Embracing an Inter-Agency, Data-Driven Approach to Ending Veteran Homelessness in Minnesota

BRIDGETTE GIL | HUD-VASH PROGRAM COORDINATOR | VA
NATHANIEL SALTZ | PROGRAM DIRECTOR | MACV
PAUL WILLIAMS | HOMELESS PROGRAMS COORDINATOR | MDVA
Outline

- Veteran Core Collaborative (MDVA, MACV, VA)
- Built For Zero
- Continued Investment in Reliable Data
Minnesota Facts

- Land of 10,000 Lakes
- 87 counties
- 86,943 square miles – MN is the 12th biggest state
- 10 Continuum’s of Care!!
Veteran Core Collaborative

Who are we?

Minnesota Department of Veterans Affairs

- Administrators of the statewide Homeless Veteran Registry and Facilitators of the Housing Team Meetings (Registry Meetings)

- The Minnesota Department of Veterans Affairs (MDVA) is a cabinet level state agency dedicated to serving Veterans and their families by assisting them in securing state and federal benefits, and by providing programs and services relating to higher education, benefits, burial, claims, outreach and Veterans preference.

- MDVA also operates five Veterans Homes throughout the state, providing a continuum of long-term care for its Residents, with a strong emphasis on remembering and recognizing the service and sacrifices of all Veterans.

- Key partnerships for the Department include Veterans organizations, County Veterans Service Offices and a number of public and private service providers.
Veteran Core Collaborative

Who are we?

- Minnesota Assistance Council for Veterans
  - Statewide non-profit
  - Housing, Employment, Legal Services (SSVF, HVRP, GPD, HUD McKinney-Vento)

- Minneapolis VA Health Care System
  - CRRC in Downtown Minneapolis – 52 FTE in Homeless Programs
  - 807 HUD VASH vouchers in our catchment (Large coverage area – includes western Wisconsin) – we work with 11 PHA’s

- Fargo VA, South Dakota VA and St. Cloud VA cover NW, SW and Central MN
Veteran Core Collaborative

The Design and Benefit of the Veteran Core Collaborative

**Origin of the Veteran Core Collaborate: Aligned goals and missions**

- In 2009, Secretary Shinseki set the goal of ending homelessness among Veterans

- VA, MACV and MDVA have partnered for several years

- 2015 – MDVA created the Homeless Veteran Registry – we began meeting regularly, which led our agencies to be more thoughtful about our goals and processes

- 2018 – we informally became the Veteran Core Collaborative
Veteran Core Collaborative

The Design and Benefit of the Veteran Core Collaborative

Reducing overlap and redundancy between organizations

- Regular, informal meetings to discuss what each organization is doing
- Create goals and action steps for each of us – recognizing we are all working hard, while managing multiple demands
- Examples include events, meetings, relationship building
Veteran Core Collaborative

The Design and Benefit of the Veteran Core Collaborative

**Improve efficiencies**
- Opportunities to examine system flow
- Front line staff communication and feedback

**Identify barriers, collectively brainstorm solutions**
- The Core Collaborative offers us the opportunity to identify trends within the system that may cause barriers
- Share experiences and perspectives to inform our practices and approach
- Support, brainstorming, results oriented
Veteran Core Collaborative

The Design and Benefit of the Veteran Core Collaborative

2019 PIT Count Veteran Command Center

- Examined previous process and areas of improvement for HUD PIT count
- No identified Veteran specific 24-hour location
- Created Veteran Command Center to be strategically located at the CRRC – close to shelters and familiar location to many Veterans staying outdoors
- Combined staff from VA, MACV and MDVA to provide assessment and support throughout the night
- Partnered with primary street outreach teams and all 10 CoC’s to coordinate with the command center
- Family was moved immediately forward with SSVF and HUD VASH. Immediate hotel was found for that night
Veteran Core Collaborative

The Design and Benefit of the Veteran Core Collaborative

*Working together with other governmental and nongovernmental agencies to support shared goals*

- Data drives the mission but the relationships hold it all together
- Same mission with different perspectives, experiences and insights
- Successful partnerships are reciprocal
Key Partnerships. Us.
Key Partnerships. Also Us.
Key Partnerships

- CoC Coordinators
- Coordinated Entry System Managers
- State Housing, Human Services, Employment departments
- County Veteran Services Officers
- Landlords / Landlord Agencies
Key Asks

➢ Housing Commissioner:
  ◦ Landlord Engagement
  ◦ Vouchers for non VASH eligible Veterans
  ◦ Communications and Data analysts
  ◦ Vacancy Payments

➢ MDVA Commissioner:
  • Landlord Incentive Fund
  • Landlord Navigator
Key Asks

**MN DHS Commissioner**
- Housing Support staff
- Rapid design Team for existing services
- Veterans ACT Team
- Communications and Data analysts

**CoC / CES**
- Veterans Preference for Homeless Designated Housing
- Participation in BNL meetings
- Ensure that every Veteran identified is on the BNL!
Key Data for Housing

- Veterans on BNL with Felonies and how many
- Veterans on BNL with Evictions and how much owed
- Veterans on BNL with Sex Offenses and what level
- Veterans on BNL with significant barriers to engagement
- Who falls into these categories WITH and WITHOUT VASH
Key Data for Asks

- **Inflow**
  - Where from?
  - First time homeless?
  - Return from Inactive?

- **Outflow**
  - Housing?
  - Inactive?
  - Other?
Built For Zero – Hennepin County

Built For Zero (formerly Zero: 2016) is a rigorous national change effort working to help a core group of committed communities end veteran and chronic homelessness. Coordinated by Community Solutions, the national effort supports participants in developing real time data on homelessness, optimizing local housing resources, tracking progress against monthly goals, and accelerating the spread of proven strategies.

Through a national campaign-style strategy, the lean movement team is:

- Helping communities adopt proven best practices, deploy existing resources more efficiently, and use real-time data to improve performance
- Implementing transparent data and performance management for real-time improvement
- Engaging leadership from the government, private and philanthropic sectors in securing new resources for communities and removing policy roadblocks
- Connecting communities to one another through an online platform for innovation, knowledge capture and group problem solving
- Fail Forward – Take Actions – Do Shift
KEEP CALM AND SOLVE COMPLEX SOCIAL PROBLEMS
BFZ – Examples of Bright Spots!

➢ Create a “landlord incentive fund” to cover potential repair costs and provide a bonus for leasing up high-barrier Veterans

➢ Take a fresh look at the BNL. Policies / Missing Veterans / Partners

➢ Develop Co-Production of Services with service users

➢ Utilize data to set specific and time measured goals

➢ Pull more closely together with our CoC Chronic Homeless efforts
Continued Investment in Reliable Data: *Homeless Veteran Registry*

- The need for the Homeless Veteran Registry (BNL)
- Prior to the registry...
Continued Investment in Reliable Data: 
Housing Team Meetings (Registry Meetings)

Registry meetings are scheduled on a bi-weekly basis and are broken up into different regions and include the Assistant Homeless Programs Coordinator and various providers within that region.

- All HRA, CDA, PHA, and other Minnesota County, City, or Tribal Housing Authorities
- All Minnesota County, City, or Tribal Human Service Office, Public Health Office, and Veteran Service Offices
- Beyond the Yellow Ribbon
- Bi-CAP
- Canvas Health
- CAPSH
- Churches United
- Catholic Charities
- Christian Cupboard Emergency Food Shelf
- CHUM
- Damiano Center
- Eagles Healing Nest
- Family Pathways
- Fargo-Moorhead Dorothy Day House of Hospitality
- Friends in Need
- Grace House Homeless Shelter
- Hearth Connections
- Heartland Community Action Agency
- Home and Away Ministries, Inc.
- Horizon Community Health Board
- House of Charity
- Institute for Community Alliances, for the Minnesota Homeless Management Information System
- Kootasca Community Action
- Listening House
- Lakes and Pines CAC
- Lutheran Social Services Department
- Minnesota Assistance Council for Veterans
- Northwest Technical College for LinkVet.
- Veterans Linkage Line
- Our saviors housing
- People incorporated
- Prairie five community action
- New life center
- Radius health
- Stepping stone emergency housing
- St Andrews
- St Stephens human services
- The salvation army
- Simpson housing services
- TRI-CAP
- Union Gospel Mission
- Us Department of Veterans affairs
- Valley outreach
Continued Investment in Reliable Data: 
*Housing Team Meetings (Registry Meetings)*
Continued Investment in Reliable Data: *Homeless Veteran Registry Outcomes*

- Since 2010, there has been a **53% reduction** in homelessness among Veterans in Minnesota compared to a 49% reduction nationally (2010-2018 PIT Count Data)

- As a state, we have stably housed over **1,756** previously homeless Veterans through the Registry since it kicked off in December 2014
Continued Investment in Reliable Data: Homeless Veteran Registry Outcomes

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<th>Year</th>
<th>Avg. Mo. Identified</th>
<th>Avg. Mo. Housed</th>
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<tr>
<td>2016</td>
<td>34</td>
<td>33.9</td>
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<tr>
<td>2017</td>
<td>29.7</td>
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<tr>
<td>2018</td>
<td>26.8</td>
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## Continued Investment in Reliable Data:
### Current Homeless Veteran Registry Numbers

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<td>Northwest CoC</td>
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<tr>
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<tr>
<td>Total</td>
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<td></td>
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<td>St. Louis CoC</td>
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<tr>
<td><strong>Grand Total:</strong></td>
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Continued Investment in Reliable Data: Veterans Point-In-Time Count and Milestones

- 100,000 Homes campaign launched to increase each community’s monthly housing rate
- Local prioritization of HUD-VASH for most vulnerable
- MDVA Launches MOVE Program
- Opening Doors launched
- Hennepin County in Positive Outliers report on places making the best progress

Heading Home plan calls to end homelessness on a Veteran-by-Veteran basis
- Mayors Challenge launched
- SSVF surge grant
- Veteran Registry launched

First CoC (SW MN) confirmed by Federal government to meet criteria and benchmarks
- WC, NW CoCs confirmed
- NE CoC confirmed
Continued Investment in Reliable Data: 
*Stakeholder Engagement (1-on-1s with CoCs)*
Continued Investment in Reliable Data: Registry 2.0 Project

Personal Information
- Gender: Male
- Contact Information: Arya

Eligibility and Intake
- Eligibility: Chronic Homeless, Long-Term Homeless, Income
- VA Healthcare Eligible

Provider and Intervention
- Current Provider: Dev-HousingProvider1
- Intervention Needed: Emergency Shelter, Mental Health Services, Rapid Re-housing...
- VISPDAT: No

Housing Notes
- New Note

Validation Notes
- MN Veteran
- Air Force: Honorable
- 01/01/1971-01/01/1977

Follow Up
- MDVA: Testing the functionality of this incredible looking application, I'm a big fan of the spellcheck feature!
- test3: test notes for veteran id 3
- Modified: 3/2/2019, 10/2/2018
Continued Investment in Reliable Data:
Using Data to Understand Barriers

Hennepin CoC Barrier Breakdown

- Mental Health: 32%
- Criminal History/Legal: 20%
- UD: 9%
- No specific barrier: 9%
- Client Choice: 7%
- Sex Crime: 8%
- Debt: 1%
- Substance Use: 6%
- Disengagement
- Income
- Money Management
- Substance Use
- Mental Health
- Family/Partner
- Physical Health
- UD
- No specific barrier
Continued Investment in Reliable Data: Using Data to Understand Barriers

Ramsey CoC Barrier Breakdown

- Client Choice: 10%
- Criminal History/Legal: 17%
- Debt: 2%
- Disengagement: 28%
- Substance Use: 8%
- Mental Health: 10%
- UD: 20%
- No specific barrier

Client Choice
Criminal History/Legal
Sex Crime
Debt
Mental Health
Substance Use
UD
Family/Partner
Physical Health
Money Management
Income
No specific barrier