



NATIONAL COALITION *for* HOMELESS VETERANS

At Your Service

HVRP Grantee Best Practices

Beyond the Numbers – Success Through Flexibility

Establishing strong procedures and a system of best practices is important when creating a successful HVRP. However, sometimes procedure is not enough, and a few extra steps can make all the difference between success and failure.

From Joe Sluszka of the Albany Housing Coalition on a veteran in his program:

“A month went by, and he hit a little bit of a bump in the road. He didn’t report to work, and he called us and said, ‘I’m giving up my apartment.’ We had a phone call actually from the employer telling us that he had not reported to work and we began that discussion with the employer. The employer promised to retain him in his employment while he worked with him, while my peer support folks worked with him, to help him resolve these issues.”

From Sandy Miller of Veterans Multi-Service Center:

“[I] have had women in my program from 21 VISNs [Veterans Integrated Service Networks] [...] how we did it was I worked through the local VA mental health team and the Chief of Mental Health. We’d go out with an email blurb across the country and say there [are] open beds at the Dr. Mary B. Walker House. If you have any women that are willing to relocate[...].”

Also from Sandy Miller:

“I got on the phone with the manager, and he wasn’t really telling me what I wanted to hear [...] I said, ‘This is a homeless veteran. Do you have any veterans that work in your store?’ [...] Had we not jumped in there and intervened for that guy, who knows where he would be?”

These anecdotes demonstrate the need for an HVRP to be flexible and remain open to trying something new. The best practices of today come from yesterday’s experiences.