIV/AIDS programs, HMIS, and the HEARTH Act, with proven success in project management. Currently a Senior Program Manager for Consulting and Training at CSH, Starrett develops policies and programs to help end homelessness in communities through systems change and capacity building. She provides technical assistance, develops and delivers trainings and webinars, and creates written products for HUD Technical Assistance, HEARTH policy work and other systems change efforts. Prior to joining CSH, Starrett was the Executive Director of the Homeless Planning Council of Delaware, a nonprofit organization whose mission is to prevent and end homelessness in Delaware. Starrett earned a Master's degree in public health from Drexel University and her Bachelor's from the Pennsylvania State University.

**Cassie Streeter, HUD-VASH Supervisor, Minneapolis VA Homeless Programs**

Cassie Streeter, LCSW is a HUD-VASH Supervisor for the Minneapolis VA Homeless Programs. In this role, she

oversees the staff and 583 HUD-VASH vouchers assigned to the area. She is responsible for ensuring that effective services and programs are provided to veterans through the Homeless Programs and developing ongoing collaborations with a variety of community partners. Streeter has worked to end homelessness for the past 12 years. Prior to joining the HUD-VASH team in Minneapolis she spent eight years serving as the Director of Transitional Housing and Homeless Prevention for a HUD funded program in Orange County, California.

**Sam Strike, Legal & Benefits Specialist, Friendship Place**

Sam Strike is the Legal & Benefits Specialist with the Veterans First SSVF program at Friendship Place. In the past couple of years, he has created this unique position to support homeless and vulnerable veterans living in the Washington, D.C. area through a combination of legal support and assistance navigating the bureaucracy involved in applying for benefits. Friendship Place is a multi-faceted homeless services organization that serves hundreds of vulnerable families in the D.C. area. The Veterans First program is a CARF-accredited VA grantee that is a mentor organization to new SSVF grantees and has been recognized for using best practices in the fight to end veteran homelessness.

**Sean Terry, Operations Manager, New England Center and Home for Veterans**

Sean Terry is the Operations Manager of Housing and Stabilization Services at the New England Center and Home for Veterans. In this role, Terry oversees the Housing Services department in charge of making sure all resident veterans have a housing plan in place to align with the City of Boston's plan to end veteran homelessness. Terry has lead the City of Boston's Veteran Initiative, achieved an end to chronic veteran homelessness, and established collaboration among many community providers. Terry also oversees NECHV's Supportive Services for Veteran Families (SSVF) grants, one that covers all of Eastern Massachusetts and another focused on Boston. Terry also participates in surrounding Continuums of Care efforts to end veteran homelessness, including establishing or attending veteran sub-committees and creating by-name lists.

**Douglas Tetrault, Associate, Technical Assistance Collaborative**

Douglas Tetrault is an Associate at TAC where he is responsible for managing a multi-year federal grant with the Department of Veterans Affairs (VA) for its Supportive Services for Veterans Families (SSVF) Technical Assistance (TA) program. In this role, Tetrault manages the planning and implementation of critical TA services, provides direct training and TA to grantees, and contributes to the production of program guidance and tools. Tetrault also supports the management and direct TA efforts for Vets@Home, a HUD TA initiative focused on helping communities effectively end homelessness among veterans. In addition to efforts related to veterans, Tetrault provides technical

assistance related to homelessness and housing more broadly. Tetrault staffs HUD's CoC AAQ and is a Regional TA Coordinator for HUD and is the contact for several CoC's in Michigan and Illinois. He also provides community level support for private and state efforts. Tetrault has over seven years of experience working in the nonprofit sector with a primary focus on issues related to homelessness, permanent supportive housing, rapid re-housing, homelessness prevention and healthcare.

**Marcy Thompson, Senior Advisor, Office of the Deputy Assistant Secretary for Special Needs, Department of Housing and Urban Development**

Marcy Thompson is the Senior Advisor to the Deputy Assistant Secretary for Special Needs at the Department of Housing and Urban Development. In this role, Thompson provides input on major policy areas that affect the Office of Special Needs Assistance Programs and the Office of HIV/AIDS Housing, coordinates efforts related to meeting the goals of Opening Doors, and is the lead on various policy areas, including chronic homelessness. Thompson also works closely with various technical assistance initiatives such as Zero: 2016. She has been with HUD since 2006. Thompson received her Master's in Social Work from the University of Maryland, Baltimore in 2005.

**Michael Tomlinson, HMIS Administrator, Erie County**

Michael Tomlinson has been an HMIS Administrator for Erie County, Pennsylvania for over three years. During this time, he has helped expand HMIS coverage to include non-HUD agencies and importantly, the VA HOMES assessment. He has served on Erie's HOME Team committee and Gaps and Information committee guiding the implementation of coordinated assessment and entry for Erie County. Before HMIS, Tomlinson worked as a research assistant for Keystone Research Corporation assisting in several local and regional program evaluations focusing on homeless projects and education. He is a graduate of Edinboro University with a B.A. in Psychology and a focus on the psychology of creativity, and a member of the Psychology of Creativity Research Group conducting original research on the subject.

**Debra Truchon, Supportive Services Program Coordinator, U.S.VETS – Washington D.C.**

Debra Truchon has been in the social service field for 13 years, 7 of those years have been with U.S.VETS. She completed two terms as an AmeriCorps member with U.S.VETS – Las Vegas and was hired as a case manager serving in the VIP transitional program, chronically homeless program and later became the Program Assistant. During her time in Las Vegas, she graduated with a Bachelor's degree in Social Work.

Truchon worked with a health care for the homeless program in Louisville and learned and applied evidence base practices like Housing First, Trauma-Informed Care, and Harm Reduction to assist individual's transitioning into homes. Truchon earned her Master's degree in Social Work while in Louisville and rejoined U.S.VETS in 2013

as the SSVF Program Assistant. She is now the SSVF Program Coordinator, where she oversees the second largest SSVF program in D.C. She has focused the program on Housing First, client centered, and emergency response focused. Truchon serves on the Veteran Now and GPD Sustainability Committees assisting in planning and implementing strategies to end veteran homelessness.

**Darryl J. Vincent, MSW, CSAC, Chief Operating Officer, U.S. VETS – Hawaii**

Darryl J. Vincent has been with U.S.VETS, for 13 years. As the Chief Operating Officer, he is directly responsible for the supervision of Executive Directors at all 11 sites, along with national administration of the overall operations of U.S.VETS.

As a veteran of the Marine Corps, Vincent has a sincere compassion for the veteran community. He operates from the service model of "any veteran who sleeps on the same streets he/she was once asked to defend is a dishonor to all of us and it is our job at U.S.VETS to work ourselves out of a job." After his military service, Vincent went on to receive his Bachelor's Degree in Human Services, is a Certified Substance Abuse Counselor, and holds a Master's Degree in Social Work from the University of New England.

During Vincent's leadership in Hawaii he was recognized as one of the "10 people who made a difference in Hawaii" in the year 2007. In 2008, he was awarded the "Unsung Hero" award by NCHV. He also served as the Chairperson for the entire CoC from 2010-2013 providing testimony at the state and federal levels to advocate for services for veterans and all homeless population in Hawaii. In 2012, Vincent was one of three honorees at Helping Hands Hawaii annual dinner celebrating his 19 years of work in the social service field. Vincent has been awarded Weinberg AIM for Excellence Award in 2013 and 2015 for Outstanding Achievement in Nonprofit Management.

**Mark Walker, Deputy Director, National Veterans Employment & Education Division, The American Legion**

Mark Walker was appointed to the position of Deputy Director of the National Veterans Employment & Education Division at The American Legion in April 2009. Before this promotion he served as Assistant Director of Veterans Employment & Education Division and National Appeals Representative for The American Legion before the Board of Veterans' Appeals. Walker served in the United States Air Force for five years (1989 – 1994).

As Deputy Director, he maintains a close working relationship with appropriate Congressional committees and subcommittees and prepares, delivers and defends Congressional testimony on subjects germane to the mandates of the National Veterans Employment & Education Commission. Additionally, Walker serves as spokesperson for the National Veterans Employment & Education Commission's homeless veterans initiatives, which includes

aspects of healthcare, counseling, housing, education, training, employment and other issues of concern to the public and private sector constituencies, Congress and the media.

Walker is a member of the George Washington Post #1 of the Department of the District of Columbia; the oldest and most historic Post in The American Legion.

**Michael Wehrer, Supervisor, Homeless Care Team, Erie VA Medical Center**

Michael Wehrer is a licensed clinical social worker, employed at the Erie VAMC as the supervisor of the Homeless Care Team (HCT). Wehrer developed a data sharing process in collaboration with local HMIS, and has recently developed a tracking and alert mechanism to allow VA homeless providers to quickly identify homeless veterans who receive care in at VA Medical Centers.

**Bree Williams, Community Housing Liaison, Ending Community Homelessness Coalition**

Bree Williams is the Community Housing Liaison for the Ending Community Homelessness Coalition or ECHO in Austin, Texas. ECHO is a staffed coalition working to end homelessness Austin/ Travis County by providing dynamic, proactive leadership that engages policy makers and the community. Williams is a Licensed Master Social Worker who focuses on creating and implementing strategies to gain greater access to housing opportunities for individuals and families experiencing homelessness. Most recently, Williams' work has been focused on supporting Austin's Mayor's Challenge to End Veteran Homelessness, wherein Williams and the Austin Homeless Veterans Initiative have been successfully creating unique housing opportunities for veterans and veteran families supported by SSVF and HUD-VASH.

**James Yates, Senior Consultant, Technical Assistance Collaborative**

James M. Yates is a Senior Consultant at the Technical Assistance Collaborative (TAC). He has over 24 years of experience in the nonprofit and public sectors advocating and supporting the development of housing and programs for low-income, homeless and disabled individuals and families. Yates possesses expertise in housing development, real estate finance, community planning, federal programs and regulations, program development and grant writing. Yates has demonstrated expertise in affordable housing real estate finance. Yates also has extensive experience in veterans housing issues and is currently a



Lieutenant Colonel in the Army National Guard. He has performed three overseas deployments in key leadership positions supporting both Operation Joint Endeavor (Bosnia) and Operation Enduring Freedom (Afghanistan).

Over the past 12 years, Yates has provided consultation and technical assistance to federal, state and local governments as well as regarding the development and financing of permanent housing and permanent supportive housing for extremely low-income disabled persons and other vulnerable populations.

**Jim Zenner, LCSW, Assistant Director of Clinical Veteran Programs, Volunteers of America Greater Los Angeles**

Before his military service Jim Zenner was operating several restaurants in the Tacoma/Seattle and became tired of watching his fellow Americans fight for the freedom his family and self were enjoying. Jim Zenner quit his job and enlisted in the Army as an intelligence analyst shortly after the Iraq invasion in 2003 and served in combat operations in Iraq during the surge in '06-'07. Shortly after leaving active duty in 2008 honorably, Jim began the MSW program at University of Southern California where he continued to serve in the US Army Reserve as a combat skills instructor until 2011. Upon completing the MSW program in 2010, Jim was hired by Volunteers of America Los Angeles to develop and operate a 48-bed readjustment facility for Iraq and Afghanistan veterans in Hollywood, California. In September of 2014 he operationalized an innovative veteran peer navigation and care coordination program in Los Angeles and Orange Counties in collaboration with VA, L.A. and Orange County 211, and the USC Center of Innovation and Research that leverages a variety of access portals.

## Platinum Level Sponsors



## Gold Level Sponsors

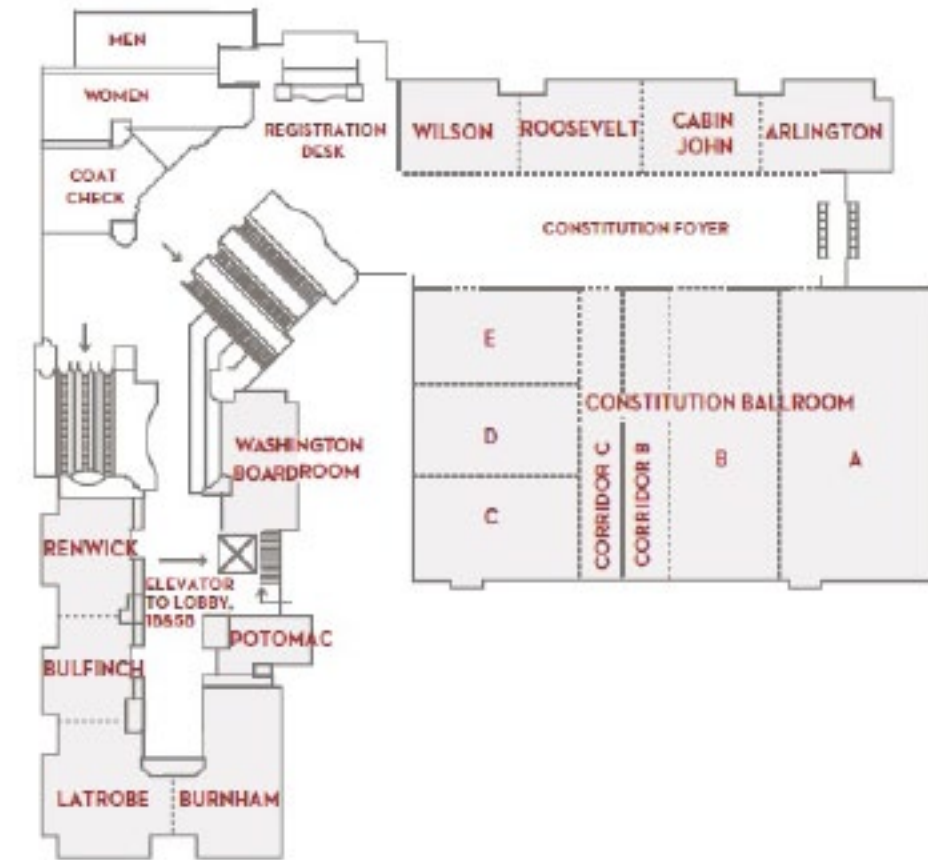


NCHV's corporate partners have played a vital role in reducing the number of homeless veterans by over 75% since 2005.

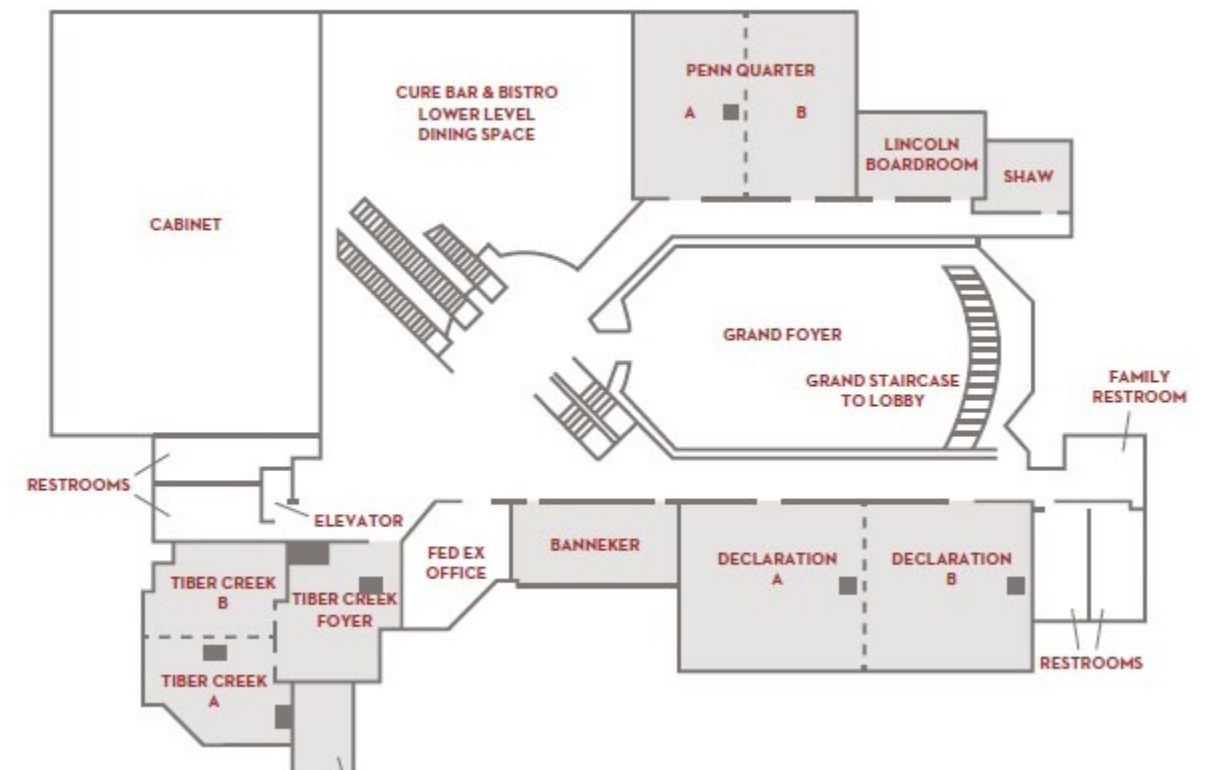
Generous donations from these and other partners provide funds for the following:

- Raising awareness and educating service organizations and communities about homeless veterans and the programs in place to help them
- Providing expert advice and assistance to Congress and the federal agencies involved with homeless veteran issues and service programs
- Leadership in building partnerships between service providers and government agencies
- Immediate notification of government, corporate and foundation grants for homeless service providers
- Bi-monthly newsletter with resources from private and government sources
- Dynamic website - [www.nchv.org](http://www.nchv.org) - updated daily, this is the nation's most comprehensive website on homeless veteran issues and programs
- Legislative alerts and analysis of legislation affecting homeless veterans and service organizations
- Annual Conference in Washington, D.C. and regional conferences on a wide range of topics for service providers
- National toll-free Homeless Veteran Help Line 1-800-VET-HELP

## HOTEL MAP: Constitution Level



## HOTEL MAP: Declaration Level



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