



20 Years of Providing

Homes, Jobs, and Services for America's Homeless

Over 200,000 People Helped Since 1986

HELP USA's

Veterans Outreach Program (VOP)

Services for disengaged Veterans in
New York City

HELP USA



Building Better Lives

Intervention Questions

- Can short-term interventions have long-term efficacy? (this is a question that is asked across disciplines)
- Short-term housing-based interventions are effective, but what about years down the road?



Efficacy of Short-Term Homeless Prevention Model

- Messeri, O’Flaherty & Goodman’s (2011) research on HomeBase finds that for every one hundred families enrolled, shelter entry falls **10% to 20%**
- Rolston, et. al (2013) established a **6.5%** reduction of shelter entry of families enrolled in Homebase (and a reduction of length of stay for those who entered shelter)

5,354 Unduplicated Family Units Received HOMEBASE Services in FY 15

Not every family unit would have become homeless without intervention, but some would have:

If **20%**
became homeless

1,071
total families
would have
experienced
homelessness

818
more than with
Homebase

**Savings of
\$31.1M**

If **15%**
became homeless

803
total families
would have
experienced
homelessness

550
more than with
Homebase

**Savings of
\$20.8M**

If **10%**
became homeless

535
total families
would have
experienced
homelessness

282
more than with
Homebase

**Savings of
\$10.7M**

If **6.5%**
became homeless

348
total families
would have
experienced
homelessness

95
more than with
Homebase

**Savings of
\$3.6M**

HELP USA



Building Better Lives

Efficacy of Short-Term Homeless Prevention Model

- After one year?
- After two years?
- After three years?

HELP USA



Building Better Lives

HELP USA's VOP

- Program designed based on the concept that there are disengaged Veterans in underserved neighborhoods in Brooklyn that need longer-term interventions to support long-term housing success
- Robin Hood Foundation funded

HELP USA



Building Better Lives

HELP USA's VOP

- Disengaged is defined as struggling to achieve a positive outcome in one of these four domains:
 - Housing
 - Employment
 - Benefits
 - Healthcare

HELP USA



Building Better Lives

HELP USA's VOP

- Services include generic case management

AND

- Intensive case management which is defined as service need that exceeds 30 hours

HELP USA



Building Better Lives

Non-Specific CM Interventions

- Strong helping relationship (therapeutic relationship; working alliance)
- Client and worker mutually develops hierarchy of priorities
- Work with client is active and directive, not passive
- Non-judgmental attitude and empathic validation from worker (when appropriate)

HELP USA



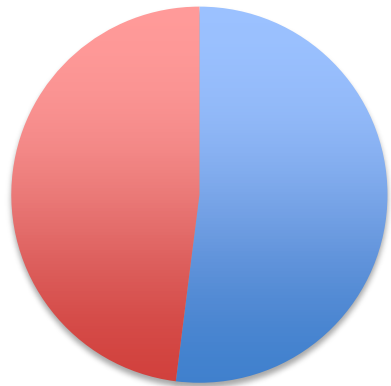
Building Better Lives

Non-Specific CM Interventions

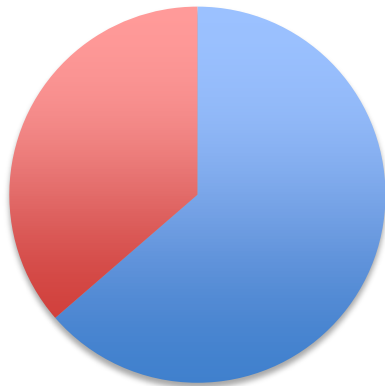
- Works collaboratively with families and/or other social contacts
- Coordinate care with other professionals (psychiatrists, VA therapist, etc.)
- Accept failures by client
- Maintain therapeutic/working alliance

A Disproportionate share of Clients who obtained Employment, Housing, Healthcare, and Entitlements received Intensive Case Management

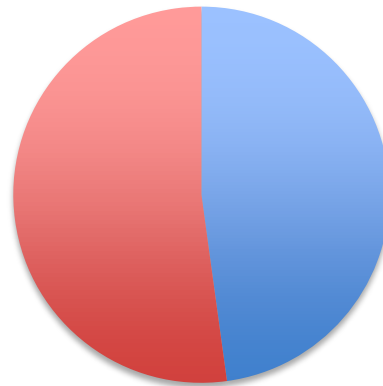
Obtained Employment



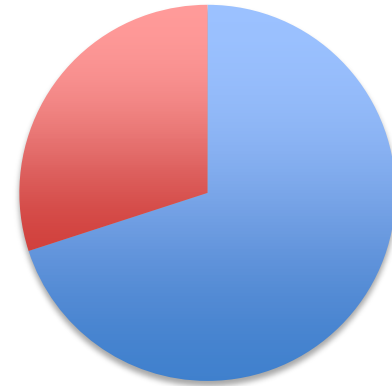
Obtained Housing



Obtained Healthcare

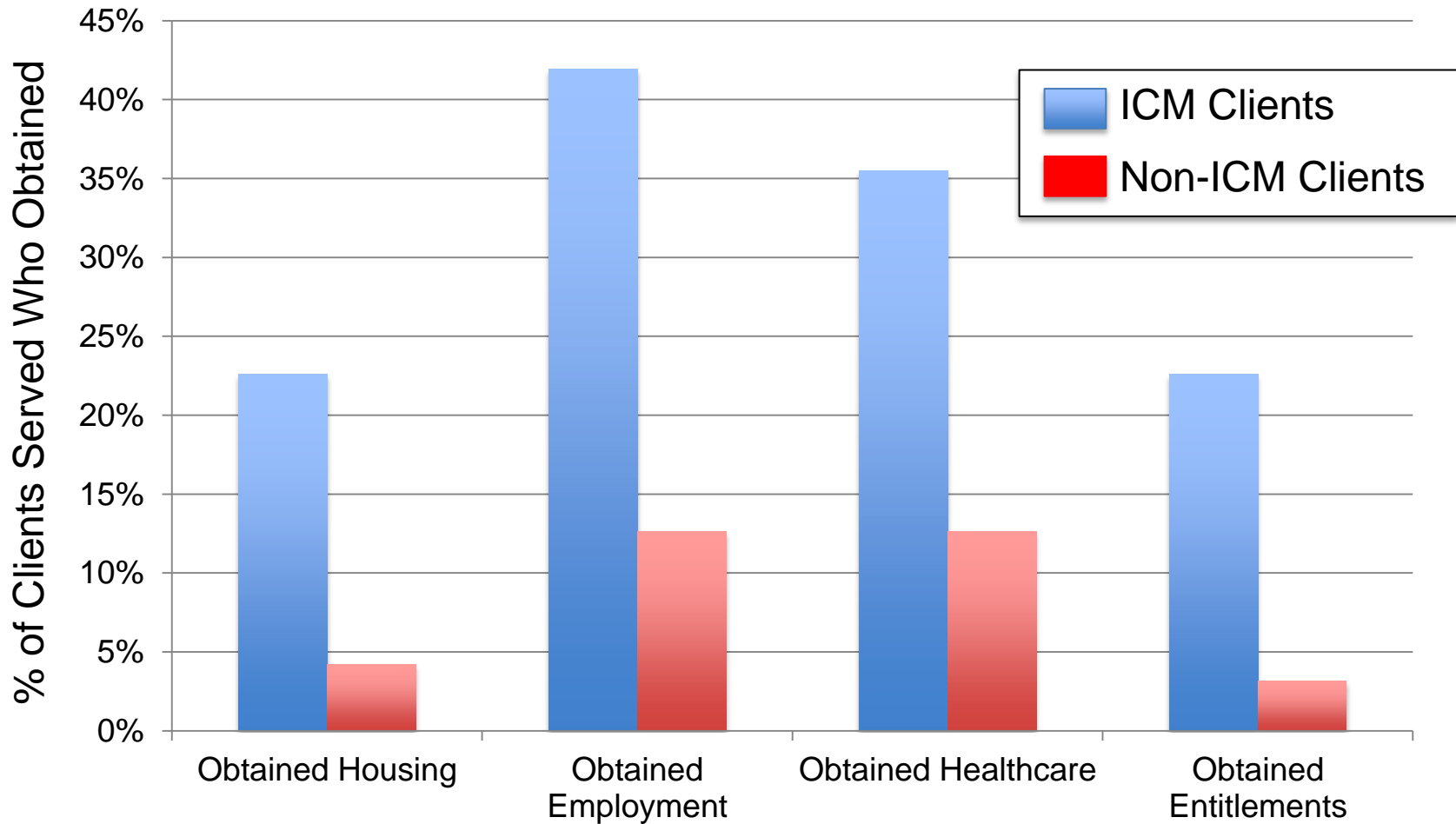


Obtained Entitlements



N= 137

Clients Who Receive Intensive Case Management Are More Likely to Obtain Housing, Employment, Healthcare, and Entitlements Than Clients Who Receive Standard Services





Success Housing Homeless Veterans

- In NYC, the number of homeless Veterans continue to decrease
- The number of literally homeless Veterans is about 400
- Number of homeless Veterans placed into housing since 2010 is in the thousands
- Focus on housing retention and factors that lead to housing stability

HELP USA



Building Better Lives

Cost Savings

- Cost per client
 - Shelter cost ranges from 27K (singles, \$75 per night) to 38K (families, \$105 per night) based on average length of stay of 10 and 13 months, respectively
 - SSVF \$5861 (high cost per client owing to short term subsidies)
 - Homebase Homeless Prevention \$1832
 - VOP \$1500
- VOP can be to SSVF and Homebase what SSVF and Homebase is to shelter