

At Your Service**Snapshot of Service****One Stop Shop: The Benefits of Co-Location**

Grantees through the DOL-VETS Homeless Veterans Reintegration Program (HVRP) help veterans who are homeless return to competitive employment. Staff members at the HVRP programs know that veterans experiencing homelessness often have significant barriers to employment, including housing, transportation, and health issues. For these veterans, the process for accessing needed services needs to be as streamlined and simple as possible. One strategy that has proven successful is co-location – providing access to multiple services in the same place.

For Easter Seals Oregon, co-location in the Oregon Workforce Centers (local American Job Center) offers a number of benefits to the veterans in the HVRP program. As Catherine Todd explains, co-location provides employment developers and employment specialists with direct access to all of the resources within the Center, including the Disable Veterans Outreach Program Specialists (DVOPs). This “one stop shop” gives veterans access to multiple resources and services in one location, eliminating transportation challenges.

Swords to Plowshares (SWORDS) in San Francisco takes a different approach to co-location. SWORDS, both an HVRP and Supportive Services for Veteran Families (SSVF) grantee, has streamlined the intake process for its employment and housing programs. As Deputy Director of Program Operations, Dave Lopez provides leadership and management for both programs. This consolidated leadership results in an atmosphere where everyone from program managers to direct service staff knows essential details of available programs that can work for veteran clients. Each staff member understands the eligibility requirements of both programs, ensuring clients have access to both employment and housing services as needed.

As SWORDS and Easter Seals demonstrate, providing multiple services in one location can ease the transition for homeless veterans. Programs that work together to provide effective housing, financial assistance, and employment support simultaneously can alleviate transportation barriers and reduce intake processing time.

Comprehensive services in a one-stop shop is a replicable model of success.

