



VA NATIONAL CENTER ON HOMELESSNESS AMONG VETERANS

Promoting data-driven, evidence-based solutions to end Veteran homelessness

Development of Homeless Service Provider Competencies in the Veterans Health Administration: The Research Evidence for a Comprehensive Curriculum

National Coalition for Homeless Veterans

2019 Conference LEARNING INSTITUTE

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Step 1: Research and formulate competency domains



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Literature review

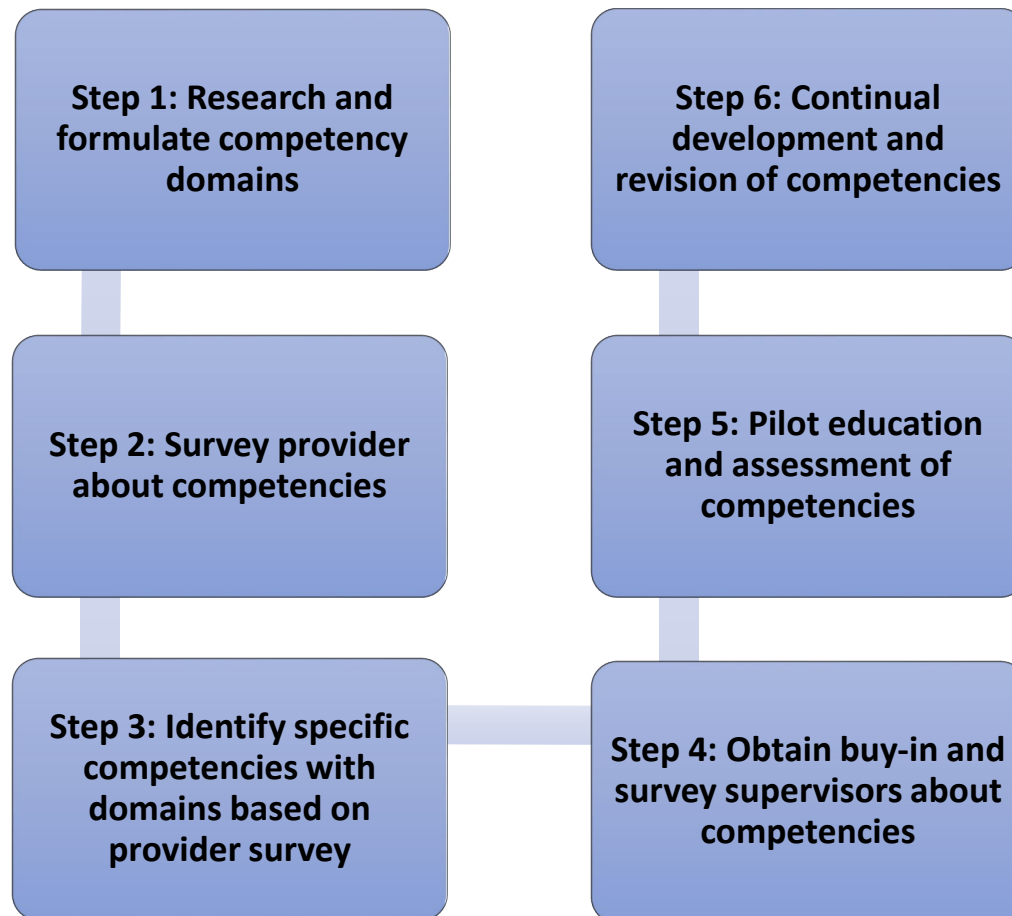
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The Development Process





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2016 leaders within the Education Workgroup for VHA Homeless Programs Office (HPO) identified a list of skills they believed were important regardless of discipline or role



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Step 2: Survey providers about competencies



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- Needs Assessment Knowledge survey created
- Approved by VHA
- Operationalized by VA Employee Education System (EES)
- Disseminated in 2016 and 2017
- Summarized by EES
 - 35 items
 - 2017 - added additional open ended questions
 - 1600 unique employees out of 5000 participated in the two years
 - 2016 - 1430 completions
 - 2017 – 1071 completions



Step 3: Identify specific competencies with domains based on provider survey

7 domains were identified with behavioral based competencies associated with each domain



Step 4: Obtain buy-in

- Supervisor survey completed in 2016
 - 32 items seeking:
 - Value added confirmation
 - Relevance to staff
 - Impact on staff performance
 - Recommendations
 - 65 of the 340 supervisors responded



Step 5: Pilot

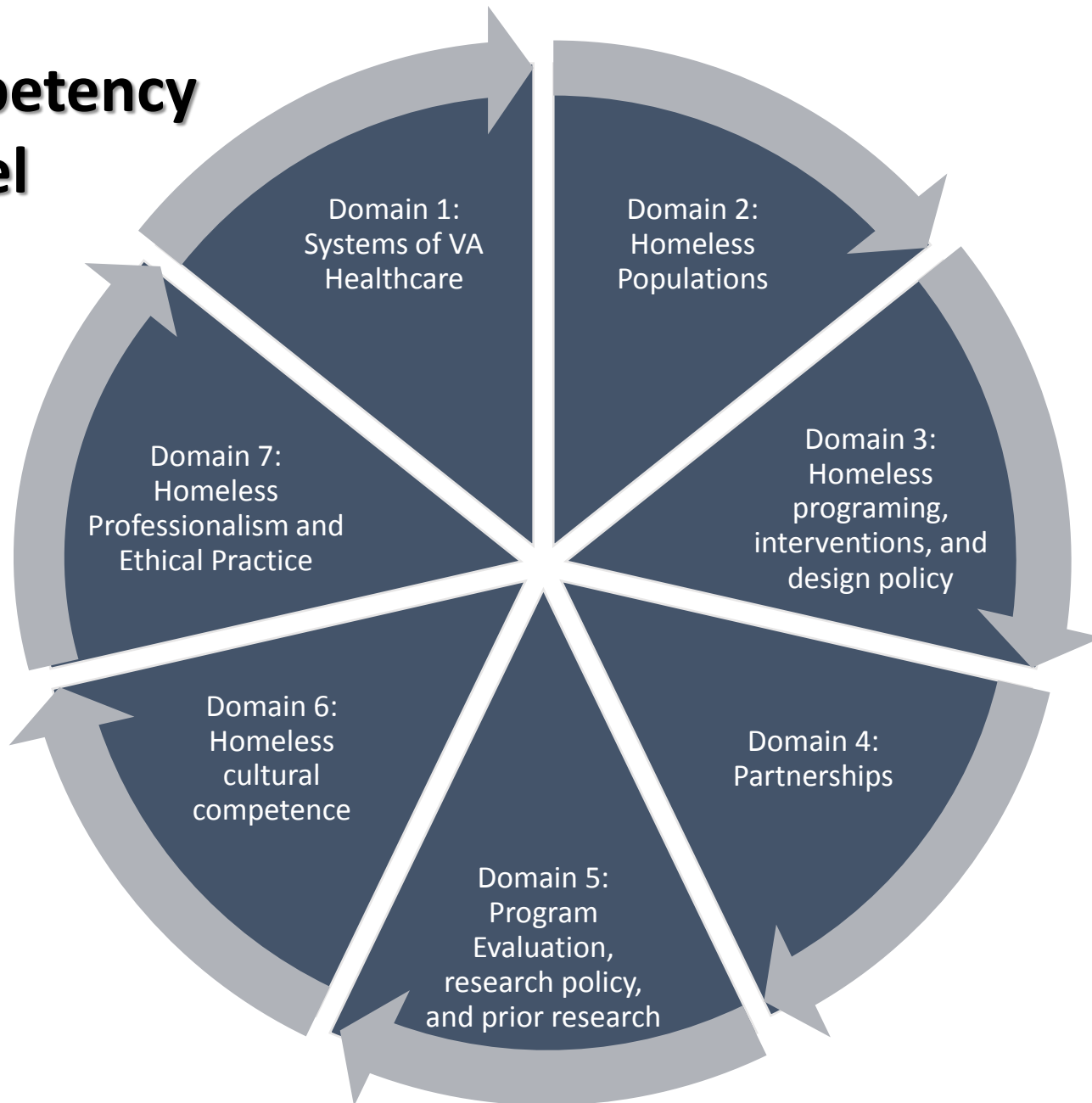
- 7 sites assessed the model between October 1, 2018 – March 31, 2019
 - Albany, NY
 - Augusta, GA
 - Birmingham, AL
 - Little Rock, AR
 - Madison, WI
 - Tampa, FL
 - Temple, TX



Step 6: Continuous Improvement

- Knowledge survey is revised and repeated every two years
- Curriculum will be revised annually
- Initial and follow-up evaluations will continue to request feedback from the field

Competency Model





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Website and TMS Access to Curriculum

TALENT MANAGEMENT SYSTEM 2.0 Learning

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Keyword: Course name or ID: Programs: All Assignment Types:

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- Next to complete: Systems of VA Healthcare
- REQUIRED**
Systems of VA Healthcare (organizational management) More ▾
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- Next to complete: VA LEAN Black/Gold Belt Ce...
- REQUIRED**
VA LEAN Black/Gold Belt Program Certification
PROGRAM DVA-142
Self-Assigned
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- REQUIRED**
VA Lean Yellow/Bronze Belt Program Certification
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Education and Dissemination

The National Center on Homelessness among Veterans (The Center) in coordination with the Homeless Program Office followed evidence-based peer reviewed articles to pursue the eight steps to develop its competency model for serving homeless Veterans. The development of population-based competencies for serving homeless populations is described in detail below and demonstrates progressive steps to ensure that these competencies are comprehensive.

The graphic below describes each of the seven domains in this model. Click on any of the domains to find training and education resources for each competency within that domain.

Domain 1: Systems of VA Healthcare (organizational management)
Homeless Veteran Data >
VA organizational structures >

Domain 2: Homeless Populations

Domain 3: Addressing Program, Intervention, and Design Policy

Domain 4: Program Evaluation, Research Policy, and Prior Research

Domain 5: Program Evaluation, Research Policy, and Prior Research

Domain 6: Program Evaluation, Research Policy, and Prior Research

Domain 7: Program Evaluation, Research Policy, and Prior Research

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Last updated: March 27, 2019

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Homeless Veterans	Find a VA form	Vetstage Point blog	Veterans Crisis Line
Homeless Veterans	Get VA mobile apps	Email updates	Contact us
Minority Veterans	Careers at VA	Facebook	Find a VA location
PTSD	Doing business with VA	Instagram	Ask a question
Mental health	Grants Management Services	Twitter	Call MyVA311: 1-844-698-2311
Adaptive sports and special events	VA claims accreditation	Flickr	TTY: 711
National Resource Directory	Find a VA health care provider	YouTube	
	Veterans Service Organizations (VSO)	All VA social media	
	State Veterans Affairs offices		
	Print your VA welcome kit		

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Questions?