Rural Homelessness

“Shared Responsibility & Reward”

Creating Regional Strategic Partnerships with Government & Community Partners

Cat Nichols, NCHV, WDVA

“Serving Those Who Served”

National Coalition for Homeless Veterans

YES VETS

Proud Employer of U.S. Veterans

WestCare

Washington State Department of Veterans Affairs

“Serving Those Who Served”
Cathrene “Cat” Nichols  
Strategic Operations Manager

- Eastern Washington Strategic Operations Manager
- Spokane County Veterans Services Director
- Grant Administrator
- WA State VERG Advisor
- SFL Government & Public Sector Lead
- Interagency Council on Homelessness
- NCHV, COC, CVEB
- U.S. Army Veteran

http://www.dva.wa.gov/
Engaging State & Local Government
Development of Strategic Regional Partnerships

Successful, holistic veteran service models and best practices hinge on successful innovation and strategic partnerships engaging and leveraging state and local government and public-private partnerships within the community.

Key Outcomes

✓ Increased awareness of the value and necessity of engaging state and local government.

✓ Innovative ideas and best practices for continuum of care collaboration.

✓ Proven model to increase funding opportunities in your state.

✓ Understanding the value of public-private partnerships.

✓ Key universal strategies to build a mindful rural programs/resources

✓ Real life success stories!
At a Glance:
The Challenge: Expansion to Eastern Washington

The Department of Housing and Urban Development (HUD) showed an increase of 18% in the number of veterans experiencing homelessness in unsheltered places in 2016-2017, “especially along the West Coast” The following shows the geographic challenges in WA state.

SWOT Analysis:
- Strengths
- Weaknesses
- Opportunities
- Threats
The Situation:

June 10, 2010 – First WDVA Homeless Veterans Housing Summit

The Plan: Find, Empower, & Educate Public & Private Partners With Common Missions for Mutually Beneficial Efficacy

- VA HUD-VASH vouchers – 1,010
- VA Grant & Per Diem Beds - 319
- Counties covered by Supportive Services for Veteran Families (SSVF) - 0
Creating Positive Partner Networks

- SSVF/HVRP/IVTP Grantees
- American Job Centers (DVOP/LVER)
- Community/Neighborhood Action Programs
- Workforce Development Councils/Higher Education
- Chambers of Commerce/Tribal Organizations
- VSO’s, Stand Downs, Rotary Clubs, Fraternal Organizations
- Disability Support Service Providers/Transportation Providers
- Energy Assistance Programs/Food Banks/Clothing Closets
- Shelters/HUD/Transitional Housing Providers/
- Federal VA CEC’s, Patient Advocates, CBOC’s
- Faith Based Organizations
- Economic Development Boards

http://www.dva.wa.gov
The Opportunity: Creating a Trifecta with a Common Mission

Vision
All Washington Veterans and their families are connected to their earned benefits

Mission
Serving Those Who Served

We:
• Inspire each other
• Value everyone
• Earn trust by being honest and professional
• Attract and retain the best people
• Conduct ourselves in a safe manner
• Share information and seek clarification when needed

Goals

<table>
<thead>
<tr>
<th>Outreach and Access</th>
<th>Quality Health Services</th>
<th>Education and Employment</th>
<th>Continuous Improvement</th>
<th>Exceptional Customer Service</th>
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<tbody>
<tr>
<td>Provide information and opportunities for veterans to connect to their earned benefits</td>
<td>Provide quality care and services in our veterans homes</td>
<td>Help veterans prepare for and achieve family wage jobs</td>
<td>Serve more veterans by developing innovative approaches</td>
<td>Treat our customers with the dignity and respect they deserve</td>
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</table>

Spokane County Strategic Framework

To be the state’s flagship government agency renowned for innovative leadership and customer-oriented services aligned to community needs

2018 Spokane County Strategic Framework

- High Quality Customer Service
- Financial Stewardship
- Public Employment
- Employee Development
- Collaboration
- Integrity and Professionalism
- Visionary Leadership
- Results-Oriented

Spokane County government is dedicated to enhancing and protecting the quality of life for all citizens through the pursuit of excellence in responsive, cost-effective and customer-driven services

WestCare devotes our best collective and individual efforts toward “uplifting the human spirit” by consistently improving, expanding and strengthening the quality, efficacy and cost-effectiveness of everything we do in building for the future.

WHAT WE DO
- Foster We Address
- Substance Use Disorders
- Mental Health Disorders
- Domestic Violence / Sexual Assault
- Homelessness
- Criminal Justice
- HIV / AIDS
- Youth Specific

WHERE WE SERVE

Washington
Oregon
California
Florida
Florida
Georgia
Illinois
Indiana
Kentucky
Louisiana
Maine
Maryland
Massachusetts
Michigan
Minnesota
Mississippi
Missouri
Montana
Nebraska
Nevada
New Hampshire
New Jersey
New Mexico
New York
North Carolina
North Dakota
Ohio
Oklahoma
Pennsylvania
Rhode Island
South Carolina
South Dakota
Tennessee
Texas
Utah
Vermont
Virginia
West Virginia
Wisconsin
Wyoming

PACIFIC ISLANDS
U.S. VIRGIN ISLANDS
The Impact of Strategic Regional Outreach, Partnership and Community Education

‘Transition To Trust’ Partners

Washington State Department of Veterans Affairs
“Serving Those Who Served”

Department of Corrections
Washington State

Westcare

Spokane Transit

Goodwill

Lines for Life
Preventing Substance Abuse & Suicide

Coalition
LLC
Process Map designed by:
Jonathan Henderson
CEO, Coalition, LLC
Jonathan@coalitionb2bsolutions.com
253 278-4585

Spokane County
WASHINGTON
The Importance and Value of Strategic Public/Private Partnerships

1. Force Multiplier for Grant Opportunities:
Westcare Foundation (IVTP, BOJ, RVCP, Lines For Life, Washington Serves/Schultz Family Foundation)
Goodwill Industries (HVRP, IVTP, SSVF, Operation Good Jobs)
Catholic Community Services/Catholic Charities and other Faith Based Organizations (HVRP, VIP, SSVF)
Educating Non-Profit Partners in the state
Home Depot Foundation, Moran Foundation, County and City Programs
Expanded Reach, Regional Planning, Connection to Benefits
Touchpoints in the Community—Meeting Veterans where they are.

2. Expanded Resources:
WA SERVES (UNITE US)
VetBikes (Transportation Options)
Food Banks, Legal Services
COC’s, WDC’s, WSMTC, VERG
Housing/Shelters/Association of Housing Authorities
County Programs/Contracts ($$$) Levies, County Veteran Assistance Fund
CVEB/COCB Problem Solving
Meeting Rural Homelessness Challenges

RESULTS!!!

WDVA Regional Veterans Housing Summits
Homeless Conferences

An increase of over $20 Million in Federal Funding

New HVRP & BOJ Grant Funding $1,480,000!!!

- VA HUD-VASH vouchers – 2,206
- VA Grant & Per Diem Beds - 399
- VA Emergency Beds - 43
- Counties covered by Supportive Services for Veteran Families (SSVF) - 39 Counties
Grand Opening Celebration!!!!!
Join us in celebrating the Grand Opening of our new Spokane County Regional Veterans Service Center brought about by an innovative strategic regional partnership with Washington State Department of Veterans Affairs, Spokane County and Westcare.

Friday, March 1st, 2019 10:00AM-3:00PM
1117 N. Evergreen Rd., Spokane Valley, WA 99216

Album with images: https://www.flickr.com/photos/98326753@N03/albums/72157704855648981
Eastern Region Veterans Services Office

A Collaborative, Innovative Partnership with YOUR Washington State Department of Veterans Affairs, Spokane County, and the WestCare Foundation

Comprehensive Veteran Services to include:

- Financial, Transition & Reintegration Services
- State Department of Veterans Affairs Programs & Services
- Employment & Professional Development Workshops & Services
- Community Resource Referrals & Services
- CVSO Claims & Benefits Services

Veterans Services Before:

- Veteran Population Served:
  - Low Income, Honorably Discharged, Spokane County Residents Only

- Programs & Services:
  - Short term emergency relief through Veterans Relief Fund
  - Limited outreach and Advocacy

Veterans Services Now:

Veteran Population Served:
Connecting Veterans Across Eastern WA to the benefits and services they have earned.

Programs & Services:

- Short term emergency relief through Veterans Relief Fund for County Residents
- Extended Outreach and Advocacy
- Program & Resource Coordination through statewide collaborative community public/private partnerships.
- Financial, Transition, & Reintegration Services through State and Grant Funded Programs
- Justice Involved Re-Entry & Homeless Programs and Services
- DD214/Documentation Assistance
- Claims & Benefits Services
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Critical Elements

- Inspired Leadership
- Collaboration VS Competition
- Shared Responsibility & Reward
- Positive, Effective Communication & Networking
- Problem Solving & Innovation
- Strategic Planning & Continuous Improvement