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/
Creating Regional Strategic Partnerships with Government & Community Partners

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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 more veteran friendly state

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

As stated in the HVRP FOA, 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”

SWOT Analysis:
- Strengths
- Weaknesses
- Opportunities
- Threats
June 10, 2010 – First WDVA Homeless Veterans Housing Summit

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

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

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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
   Expanded Reach, Regional Planning, Connection to Benefits
   Touchpoints in the Community—Meeting Veterans where they are.

2. Expanded Resources:
   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
The Opportunity: Creating a Trifecta

**Vision**

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

**Mission**

**Serving Those Who Served**

**The WDVA Way**

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

**Goals**

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

2018 Spokane County Strategic Framework

- High Quality Customer Services
- Financial Stewardship
- Public Engagement
- Employee Development

Our Mission

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.

Our Vision

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

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**
  - Issues We Address
    - Substance Use Disorders
    - Mental Health Disorders
    - Domestic Violence / Sexual Assault
    - Homelessness
    - Criminal Justice
    - HIV / AIDS
    - Youth Specific
    - Veteran Specific

WHERE WE SERVE

[Map of service areas including Washington, Oregon, Idaho, Montana, and others]
The Impact of Outreach, Partnership and Community Education

‘Transition To Trust’ Partners

- Washington State Department of Veterans Affairs
- Department of Corrections Washington State
- WestCare
- Coalition LLC
- Spokane Transit
- lines for life
- EASTERN
An increase of over $20 Million in Federal Funding

- 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
Results = $1,000,000!

Legend
- Green border, no fill: Offender Action
- Diamond Shape: Decision Point
- Orange border, no fill: Counselor / Institution action or step
- Orange / blue border, no fill: WestCare / WDVA action or step
- Maroon border: Legal Services action or step
- Optional Offender action or step
- Key Outcome / Deliverable
- Any color border, blue fill: Optional Offender action or step

‘Transition To Trust’ Partners

Lines for Life – Immediate Support Help Line

Process Map designed by:
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WELCOME!!!!

GRAND OPENING RECEPTION

NEW SPOKANE COUNTY REGIONAL VETERANS SERVICES CENTER

Brought about by a collaborative strategic partnership with the Washington State Department of Veterans Affairs, Spokane County, and WestCare:

Monday, April 10, 2017
9:00 – 11:00 AM
1101 W. College Ave
Suite 401, Spokane WA
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
- Employment Services
Critical Elements

✓ Inspired Leadership
✓ Collaboration VS Competition
✓ Shared Responsibility & Reward
✓ Positive, Effective Communication & Networking with PEOPLE
✓ Problem Solving & Innovation
✓ Strategic Planning & Continuous Improvement
Other Benefits of Engaging Your State Department of Veterans Affairs

★ WDVA has a Memorandum of Agreement with DOD for DPRIS DD214 database access (15-20 minutes to access DD214’s) with ROI from Veteran.

- DD214 Archive for Service Members Transitioning Out

★ PROGRAMS

- Washington State Military Transition Council & Veterans Employee Resource Group
- Financial, Transition, and Reintegration Programs
- State & Federal Level Advocacy & Awareness
- Trained Veterans Benefit Specialists
- Resources/Guides/Contacts/Training
- Legislative Influence (VERG, WSMTC, Funding)