CGET TRAINING: Linkages with Key Programs and Services
April 15, 2015
4pm
Advocates for Human Potential (AHP); National Coalition for Homeless Veterans (NCHV); and the U.S. Department of Labor, Veterans Employment and Training Services (DOL-VETS).
## Review of Scoring Rubric

From the PY 2015 SGA

<table>
<thead>
<tr>
<th>Criterion</th>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Statement of Need</td>
<td>15</td>
</tr>
<tr>
<td>(See Section IV.B.3.1)</td>
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<tr>
<td>2. Overall Approach and Strategy</td>
<td>45</td>
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<tr>
<td>(See Section IV.B.3.2)</td>
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<tr>
<td>(Outreach 10 pts.)</td>
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<tr>
<td>(Assessment &amp; Intake 10 pts.)</td>
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<tr>
<td>(Job-Driven Employment &amp; Training 15 pts.)</td>
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<tr>
<td>(Follow up 10 pts.)</td>
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<tr>
<td>(See Section IV.B.3.3)</td>
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<tr>
<td>3. Quality of Linkages</td>
<td>15</td>
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<tr>
<td>4. Organizational Capability and Experience</td>
<td>15</td>
</tr>
<tr>
<td>(See Section IV.B.3.4)</td>
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<tr>
<td>5. Housing Strategy</td>
<td>10</td>
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<tr>
<td>(See Section IV.B.3.5)</td>
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<tr>
<td><strong>TOTAL</strong></td>
<td><strong>100</strong></td>
</tr>
</tbody>
</table>

3. **Quality of Linkages:** 0 to 15 points

We will evaluate applicants on the extent to which they develop a complete, comprehensive, and responsive narrative.
(3) Quality of Linkages

In addition to the linkages mentioned above under the Overall Approach and Strategy, applicants must demonstrate how they plan to coordinate their proposed activities with a wide array of federal, state, and local support service programs and their associated agencies and/or organizations. Organizations must assess level and kind of resources they need, thus creating the best possible opportunity to reintegrate homeless veterans. Organizations that link to external resources are able to address the needs of the whole veteran, particularly healthcare and housing needs that stabilize the veteran, and increase job readiness. VETS does not prescribe linkages. Some examples of additional support service programs that have been successful...
What is Required in the SGA (cont.)

linkages. Some examples of additional support service programs that have been successful include, but are not limited to: the VA’s Health Care for Homeless Veterans Outreach Coordinators and Supportive Services for Veteran Families (SSVF) programs; including its Disability Navigator Program; local ICH organizations; and the Social Security Administration and its Ticket to Work Program. As a part of the Ticket to Work Program, grantees must register as an Employment Network (EN). Additionally, applicants should consider linking with community resources that can provide legal assistance to homeless veterans that need expungement of criminal records. Homeless veterans, homeless female veterans, and/or homeless veterans with families with dependent children may need assistance in areas of family law, domestic violence, child support enforcement, and poor credit history counseling and repair.

We encourage applicants to submit a list of their local area network of service providers that offer and provide services to benefit program participants. For each linkage, the applicant should identify the provider, the source of complementary funding related to the specific services provided by the organization, and the type of linkages/referral system established or proposed. We will not include this list in the 15-page limit associated with the Technical Proposal; however, we will count it toward the overall 50-page limit.

Applicants must describe, to the extent possible, how their proposed project will be incorporated into the Department of Veterans Affairs (VA) five (5) year plan to end veteran homelessness by 2015 and the local community’s ten (10) year plan to end homelessness, if applicable. See the Interagency Council on Homelessness Website address at www.usich.gov for additional information. MOUs and all other formal agreements with providers of services that are specifically targeted to assisting homeless veterans and to solidifying the linkages between complementary organizations should be established and presented as an Attachment to the Technical Proposal. These agreements or MOUs do not count toward either the 15-page Technical Proposal limit or the overall 50-page limitation.
What is in Here?

- Where are linkages mentioned?
  - Linkages are mentioned in other sections!

- Who defines the need?
  - THEY define what is needed (not VETS)

- What kind of resources?
  - Veteran specific, homeless specific, and supportive service resources
  - Female veterans, veterans with dependents, veterans with disabilities, and chronically homeless veterans

- Process and structure:
  - External resources are key!
  - Services AND planning
  - Process of service delivery
Two ways the SGA outlines key partners:
- Those who are clearly identified, and
- Those identified through services rendered

Two different types of linkages:
- Service agencies
- Employers

Note services, but also note gaps!!
- “the extent of the gaps in or lack of local support services which adversely affect the provision of services to homeless veterans”
Community Linkages

- Housing
- Employment
- Legal Services
- Supportive Services
- Training

Veteran

NVTAC
NATIONAL VETERANS TECHNICAL ASSISTANCE CENTER
### Matching Need to Services

#### Top ten highest unmet needs, male Veterans

<table>
<thead>
<tr>
<th>Rank</th>
<th>Need</th>
<th>Mean Score</th>
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<tbody>
<tr>
<td>1</td>
<td>Registered Sex Offender Housing</td>
<td>2.03</td>
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<tr>
<td>2</td>
<td>Child Care</td>
<td>2.26</td>
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<tr>
<td>3</td>
<td>Legal Assistance to Prevent Eviction and Foreclosure</td>
<td>2.37</td>
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<tr>
<td>4</td>
<td>Legal Assistance for Child Support Issues</td>
<td>2.38</td>
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<tr>
<td>5</td>
<td>Legal Assistance to Help Restore a Driver’s License</td>
<td>2.40</td>
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<tr>
<td>6</td>
<td>Legal Assistance for Outstanding Warrants and Fines</td>
<td>2.45</td>
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<tr>
<td>7</td>
<td>Family Reconciliation Assistance</td>
<td>2.46</td>
</tr>
<tr>
<td>8</td>
<td>Financial Guardianship</td>
<td>2.49</td>
</tr>
<tr>
<td>9</td>
<td>Financial Assistance to Prevent Eviction or Foreclosure</td>
<td>2.51</td>
</tr>
<tr>
<td>10</td>
<td>Military discharge upgrade</td>
<td>2.55</td>
</tr>
</tbody>
</table>

### Ranking of Female homeless Veteran Need (1=unmet … 4 met)

#### Top ten highest unmet needs, female Veterans

<table>
<thead>
<tr>
<th>Rank</th>
<th>Need</th>
<th>Mean Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Registered Sex Offender Housing</td>
<td>2.04</td>
</tr>
<tr>
<td>2</td>
<td>Child Care</td>
<td>2.37</td>
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<tr>
<td>3</td>
<td>Legal Assistance for Child Support Issues</td>
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<td>4</td>
<td>Legal Assistance to Prevent Eviction and Foreclosure</td>
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<td>5</td>
<td>Family Reconciliation Assistance</td>
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<tr>
<td>6</td>
<td>Credit Counseling</td>
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<tr>
<td>7</td>
<td>Legal Assistance to Help Restore a Driver’s License</td>
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<tr>
<td>8</td>
<td>Legal Assistance for Outstanding Warrants and Fines</td>
<td>2.63</td>
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<tr>
<td>9</td>
<td>Dental Care</td>
<td>2.68</td>
</tr>
<tr>
<td>10</td>
<td>Financial Guardianship</td>
<td>2.69</td>
</tr>
</tbody>
</table>
Where Do They Talk Linkages?

- Where they show it:
  - Budget
  - Budget narrative
  - Attachments to the technical proposal
  - The technical proposal!
Linkages in Other Parts of the Technical Proposal

- Overall Approach and Strategy
  - Outreach workshops for partners
  - Smart applicants targeting younger veterans will also include student veteran grounds, domestic violence orgs, etc.

- Assessment and intake
  - coordinated with VA and other local VSOs for benefits

- Job-driven training
  - coordinated with AJCs and VA’s Compensated Work Therapy (CWT)
- Identified by name:
  - VA’s Health Care for Homeless Veterans Outreach Coordinators
  - Supportive Services for Veteran Families (SSVF) programs; including its Disability Navigator Program
  - local ICH organizations
  - Social Security Administration and its Ticket to Work Program
    - grantees must register as an Employment Network (EN)
Linkages to Service Agencies

- **Identified by service:**
  - Domestic abuse and sexual trauma counseling and care
  - Vision and dental services
  - Physical and mental health services
  - Counseling:
    - VA, CRRC, community mental health agencies
  - Health care:
    - VA, Healthcare for the Homeless agencies
  - Rehabilitation services:
    - TBI centers, PTSD and substance use treatment programs, vocational rehabilitation agencies, ADA compliance partners
  - Females and families: “Ability to provide services to female homeless veterans and veterans with families”
    - Counseling, peer networks, domestic violence services, TIC
  - Legal:
    - State Bar association, VTC, Homeless Court programs – located at Stand Down?
Linkages to veteran-specific supportive service providers

- **Strong**
  - Co-located/closely coordinated SSVF services; Comprehensive team from VAMC; co-located VSO for benefits applications; connection to regional VAMC contact for benefits processing; connection to Vet Centers; relationship with VJOs and HCRV personnel

- **Moderate**
  - Only connected to VAMC Homeless Programs Director; mention of local VSO for benefits, but no MOU; anticipated relationship with an SSVF grantee; pending SSVF application

- **Weak**
  - No connection to the VAMC; no mention of SSVF; online VA benefits applications only

- **Warning Signs**
  - Proposing to provide all medical/mental health care services on site; no mention of benefits processing
Linkages to other supportive service providers

- **Strong**
  - Local SOAR provider; Local Employment Networks/already registered as an EN; connection to local Continuum of Care/state ICH committees or subcommittees; knowledge of Medicare/Medicaid; connection to Rehabilitation Services Agencies

- **Moderate**
  - Connection to an agency that knows Medicare/Medicaid/ Social Security Administration benefits, but no clear process or MOU

- **Weak**
  - No engagement with CoC; no mention of RSA or comparable services

- **Warning Signs**
  - Proposing to do it all in house
Linkages to other community supportive service providers

- **Strong**
  - Local brain injury associations; VA Polytrauma contact; local drug and alcohol abuse treatment services; AA/NA on site; agency is trauma-informed; connection to local Legal Aid societies; part of a Veteran Treatment Court; hosts a Stand Down; has MOU with dental care provider; has MOU with vision care provider

- **Moderate**
  - Referral to AA/NA; mention of state Bar Association; proposes participating in an existing Stand Down; no clear differentiation between VA and private vision care services

- **Weak**
  - No connection to the VAMC; no mention of SSVF; no mention of trauma-informed competency; dental care provided by VAMC only

- **Warning Signs**
  - Offering to provide all medical services on site
Linkages to Employers

- Identified by name:
  - Three parts: industry, employers, and employer associations
    - Employers, Chamber of Commerce, CoC and ICH, unions, hiring fairs, AJCs
  - Ability to collaborate with federal agencies, American Job Centers, local employers and industries, and the local Interagency Council on Homelessness (ICH).
Linkages to Employers

- Identified by service:
  - Providing labor market information:
    - AJCs, on-site SE or employment staff, employers
  - Providing training:
    - Employers, AJCs, Voc Rehab
  - Providing job placement and retention:
    - SSVF to help with follow-up, state UI for follow-up, Peer networks for retention support, employers
Linkages to American Job Center

- **Strong:**
  - Co-located DVOP; coordinated case management meetings; coordinated intake process; defined roles and responsibilities; coordinated relationship with VWIP (if applicable); shows knowledge of DVOP/LVER roles

- **Moderate:**
  - Visiting DVOP or clear “hand off” process; coordinated case management phone calls; mutual referral process

- **Weak:**
  - No coordinated referral or intake process, no clear delineation between AJC and grantee services

- **Warning signs:**
  - No mention of AJC or SWA; negative assessment of AJC; redundant services with AJC; co-enrollment with on-site VWIP
Linkages to Education/Training

- **Strong:**
  - Coordinated education programs that lead to certificate or degree and are preferably under 6 months; flexible education programs; knowledgeable assistance with skill and credit transfer; student peer support programs; some on-site courses offered by the college; strong link between training and jobs in demand; veteran friendly institutions; coordination with SCSEP/VR&E/CWT

- **Moderate:**
  - Coordinated education programs that lead to certificate and are under 10 months; rigid class schedules; minimal or self-guided skill and credit transfer; moderate link between training and jobs in demand; mention of but no clear process for engaging SCSEP/VR&E/CWT

- **Weak:**
  - Education programs are not under 12 months; programs do not lead to certificate or degree; no skill and credit transfer assistance; no peer support; weak link between training and jobs in demand

- **Warning signs:**
  - Online only education services; on-site only education (no certified instructors)
Linkages to Employers

- **Strong**
  - Shows clear connection between employers listed and local labor market information; uses OJT; Chamber of Commerce Hiring our Heroes or other hiring fair; MOUs with employers (not always feasible with corporate employers); creative strategies for engaging employers

- **Moderate**
  - Proposes to hold on-site employer “fairs”; limited list of employer partners

- **Weak**
  - Inclusion of LMI but no mention of specific employers

**Warning Signs**
- Proposes paying for OJT with grant funds; no mention of labor market information

**To be effectively engaged in employment placement, must show connectivity to SWA and American Job Centers, specifically to services from a DVOP**
For each linkage, the applicant should:

- identify the provider,
- the source of complementary funding related to the specific services provided by the organization,
- and the type of linkages/referral system established or proposed
More Than Services: Planning

- VA (5) year plan to end veteran homelessness by 2015
- Local community’s ten (10) year plan to end homelessness
- Coordinated intake and entry system
- 25 Cities? SSVF Surge?
25 Cities Communities

Seattle
Portland
San Francisco
Fresno
Las Vegas
Riverside
Phoenix
Tucson
San Diego
Honolulu
Denver
Chicago
Detroit
Boston
New York
Philly
Baltimore
Washington
Atlanta
Orlando
Miami
Tampa
New Orleans
Houston

NVTAC
NATIONAL VETERANS TECHNICAL ASSISTANCE CENTER
Zero: 2016
<table>
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<td>Watsonville/Santa Cruz City &amp; County CoC</td>
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<td>Riverside City &amp; County CoC</td>
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Zero: 2016

- **North Carolina:**
  - Winston Salem/Forsyth County CoC
  - Greensboro/High Point CoC
  - Charlotte/Mecklenberg CoC

- **Nebraska:**
  - Omaha/Council Bluffs CoC

- **New Jersey:**
  - Bergen County CoC

- **State of New Mexico** (Includes Albuquerque CoC & New Mexico Balance of State CoC)

- **Ohio:**
  - Ohio Balance of State CoC

- **Oklahoma:**
  - Tulsa City & County/Broken Arrow CoC
  - Oklahoma City CoC
  - Norman/Cleveland County CoC

- **Pennsylvania:**
  - Lancaster City & County CoC

- **State of Rhode Island (Rhode Island CoC)**

- **South Carolina:**
  - Charleston/Low Country CoC
  - Columbia/Midlands CoC

- **Tennessee:**
  - Chattanooga/Southeast Tennessee CoC
  - Memphis/Shelby County CoC
  - Nashville/Davidson County CoC

- **Texas:**
  - San Antonio/Bexar County CoC
  - Dallas City & County/Irving CoC
  - Fort Worth/Arlington/Tarrant County CoC

- **State of Utah** (Includes Salt Lake City & County CoC, Provo/Mountainland CoC & Utah Balance of State CoC)

- **Virginia:**
  - Richmond/Henrico, Chesterfield, Hanover Counties CoC
  - Roanoke City & County/Salem CoC
  - Portsmouth CoC
  - Virginia Balance of State CoC
  - Arlington County CoC

- **Wisconsin:**
  - Madison/Dane County CoC

- **West Virginia:**
  - Huntington/Cabell, Wayne Counties CoC
  - Charleston/Kanawha, Putnam, Boone, Clay Counties CoC
  - West Virginia Balance of State CoC