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

National Coalition for Homeless Veterans

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Step 1: Research and formulate competency domains
Literature review


The Development Process

Step 1: Research and formulate competency domains

Step 2: Survey provider about competencies

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

Step 4: Obtain buy-in and survey supervisors about competencies

Step 5: Pilot education and assessment of competencies

Step 6: Continual development and revision of competencies
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
Step 2: Survey providers about competencies
• 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

Domain 1: Systems of VA Healthcare

Domain 2: Homeless Populations

Domain 3: Homeless programing, interventions, and design policy

Domain 4: Partnerships

Domain 5: Program Evaluation, research policy, and prior research

Domain 6: Homeless cultural competence

Domain 7: Homeless Professionalism and Ethical Practice
Website and TMS
Access to Curriculum
Questions?