PERMANENT SUPPORTIVE HOUSING FOR VETERANS

VIBRANT. SUSTAINABLE. WELCOMING

WHATEVER IT TAKES, FOR AS LONG AS IT TAKES. HOME

WHENEVER, WHEREVER THE VETERAN IS AT. CHOICE


Funding: Initial. Proposed.

The Second Six Months. & Beyond.
Context.

- Ending veteran homelessness
- Los Angeles County - 11%

Vision.

- Desire to support systems change in Los Angeles, facing large numbers of homeless Veterans and a high-cost housing market.
  - Urgency to support other resources (VA, VASH, SSVF) in reducing veteran homelessness. (30% drop!)
  - Desire to make changes that are highly visible and make the West Los Angeles VA Medical Center a hub for housing homeless veterans.

Concept.

- What options available?
  - Building 257 had a floor available.
  - No need for leasing authority.
  - Immediate impact
  - GAME CHANGING
Context.

**Lasting housing solutions**
- Stabilizing veterans
- Boosting access to resources
- Linking to permanent housing

Vision.

**Veterans first**
- Working collaboratively w/ Veterans
- Solutions that meet their own immediate / long-term goals

**Trauma-Informed Care**
- Empathy and respect, regardless of background or circumstances

Concept.

**Healing happens in community**
- Meaningful relationships
- Supportive communities that foster restoration and change.
- Hope.
Context.

Vision.

Concept.

GAME CHANGER

- Modeled in part after Community Resource and Referral Center in New Orleans
- A Collaborative, veteran-centric “hub” would have a game-changing impact in West Los Angeles
- Concurrent cutbacks in many other short-term options

Opened November 2015, open 24/7

a. VA runs WC alongside New Directions
b. 35 HCHV transitional beds co-located within the Welcome Center
c. As partners, assist in housing, feeding, and counseling, educating and providing immediate assistance to Veterans who need it the most
d. Bridge beds: turnaround 30 days or less
Context.

Vision.

Concept.

AIR TRAFFIC CONTROL
• Coordinated. Everyone lands.
• Avoid turning away veterans due to logistical / informational barriers.

Partnering with Transitional Housing Programs
• Grant and Per Diem Transitional Housing beds = Approx. 1,000 across GLA area
• HCHV Contracted Beds = Approx. 400
• 85% occupancy

Partnering with PSH – VASH, SSVF

Partnering with peer support
TAKEAWAYS

• PARTNERSHIP / COLLABORATION
• USING DATA
• REDUCING BARRIERS
• SYSTEMS CHANGE/ TRANSPARENCY
• HIGHER ACUITY VETERANS CAN BE SERVED

Staffing.

**VAGLAHS:**
Community Resource and Referral Center
- Peer Support Specialists – Peer Model driven
- Social Workers – 2 LCSWs
- HUD/VASH SW screeners
- SSVF (mostly NDVets)
- Housing Locators
- Community Peer Support Staff
- Employment Services
- VBA
- Community Courses

Outcomes.

**NDVETS:**
Bridge Housing at the Welcome Center
- Program Manager, 2 supervisors, 2 care managers
- 8+ bridge support specialists
- Off-hours oversight of the 24-hour walk-in center**
- Coordinated Assessment for all walk-ins
- Actively works with GPD, HUD-VASH, SSVF
Staffing.

**WELCOME CENTER - CRRC**
Approx. 20 walk-ins per day
- VASH - 43%
- GPD - 25%
- Humanitarian Services - 7%
- Benefits - 6%
- DOM - 3%
- Housing Assistance - 5%
- Rental Assistance - 5%
- Sub Treatment - 2%

Outcomes.

Ramp-Up.
WELCOME CENTER - BRIDGE HOUSING
First “Regular” Four Months
January 1, 2016 – May 1, 2016:

- Turnover rate of 24% week/ 100% per month.
  - 8.5 Veterans per week
  - 442 Veterans per 12-month period
- 100% occupancy / average stay 25.7 days
  - Off-hours overflow beds
  - Referrals elsewhere.

- EXITS
  - 16.3% of exits into PSH
  - 34.7% into Grant Per Diem
  - 17.7% into the Domiciliary
**Staffing.**

**Outcomes.**

**Ramp-Up.**

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**WELCOME CENTER**

- CES- Vulnerability Index assessment) by NDVets staff at the Welcome Center are approximately 190 veterans per month.

**Two typical veteran housing plan/movements:**

- Has voucher, apartment. After just two weeks once inspection passed, veteran transitioned to PH.

- Veteran was moved onto a more long term transitional bed with a transitional program while they continued their search for PH.
**Staffing.**

- Setting up the Welcome Center team
  - Move-in packets
  - Intake (peer support? SSVF? Criteria/ routing)
  - Safety screenings
  - Logistics: shift handoffs, etc.

**Outcomes.**

- Coordinating with larger VA Healthcare System
  - Appropriate intake referral criteria
    - Messaging / working with VA departments
  - Redirecting/ overflow once full

**Ramp-Up.**

- Coordinating with larger provider community
  - SSVF
  - Coordinated entry
  - Department of Mental Health
Staffing.

100% Occupancy
• How achieved?
  • Good communication with other providers
  • Quick clearing of beds

Outcomes.

100% turnover every 30 days
• How achieved?
  • Intake paperwork/expectations for veterans
  • Alternative short-term options for those who can’t move straight to housing
  • Understanding of appropriate referrals (more bridge? Program? Etc)
  • Two full time care managers

Ramp-Up.
**Staffing.**

**Challenges**
- Housing Veterans with behavioral issues, chronic issues related to substance use
  - Changing comfort zone
  - Changing risk management
  - Housing Placement

**Outcomes.**

- Overall capacity
  - At WC
  - Transitional throughout LA

**Ramp-Up.**

- Length of time it takes to get into permanent housing


Funding: Initial. Proposed.
Initial.

NDVETS

- HCHV – 35 beds
- 1 position- Home For Good- Coordinated Entry
- SSVF Multi-agency rotation

Proposed.

VOA

- Battle Buddies
Initial.

Proposed.

- Expanding HCHV
- Broader CoC funding
  - CES
  - Non-SSVF RRh
  - justice-involved
- Mental Health grant funding
- United Way /DMH


Funding: Initial. Proposed.

The Second Six Months & Beyond.
The Second Six Months & Beyond.

- Whole Welcome Center now fluent with available resources, capacity, individual sites, program heads
- VA expanding beds
  - Increased peer support
  - More staff later in the day
- Clear protocols for all veterans
  - VA ineligible (DMH)
  - Women veterans
- Continued CES/systems integration
  - Utilizing CoC funds to provide long-term coordinated support for placement of veterans into housing.
  - Volume of veterans likely to drop off over time...
    - .....at some point. Not yet.
Supplemental slides
Who does New Directions for Veterans serve?

More than 1,000 individual veteran households annually.

- Permanent supportive housing services to 350 tenants
- 197 transitional housing residents
- Welcome Center – 190 veterans per month
- Place about one veteran household into housing every day

NDVets PSH serves primarily chronically homeless:

- 80% of LIHTC housing
- 52% of scattered site (market) housing
- 29% > National PSH target in 2013
Who does New Directions for Veterans serve?

- **Guy Gabaldon Apartments**
  - East LA Community Corporation (ELACC)
    - 32 PSH apartments 55+ in Boyle Heights
      - 32 Project-Based HUD-VASH vouchers
      - 1 FTE RSC

- **Veteran Village of Glendale**
  - Thomas Safran & Associates (TSA)
    - 43 apartments for veterans & families
    - 18 units set aside with supportive services
    - No project-based vouchers

- **Burbank Veteran Bungalows**
  - Burbank Housing Corporation
    - 11 supportive units
    - No project-based vouchers
Who does New Directions for Veterans serve?

- **New Directions Sepulveda I & II**
- **A Community of Friends (ACOF)**
  - 147 PSH units
  - Veterans Affairs land
    - 50 Project-Based HUD-VASH vouchers
    - 97 Section 8 Project-Based Vouchers
    - 4 Full Time RSCs

- **El Monte Veterans Apartments**
- **Mercy Housing California**
  - 40 supportive units in El Monte
    - 40 Project-Based HUD-VASH vouchers
    - 1 Full Time RSCs
What does New Directions do in PSH?

Maintaining Stable Housing:
- lease obligations, paying rent
- maintaining a safe and healthy living environment,
- peaceful enjoyment
- basic house rules

- **Maximizing each tenant’s ability to be self-sufficient:**
  - independent living, socialization - behavioral skills building
  - tenant councils, advisory groups
  - opportunities to lead / participate in health enhancement groups
    - addiction/ mental health support, life skills, vocational/ educational, green living