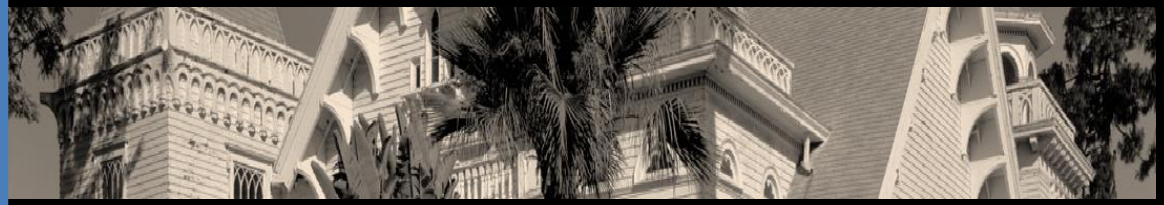
VIBRANT. SUSTAINABLE. **WELCOMING**

PERMANENT SUPPORTIVE HOUSING FOR **VETERANS**



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

WHENEVER, WHEREVER THE VETERAN IS AT. **CHOICE**

THE WELCOME CENTER

Context. Vision. Concept.

Staffing. Outcomes. Ramp-up.

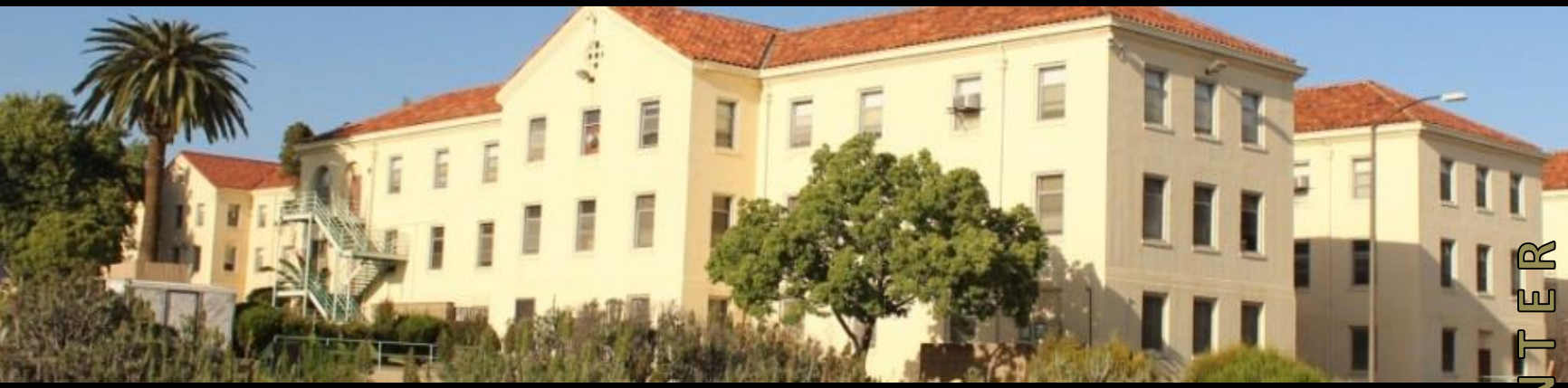
Funding: Initial. Proposed.

The Second Six Months. & Beyond.

THE WELCOME CENTER

Context. Vision. Concept.

THE WELCOME CENTER



THE WELCOME CENTER

Context.

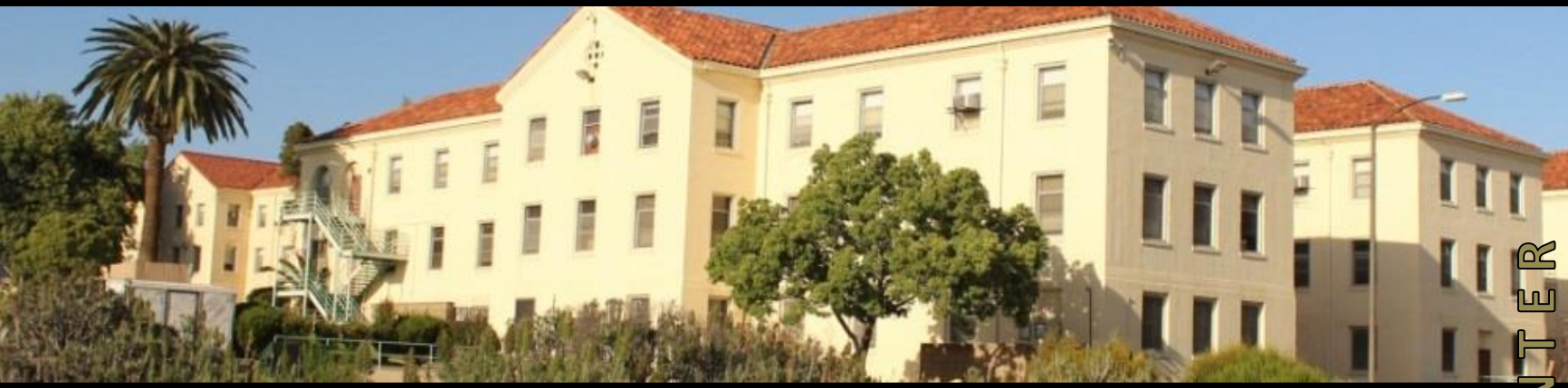
- **Ending veteran homelessness**
- **Los Angeles County - 11%**

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



THE WELCOME CENTER

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

Concept.

Trauma-Informed Care

- Empathy and respect, regardless of background or circumstances

Healing happens in community

- Meaningful relationships
- Supportive communities that foster restoration and change.
- Hope.

THE WELCOME CENTER

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

THE WELCOME CENTER

Context.

AIR TRAFFIC CONTROL

- Coordinated. Everyone lands.
- Avoid turning away veterans due to logistical / informational barriers .

Vision.

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

Concept.

Partnering with PSH – VASH, SSVF

Partnering with peer support

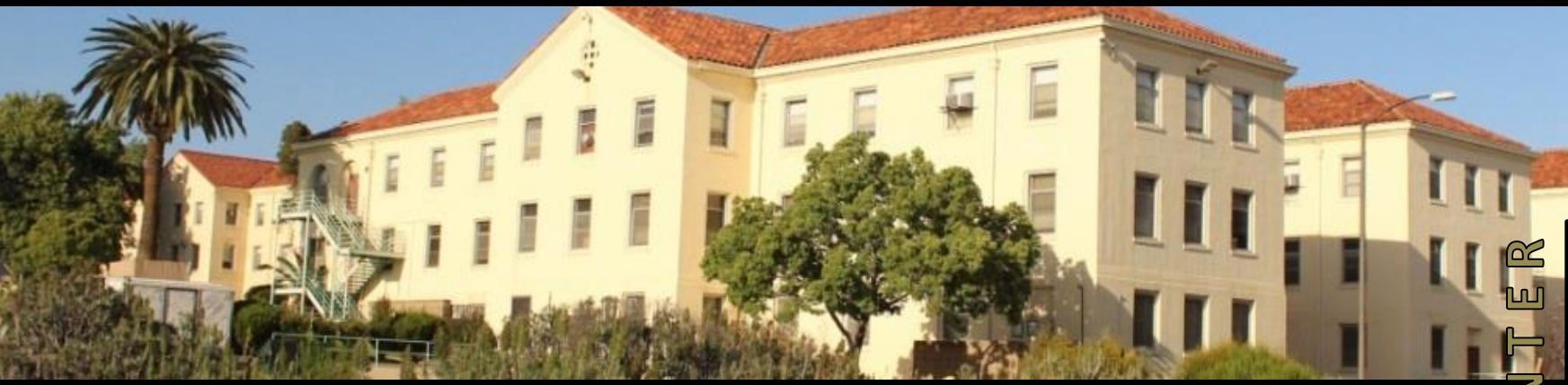
TAKEAWAYS

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

Context. Concept. Vision.

Staffing. Outcomes. Ramp-up.

THE WELCOME CENTER



THE WELCOME CENTER

Staffing.

Outcomes.

Ramp-Up.

VAGLAHS:

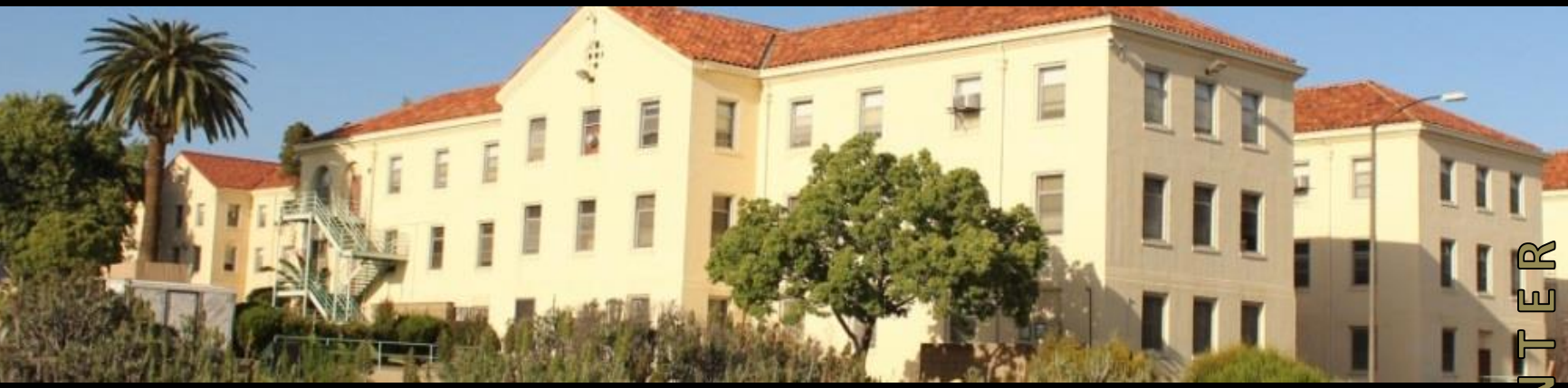
Community Resource and Referral Center

- 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

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



THE WELCOME CENTER

Staffing.

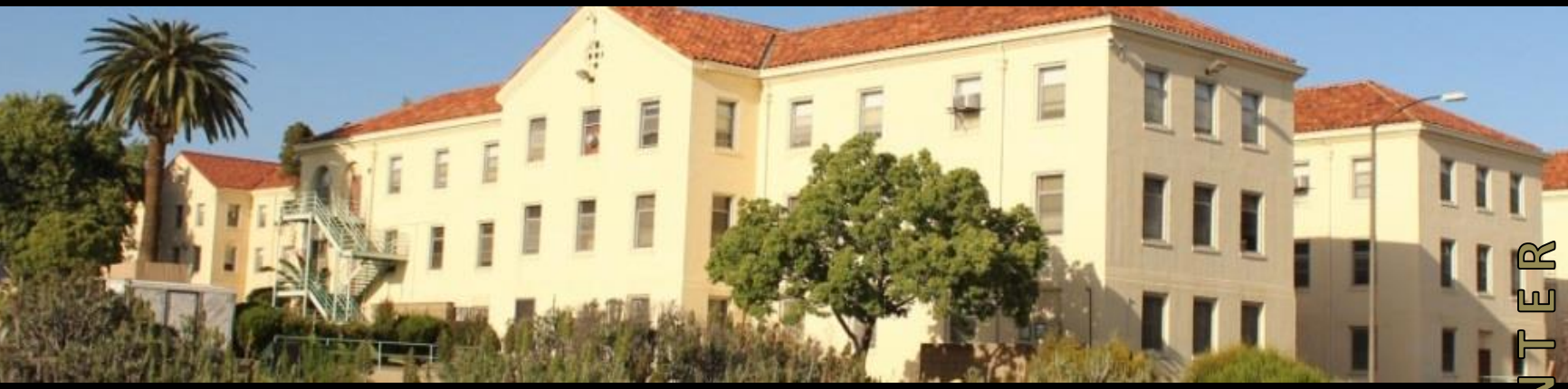
Outcomes.

Ramp-Up.

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%



THE WELCOME CENTER

Staffing.

Outcomes.

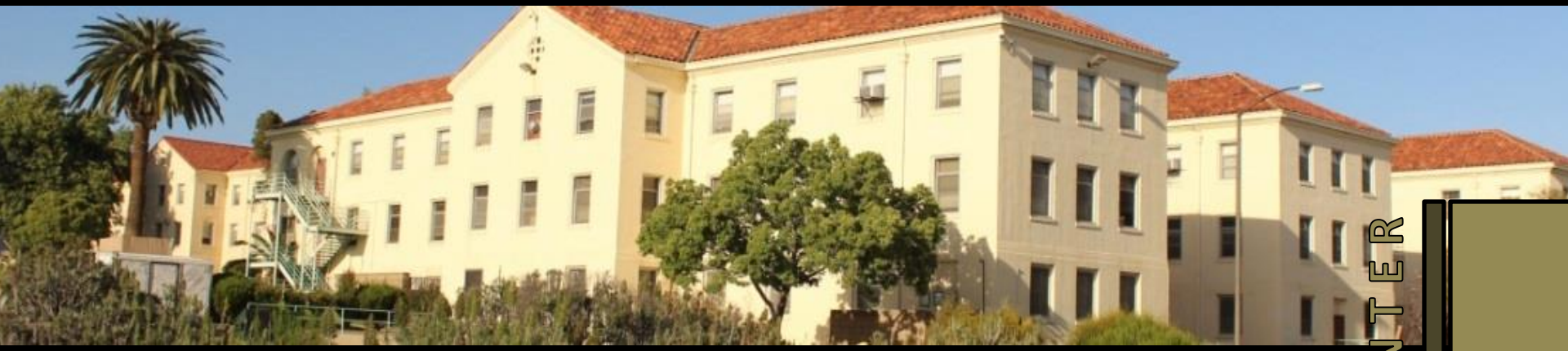
Ramp-Up.

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



THE WELCOME CENTER

Staffing.

Outcomes.

Ramp-Up.

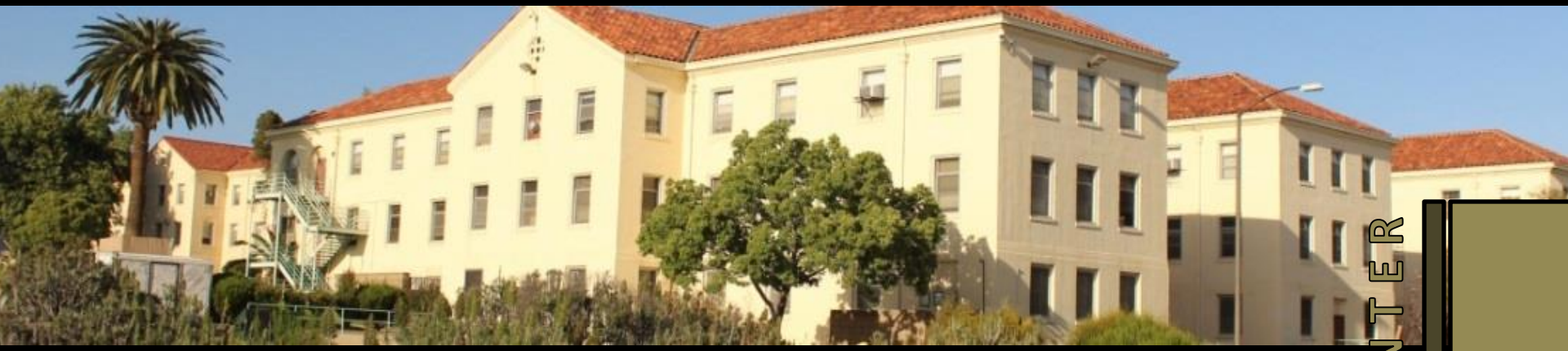
WELCOME CENTER

- 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.



THE WELCOME CENTER

Staffing.

Outcomes.

Ramp-Up.

Setting up the Welcome Center team

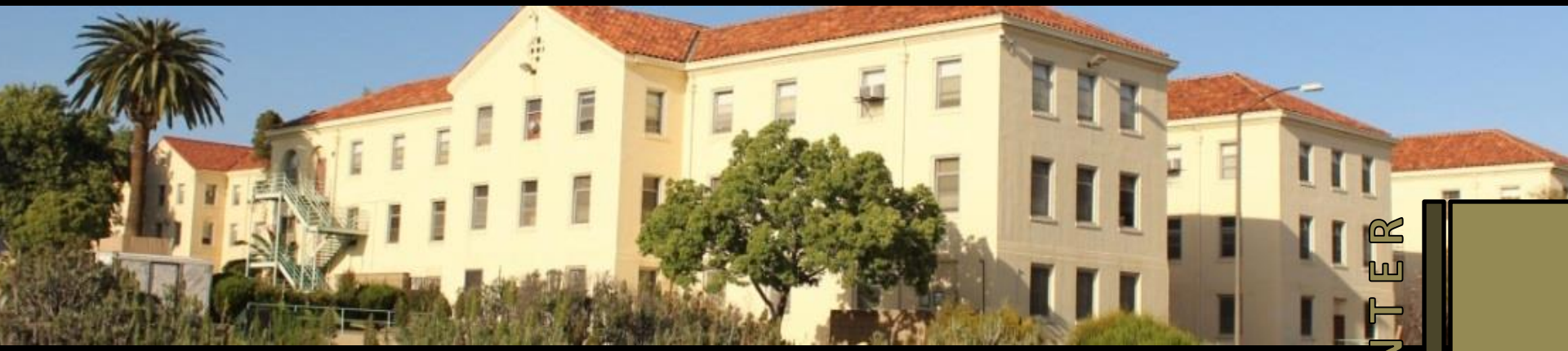
- Move-in packets
- Intake (peer support? SSVF? Criteria/ routing)
- Safety screenings
- Logistics: shift handoffs, etc.

Coordinating with larger VA Healthcare System

- Appropriate intake referral criteria
  - Messaging / working with VA departments
- Redirecting/ overflow once full

Coordinating with larger provider community

- SSVF
- Coordinated entry
- Department of Mental Health



THE WELCOME CENTER

Staffing.

Outcomes.

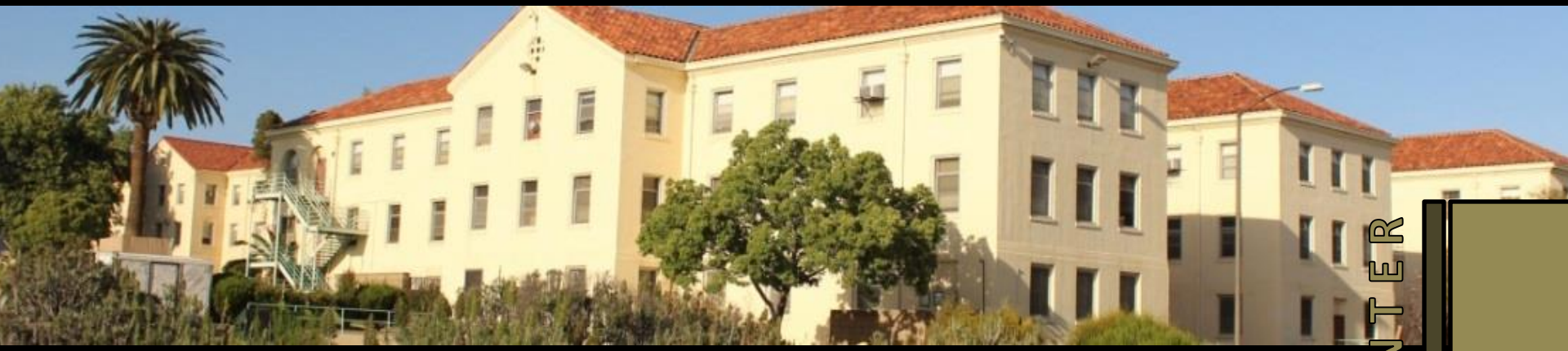
Ramp-Up.

100% Occupancy

- How achieved?
  - Good communication with other providers
  - Quick clearing of beds

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



THE WELCOME CENTER

Staffing.

Outcomes.

Ramp-Up.

Challenges

- Housing Veterans with behavioral issues, chronic issues related to substance use
  - Changing comfort zone
  - Changing risk management
  - Housing Placement
- Overall capacity
  - At WC
  - Transitional throughout LA
- Length of time it takes to get into permanent housing

Context. Concept. Vision.

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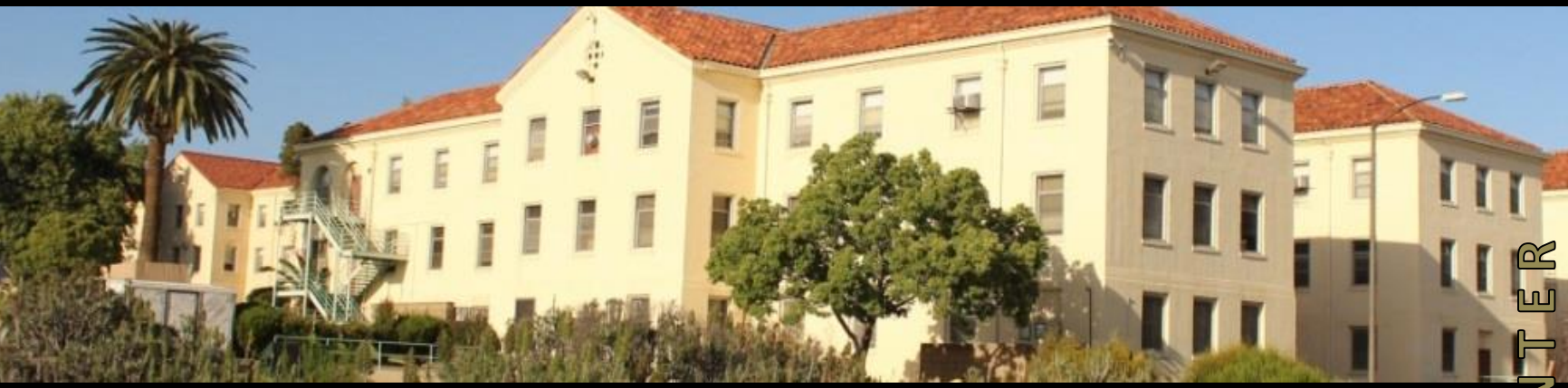
THE WELCOME CENTER



THE WELCOME CENTER

Initial.

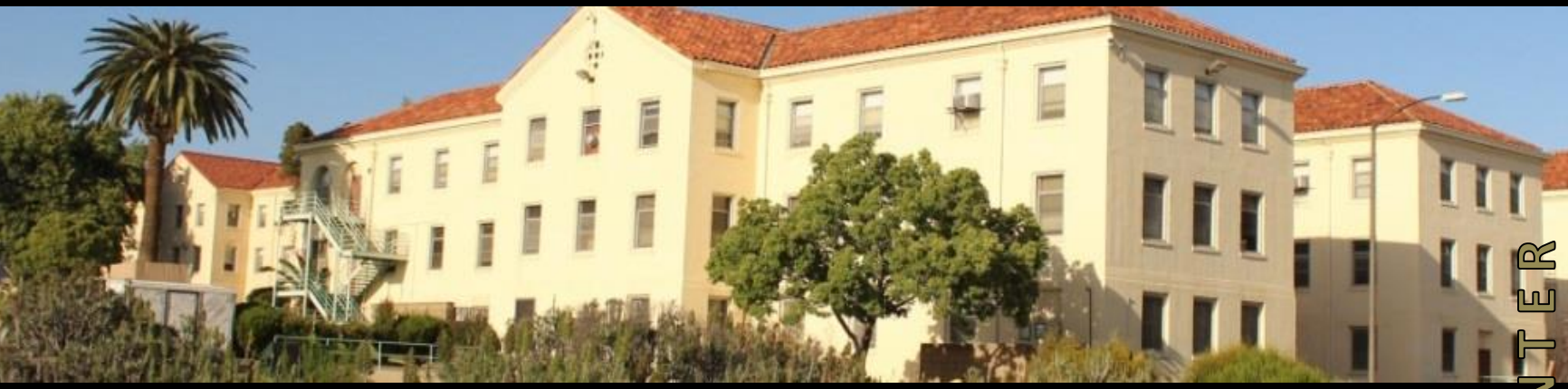
NDVETS

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

Proposed.

VOA

- Battle Buddies



THE WELCOME CENTER

Initial.

Proposed.

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

Context. Concept. Vision.

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Funding: Initial. Proposed.

The Second Six Months & Beyond.

THE WELCOME CENTER

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.

THE WELCOME CENTER

Supplemental slides

Who does New Directions for Veterans serve?

<u>More than 1,000 individual veteran households annually.</u>

- 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

<u>NDVets PSH serves primarily chronically homeless:</u>

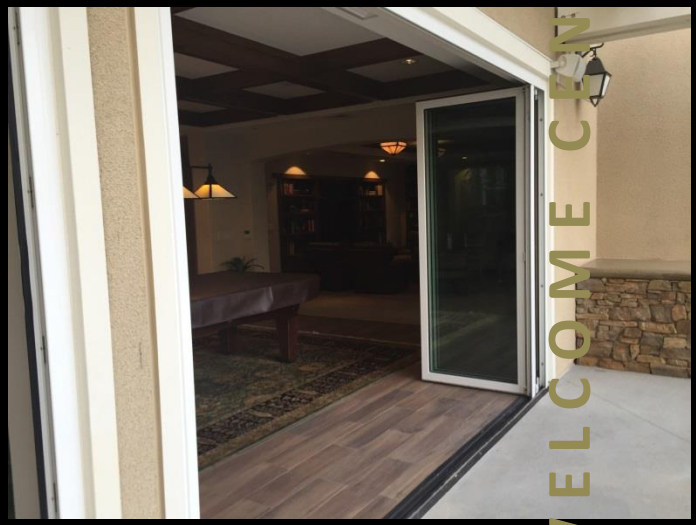
- 80% of LIHTC housing
- 52% of scattered site (market) housing
- 29% > National PSH target in 2013

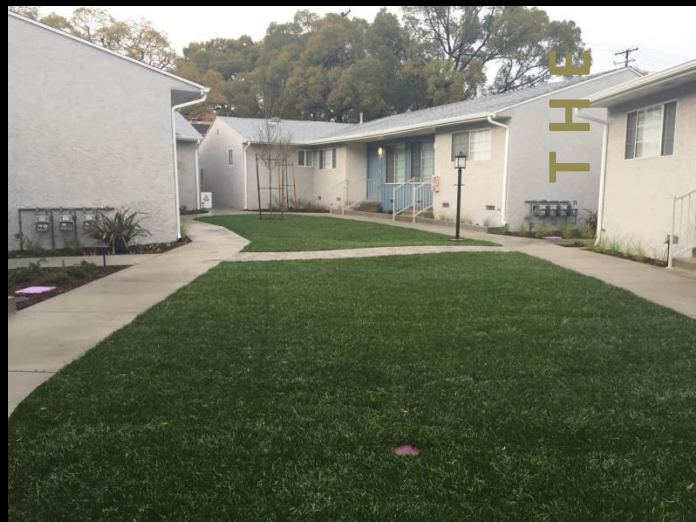
Who does New Directions for Veterans serve?

- 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

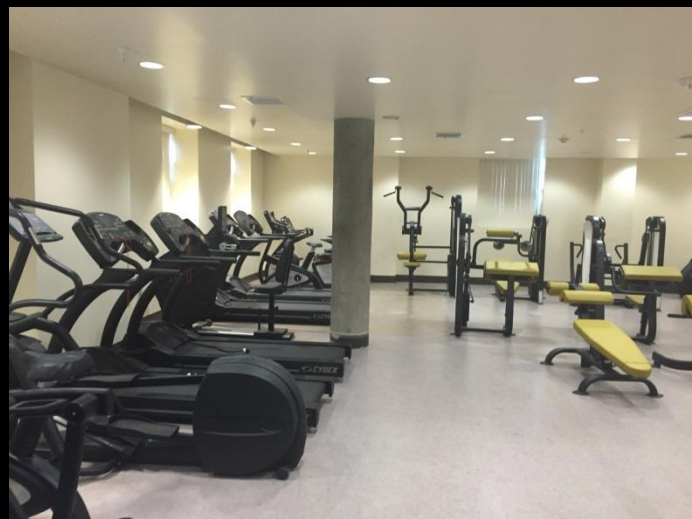




Who does New Directions for Veterans serve?

- 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