

**PROGRESS. PRACTICE. PERSEVERANCE.**

**2018 NCHV Annual Conference**



**MAY 30 - JUNE 1 | WASHINGTON, D.C.**



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

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

Citi Salutes® supports veteran service 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)

© 2018 Citigroup Inc. All rights reserved. Citi and Citi with Arc Design are registered service marks of Citigroup Inc.



## CONTENTS

WELCOME TO WASHINGTON, D.C. ....	3
SCHEDULE OVERVIEW .....	4
EXHIBITORS .....	6
SCHEDULE FOR WEDNESDAY .....	7
SCHEDULE FOR THURSDAY .....	13
THE 2018 ANNUAL NCHV AWARDS .....	28
THE JERALD WASHINGTON MEMORIAL FOUNDERS' AWARD .....	29
SCHEDULE FOR FRIDAY .....	31
PRESENTER BIOS .....	35
HOTEL MAP .....	49
SPONSORS .....	50





## WELCOME TO WASHINGTON

We are excited to once again gather service providers and other stakeholders from across the country for the 2018 NCHV Annual Conference!

Over the past eight years, we as a movement have made a tremendous amount of **PROGRESS.**

That has been due in no small part to evolving our programs, and embracing new strategies to ensure we are all leaders in **PRACTICE.**

We know that those of us gathered here will continue our collective work to end veteran homelessness with **PERSEVERANCE.**

Share your thoughts, photos, and comments this week tagged #NCHV18



facebook.com/nchv.org



@NCHVorg

## SCHEDULE OVERVIEW

### Wednesday, May 30

- 7:00 a.m. REGISTRATION OPENS
- 7:00 a.m. BREAKFAST
- 8:30 a.m. OPENING SESSION
- 10:30 a.m. PUBLIC POLICY SESSION | VETERAN HOMELESSNESS 101
- 12:30 p.m. LUNCHEON PLENARY
- 2:00 p.m. LEARNING INSTITUTES

### Thursday, May 31

- 7:00 a.m. BREAKFAST
- 8:15 a.m. MORNING WORKSHOPS ROUND 1
- 9:45 a.m. MORNING WORKSHOPS ROUND 2
- 11:15 a.m. MORNING WORKSHOPS ROUND 3
- 12:30 p.m. LUNCH ON YOUR OWN
- 2:00 p.m. AFTERNOON WORKSHOPS ROUND 1
- 3:30 p.m. AFTERNOON WORKSHOPS ROUND 2
- 5:15 p.m. COCKTAIL RECEPTION WITH OUR EXHIBITORS
- 6:00 p.m. ANNUAL NCHV AWARDS CEREMONY
- 6:45 p.m. ANNUAL NCHV AWARDS CELEBRATION WITH HEAVY HORS D'OEUVRES

### Friday, June 1

- 7:15 a.m. BREAKFAST
- 8:15 a.m. GENERAL SESSION
- 9:15 a.m. MORNING WORKSHOPS ROUND 1 | FEDERAL PARTNERS PANEL
- 10:45 a.m. MORNING WORKSHOPS ROUND 2

### Download the 2018 NCHV Annual Conference App!

Go to the app store on your phone and download the "Guidebook" app. Inside the Guidebook app, tap the magnifying glass icon and search for "2018 NCHV Annual Conference" to access the event information.

Wireless Internet provided by Jericho Project:  
**Network - hyattmeeting**  
**Password - nchv 2018**







# PARTNERS To End Homelessness

The Home Depot Foundation is proud to support nonprofit organizations developing affordable housing for veterans through our Veteran Housing Grant program. For more information, visit [thd.co/VHG](http://thd.co/VHG)



We are pleased to have the following exhibitors on hand to showcase their products and services:

- [Advocates for Human Potential](#)
- [American GI Forum National Veterans Outreach Program](#)
- [The Baltimore Station](#)
- [Community Solutions](#)
- [CORT Furniture Rental](#)
- [Mattress Firm](#)
- [VA Crisis Line](#)

Be sure to make time to stop in the exhibit area in Cabin John/Arlington off of the Constitution Foyer to meet their representatives, and learn about their offerings!



WEDNESDAY, MAY 30 | 7:00 A.M.

## Breakfast

*Constitution Foyer*

Our registration area will open at 7:00 a.m. to sign in, and please enjoy breakfast courtesy of NCHV.

WEDNESDAY, MAY 30 | 8:30 A.M.

## Opening Session

*Constitution Ballroom*

**Ruth Christopherson,**  
**Sr. Vice President, Citi Salutes and Citi Community Development**



Ruth Christopherson manages Citi Salutes, a company-wide initiative to support veterans, service members, and their families through dedicated programs, products, and partnerships. Citi Salutes serves the greater veterans community through career opportunities, collaborating with peer institutions, and partnering with leading veteran service organizations in the areas of employment, financial education, and housing.

She also serves as the Citi Community Development Market Manager for South Dakota, working with local nonprofits to create and support programs that ensure economic empowerment and growth for underserved communities in the Greater Sioux Falls region.

Christopherson is a 20-year veteran of Citi, holding a variety of previous positions including Financial Controller for Citi Global Technology, Director of Operations for Citi's Student Loan Corporation and Managing Director of Mortgage Wholesale Originations for CitiMortgage in St. Louis. She returned to South Dakota and assumed the role within Citi Community Development in October of 2009.

She was a member of the South Dakota Air National Guard with over 30 years of service, culminating in attaining the rank of Colonel and holding the position of Chief of Staff for the SD Air National Guard prior to her retirement in 2008.

Christopherson received her Bachelor's and Master's degrees in Business Administration from the University of South Dakota.

**Heather Prill, Senior Manager, Strategic Partnerships and Hometown Giving,**  
**The Home Depot Foundation**



Heather Prill is the Senior Manager of Strategic Partnerships and Atlanta Hometown Giving for The Home Depot Foundation. Prill strategically builds and manages key relationships with national organizations that partner with THDF in the areas of veteran housing, ending veteran homelessness, trades training and disaster response. She also creates strategy for and manages Atlanta Hometown relationships and funding.

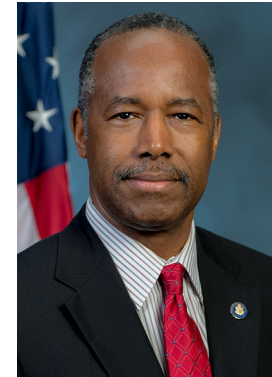
With over 15 years of nonprofit executive leadership experience, Prill's roles have allowed her to focus on community giving and development, nonprofit capacity building, and relationship development with diverse populations. Prior to joining the Foundation, Prill was the Director of Program Investment with the United Way of Greenville County, where she provided strategic direction and guidance to the program investment process as well as capacity building for numerous nonprofits. She served as the Director of the Georgia Commission for Service and Volunteerism, a statewide organization that administers and manages AmeriCorps funding and programming.

WEDNESDAY, MAY 30 | 8:30 A.M.

## Opening Session

*Constitution Ballroom*

**Ben Carson,**  
**Secretary of Housing and Urban Development**



On March 2nd, 2017, Dr. Benjamin S. Carson, Sr., M.D., was sworn in as the 17th Secretary of the U.S. Department of Housing and Urban Development.

For nearly 30 years, Secretary Carson served as Director of Pediatric Neurosurgery at the Johns Hopkins Children's Center, a position he assumed when he was just 33 years old, becoming the youngest major division director in the hospital's history. In 1987, he successfully performed the first separation of craniopagus twins conjoined at the back of the head. He also performed the first fully successful separation of type-2 vertical craniopagus twins in 1997 in South Africa.

Dr. Carson received dozens of honors and awards in recognition of his achievements including the Presidential Medal of Freedom, the nation's highest civilian honor. He is also a recipient of the Spingarn Medal, the highest honor bestowed by the National Association for the Advancement of Colored People (NAACP).

Dr. Carson authored nine books, four of which he co-wrote with his wife Candy. The U.S. News Media Group and Harvard's Center for Public Leadership named him among "America's Best Leaders" in 2008.

Dr. Carson and his wife co-founded the Carson Scholars Fund, which recognizes young people of all backgrounds for exceptional academic and humanitarian accomplishments. The Fund is currently operating in 50 states and the District of Columbia, and has recognized more than 7,300 scholars, awarded more than \$7.3 million in scholarships, and installed more than 150 Ben Carson Reading Rooms around the country.

Born in Detroit to a single mother with a 3rd grade education who worked multiple jobs to support their family, Secretary Carson was raised to love reading and education. He graduated from Yale University and earned his M.D. from the University of Michigan Medical School. He and his wife are the proud parents of three adult sons and three grandchildren.

**Ely Ross,**  
**Director of the Mayor's Office of Veterans Affairs, Washington, D.C.**



Ely S. Ross is originally from Eagle River, Alaska. This third-generation veteran understands the value of a career in public service. Ross enlisted in the United States Marine Corps after high school and attended basic training at Marine Recruit Training Depot, San Diego. Ross was designated as an Aviation Crew Chief on the CH-53D Sea Stallion. He was permanently stationed with Marine Heavy Helicopter Squadron 362 (HMH-362) the "Ugly Angels" located on Marine Corps Base Hawaii, Kaneohe Bay. During his time at HMH-362, Ross held management positions in flight operations, maintenance, and quality assurance. With over 1,300 active duty flight hours, his forward deployments with HMH-362 include Japan, Malaysia, Philippines, the Republic of Korea, Singapore, Thailand, and Iraq during Operation Iraqi Freedom.

After nine years of service, Ross was honorably discharged from the Marine Corps and moved back to the mainland to attend Penn State University's Dickinson School of Law. At graduation, Ross was one of a select number of graduates to be inducted into the Order of the Barristers. After graduation Ross was awarded a Presidential Management Fellowship, and he served in advisory positions with

both the General Services Administration and the U.S. Department of Veterans Affairs. Ross accepted a permanent attorney position with the U.S. Surface Transportation Board where he focused on transportation law, economic regulation, and alternative dispute resolution.

Ross was appointed by Mayor Muriel Bowser to serve as the Director of the Mayor's Office of Veterans Affairs on September 19, 2016. He believes in a community based approach to ensuring that veterans have access to the resources and services they need.



WEDNESDAY, MAY 30 | 10:30 A.M.

## Morning Forums

### Public Policy Session *Constitution AB*

The Public Policy Session is your chance to get up to speed on what Congress and the Administration are doing to support your work at home. We will discuss the appropriations process including Fiscal Year 2018 as well as the upcoming fiscal year, and the legislative landscape of proposed bills in the House and Senate. We will also conduct a deep dive into regulatory changes either proposed or enacted by the Administration over the past year. Presented by NCHV's Policy Director, this session is for you if you are planning advocacy visits on Capitol Hill while you are in town, if you run a program and want to take a close look at regulations, or if you are just interested in the legislative and political process.

### Veteran Homelessness 101 *Penn Quarter AB*

Are you fairly new to working in the veteran homelessness and homeless prevention space, or are you bringing new team members along? This training platform, Veteran Homelessness 101, led by NCHV's TA Center, is back by popular demand to 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 is for them.



### COMFORT

Furniture makes a big difference in supportive housing. Rest assured knowing you'll find the right pieces to fit your budget with us.



### COMPASSION

Needs will change for both you and your clients. We provide a range of flexible options to help you immediately meet those challenges.



### CONNECTION

Service is all about relationships. Trust us to be your partner from initial conversation through delivery and installation.

### FURNITURE THAT HELPS MAKE A DIFFERENCE

Your organization deserves a higher standard of quality than what you'd find in an online search or used furniture outlet. Trust us to tap our range of resources to deliver durable and affordable supportive housing options that work for everyone.

CORT is a proud partner of the following organizations:



For more information, contact Todd Shell at 713.927.3970 or Todd.Shell@cort.com.

©2018 CORT. A Berkshire Hathaway Company.

All furniture is CORT Certified.™

WEDNESDAY, MAY 30 | 12:30 P.M.

## Luncheon Plenary

*Constitution Ballroom*

### Karen Pence, Second Lady of the United States



Karen Pence, wife of Vice President Mike Pence, is a mother, educator, and award-winning watercolor artist. As Second Lady of the United States, Mrs. Pence works to bring attention to art therapy and to the sacrifices made by military service members and their families.

Mrs. Pence dedicated 25 years in the classroom as an elementary school teacher before becoming the First Lady of Indiana in 2013. In her role as First Lady of Indiana, Mrs. Pence created the Indiana First Lady's Charitable Foundation, a 501(c)3, established with the purpose to encourage and support youth and families of Indiana. The Foundation's board awarded over \$600,000 in grants to charities throughout Indiana in three years.

As Second Lady of the United States, Mrs. Pence is committed to raising awareness and educating the public about the mental health profession of art therapy in the United States and around the world. She has observed art therapy programs in Canada, Japan, Germany, Belgium, Indonesia, Australia, South Korea, and across the United States.

Mrs. Pence is the honorary chair of the Art Therapy Initiative at Riley Hospital for Children at IU Health in Indianapolis and is a member of Riley Children's Foundation. She also serves as a board member for Tracy's Kids, an art therapy program for young cancer patients.

In February 2017, Tracy's Kids honored Mrs. Pence with the Courage Award for her support of art therapy programs across the United States and world. Children's National Health System also recognized Mrs. Pence for her support of art therapy and presented the Second Lady with the Hero Award in February 2017.

In October 2017, Mrs. Pence launched her art therapy initiative, Healing with the HeART. She wants to elevate the profession so that people understand that art therapy is a mental health profession, and not arts and crafts; to help people understand that art therapy is an option for various conditions, illnesses, and life experiences; and to encourage young people to go into the profession.

Mrs. Pence also serves as an encourager to military service members and their families. She has hosted and participated in numerous events to honor and recognize all of those in the Armed Forces.

Mrs. Pence earned a B.S. and M.S. in Elementary Education from Butler University in Indianapolis. She is a Blue Star mom with a son in the United States Marine Corps.





WEDNESDAY, MAY 30 | 2:00 P.M.

## Learning Institutes

New for 2018, Learning Institutes will last from 2 p.m. to 5 p.m. with a break in the middle, and offer a more in-depth opportunity to explore these important topics than our typical workshop sessions.

### Advocacy 101

#### *Wilson/Roosevelt*

Elisha Harig-Blaine, National League of Cities; Burt McChesney, Veterans Resource Centers of America; Steve Peck, U.S. VETS; Joshua Stewart, NCHV

The Advocacy 101 Learning Institute, focusing on local, state, and national advocacy, is a part of NCHV's growing "Operation Main Street" program, which aims to help our members grow their advocacy prowess and make impacts in their communities across the country. This institute will provide advocacy training for a variety of scenarios, including traditional D.C. hill visits as well as local initiatives. Attendees will hear successful advocates discuss the "why's" and "how's" of their local work, with advice on how to set up similar initiatives in your back yard. Attendees will also learn from a recent real-world situation just how important it can be to combine local advocacy with national advocacy, and exactly how to do that in the future. This will be a deep dive into the nitty gritty of how to convince our elected officials that they can do so much more for homeless veterans. This institute is for everyone – whether you play golf with your Congressman every week, or you have never voted in your life.

### Citi Community Development Housing Institute

#### *Independence BC*

Molly Allen, HUD; Brad Bridwell, Cloudbreak Communities; Deb Burkart, National Equity Fund; David Cleghorn, HELP USA; Elizabeth Lunde, Concern for Independent Living; Paul MacPherson, Jesse Vazzano, VA



The Citi Community Development Housing Institute will bring together leading practitioners to discuss the challenge of developing affordable housing for veterans. We are facing a critical shortage of affordable housing nationwide, and the most obvious symptom is the recent increase in homelessness in 2017. Participants will learn the latest information from key federal leaders in this space. They will also be able to hear from developers who have successfully utilized resources like VA's Enhanced Use Lease program to create housing for veterans in their communities. Bring your biggest challenges and take solutions back to your community so you can maximize your affordable housing development efforts.

### Effective Fundraising

#### *Constitution A*

Amanda Andere, Funders Together to End Homelessness; Hala Farid, Citi; Erica Headlee, The Home Depot Foundation; Tom Ralser, Tamera Toogood, Convergent Nonprofit Solutions

As federal programs funding services for homeless veterans change, so too must our approach to supporting the veterans we are privileged to serve. Participants attending this session will have a chance to learn from fundraising professionals about how to determine their readiness as an organization for major fundraising campaigns. They will also take back practical suggestions for refining their approach and improving their fundraising efforts. In addition, they will hear from several major funders about their programs, how to apply, and what they are looking for in grant applications.

WEDNESDAY, MAY 30 | 2:00 P.M.

## Learning Institutes

### Issues and Trends: Race and Veteran Homelessness

#### *Independence DE*

Amanda Andere, Funders Together; Ron Armstead, Congressional Black Caucus Veterans Braintrust; Ralph Cooper, Cloudbreak Houston; Chandra Crawford, National Alliance to End Homelessness; Wendy McClinton, Black Veterans for Social Justice; Mike Neely, L.A. Homeless Services Authority; Harold Raymond, Veterans Benefits Clearinghouse Development Corporation; Mark Walker, American Legion; Carmen Wilson II, Gary, IN

People of color are disproportionately represented in the homeless veteran population. One in three homeless veterans is African American, as opposed to one in eleven veterans. More can and must be done to ensure that we are giving them a fair shake. That means looking deep within our programs and services to recognize and correct any unintentional bias and governance issues. It also means adjusting the way we develop housing to ensure equitable development across the country. Join this session to learn more and to share your ideas on how we can improve services for these veterans.

### Employment and Rapid Re-Housing

#### *Penn Quarter AB*

Phil Allen, Doug Tetrault, TAC; Cindy Borden, NCHV

Since the release of *Opening Doors: The Federal Strategic Plan to Prevent and End Homelessness* in 2010, the federal response to ending veteran homelessness has focused on providing housing assistance. Through the Supportive Services for Veterans Families (SSVF) program, that assistance has primarily taken the form of rapid re-housing, with a lesser focus on prevention. Ending veteran homelessness requires not just housing availability but housing stability. Housing stability requires, along with healthcare and other supportive services, connection to sustained income, including through employment. Integrating employment services into housing efforts can lead to greater long-term stability and prevent a return to homelessness. Participants will learn about the benefits of employment beyond income, understand why early integration is important, and explore partnership as an option to providing employment services.

### DV and IPV: A Veteran Perspective

#### *Tiber Creek*

Julia Caplan, VA; C. Brian Clubb, Battered Women's Justice Project; Ann Elizabeth Montgomery, VA

This Institute will explore how Domestic Violence (DV) and Intimate Partner Violence (IPV) is used and experienced by veterans. Participants will learn how domestic violence in the general population compares to that among service members and veterans; explore advocacy and other issues among those experiencing violence; and examine the intersection of combat-related co-occurring conditions. Participants will also explore the role of IPV in housing stability and homelessness among veterans and learn about assistance programs available through VHA.



THURSDAY, MAY 31 | 7:00 A.M.

## Breakfast

*Constitution Foyer*

Today's breakfast is presented by Citi. NCHV is thankful for the longstanding support and partnership from our friends at Citi, Citi Community Development, and Citi Salutes.



THURSDAY, MAY 31 | 8:15 A.M.

## Morning Workshops Round 1

Workshops are one hour and 15 minutes long and are organized thematically into Tracks. Each session is listed with the corresponding Track letter to help quickly identify the general theme. Although organized in these Tracks, each session is individual and not part of any series of sessions. **Incubators**, noted in red, are sessions that will be more discussion-oriented and interactive, focused on addressing challenges and questions of attendees.

### Track A. On the Cutting Edge: Innovations in Practice

Sessions in this track are focused on emerging practices that have been shown to be successful both for veterans and for organizations. From pilot programs, access to care, and peer empowerment to organizational measures, this track is focused on helping you look at new ways to improve how you do what you do in your community.

### Track B. Stability and Security: Housing

Finding a stable housing solution is a main goal for the veterans we serve. Sessions in this track will focus on successful shelter, transitional housing, and permanent housing models, as well as addressing the barriers veterans can face, and top models for rapidly housing homeless veterans.

### Track C. Efficient and Effective: Systems Coordination

One thing that has been clear for years is that ending veteran homelessness takes effective partnerships across entire communities. This track features sessions that focus in on ways that you can build collaboration within your area to streamline the network of services to effectively end veteran homelessness as a community.

### Track D. Informed and Aware: Working with Special Populations

It is important to address each veteran's needs as an individual, but there are certain sub-population groups that may require special care. Being aware of these populations that may have a unique set of needs is vital to provide the best service to every veteran that walks in your door.

### Track E. Providing Purpose: Employment and Income

A meaningful job that provides a steady living wage can make all the difference in a veteran's demeanor and life. Employment, and other means of income should be a part of the discussion when working with any veteran. This track provides guidance on helping veterans attain and manage income and achieve employment.

### Track F. Data and Trends: Latest Research

The Department of Veterans Affairs National Center on Homelessness Among Veterans conducts a wide range of research on different issues relating to veteran homelessness. This track features researchers presenting and discussing the results of some of their latest studies.



THURSDAY, MAY 31 | 8:15 A.M.

## Morning Workshops Round 1

### A1. Improving Care and Access to Treatment for Veterans through an Innovative Clinical Partnership

#### *Wilson/Roosevelt*

Lena Asmar, Sharon Morrison, New England Center and Home for Veterans

For many veterans, especially those with complex medical and behavioral health needs, connecting to traditional models of care is difficult. The New England Center and Home for Veterans and Boston Health Care for the Homeless Program have formed an innovative partnership to provide care to this population. Using a low barrier model the partnership engages veterans in primary and behavioral health care as well as substance use disorder and hepatitis C treatment leading to improved health outcomes at reduced costs.

### B1. Effective Emergency Shelter

#### *Tiber Creek*

Kristi Schulenberg, National Alliance to End Homelessness

Emergency shelter is a critical component of an effective crisis response system. In this session you'll learn about the critical role emergency shelters play in a crisis response system as well as the keys to operating effective emergency shelter: adopting a Housing First Approach, engaging in safe and appropriate diversion strategies, providing immediate and low barrier access to shelter, ensuring the all services are housing-focused, and understanding and using data to measure performance and inform strategic decision-making.

### B8. GPD Models *Constitution CDE*

Amanda Barry, Jeff Quarles, VA

Grant and Per Diem (GPD) programs across the country provide a valuable connection point and service center for veterans making the transition out of homelessness. In December 2016, VA issued a reapplication process to revamp the program by focusing on five new models: Bridge Housing, Low Demand, Respite Care, Clinical Treatment, and Service-intensive Transitional Housing. In this session, VA experts will explain these new models and discuss how this change will increase GPD's capacity to meet the needs of local communities, now and over the

### B9. **Incubator:** Making Master Leasing Work for Veterans and Programs

#### *Penn Quarter AB*

Nathaniel Saltz, Minnesota Assistance Council for Veterans

In this session you'll discover how to use Master Leasing as a strategy to end homelessness for the extremely high-barrier veterans. You'll discuss the what, why, and how for getting started as well as how to anticipate challenges and find solutions. Participants will leave this session with an understanding of best practices that can be applied to master leasing strategies in their communities.

THURSDAY, MAY 31 | 8:15 A.M.

## Morning Workshops Round 1

### C1. Community Planning: Leadership and Impact

#### *Independence BC*

Rob Hamilton, Veterans Place; Joyce MacAlpine, Abt Associates; Kimberly Schmitt, All Chicago Making Homelessness History; Jim Yates, TAC

A failure to plan is a plan to fail. Efforts to end veteran homelessness require data-driven community-wide planning in order to maximize resource use. This session discusses the value of a focused planning strategy, leveraging of local leadership and providers to effect change, and the value and basics of data-informed system design and planning.

### C8. HUD-VASH 101

#### *Latrobe/Bullfinch*

Jesse Vazzano, VA

The U.S. Housing and Urban Development-Veterans Affairs Supportive Housing program (HUD-VASH) combines housing vouchers with supportive services and case management to help homeless veterans find and sustain permanent housing. In this session you'll learn the basics of HUD-VASH, including program eligibility, prioritization, and voucher allocations.

### D1. Serving LGBTQ Veterans

#### *Independence DE*

Deb Burkart, National Equity Fund; Jean-Michel Giraud, Friendship Place; Heidi Marston, VA; Kiera Pollock, Los Angeles LGBT Center

Lesbian, Gay, Bisexual, Transgender, & Queer (LGBTQ) people face specific challenges avoiding and experiencing homelessness. In particular, transgender people often face additional challenges around acceptance of their identity in housing programs. Compounding these issues further is the inability to access services due to discharge statuses under Don't Ask Don't Tell, and the process for upgrading them. It is critical that programs are able to meet the needs of unique populations This workshop will highlight best practices for adapting Stand Down events, outreach efforts, and other services to LGBTQ veterans. Participants will leave with a better understanding of how they can create welcoming services for this population.

### E1. Integrating Housing and Employment: SSVF and HVRP

#### *Constitution B*

Tammy Bellofatto, Colorado Coalition for the Homeless; Becca Bettis, Volunteers of America Northern California and Northern Nevada; Ian Lisman, Advocates for Human Potential

Both the Supportive Services for Veteran Families (SSVF) and the Homeless Veterans' Reintegration Program (HVRP) are competitive grant programs, operated mostly by community nonprofit organizations, to serve veterans experiencing homelessness. Eligibility for the programs are not the same and there are differences in their operating guidelines. However, the programs are complementary in meeting the housing and employment needs of homeless veterans. In this workshop we will present the challenges and solutions when these programs are operated by an organization and when they are operated by separate collaborating agencies.



THURSDAY, MAY 31 | 8:15 A.M.

## Morning Workshops Round 1

### F1. Homelessness and Suicide

#### *Constitution A*

Dennis Culhane, Jack Tsai, VA; Marsha Amoy Fraser, Woodburne Levy, Grant Metcalf, University of Central Florida

One recent study found that veterans with a history of homelessness attempted suicide in the previous at a rate five times higher than veterans who had not experienced homelessness. Other research suggests that suicidality increased dramatically immediately prior to the onset of homelessness. A third study examined veterans who were hospitalized for suicide ideation by homelessness status to identify differences. In this session you'll learn about these studies and more as you examine the relationship between homelessness and suicide among veterans.

THURSDAY, MAY 31 | 9:45 A.M.

## Morning Workshops Round 2

### A2. Using VASH for Ineligible Veterans: Lessons Learned from a Pilot Program

#### *Independence DE*

Nicole Branca, Jason Loughran, NYC Department of Veterans Services

In 2017, NYC was chosen by VA and HUD as a pilot city for using a subset of its VASH vouchers for veterans who have been ineligible due to their discharge status. The NYC Department of Veterans' Services partnered with the NYC Housing Authority to create a system for identifying candidates for this pilot and ushering them through the voucher and housing navigation process. Since the veterans in this pilot are ineligible for VHA services, NYC was also responsible for connecting them to community-based case management. Come to this session to hear more about this project and the lessons learned during the first year of implementation.

### B2. Rapid Resolution: Diversion and Rapid Exit

#### *Constitution CDE*

Luke Drotar, Frontline Service; John Kuhn, VA; Joyce MacAlpine, Abt Associates; Doug Tetrault, TAC

This session will discuss Rapid Resolution and the emerging practices and strategies to support veterans in avoiding homelessness or quickly being connected to safe, appropriate housing options when they do become homeless. This session will also provide an introduction to a new SSVF Rapid Resolution Pilot, which will be implemented during summer 2018 and inform future national planning.

### B3. Transitioning from Transitional Housing

#### *Constitution B*

Janis Ikeda, Corporation for Supportive Housing

In the coming years, changes to the Homeless Providers Grant and Per Diem (GPD) program, increased competition, and the continuing shift toward housing first and systematic community approaches to ending homelessness may result in realignment of funding, and possibly a decreased need for transitional housing in some communities. This workshop will provide guidance and an opportunity for peer learning around the options that transitional housing providers can pursue to ensure that they address the needs of veterans they are currently serving and strategically transition their remaining resources to a programmatic structure that fits in with their community's plan to address the needs of veterans who are experiencing homelessness and/or have low incomes.

### C2. Federal Benchmarks and Criteria

#### *Wilson/Roosevelt*

Bev Ebersold, USICH; Anthony Love, VA

The U.S. Interagency Council on Homelessness (USICH) and its member agencies have adopted a vision of what it means to end veteran homelessness, ensuring that it is a rare, brief and non-recurring experience. This session offers an in-depth look at the Federal Criteria and Benchmarks for ending veteran homelessness and will include a Q&A session with federal staff.



Thank you NCHV for your leadership in the effort to **end homelessness** among Veterans.



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)



THURSDAY, MAY 31 | 9:45 A.M.

## Morning Workshops Round 2

### D7. Discharge Status Upgrades: Identifying Opportunities, Resources, and Assistance

#### *Tiber Creek*

Coco Culhane, Urban Justice Center; Erin McBurney, CT Veterans Legal Center

For many veterans, discharge status is a barrier to receiving the help they need. Come to this session to learn from the experts when and how your clients should pursue a discharge status upgrade. You'll also hear about new policy developments and resources as well as insight into the upgrade process and where to turn for assistance.

### E2. DOL-VETS Listening Session

#### *Independence BC*

Ken Fenner, Maria Temiquel, DOL-VETS

Back by popular demand this deep-dive discussion with DOL-VETS staff offers a unique opportunity to discuss the HVRP program. Come prepared for an in-depth conversation about HVRP, what's working, and opportunities to improve the program. Previous discussions have led to significant program changes so make sure your voice is heard.

### E9. **Incubator:** Connecting Homeless Veterans to Income and Other Benefits

#### *Penn Quarter AB*

Jen Elder, Policy Research Associates; Ellen Vollinger, Food Research and Action Center

This session will focus on helping the veterans you serve to access the benefits and resources they need to pay for housing and other expenses. You'll explore strategies to obtain traditional sources of income including SSI and SSDI, as well as alternative resources you may not have thought of to address food insecurity and other challenges.

### F2. Pathways into Homelessness among Post-9/11 Era Veterans

#### *Constitution A*

Steve Metraux, Nikkole Weiss, VA

In this session you'll learn about recent research into homelessness among post-9/11 era veterans that identifies five key pathways to homelessness: transitioning from military service to civilian life, relationships and employment, mental and behavioral health, lifetime poverty and adverse events, and use of veteran-specific services. You'll also hear how one VAMC is continuing the conversation in their community to further examine the causes of homelessness in this population. Additional resources for post-9/11 era veterans experiencing housing stability crises or treatment needs will also be discussed.

THURSDAY, MAY 31 | 11:15 A.M.

## Morning Workshops Round 3

### A3. Harnessing the Power of Peers

#### *Tiber Creek*

Ellen Bruder-Moore Abramowitz, Jonathan Butterfield, Terri Medeiros, Community Counseling of Bristol County

Community Counseling of Bristol County (CCBC) has been operating Safe Harbor, a SAMHSA-funded program for the past two years. Safe Harbor serves homeless veterans and chronically homeless individuals with a substance use or co-occurring disorder and trauma. The program has successfully housed over 50 individuals using a Housing First model. In this session, you'll learn how Safe Harbor connects participants to recovery coaches for peer support, offers case management and treatment services, and helps participants develop natural resources in the community.

### B4. Progressive Landlord Engagement: A Multi-Phased Strategy to Accelerating Housing Placements

#### *Independence DE*

Nadia Carlson, ECHO Austin; Allison Gerbis, City of Colorado Springs; Elisha Harig-Blaine, National League of Cities; Matt Hall, Indianapolis Mayor's Office

Landlord engagement, like client engagement, must be progressive and consistent. This session will offer lessons learned from the National League of Cities' work on landlord engagement in 10 cities with specific lessons from Austin, Colorado Springs, and Indianapolis. You'll learn how to work with landlords to accelerate housing placements and discuss how to maintain landlord engagement over time.

### C3. State Departments of Veterans Affairs: Leveraging Public-Private Partnerships

#### *Wilson/Roosevelt*

Shane Groen, John Scott, AZ Housing Coalition; Cat Nichols, WA State Department of Veterans Affairs

How well do you work with your State Department of Veterans Affairs (DVA)? For many communities, the State DVA is an untapped resource, but how do you partner with them? In this session you'll learn about innovative service models and best practices from the Washington State Department of Veterans Affairs on successful innovation and strategic partnerships engaging and leveraging state and local government and public-private partnerships. You'll also learn how the Arizona Veteran StandDown Alliance partnered with the Department of Veterans Services in a joint effort to end veteran homelessness.

### C4. Working with the CoC

#### *Independence BC*

Carol Benedict, US VETS - Prescott; Brendan Haley, Friendship Place; Norm Suchar, HUD

Partnering with your Continuum of Care (CoC) is key to improving housing outcomes for the veterans you serve. This workshop will provide insights from fellow providers on how and why they built a strong relationship with their CoC and how to understand where your program fits and the benefits you offer to them. In addition, participants will leave with a better understanding of the benefits of participating in Coordinated Entry Systems.



THURSDAY, MAY 31 | 11:15 A.M.

## Morning Workshops Round 3

### D2. Aging Veterans: The Intersection of Homelessness, Mental Health Need and Physical Frailty

*Constitution CDE*

Michael Blecker, Amy Fairweather, Tramecia Garner, Swords to Plowshares

We are facing a crisis of need among aging veterans - 66 percent of veterans are over 55, 22 percent are over 75, and 50 percent of homeless veterans are over 50, compared to 19 percent of homeless non-veterans. This population expresses frailties far beyond their actual age. Providing in-home supportive services, housing and long-term care is complicated by heightened mental health need including early onset dementia associated with PTSD and TBI. This session will discuss the impact of Vietnam-era policy and post-war neglect on senior veterans, challenges communities face in housing frail veterans, and strategies to increase resources for this vulnerable and growing population.

### D9. **Incubator:** The Hardest to Serve - Homeless Veterans with Criminal Backgrounds

*Penn Quarter AB*

Jean-Michel Giraud, Friendship Place; Elaine Humphrey, NY State Department of Corrections and Community Supervision; John Robertson, Sara Sommarstrom, Minnesota Assistance Council for Veterans

This session will explore how to best serve homeless veterans with criminal backgrounds, including sex offenders. A brief presentation by an interdisciplinary group of experts in overcoming housing, employment, and legal barriers related to involvement in the justice system will be followed by a facilitated discussion of the challenges faced by session attendees as well as targeted solutions.

### E3. Making Employment a Reality for Homeless Veterans

*Constitution B*

Anne Greenlee, Bridget Komine, DOL-VETS; Jackie Nguyen, VA; Erin Rutherford, Catholic Charities of Hawaii

Many housing providers understand the critical role of employment in housing stability but lack the expertise to implement employment services in their programs. Fortunately, there are many qualified partners ready and able to help in these efforts. Come learn how a group of these partners, including an HVRP grantee, the American Job Center, and the VA's Community Employment Coordinator (CEC) work together in Hawaii. You'll also learn how to identify appropriate partners to make employment for homeless veterans happen in your community.

### F3. Homelessness Among Rural Veterans

*Constitution A*

Steve Metraux, Ann Elizabeth Montgomery, VA

Are veterans experiencing homelessness in rural areas different than their urban and suburban counterparts? Do they access homeless services in the same way? How can we better serve this population? While research on homelessness among rural veterans is limited, come to this session to learn what we know and how it can impact your program and community.

THURSDAY, MAY 31 | 2:00 P.M.

## Afternoon Workshops Round 1

### A4. Creative Solutions for Staff Retention

*Wilson/Roosevelt*

Anyah Hoang, Volunteers of America Mid-States; Adriana Rodriguez, Jericho Project; Adam Wawrynek, Services for the UnderServed

Working with veterans who are experiencing or at-risk of homelessness is physically and emotionally demanding. For front-line staff, the hours are long, the pay is low, and opportunities for advancement are limited. What can you do to retain talented, committed staff despite these challenges? Come to this session to learn how three agencies are using unique approaches to address these challenges, keep staff motivated, and prevent burnout.

### A5. Active Shooter: Threat Awareness and Planning

*Independence DE*

Cody Perron, Luis Ramirez, Fidelis Global Group

In today's world, situational awareness and understanding the safety of your environment are important skills. This session will help you take charge of your personal safety. You'll learn how to spot and respond to an active shooter and will practice new safety techniques. Warning: this session will include the use of Blueguns – firearm simulators that look like real weapons except for their blue color.

### B5. Transitioning Homeless Veterans Into Permanent Housing

*Tiber Creek*

Glory Udoh, Asset Building Network

Based in Houston, Texas, Asset Building Network has been able to transition more than 225 homeless veterans into permanent housing. With a focus on residential stability, increased employment and income, and veteran empowerment, the program has seen impressive results. Come to this session and learn how they used coordination with the local VAMC and collaboration with community providers to help homeless veterans with mental health issues achieve self-sufficiency.

### C5. VA's Path Forward: Open Q&A Session

*Independence BC*

Department of Veterans Affairs Homeless Program Office

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. Increasingly, local efforts to achieve these goals rely on close coordination among VA-funded programs targeted to homeless and at-risk veterans. This close coordination extends beyond the VA-funded program too and is a hallmark of the system-oriented approach that focuses on cooperation and gap-filling between all of the associated federal programs. 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. You will also be a partner in a deep-dive conversation that will cover the big topics of the moment.



THURSDAY, MAY 31 | 2:00 P.M.

## Afternoon Workshops Round 1

### C6. Achieving and Maintaining Functional Zero *Constitution CDE*

Doug Breen, Henry Busby, Bridget Kennedy, Middlesex County Veterans Services

When Middlesex County, New Jersey set out to achieving Functional Zero they followed the guidelines as set forth by the United States Interagency Council on Homelessness (USICH). They quickly learned that to achieve their goal they would have to find a way to build and maintain the resources needed to quickly transition homeless veterans into permanent housing. Through constantly reviewing and improving their methodology they have been able to achieve and maintain functional zero in their community. Come to this session to hear their story and learn valuable lessons to take back to your community.

### D8. **Incubator:** Serving Rural Homeless Veterans *Penn Quarter AB*

Cheri Tinker, North Olympic Regional Veterans Housing Network

Service providers in small, rural communities often struggle to find the resources they need. In this session you'll hear one provider's story of starting a nonprofit to serve homeless veterans in an impoverished rural community. The program has evolved to include a homeless veteran shelter, permanent supportive housing for singles and families, extreme outreach (woods and beaches), gardening, and supported employment (in development). Learn how this holistic, client-centered program that serves homeless veterans in a remote and rugged setting was created and how to secure funding to promote sustainability of your program.

### E4. Leveraging Partnerships to Maximize Employment *Constitution B*

John Briggs, Ohio Valley Goodwill; Patricia Carson, Toscha Wilkins, HealthNet Homeless Initiative Program

In this session you'll learn how to build and manage partnerships that work and provide the results you need to get homeless veterans to work. You'll hear about how to work with your Continuum of Care Board on employment issues and partner with certified training providers that provide direct job placement. The presenters will share the importance of community connectedness with agencies that provide services to veterans, "home-grown" veteran organizations, and employers to benefit the veterans in your program.

### F4. Housing Permanency *Constitution A*

Dennis Culhane, Ann Elizabeth Montgomery, VA

Housing stability is an important outcome service providers must strive toward. This session will examine the issue of long-term housing stability (permanence) from various perspectives including eviction, recidivism, incarceration, and risk factors for returning to homelessness.

THURSDAY, MAY 31 | 3:30 P.M.

## Afternoon Workshops Round 2

### A6. Improving Resiliency and Hope with HUD-VASH Veterans *Independence DE*

Darlene Jeris, Tanya Tabon, Pamela Wilson, VA

One of the key skills taught in military resilience training is how to notice and analyze what is good in your life, known as "Hunting the Good Stuff". The HUD-VASH clinicians in Menlo Park wondered if teaching this skill to HUD-VASH veterans would impact resiliency and self-efficacy, leading to better housing outcomes. They launched a performance improvement project to find out. This session will focus on the design, implementation, and results of this project. You'll also discuss what it means to "Hunt the Good Stuff" and how to apply it in your program.

### A9. **Incubator:** Grow the Organization, Not the Budget *Penn Quarter AB*

Maria Mola, Veterans Transition Center of California

What if new funding streams weren't the only way to grow your organization? What if you could serve more Veterans without doubling your operating budget? Attendees will examine what makes their organization unique and how they can leverage that within their communities to create a stronger network of services. By examining examples of other organizations that have grown through organizational leveraging, participants will leave with a better understanding of how to maximize their efforts to expand and improve services.

### B6. The By-Name List: A Powerful Tool for Communities *Wilson/Roosevelt*

KO Campbell, Garen Nigon, Community Solutions

Communities moving the needle toward ending homelessness cite access to real-time data as critical to their success. It's never too late to start building a real-time by-name list of people experiencing homelessness in your community. In this session we'll dig into what it takes to gain access to real time data through a by-name list, including improving data systems, growing strong local stakeholder coalitions, and fostering sustainable leadership. We'll discuss the tools and standards that the Built for Zero initiative uses to coach communities toward real-time data and a quality by-name list, and we'll provide examples from communities who have been successful at achieving this goal. We'll also discuss how VA leaders across the country have been critical to the success of their communities' efforts to create a by-name list for veterans, and for other populations as well.

### B7. A Holistic Approach to Addressing Housing Barriers *Independence BC*

Sara Sommarstrom, Minnesota Assistance Council for Veterans, Nili Soni, MD Department of Health and Human Services

Many veterans experiencing homelessness struggle with multiple and interrelated barriers to obtaining and sustaining housing. This session will discuss the importance of providing holistic services, including housing, employment, legal, financial assistance, and case management, in our efforts to end veterans' homelessness. The panel presentation will be supplemented by a group exercise that will illustrate the power of working together across disciplines to best serve clients.



THURSDAY, MAY 31 | 3:30 P.M.

## Afternoon Workshops Round 2

### C7. VAMC Integration in Coordinated Entry: System

#### Approaches and Strategy

##### *Constitution B*

Phil Allen, TAC; Adrienne Nash Melendez, VA; Shannon Parker, City of Long Beach; Melissa Russell, Lawrence County Community Action Partnership; Kimberly Schmitt, All Chicago

Being involved in your community's Coordinated Entry is an important partnership in ending veteran homelessness. This session will focus on the recently released VA Deputy Under Secretary for Health for Operations and Management Memo and strategies for VA participation in local Coordinated Entry processes for both rural and urban geographies.

### E5. Utilizing SOAR to Advance Minnesota's Mission to Prevent and End Veteran Homelessness

##### *Constitution CDE*

Paul Williams, Ben Wilson, MN Department of Veterans Affairs

The Minnesota Department of Veterans Affairs (MDVA) has committed to utilizing the SOAR (SSI/SSDI, Outreach, Access, and Recovery) methodology to assist veterans in connecting with Social Security Benefits. The MDVA SOAR Program has committed to forming new state and federal partnerships to increase the effectiveness of the program as well as future sustainability. This session will highlight the important role SOAR has played in supporting Minnesota's mission to prevent and end veteran homelessness.

### E6. Safely Connecting Homeless Veterans to Technology

##### *Tiber Creek*

Dee Albritton, Brenna Bernardin, Fast Forward

Homeless veterans are connected now more than ever, staying active, applying for jobs, connecting and reconnecting with the world. But we need to make sure they do so safely. This session will focus on helping veterans to navigate technology effectively and professionally. You'll learn why staying connected is vital to employment and stability and how to help clients avoid scam sites and applications when applying for jobs.

### E7. Federal Grant Management

##### *Latrobe/Bullfinch*

Lane Dyer, Wendy Harrison, DOL-VETS

The good news is you got a federal grant. The bad news... now you have to manage it! Led by DOL staff, this session will teach you in the ins and outs of managing a federal grant. You'll learn about case management from the federal perspective including how to make sure your case files are compliant. Reporting and financial requirements will also be discussed.

THURSDAY, MAY 31 | 3:30 P.M.

## Afternoon Workshops Round 2

### F5. Connecting Research and Practice: Listening Session

##### *Constitution A*

Roger Casey, Dennis Culhane, Ann Elizabeth Montgomery, Steve Metraux, Jack Tsai, Nora Hunt-Johnson, VA

Join VA's National Center on Homelessness among Veterans to discuss the latest trends and research on veterans experiencing or at risk of homelessness. Going beyond a traditional Q&A format, this session will be structured as a dialogue or exchange of information among leading researchers and community providers.



*Veteran Specific Housing / Supportive Housing Development / Continual Partnerships with Area Non-Profits*



*Current Locations in:* **ARIZONA • CALIFORNIA • HAWAII • NEVADA • TEXAS**

*Cloudbreak Communities is part of the Cantwell-Anderson family of companies*

**Acquisition / Development / Planning / Construction / Property Management**

Contact: Brad Bridwell [bbridwell@cantwell-anderson.com](mailto:bbridwell@cantwell-anderson.com)

**[www.cloudbreakcommunities.com](http://www.cloudbreakcommunities.com)**





# LOUISE SEES HOPE FOR HOMELESS VETS

I feel fortunate to have the opportunity to help make the world a better place by working in the affordable housing industry. My favorite part of my job is that I often have a chance to attend grand openings of properties, which National Equity Fund has syndicated. And when I hear the new tenants speak about their experience and see how happy they are to have a safe, affordable home, it usually puts a tear in my eye. One formerly homeless veteran, who had been on the streets for seven years, expressed his hopefulness because he now has a place to rest his head with a door that he can lock at

night when he goes to sleep.



Louise Fattaleh,  
Senior Construction  
Risk Manager

## CONTACT

Debbie Burkart  
VP Supportive Housing  
312.543.9584  
dburkart@nefinc.org



At National Equity Fund, our professionals are not only the best at what they do, they're passionate about what they do and what we can accomplish together. Get to know our people and why they work in affordable housing.  
[NationalEquityFund.org/Team](http://NationalEquityFund.org/Team)

THURSDAY, MAY 31 | 5:15 - 8:15 P.M.

## NCHV Awards Cocktail Reception

5:15 - 6:00 P.M.

The evening begins with a cocktail reception in Constitution Foyer, Cabin John, Arlington, Wilson, and Roosevelt among our exhibitors. Browse their services and products as you unwind and mingle with other attendees.

*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.*

## Annual NCHV Awards Ceremony

6:00 - 6:45 P.M.

Join us in the Constitution Ballroom to honor the accomplishments and contributions of the organizations and individuals selected as recipients of 2018 NCHV Awards.

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

Awarded to a person whose career reflects an exemplary devotion to bringing attention and services to homeless veterans.

### Outstanding Member Award

Awarded to the NCHV member that has demonstrated leadership in coalition building.

### Meritorious Service Award

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

### Partnership Award

Awarded to an organization or individual whose work building effective partnerships exemplifies creativity and collaboration

### Unsung Hero Award

Awarded 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

Awarded to a Federal Agency staff member who has exhibited a strong commitment to the service of homeless veterans.

### Public Policy Award

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

## NCHV Awards Celebration

6:45 - 8:15 P.M.

Following the Awards Ceremony, we'll move to the other half of Constitution Ballroom to celebrate our Awardees with heavy hors d'oeuvres, drinks, and the fellowship of our community of stakeholders who are ending veteran homelessness across the country.



# THE 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 his death 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



2016

Matthew Doherty,  
U.S. Interagency  
Council on  
Homelessness



2017

Baylee Crone,  
National Coalition  
for Homeless Veterans



FRIDAY, JUNE 1 | 7:00 A.M.

## Breakfast

Constitution Foyer

Please enjoy breakfast at 7:00 a.m. courtesy of NCHV.

FRIDAY, JUNE 1 | 8:15 A.M.

## General Session

Constitution Ballroom

Thomas Bowman,  
Deputy Secretary of Veterans Affairs



Thomas G. Bowman was nominated by President Trump to serve as the Deputy Secretary of Veterans Affairs and was confirmed by the United States Senate on August 3, 2017.

Before his appointment as Deputy Secretary, Mr. Bowman was the Majority Staff Director of the Senate Veterans’ Affairs Committee. He has also served veterans at VA for nearly 10 years between 2002 and 2012, including assignment as Chief of Staff to two previous VA secretaries, Jim Nicholson and James Peake.

Mr. Bowman’s other assignments at VA included Deputy Chief of Staff, Senior Advisor to the Secretary of Veterans Affairs, Deputy Assistant Secretary for Congressional and Legislative Affairs, Acting Assistant Secretary for Public and Intergovernmental Affairs, and Executive Assistant to the Assistant Secretary for Public and Intergovernmental Affairs. For three and a half years, he served as Senior Advisor to the Director of VA’s Sunshine Healthcare Network caring for veterans in Florida, southeast Georgia, and the Caribbean, which involved him directly in VA’s diverse field operations.

The son of a career Navy chief and enlisted pilot, who was at Pearl Harbor when it was attacked, Mr. Bowman was commissioned in the United States Marine Corps through NROTC at the University of Texas in 1969. He served 30 years in the Marine Corps as an infantry and Judge Advocate officer, including 21 years on active duty. He retired as a colonel in October 1999, after serving as Senior Military Assistant to the Under Secretary of Defense for Personnel and Readiness. He worked three years as an attorney in private practice, concentrating on military and veterans issues, before joining VA.

Mr. Bowman holds a law degree from Western New England College School of Law in Springfield, Mass., and a bachelor’s degree in political science from the University of Texas at Austin.

FRIDAY, JUNE 1 | 9:15 A.M.

## Morning Workshops Round 1

### Federal Partners Panel

Constitution AB

Steve Berg, NAEH; Monica Diaz, John Kuhn, VA; Matthew Doherty, USICH; Matt Miller, DOL; Kathryn Monet, NCHV; Norm Suchar, HUD

Always a popular session, the Federal Partners Panel will feature leadership from the Federal agencies fielding attendees’ questions about the programs their agencies operate. This opportunity is unique to the NCHV Annual Conference and gives you the chance to interact directly with the people guiding the programs you utilize to serve the veterans in your community.

### A7. Street to Home: Progressive Engagement and Stages of Change

Independence DE

Sia Vissering, Chelsea Mailett, New England Center and Home for Veterans

The Veterans Welcome Home Program in Boston offers engagement, housing search, placement, and stabilization services for chronically homeless veterans who are categorically ineligible for VASH. The presenters will share their process of closely working with community providers and shelters to identify and engage chronically homeless veterans. They will also discuss how they use progressive engagement, stages of change, and motivational interviewing to leverage each individual’s strengths, assets, and connection to resolve their housing crisis.

### D3. Serving Veterans with Disabilities and ADA Compliance

Wilson/Roosevelt

Heather Ansley, Paralyzed Veterans of America; Jennifer Mathis, Bazelon Center for Mental Health Law

The Americans with Disabilities Act (ADA) is a comprehensive civil rights law that ensures the right of people with disabilities to fully participate in their communities. Providers of services to veterans with disabilities who are experiencing homelessness have obligations under federal law to make their programs, services, and buildings accessible to people with disabilities. These obligations may require programs to make reasonable modifications to policies and practices, furnish auxiliary aids and services to ensure effective communication, and remove architectural barriers in existing shelters and other facilities open to the public.

### D6. Meeting the Housing and Employment Needs of Chronically Homeless Veterans

Tiber Creek

John Briggs, Ohio Valley Goodwill; John Rio, AHP; Sean Terry New England Center and Home for Veterans

Chronically homeless veterans pose a unique challenge to service providers due to the multiple complex barriers they face. In this session you’ll learn strategies to engage this population, from progressive identification techniques to managing staff expectations. You’ll also learn how to mitigate barriers to help these veterans achieve housing and employment stability.



FRIDAY, JUNE 1 | 9:15 A.M.

## Morning Workshops Round 1

### E8. Financial Management to Support Housing Stability

**Penn Quarter AB**

Ray Pennie, Clearpoint

Although unemployment rates have decreased significantly in the last five years, many veterans are still struggling financially, living paycheck to paycheck or borrowing heavily to cover living expenses. This cycle leaves many veterans and their families vulnerable to crisis, and limits their ability to save and plan for the future. Traditional workforce development programs provide job training and placement assistance that focus on short-term income generation. In this session you'll learn how creating an integrated approach that emphasizes improving credit, increasing income, and building assets can lead to long-term financial stability for the veterans you serve.

FRIDAY, JUNE 1 | 10:45 A.M.

## Morning Workshops Round 2

### A8. Empowering Homeless Veterans

**Wilson/Roosevelt**

Arlene Hackbarth, Baltimore Station; Alonzo Peterson, Leg Up Program

When serving homeless veterans a one-size-fits-all approach doesn't work. Effective organizations adapt their programs over time to meet the needs of the veterans they serve. This session focuses on the innovative approaches of two organizations: The Leg Up Program and Baltimore Station. The Leg Up Program changed from being a provider of qualitative life skills to providing quantitative employment and housing readiness using a success coaching model. Baltimore Station transformed its organizational culture from hierarchical to partnership, with a focus on daily interactions and alternative treatments modalities.

### C9. **Incubator:** Leveraging Federal Initiatives at Local and State Level

**Penn Quarter AB**

Mark Walker, American Legion; Ben Wilson, MN Department of Veterans Affairs

In this session you'll learn how to leverage all of the national attention on veteran homelessness to create real impact in your community. You'll discuss how to collaborate with federal partners and implement national initiatives at the state or local level. Come ready to share your ideas and discuss your challenges.

### D4. Legal Services at Stand Downs: Administrative, Civil, and Criminal

**Independence DE**

Steve Binder, Commission on Homelessness and Poverty; Sara Sommarstrom, Minnesota Assistance Council for Veterans

Panelists will discuss how to engage community partners to address administrative, civil, and criminal legal matters at Stand Down—including practical tips on handling driver's license issues and hosting court sessions onsite for child support issues, warrants, and pending criminal matters. Panelists will also discuss how to develop initiatives to provide legal services at Stand Down events located in more rural areas.

### D5. Combat to Community®: Cultural Competency for Veteran Providers

**Independence BC**

Shannon Kissinger, Swords to Plowshares

This session is based on Swords to Plowshares' Combat to Community® Training which teaches commonly shared attitudes, values, and practices that characterize service in the military; how combat and military experience, service-related injuries and disability can impact veterans; and how military or veteran status can inform client/provider interactions and services available. You'll learn about screening tools help identify veterans in the field and practice skills to engage appropriately.



*Serving Veterans Since 1972*  
*45 years of proudly serving those*  
*who served our Nation*



Main Office: 611 N. Flores, San Antonio, TX 78205 (210) 223-4088

Dallas: 8700 N. Stemmons Fwy, Suite 124, Dallas, TX 75247 (214) 379-7377

El Paso: 5959 Gateway West, Ste. 644, El Paso, TX 79925 (915) 774-0525

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)

Toll Free #: 1-877-JOB-4VET (562-4838)

HOUSING

FAMILY SERVICES

EMPLOYMENT

SUPPORT SERVICES

*Proudly supporting the 2018 NCHV Annual Conference*



# PRESENTER BIOS

(Listed alphabetically by last name)



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

Dee Albritton is the Executive Director of Fast Forward. She has over 30 years of experience in working with technology and underserved, at-risk populations. Albritton has written, received, and managed 55+ grants. She has presented at more than 28 national, regional, and local conferences.

## **Phillip Allen, Associate, Housing Group, Technical Assistance Collaborative**

Phillip Allen has over eight years of experience working on issues associated with ending and preventing homelessness. At TAC, he is a member of the SSVF technical assistance team, helping grantees and communities to develop and implement effective programs.

## **Amanda Andere, Chief Executive Officer, Funders Together to End Homelessness**

Amanda Andere has over 12 years of senior leadership experience at nonprofit organizations, with particular expertise in nonprofit management, homelessness, coalition-building, fundraising, communications, and advocacy. Andere received her BA in Political Science from James Madison University and her MPA from George Mason University, where she has also served as an adjunct professor teaching Nonprofit Management.

## **Bret Anderson, PhD, President, h2 Communication, LLC**

Dr. Bret Anderson's research and publication focus areas include Career Development for Homeless & Incarcerated

Veterans, Employment Retention remedies for Returning Veterans with PTSD and/or Cognitive Impairment, and Exceptional Employer Outreach Strategies for Homeless Veterans. Before establishing h2C, Anderson worked with the National Veterans Training Institute (NVTI) for 28 years.

## **Heather Ansley, Esq., MSW, Acting Associate Executive Director of Government Relations, Paralyzed Veterans of America**

Heather Ansley is the Acting Associate Executive Director of Government Relations at Paralyzed Veterans of America. She directs PVA's efforts to promote legislation and policies that ensure veterans with disabilities receive the benefits that they have earned and the civil rights protections that they deserve.

## **Ron E. Armstead, Executive Director, Congressional Black Caucus Veterans Braintrust**

Ron E. Armstead is the Executive Director of the Congressional Black Caucus Veterans Braintrust (CBCVB) located in Washington, D.C., and a former consultant to the late Secretary Jesse Brown's Veterans Administration's Advisory Committee on Minority Veterans. He has served as Executive Director of the CBCVB since its inception in 1988. First under Rep. Charles B. Rangel (D-NY), a decorated Korean War combat veteran, next under Rep. Corrine Brown (D-FL), former Ranking Member of the House Veterans Affairs Committee, and currently under Sanford Bishop, Jr. (D-GA), Ranking Democratic Member of the House Appropriations Subcommittee on Military Construction and Veterans Affairs, and Co-Chair of the bipartisan Congressional Military Families Caucus, and Rep. Eddie Bernice Johnson (D-TX), Co-Chair of the Congressional Homeless Caucus. Under his leadership, the Veterans Braintrust has expanded from its small core group to become one of the premiere forums for policy debate and discussion between veterans of African descent and representatives of government in the country.

## **Lena Asmar, MSW, LICSW, Director of Veterans 360 Behavioral Health Programs, New England Center and Home for Veterans**

Lena Asmar is the Director of the Veteran 360 Behavioral Health Programs at the New England Center and Home for Veterans. She oversees several programs that provide low barrier direct services to veterans who have experienced homelessness, many who also struggle with complex behavioral health and medical needs.

## **Tammy Bellofatto, Director of Vocational Services, The Colorado Coalition for the Homeless**

Tammy Bellofatto is the Director of Vocational Services at The Colorado Coalition for the Homeless. She has implemented and administered a very successful HVRP program in Denver over the past four years. Bellofatto has worked with disadvantaged job seekers for over 10 years, mainly focused on veterans.

## **Steve Berg, Vice President for Programs and Policy, National Alliance to End Homelessness**

Steve Berg, Vice President for Programs and Policy, specializes in employment, economic development and human services, and the crossover between those issues and housing. Berg came to the Alliance from the Center on Budget and Policy Priorities, where he worked on state-level welfare reform and employment. Before coming to Washington, he spent 14 years as a legal services attorney in California and Connecticut, working on housing, government benefits, employment and family integrity. His experience includes nonprofit management and staff training and development.

## **Brenna Bernardin, Program Manager, Fast Forward**

Brenna Bernardin received her Master's in Public Health from the University of South Carolina. Her research and expertise includes food insecurity and social determinants of health, and homeless veteran food insecurity. Bernardin is a program director at Fast Forward, where she has worked for 11 years.

## **Becca Bettis, Director of Veteran Services, Volunteers of America Northern California/Nevada**

Becca Bettis is the Director of Veteran Services at Volunteers of America Northern California/Nevada. Her work includes grant management for SSVF and HVRP, the launch of VOA Veteran Services Center, the "Stand Out" event showcasing resources for LGBTQ veterans, and development/implementation of the Veteran Suicide Prevention Task Force.

## **Steve Binder, Special Advisor, Commission on Homelessness and Poverty**

Steve Binder co-founded the Homeless Court Program (HCP) in 1989, at Stand Down, and the Veterans Treatment Court (VTC) in 2011. He has received many awards for his work, including the Thomas Wynn Sr. Memorial Award for Lifetime Achievement from the National Coalition for Homeless Veterans. In November 2009, Binder received the VA Secretary's Award for Achievement in Service to Homeless Veterans from Eric Shinseki in Washington D.C. He is a Special Advisor and former Chair to the ABA Commission on Homelessness and Poverty. He serves on the Judicial Council Collaborative Justice Courts Advisory Committee for the Judicial Council of California.



**Volunteers of America of Florida is a 501C3 nonprofit that engages Floridians in need to create positive life changes through compassionate support services & affordable housing.**

[info@voa-fla.org](mailto:info@voa-fla.org) [www.voaflorida.org](http://www.voaflorida.org) (727) 369- 8500

[f /VOAFL](https://www.facebook.com/VOAFL)

[@VOAFL](https://twitter.com/VOAFL)

[ig /VOAFlorida](https://www.instagram.com/VOAFlorida)

## **Michael Blecker, Executive Director, Swords to Plowshares**

Michael Blecker has been associated with Swords to Plowshares since 1976. He is a co-founder of the California Association of Veterans Service Agencies and the National Coalition for Homeless Veterans. Blecker represented and won one of the first cases at the Board of Veteran Appeals for post-traumatic stress disorder compensation in 1979. He served in the U.S. Army from 1967 to 1970, with combat infantry service in Vietnam in 1968 and 1969. He holds a JD from New College of California School of Law and a Bachelor's degree with honors from UC Berkeley.

## **Nicole Branca, Assistant Commissioner and Senior Advisor, Housing & Support Services, NYC Department of Veterans' Services**

Since joining DVS, Nicole Branca has played a leadership role in the City's successful campaign to end chronic veteran homelessness and in developing and sustaining a system that rapidly rehouses all veterans that enter into homelessness. She received a BS in Business Administration from Babson College and an MPA from Columbia University's School of International and Public Affairs.



**Doug Breen, Veterans Services Coordinator,  
County of Middlesex**

Doug Breen is currently the Veterans Services Coordinator for the County of Middlesex, New Jersey. He is a 22-year veteran of the U.S. Marine Corps, and holds a Master's of City and Regional Planning from the Bloustein School, Rutgers University. Prior to his current position, Breen worked as the Middlesex County Alliance Coordinator.

**Dr. Nonie Brennan, Chief Executive Officer,  
All Chicago Making Homelessness History**

Dr. Nonie Brennan is a visionary leader who utilizes a mission-focused approach to take organizations to the next level. Her outstanding track record includes strengthening organizations, navigating organization mergers, increasing fund revenue, and building effective collaborations. She serves as Chief Executive Officer of All Chicago Making Homelessness History.

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

John Briggs is a Vietnam veteran who started one of the first HVRP programs (1993), in Cincinnati. His expertise includes veteran employment, data mining and databases, CoC-veteran relations, writing, and other fields. Briggs has been a subject matter expert for VA, DOL, HUD, and many times for NCHV. He was the Jobs Development Professional of the Year in Cincinnati, and has received the Unsung Hero Award (2011), and the Meritorious Service Award (2016) from NCHV.

**Henry Busby, Veterans' Housing Specialist,  
Middlesex County Veterans Services**

Henry Busby served in United States Marine Corps from 1967 to 1971. He first began working within the homeless veterans' environment in 1996 as an Outreach Specialist with LA Vets, which has since expanded to U.S. VETS,



Inc., and he currently serves as the Veterans' Housing Specialist for Middlesex County Veterans Services.

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

KO Campbell works as an Improvement Advisor for Community Solutions' Built for Zero team. In this role she works directly with communities to drive progress toward ending homelessness, using their by-name lists. She has previously worked on the by-name list cohort. Campbell holds a BA from Pomona College and a Master's from Columbia University.

**Julia Caplan, LCSW-C, Program Coordinator, Intimate  
Partner Violence Assistance Program,  
VA Maryland Health Care System**

Julia Caplan is the Coordinator of the IPV Assistance Program at the VA Maryland Health Care System. Caplan is a member of the National Steering Committee for the IPV Assistance Program. She has previous experience working with incarcerated individuals, individuals experiencing domestic violence, and individuals with complex trauma.

**Patricia Carson, Employment and Training Case  
Manager, Homeless Initiative Program**

Pat Carson is the Employment and Training Case Manager for the Homeless Initiative Program (HIP). She offers more than 20 years of Education and Social Service experience combined with a Graduate degree. She is a solutions-driven professional with an untiring passion for helping others.

**David Cleghorn, Chief Housing Officer, HELP USA**

David Cleghorn is the Chief Housing Officer for HELP USA, and is responsible for the development and management of all of HELP's service-enriched permanent affordable housing. This portfolio includes over 1,000 apartments at 16 locations in four states. Since Cleghorn joined HELP in 2012, he has developed more than 460 units of new affordable housing across the country. Cleghorn has a BA from Earlham College, and an MPA from the Robert F. Wagner School at New York University.

**Brian Clubb, JD, Military & Veterans Advocacy  
Program Coordinator, Battered Women's Justice  
Project**

Brian Clubb is the Military & Veterans Advocacy Program Coordinator for the Battered Women's Justice Project. He is a former deputy public defender and private attorney and was the first Veterans Treatment Court Project Director for the National Association of Drug Court Professionals and Justice for Vets.

**Ralph 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 a co-founder of the National Coalition for Homeless Veterans.

**Chandra Crawford, Program and Policy Analyst,  
National Alliance to End Homelessness**

Chandra Crawford is a Program and Policy Analyst, with a focus on health care, substance abuse and re-entry. Prior to joining the Alliance, she worked at Gilead Sciences and developed an evidence-based HIV screening initiative in two southern states heavily impacted by the epidemic. Crawford earned her PhD in Public Policy from Purdue University.

**Dennis Culhane, PhD, Director of Research for the  
National Center on Homelessness among Veterans,  
Department of Veterans Affairs**

Dennis Culhane is the Dana and Andrew Stone Professor of Social Policy at the School of Social Policy and Practice at The University of Pennsylvania, a Senior Research Associate at the Center for Population Studies, and the Director of Research for the National Center on Homelessness among Veterans in the US Department of Veterans Affairs. Culhane's homelessness work has positioned him as an early innovator in the use of administrative data for research and policy analysis, particularly for populations and program impacts which are difficult to assess and track. Culhane's work has resulted in federal legislation requiring all cities and states to develop administrative data systems for tracking homeless services in order to receive HUD funding.

**Lane Dyer, North Carolina State Director, DOL-VETS**

Lane Dyer is the North Carolina State Director for DOL-VETS. Prior to joining DOL, Dyer worked for the North Carolina Employment Security Commission. He retired in 2014 as Employment Service Director. Dyer is a veteran of the U.S. Air Force.

**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 in Social Work from Wayne State University.



**Jen Elder, MSC, National Policy and Partnerships  
Coordinator, SOAR Technical Assistance Center,  
Policy Research Associates**

Jen Elder is the National Policy and Partnerships Coordinator for the SAMHSA SOAR TA Center at Policy Research Associates (PRA) and has over 10 years of experience in policy development and implementation in the homelessness sector. Elder works with federal partners to incorporate income stability strategies into national policies to end homelessness. She provides technical assistance related to combining mainstream benefits with housing and employment to numerous VHA Homeless Programs and other community based organizations.

**Amy Fairweather, Director of Policy,  
Swords to Plowshares**

Amy Fairweather directs Swords to Plowshares' Institute for Veteran Policy (IVP) which conducts public policy research regarding veterans' health, access to benefits, and socioeconomic well-being. She also oversees their Combat to Community™ education and technical assistance programs. Fairweather received her JD from the Hastings College of the Law.

**Tramecia Garner, LPCC, Director of Residential  
Programs, Swords to Plowshares**

Tramecia Garner oversees the supportive services within the residential programs of Swords to Plowshares located in San Francisco, CA. This includes two transitional housing programs for homeless veterans suffering with substance use and mental health as well as five permanent supportive housing sites, one of which is dedicated to veteran families.

**Jean-Michel Giraud, President and CEO,  
Friendship Place**

Jean-Michel Giraud is the President/CEO of Friendship Place, a homeless services organization serving the D.C.





Metropolitan Area with a national reach through best practices. Friendship Place operates Veterans First, an SSVF program. Giraud speaks on empowerment and system transformation. He authors a blog on homelessness, inclusion and equity.

**Amy Glasmeier, Professor of Economic Geography and Regional Planning Co-Chair PhD Program, Massachusetts Institute of Technology**

Amy Glasmeier is professor of Economic Geography and Regional Planning at MIT. Her research focuses on economic opportunities for communities and individuals through the investigation of the role of geographic access and the effect of locational accident on human development. Glasmeier holds a professional Master's and PhD in Regional from UC Berkeley and currently serves as Associate Planning Board Member in the Town of Cohasset.

**Ann Greenlee, Hawaii and Guam Director, DOL-VETS**

Ann Greenlee is the Director of DOL-VETS for Hawaii and Guam. She is a retired Air Force Brigadier General with over 30 years of military service. She also Chairs the Hawaii Advisory Board for Veteran Services and is the Vice Chair, Hawaii ESGR.

**Shane Groen, Special Initiatives Director, Arizona Housing Coalition**

Shane Groen is the Special Initiatives Director for the Arizona Housing Coalition. Groen is a veteran of the United States Navy and has an MBA in Management. He currently oversees the Arizona Veterans StandDown Alliance. He also manages a number of local housing initiatives in Maricopa County. Most recently AZHC has contracted with the AZDVS, with Groen coordinating the implementation of the AZDVS Five Year Plan to End Veteran Homelessness in Arizona as well as the Veteran Toolkit Program.

**Arlene Hackbarth, Clinical Director, The Baltimore Station**

Arlene Hackbarth, LCPC, is Clinical Director at The Baltimore Station, a residential treatment facility for men, primarily veterans, suffering from substance use disorder and homelessness. Arlene's professional career spans over 36 years, in Residential Treatment Programs. She also had a private practice, and served on Maryland Governor's tasks force for co-occurring disorders.

**Matt Hall, Veteran Service Officer and Director of Veteran Services, Office of Mayor Joe Hogsett**

Matt Hall is grateful for the opportunity to bring a background that is rich in service and experience to his role as the Veteran's Service Officer in the Office of Mayor Joe Hogsett. In his current role as Director of Veteran Services, Hall helps the city by working to "cure" veteran homelessness, help PTSD programs grow, accentuate care providers and family members through the Hidden Heroes program and assist in the transportation program for veterans in Indianapolis.

**Elisha Harig-Blaine, Program Director for Housing, National League of Cities**

Elisha Harig-Blaine is the Program Manager for Housing at the National League of Cities (NLC), connecting local leaders to best practices and efforts working to ensure all veterans have a safe place to call home. He has worked at the local, state, and federal levels on homelessness and housing for more than 15 years. Harig-Blaine is a veteran of the U.S. Marine Corps Reserve, serves as part of the U.S. Department of Veterans Affairs' Advisory Committee on Homeless Veterans, and is a volunteer board member of Rebuilding Together in Anne Arundel County, Maryland. Harig-Blaine earned a BA in Political Science from St. Mary's College of Maryland and has a Master's in Public Policy from George Mason University.

**Dr. Keith Harris, National Director of Clinical Operations, Homeless Programs Office, Department of Veterans Affairs**

Dr. Keith Harris is a Clinical Psychologist who currently serves as National Director of Clinical Operations in the Homeless Program Office. In his role over clinical operations, Harris provides guidance and oversight to the clinical programs in the VHA Homeless Program continuum. Programs under his direction include over 4,000 employees providing outreach, case management, vocational services, residential housing, and permanent supportive housing to over 200,000 homeless veterans each year. Harris received his PhD in Clinical Psychology from the University of Oregon.

**Wendy D. Harrison, Tennessee State Director, DOL-VETS**

Wendy Harrison currently serves as the State Director for DOL-VETS in Tennessee. She served from 1991-1995 as

a Surgical Services Specialist in the Air Force. Harrison has a BA in Public Management/Sociology from Austin Peay State University. She provides oversight for multiple grants and programs related to employment and training for transitioning service members, veterans, and eligible spouses, including four HVRP grants housed in Kentucky and Tennessee, the Tennessee JVSG, and the Dept of Labor Employment Workshops (DOLEW) provided through the Transition Assistance Programs on Ft. Campbell, Millington NSA, and McGhee Tyson ANG.

**Anyah Hoang, DPA, Director of Veteran Services-West, Volunteers of America Mid-States in Louisville**

Anyah Hoang is the Director of Veteran Services-West at Volunteers of America Mid-States in Louisville. In this role, she oversees the SSVF and HVRP programs. With over 15 years of experience in veteran and homeless services, Hoang joined Volunteers of America in 2015.

**Janis Ikeda, MSW, Program Manager, Corporation for Supportive Housing**

Janis Ikeda is a passionate advocate for supportive housing with seven years of experience working to end homelessness for extremely vulnerable individuals. Currently a Program Manager for CSH's Metro Team, serving New York New Jersey, and Pennsylvania, Ikeda is responsible for providing project-level assistance, organizing trainings and supporting systems-change efforts to help partners plan, develop and operate high-quality supportive housing. Ikeda earned a Master's in Social Work, Nonprofit/Public Management, from Rutgers University and a BA from Lehigh University in International Relations.

**Darlene Jeris, HUD-VASH Case Manager, VA Palo Alto Health Care System**

Darlene Jeris has been a social worker/case manager working with the HUD-VASH Menlo Park team since 2016. She gets great joy supporting veterans on their journey from homelessness to finding and sustaining permanent stable housing as a critical first step towards independence and self-sufficiency. Jeris earned a Master's in Social Work degree from New York University in 2014. She also has an MBA from the University of Southern California and a BA in Urban Studies from Cleveland State University.

**Shannon Kissinger, Policy Analyst, Swords to Plowshares**

Shannon Kissinger is a Policy Analyst with Swords to Plowshares. She has extensive experience in veteran policy concentrating on macro solutions to veteran issues. Kissinger worked for the Department of Veterans Affairs as a Social Worker, and is a U.S. Navy Seabee veteran.

**Bridget Komine, Hawaii and Guam Assistant Director, DOL-VETS**

Bridget Komine is the Assistant Director of DOL-VETS for Hawaii and Guam. She is a retired Chief Master Sergeant

with over 30 years of military service combined in all three Air Force components.

**John Kuhn, Director, SSVF Program, Department of Veterans Affairs**

John Kuhn has led the development and launch of the SSVF program, VA's homelessness prevention and rapid re-housing initiative. Kuhn has played a lead role in SSVF's community planning efforts, now engaging nearly every Continuum of Care across the country. 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 MSW from Columbia University and a MPH from Rutgers University.

**Ian Lisman, Senior Program Associate, Advocates for Human Potential, Inc.**

Ian Lisman is an Army combat veteran who works on housing, employment, and veteran issues as a senior program associate at Advocates for Human Potential, Inc. Previously, Lisman served as a program and policy analyst on veterans' homelessness for the National Alliance to End Homelessness and as a program director for

★ *Stand Up for Those Who Served* ★



**Stand Down is the premier provider of veteran services in Palm Beach County. We treat the seen and unseen wounds of the veterans and their families by providing supportive services, financial services, mental health, housing and vocational services.**

**OUR MISSION**

*Reintegrating displaced and at-risk veterans and their families back into the communities to sustain independent living, restoring their dignity and promoting community awareness.*



3175 S. Congress Avenue Suite 310  
Palm Springs, Florida 33461  
Office (561) 968-1612 Fax (561) 968-0112

standown.org



**STAND★DOWN**  
AN INITIATIVE OF FAITH HOPE LOVE CHARITY, INC.



the Denver Department of Human Services HVRP. He has spent the last 15 years working to address issues affecting veterans, including homelessness, poverty, employment, and reintegration into society.

**Jason Loughran, Senior Policy Analyst, Housing & Support Services, NYC Department of Veterans' Services**

After completing his enlistment with the U.S. Navy, Jason Loughran returned to NY to continue his service through public policy to give back to his fellow veterans. Before joining DVS, he deployed to the Helmand Province of Afghanistan at Camp Leatherneck where his service earned him a Flag Letter of Appreciation and a Presidential Unit Citation. Loughran graduated from St. John's University in Queens, NY with a BS in Homeland Security and received an Executive Master's of Public Administration at CUNY Baruch College's School of International & Public Affairs.

**Anthony Love, Senior Advisor, Director of Community Engagement, 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. Love previously served as

Deputy Director for USICH, where he was responsible for coordinating the state and local work of the Council and served as the lead on veterans issues for the Council. Love has 20 years of experience in homelessness and poverty issues. Love earned a Master's in Public Administration from the University of Missouri Kansas City.

**Elizabeth Lunde, LMSW, Senior Associate Executive Director, Concern for Independent Living**

As the Senior Associate Executive Director of Concern, Elizabeth Lunde is responsible for the development and operations for over 650 housing program beds, as well as the supervision of the Directors of Supported Housing and CR-SRO Programs. Lunde joined Concern in 1989 and has served in several roles in both the licensed supervised and supported housing programs. She has over 25 years of experience in mental health housing. Lunde earned her BA in Psychology and her Master's of Social Work from Stony Brook University.

**Joyce Probst MacAlpine, MA, Senior Associate, Abt Associates**

Joyce Probst MacAlpine is an Abt Senior Associate with more than 20 years of experience analyzing and developing policy in the areas of homelessness and affordable housing. She provides technical assistance to communities working to end homelessness for veterans through the VA's Supportive Services for Veteran Families and HUD's Vets@Home initiatives. Before joining Abt, she

served as the lead staff at the Dayton-Montgomery County Ohio Continuum of Care for eight years.

**Paul C. Macpherson, CPM, Director, Investment Enterprise Development Service, Department of Veterans Affairs**

Paul Macpherson has over 30 years of real estate management experience. In 2013 Paul joined VA as Director of the Investment Enterprise Development Service. His primary responsibility is to seek out and consummate public private ventures with developers that will build housing for disadvantaged, homeless, and elderly veterans at little or no cost to VA. Since taking over the program his team has closed 26 EULs, valued at more than \$325M, providing 1,228 units of low income housing.

**Chelsea Maillet, Veterans Welcome Home Case Manager, New England Center and Home for Veterans**

Chelsea Maillet joined the New England Center and Home for Veterans as a case manager for the SSVF Program. Maillet then transferred her role to a Veterans Welcome Home (VWH) case manager. In this role Maillet provides housing search assistance and ongoing supportive services for chronically homeless veterans, to ensure that they achieve and maintain stabilization in the community.

**Heidi Marston, Director of Community Engagement and Reintegration Services (CERS), VA Greater Los Angeles Healthcare System**

Heidi Marston is the Director of CERS at VA Greater Los Angeles Healthcare System. In this role, she is responsible for the largest VA homeless and recovery program in the country with over 600 staff, a budget of \$150 million, and resources to house over 8,800 homeless veterans through emergency, transitional and permanent housing. Previously, Marston worked as the Special Assistant to the Secretary of VA.

**Jennifer Mathis, Director of Policy and Legal Advocacy, Bazelon Center for Mental Health Law**

Jennifer Mathis is Director of Policy and Legal Advocacy at the Bazelon Center for Mental Health Law, a national organization advancing the rights of individuals with mental disabilities. She uses policy advocacy and litigation to promote community integration and equal opportunities for people with disabilities in all aspects of life.

**Burt McChesney, Government Affairs Director, Veterans Resource Centers of America**

Burt McChesney is a retired policy consultant and advocate. He served as Special Assistant to the Speaker of the California Assembly, as Chief Consultant to the Chair of the Assembly Democratic Caucus, advisor to the Budget Conference Committee, chief consultant to the Assembly Elections, Reapportionment and Constitutional Amendments Committee and as chief consultant to the Assembly Veterans Affairs Committee. After leaving the



legislature, McChesney worked for the California Association of Realtors and other business clients. The son of an Air Force officer, McChesney served in the United States Army in Vietnam and Europe as helicopter gunner and as the NCOIC (non-commissioned officer in charge) of flight operations.

**Adrienne Nash Meléndez, Program Analyst, Health Care for Homeless Veterans National Program Office**

Adrienne Nash Meléndez currently serves as a Program Analyst for the HCHV National Program Office where she is responsible for supporting the Coordinated Entry Systems (CES) Initiative and community planning to end veteran homelessness. Meléndez has over 17 years of experience with community development and planning, training, system change, leadership development, program design, strategic planning, and grant management. Adrienne holds a BA in Sociology and Hispanic Studies from Washington College, a Master's in Leadership Development from Penn State, and graduate certificates in Human Resources, Project Management, and Conflict Resolution and Mediation.

**Stephen Metraux, PhD, Researcher, National Center on Homelessness among Veterans**

Stephen Metraux is a researcher at the National Center on Homelessness among Veterans. His research interests center on urban health, especially in the context of issues such as homelessness and housing, community mental health, veterans' health and housing issues, and incarceration and prisoner reentry. Since 2009, he has worked with the VA in its efforts to end homelessness among veterans, where he has focused on better understanding risk factors and homeless trajectories among veterans who served during the post-2001 era. He received his PhD in Sociology from the University of Pennsylvania, and prior to that was involved in providing direct and outreach services to homeless persons.



A founder and member since 1990,  
we proudly support the  
National Coalition for Homeless Veterans



VETS HELPING VETS SINCE 1974

Founded in 1974 by veterans, Swords to Plowshares is a community-based not-for-profit 501(c)(3) organization that provides needs assessment and case management, employment and training, housing, and legal assistance to approximately 3,000 veterans in the San Francisco Bay Area each year.



**Maria Mola, Development Director,  
Veterans Transition Center of California**

Maria Mola is the Development Director at the Veterans Transition Center of California, a transitional housing program serving more than 600 veterans from more than 26 California counties annually. As the first development director, Mola has changed the way the VTC builds and sustains programs. Last year, she was responsible for more than \$1.7 million in raised funds, and the addition of 22 additional housing units. In 2017 and 2018, Mola was recognized as the AFI Military Spouse of the Year – Presidio of Monterey for her dedicated service to service members, their families, and homeless veterans.

**Ann Elizabeth Montgomery, PhD,  
Department of Veterans Affairs**

Ann Elizabeth Montgomery has 15 years of experience conducting research related to homelessness and housing. Montgomery's primary research interests are identifying homelessness and risk among veterans seeking healthcare, assessing interventions intended to mitigate this risk, and studying vulnerable populations and related health disparities.

**Jackie Nguyen, Community Employment Coordinator,  
Pacific Islands Health Care System**

Jackie Nguyen began her military career as a Field Artillery Officer from 1986 – 1992. She deployed to Kuwait

during Desert Storm from 1990-1991. Nguyen is the Community Employment Coordinator at the VA, Pacific Island Health Care System, serving homeless veterans in Guam and Hawaii for over 8 years.

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

Cathrene "Cat" Nichols is a U.S. Army veteran and Strategic Operations Manager for Washington State Department of Veterans Affairs specializing in regional strategic and multijurisdictional partnerships. She serves as the Director of the Regional Veterans Service Center in Spokane, WA, and is a member of the NCHV Board of Directors.

**Garen Nigon, Improvement Advisor,  
Community Solutions**

Garen Nigon works as an Improvement Advisor on Community Solutions' Built for Zero team, where he coaches community leaders across the United States who are working to create a by-name list of people experiencing homelessness. He holds a BA from Tufts University, and a Master's from the Columbia University School of Social Work.

**Stephen Peck, MSW, President and CEO, U.S. VETS**

Steve Peck is a leader in the national movement to eliminate homelessness among American veterans. He served as a lieutenant in the 1st Marine Division in the Vietnam War, near Da Nang, from 1969 to 1970. Twenty years

later, Peck returned to school and earned a MSW from USC. He joined U.S. VETS full time as Director of Community Development in 1996, and was named President and CEO in 2010.

**Ray Pennie, Vice President of Business Development,  
Clearpoint Financial Solutions**

Ray Pennie is Vice President of Business Development at Clearpoint Financial Solutions, a division of Money Management International (MMI). He is responsible for managing a national business development team that expands Clearpoint's mission of financial capability, education and counseling outreach to underserved economic groups. Pennie is a veteran of the U.S. Navy.

**Cody J. Perron, MSOL, Co-Founder and COO,  
Fidelis Global Group, LLC**

Cody Perron is a former Special Agent with the U.S. Department of State & a former U.S. Marine. He has extensive experience conducting worldwide personal protection of high-level dignitaries, and development, implementation, management of security programs at U.S. diplomatic facilities around the world. Perron has also served as a training instructor for safety and security best strategies to U.S. diplomats. He holds an MS in Organizational Leadership from National University and a BA in Global Affairs with a focus on Russia and Central Asia from George Mason University.

**Dr. Alonzo Peterson, Executive Director,  
Leg Up Program**

Alonzo Peterson is the Executive Director of the Leg Up Program and has been working in the nonprofit sector for over 15 years. His first book, *The Meek Will Inherit the Earth, But They Won't Keep It* will be available on Amazon in the fall of 2018.

**Christine Pietryga, Director of Programs and  
Operations, Veterans Leadership Program of Western  
Pennsylvania**

Christy Pietryga is the Chief Operating Officer at Veterans Leadership Program (VLP) in Pennsylvania. In her role, she oversees 13 housing, employment, and supportive service programs throughout VLP's 18-county service area in Western and Central Pennsylvania. She holds a BA in Sociology with a concentration in Human Services and Nonprofits and a minor in Religion from Bucknell University.

**Kiera Pollack, Director of Senior Services,  
Los Angeles LGBT Center**

In her role as Director of Senior Services at the Los Angeles LGBT Center Pollack oversees residential and nonresidential social services and activities for more than 4,000 seniors who utilize the program annually as well as Triangle Square, the nation's first affordable housing complex for LGBT seniors. Kiera holds a Master's in Clinical



Social Work from Fordham University and is a LCSW in NY and an ACSW in CA.

**Jeffery Quarles, Director,  
Homeless Providers National GPD Program Office,  
Department of Veterans Affairs**

Jeffery Quarles serves as the Director for the VA Homeless Providers National GPD Program Office in Tampa, Florida. Quarles is responsible for the overall management and administration of the GPD Program. Quarles has a Master's in Rehabilitation Counseling and is a Licensed Independent Chemical Dependency Counselor. He is a member of the VA CARF Steering Committee and has served as a consultant in CARF accreditation to VA Medical Centers nationally. Quarles has 23 years of management experience in substance use disorder services, transitional housing, vocational and homeless services. Quarles has worked for the Department of Veterans Affairs since 1993.

**Tom Ralser, Principal, Director of Outcomes Lab,  
Convergent Nonprofit Solutions**

Tom Ralser pioneered the concept of applying return on investment (ROI) principles to nonprofit fundraising, and fundraisers have described his work as the "silver bullet" that justifies larger investments in nonprofit organizations. He holds the Chartered Financial Analyst (CFA) designation, which provides the framework for his Investment-Driven Model™ of fundraising, and led to the development of the Organizational Value Proposition®, which is widely used by corporations, foundations, and individuals as confirmation that the nonprofits in which they invest are truly delivering outcomes with value.

**Luis A. Ramirez, MBA, MIR, Co-Founder and CEO,  
Fidelis Global Group, LLC**

Luis Ramirez is a former U.S. Marine with experience in personal protection of high-level dignitaries, management of security programs at U.S. diplomatic facilities (Moscow,



[ahpnet.com](http://ahpnet.com)

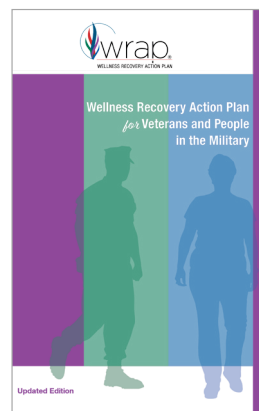
**AHP is Committed to Helping Veterans  
Live Full and Productive Lives**



Add to your team AHP's deep knowledge of the economic, social service, housing, and health care needs of veterans, military service members, and their families as we work together to improve your organization's programs and services.

Visit us at the AHP booth.

ADVOCATES FOR HUMAN POTENTIAL, INC.  
CORPORATE OFFICE: 490-B Boston Post Road, Sudbury, MA 01776  
978.443.0055 • [info@ahpnet.com](mailto:info@ahpnet.com)  
Other Office Locations: Albany, NY • Chicago, IL • Germantown, MD • Pasadena, CA



We're pleased to announce  
the **newly revised**  
*Wellness Recovery Action Plan  
for Veterans and People  
in the Military.*

**Special conference pricing!**

978.261.1444

[www.mentalhealthrecovery.com](http://www.mentalhealthrecovery.com)  
[books@mentalhealthrecovery.com](mailto:books@mentalhealthrecovery.com)





Russia and Sarajevo, Bosnia-Herzegovina), development of security policies and protocol overseas. Ramirez has corporate business expertise in a wide variety of leadership roles serving clients through business strategy and development, sales operations, remarketing operations, business analysis and risk management. He holds an MBA from the Fisher College of Business at Ohio State University and an MIR from the School of Diplomacy and International Relations at Seton Hall University.

**John Rio, MA, CRC, Senior Program Associate, Advocates for Human Potential**

John Rio is currently a Senior Program Associate at Advocates for Human Potential and a consultant, speaker, and trainer providing expertise on housing, employment, and supportive services for homeless populations including veterans and individuals with behavioral health conditions. He provides HUD, VA, DOL and SAMHSA supported technical assistance and leads AHP contract work on workforce development. He is also a reviewer for the Psychiatric Rehabilitation Journal and Psychiatric Services and advises the VA Secretary as a member of the VA Committee on Rehabilitation.

**John Robertson, Metro Housing Specialist, Minnesota Assistance Council for Veterans**

John Robertson practiced Real Estate in California between 2000 – 2012, representing landlords, buyers, sellers and renters with an eye on understanding the spectrum of issues that dictate who gets housing, who doesn't, and why. He advocates for social service agencies to change how they partner with landlords to increase ability to build helpful relationships and house their highest barrier clients.

**Adriana Rodriguez, Deputy Chief of Programs and Clinical Practice, Jericho Project**

Adriana Rodriguez joined Jericho Project in 2013 as Senior Director of Special Programs and in 2016 was promoted to Deputy Chief of Programs and Clinical Practice. Rodriguez is a Licensed Social Worker and holds a Master's of Social Work from the Advanced Placement Program of the Graduate School of Social Work at Boston College and a BS in Social Work from Southern Connecticut State University.

**Melissa Russell, LCSS, Regional Coordinator, Veteran Services at Lawrence County Social Services, Inc.**

Melissa “Missy” Russell is a Regional Coordinator for Veteran Services at Lawrence County Social Services, Inc., where she coordinates services for homeless veterans, their families and veterans that are precariously housed within 20+ counties in Western PA. She also develops procedures and trains Regional and Community Partners on the management of the Veteran Master List and Coordinated Entry Processes. She holds a BA in Education and is a licensed Realtor with 12 years’ experience.

**Erin Rutherford, Hawaii Program Director for HVRP and SSVF, Catholic Charities**

Erin Rutherford is a Licensed Social Worker in Honolulu, Hawaii. She is the Catholic Charities Hawaii Program Director for HVRP and SSVF. She has been working in the housing and homelessness sector for 10 years and most recently served two years as the Chairperson of the CoC’s Statewide Data Committee.

**Nathaniel Saltz, Statewide Program Director, Minnesota Assistance Council for Veterans**

Nathaniel Saltz has been serving veterans experiencing homelessness with MACV since 2003. His duties within the organization have included rollout, implementation and oversight of programs, and leadership in statewide efforts to end veteran homelessness across Minnesota’s 10 CoCs. He was awarded the 2016 NCHV Unsung Hero award.

**Kristi Schulenberg, Senior Technical Assistance Specialist, National Alliance to End Homelessness**

Kristi Schulenberg is a Senior Technical Assistance Specialist at the Alliance. Schulenberg has more than 20 years of experience in the nonprofit sector. As a Technical Assistance Specialist, Schulenberg develops and delivers training and technical assistance on best practices on ending homelessness, including re-designing emergency shelter, diversion, rapid rehousing, system performance measures, and redesigning and building capacity for coordinated crisis response systems. She holds a BA in Religious Studies from the University of Dayton, and a JD from Golden Gate University School of Law. Schulenberg is licensed to practice law in California and is an accredited attorney by the Department of Veteran Affairs.

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

Sara Sommarstrom serves as the Vetlaw Director for the Minnesota Assistance Council for Veterans, working across Minnesota to remove and reduce legal barriers to stability for veterans experiencing homelessness and other life crises. She is a member of the ABA Veterans Legal Services Initiative and an active member of several state bar association committees. Sommarstrom was honored to receive recognition from NCHV as a 2014 Unsung Hero.

**Geren Stone, Medical Director, New England Center and Home for Veterans**

Geren Stone is a primary care physician with Boston Health Care for the Homeless Program and Massachusetts General Hospital. He serves as the Medical Director for the clinic at the New England Center and Home for Veterans. This clinic seeks to provide integrated, comprehensive health care to homeless veterans.

**Norm Suchar, Director, Office of Special Needs Assistance Programs, Department of Housing and Urban Development**

Norm Suchar serves as Director of HUD’s Office of Special Needs Assistance Programs, which supports the nationwide commitment to ending homelessness. He manages over \$2 billion of competitive and formula programs that provide needed shelter and housing assistance for hundreds of thousands of children, youth, and adults each year. He previously directed the NAEH’s Center for Capacity Building, which helped communities implement system-wide strategies that prevent and end homelessness.

**Tanya Tabon, Supervisory Social Worker, VA Palo Alto HCS- Menlo Park Division**

Tanya Tabon is a Supervisory Social Worker for the Menlo Park HUD-VASH team. Tabon started at VA Palo Alto Health Care System, Domiciliary Service in 2009 and has worked in various positions within the Homeless programs as a GPD liaison and HUD-VASH Case Manager. Tabon enjoys working with vulnerable populations and considers HUD-VASH one of her most rewarding Social Work positions. Tabon earned her MSW from UC Berkeley and BA in Sociology from UC Santa Barbara.

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

Doug Tetrault has eight 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 health care. Tetrault has experience in the coordination and conceptual development of Pay for Success contracts. At TAC, he is responsible for managing a multi-year federal grant with the Department of Veterans Affairs for its Supportive Services for Veterans Families (SSVF) Technical Assistance (TA) program. In this role, Tetrault manages the planning and implementation of direct TA services and contributes to the production of program guidance and tools. He also provides management support and direct TA under HUD’s Vets@Home initiative and provides other direct TA related to HUD homeless assistance programs.

**Tamera Toogood, Partner, Convergent Nonprofit Solutions**

Tamera is an MBA development professional who has an extensive background in corporate banking and business development having worked with leading financial institutions from New York to Georgia for nearly 20 years. Since joining the development world in 2005, Toogood has raised nearly \$200 million for various projects. She holds a Certified Fund Raising Executive (CFRE) designation and is adept in positioning organizations for growth, creating strategic partnerships, cultivating long-term large investors, managing capital campaigns, developing investible outcomes and strategic planning.

**Jack Tsai, PhD, Core Investigator, VA New England Mental Illness, Research, Education, and Clinical Center**

Jack Tsai is the Core Investigator for the VA New England Mental Illness, Research, Education, and Clinical Center (MIRECC) and Associate Professor of Psychiatry at Yale School of Medicine. Tsai has received VA and foundation grants and published over 150 peer-reviewed articles on topics related to homelessness, severe mental illness, trauma, and health disparities. He holds leadership positions in the American Psychological Association and the American Public Health Association, and serves as Editor-in-Chief of the Journal of Social Distress and the Homeless.

**Glory Udoh, Founder/CEO, Asset Building Network, Inc.**

Glory Udoh is the Founder and Chief Executive Officer of Asset Building Network, Inc., a nonprofit charitable organization founded 18 years ago. She serves as the Project Director of a Transitional Housing program for homeless veterans with mental disabilities in Houston, Texas. Asset Building Network specializes in providing individualized case management using Life Skills in the Individual Service Plans of participants in its GPD Transition-in-Place, which have led to housing stability, increased income, and greater self-determination for veterans transitioning into permanent housing.

**Anne Vandervort, CSW, Director of Veteran Services, East at Volunteers of America Mid-States**

Anne Vandervort is the Director of Veteran Services, East at Volunteers of America Mid-States in Lexington, KY. In this role, she oversees the Supportive Services for Veteran Families and Homeless Veterans Reintegration programs. Vandervort has over 20 years of experience in social services and has been with Volunteers of America since 2006.

**Jesse Vazzano, National Director of HUD-VASH, Veterans Health Administration**

Jesse Vazzano is the national director of HUD-VASH for the VHA. Prior to working with HUD-VASH, Vazzano served as the Network Homeless Coordinator for the VA Capitol Health Care Network for several years and was responsible for the operational oversight of homeless services for the VA Medical Centers in Washington, D.C., Maryland and Martinsburg, WV.

**Sia Vissering, LCSW, Case Manager, Veterans Welcome Home**

Sia Vissering joined The New England Home and Center for Veterans in Boston Massachusetts as a case manager working in the housing-first program Veterans Welcome Home. Vissering brings together her skills of outreach, harm reduction, and community stabilization to best serve the homeless veterans of Boston. She believes that all



people have a right to a home to call their own and that the way to achieve this is through housing first, harm reduction, and coordination of services across individual programs.

**Ellen Vollinger, Legal Director,  
Food Research and Action Center**

Ellen Vollinger is Legal Director for the Food Research and Action Center (FRAC). She has responsibility for directing FRAC’s advocacy on behalf of the Supplemental Nutrition Assistance Program (SNAP). Vollinger serves on the eGovernment Payments Council. She has a BA in American Studies from Smith College, an MASS in Legislative Affairs from George Washington University, and a JD magna cum laude from the American University’s Washington College of Law.

**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. Walker served in the Air Force for five years (1989 – 1994). Additionally, Walker serves as spokesperson for the National Veterans Employment & Education Commission’s homeless veterans initiatives, which includes aspects of health-care, counseling, housing, education, training, employment and other issues of concern to the public and private sector constituencies, Congress, and the media.

**Adam Wawrynek, Regional Director of Veterans  
Services, Services for the UnderServed, Inc.**

Adam Wawrynek is Regional Director of Veterans Services in NYC for SUS (Services for the UnderServed, Inc.), overseeing a portfolio ranging from Rapid Re-housing and Homelessness Prevention programs to employment and suicide prevention services. He has experience in program design and development, specifically in the launch of pilot programs such as the original SSVF grants, GPD-TIP, two iterations of HUD-VASH contracted case management programs, and various care coordination services for military families and veterans. Adam is a member of the NYC CoC Veterans Task Force Executive Committee and co-chair for the NYC Veterans Aftercare Subcommittee.

**Nikkole Weiss, LCSW, Homeless Outreach Specialist,  
Overton Brooks VA Medical Center**

Nikkole Weiss first discovered a passion for working with the post-9/11 era military service members, veterans, and their families through volunteer work with nonprofit agency AdoptaPlatoon in 2004. She graduated from the University of Southern California with a Master’s of Military Social Work degree in 2014. Nikkole Weiss currently works at Overton Brooks VA Medical Center in Shreveport LA with the HCHV Program.

**Toscha Wilkins, Employment and Training Supervisor,  
Healthnet’s Homeless Initiative Program**

Toscha Wilkins is the Employment and Training supervisor at HealthNet’s Homeless Initiative Program (HIP). Toscha has both her BA and Master’s in Social Work. She has over 16 years of experience working with children and families in a variety of settings. Toscha is a veteran of the United States Army.

**Paul Williams, Veteran SOAR Lead,  
Minnesota Department of Veterans Affairs**

Paul Williams is an Air Force Veteran and the Veteran SOAR Lead at the Minnesota Department of Veterans Affairs. The program was launched in 2016. Paul had previously spent six years as a Disability Examiner at DDS in Minnesota. He has a Master’s in Public Administration from Hamline University.

**Ben Wilson, Homeless Veteran Coordinator,  
Minnesota Department of Veterans Affairs**

Ben Wilson is an Army Veteran of the Iraq war and is employed as the Homeless Veteran Coordinator with the Minnesota Department of Veterans Affairs. He received his Master’s in Public Administration from Hamline University in December 2016. He is an accredited VSO with the American Legion and the VVA.

**Pam Hogwood Wilson, LCSW, HUD-VASH Case  
Manager, VA Palo Alto Health Care System**

Pamela Hogwood Wilson is a licensed clinical social worker at VA Palo Alto Health Care System. She is a case manager for HUD-VASH, Menlo Park since 2014. She is a graduate of the University of Tennessee, College of Social Work (MSSW) and Grove City College in PA where she earned her BA in Communication Arts (English, Letters and Theater) with a minor in Religion.

**James M. Yates, MPA, Senior Consultant,  
Housing Group**

Jim Yates has over 27 years of experience in affordable and permanent supportive housing development for vulnerable populations. He is also a nationally recognized expert in the Department of Veterans Affairs health care system and programs serving homeless veterans and other “veterans in need.” Yates is also currently a Colonel in the Army National Guard.

As Veterans ourselves,  
Fidelis is proud to support  
the 2018 National Coalition  
for Homeless Veterans  
Annual Conference in their  
mission to end homelessness  
among veterans.

*Fidelis Global Group strives to keep clients  
safe and secure through efficient and effective  
risk mitigation and security strategies. We  
empower clients by elevating their business  
through customized security solutions to  
ensure their most important asset remains  
safe — their people.*

Learn more at [FidelisGlobalGroup.com](https://FidelisGlobalGroup.com)



© 2018 Fidelis Global Group, LLC, all rights reserved



## GRAND HYATT WASHINGTON

1000 H Street, N.W.  
Washington, D.C. 20001

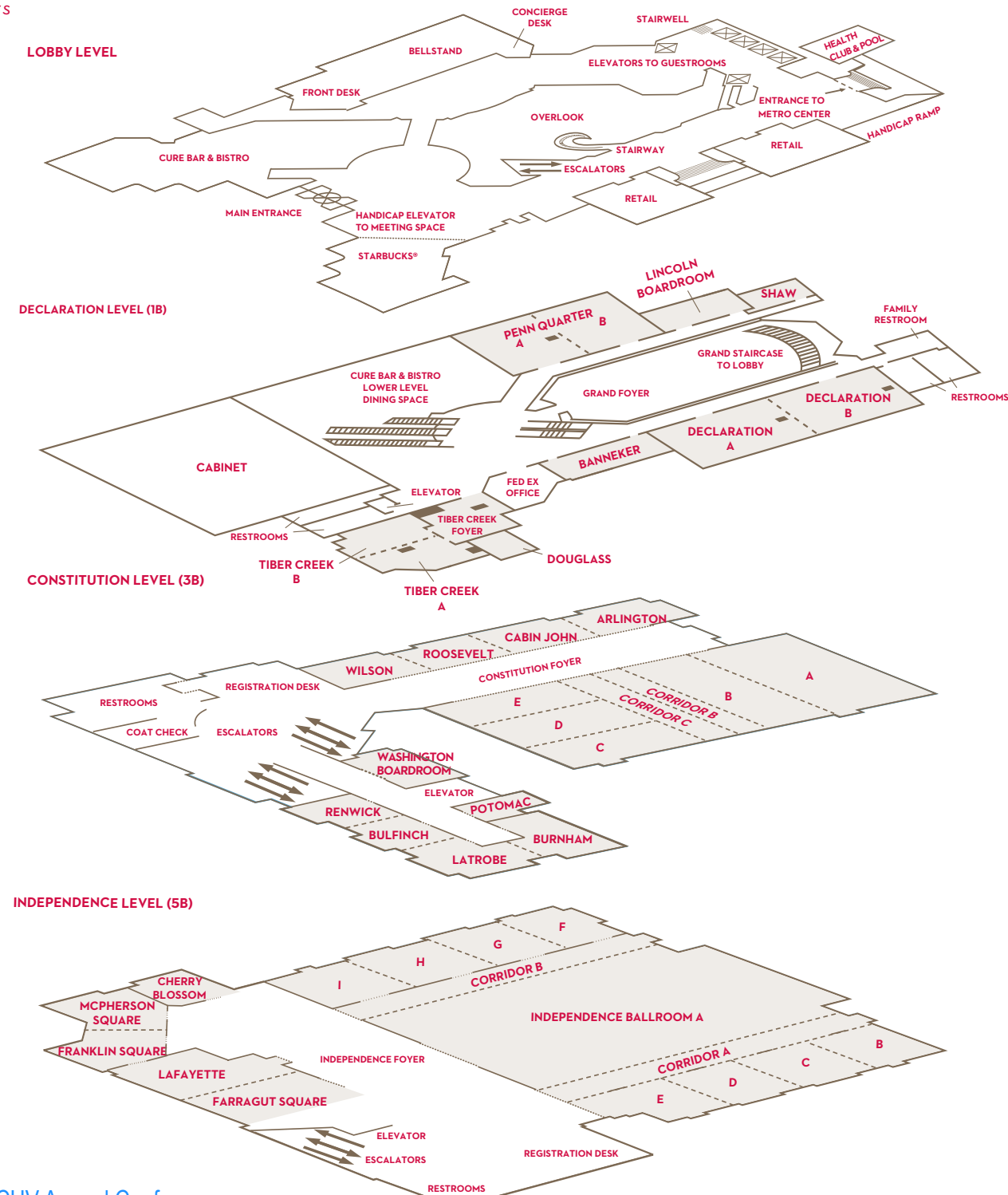
+1 202 582 1234 TELEPHONE  
+1 202 624 8081 SALES FAX  
+1 202 637 4781 GUEST FAX

grandwashington.hyatt.com

GRAND | HYATT®

## FLOOR PLAN

All Floors



## Founders Circle



**HARBOR FREIGHT TOOLS**  
Quality Tools at Ridiculously Low Prices



## Premier Partners



## Wireless Internet Provided By



## Sustaining Partners

Mary Hall Freedom House  
Advocates for Human Potential  
East Oakland Community Project  
Pete Dougherty  
Technical Assistance Collaborative  
Adam Wawrynek  
The Way Station  
Family Endeavors  
Family & Community Services  
Faith Hope Love Charity, Inc.  
Volunteers of America of Florida  
Community Renewal Team, Inc.  
US VETS - Prescott  
Swords to Plowshares



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 NCHV to do 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
- Support and update [www.nchv.org](http://www.nchv.org) - 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



