

Housing & Homelessness

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2023 Statewide Symposium in Support of Service Members, Veterans & Their Families

APRIL 19-20, 2023 | PHOENIX, ARIZONA

 arizona coalition
for military families



How Community Organizations Can Implement Change

Session 3





Experiences, Solutions and Next Steps

Welcome!

- 1 **Best Practices**
- 2 **AZ Pet Project**
- 3 **Hero's Pathway to Hope**
- 4 **Video (US Vets)**
- 5 **How to Implement - Panel Discussion**
- 6 **Question & Answer**

Best Practices

Moving to a Centralized Property Owner Engagement System

Jocelyn Muzzin, LCSW

Coordinated Entry Specialist

Southern Arizona VA Health Care System

jocelyn.muzzin@va.gov

<https://www.va.gov/southern-arizona-health-care/health-services/homeless-veteran-care/>





Centralized Property Owner Engagement and Housing Navigation

Jocelyn Muzzin, LCSW

Coordinated Entry Specialist

Southern Arizona VA Health Care System

Decentralized property owner engagement strategy

- Historically, decentralized
- Allowed agencies to leverage personal relationship with property managers
- It was effective due to low cost of living, affordable rental market and ample affordable housing stock.



Challenges

- Rents going above Average Median Rent
- Since 2022 average rental prices have increased 51.9% (1 Bedroom)
- Rental vacancies have dropped below 3%
- Property owners declining to work with section 8 and other housing providers
- Limited options for persons with evictions or certain legal issues
- Decrease in affordable housing stock



Challenges Cont.

- Housing providers all contacting landlords to find open units
- Competing with each other for property owner relationships and openings
- Different agencies have different capacities for Property Owner Engagement
- Landlords don't have one POC to contact if they have an opening or concern
- Different programs able to offer different Property owner incentives



Housing Navigation Coalition

- **Purpose:** Focused on Property Owner engagement and unit recruitment. Provide participants an opportunity to network and gain skills through collaboration and monthly trainings.
- Submitted a Case for Investment for Property Owner Incentives and staff for a property owner housing specialist to recruit landlords for CoC.
- Started Case Conferencing for housing units
- Veteran providers are sharing housing openings and collaborating more related to housing navigation

NEXT STEPS

- Continuing to seek funding to help the CoC move towards a more centralized Property Owner engagement and Housing Navigation system

Best Practices

Long Term Supportive Housing

Tim Laskowski

Property and Facility Manager
U.S.VETS - Prescott

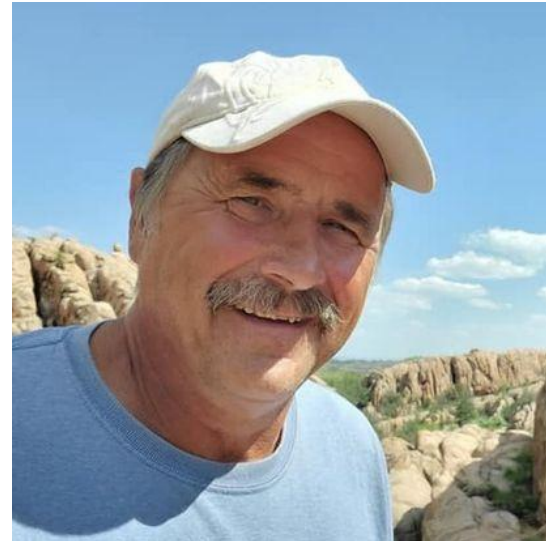
928-308-4336 Hotline 24/7

928-583-7204 Admin

tlaskowski@usvets.org

(928) 308-6592

<https://usvets.org/locations/prescott/>



U.S VETS PRESCOTT

LONG TERM SUPPORTIVE HOUSING



LONG TERM SUPPORTIVE HOUSING METHODOLOGY


No typical background checks.

Rent is loosely based on income and the necessity for the agency to break even (there is no grant funding for this program)

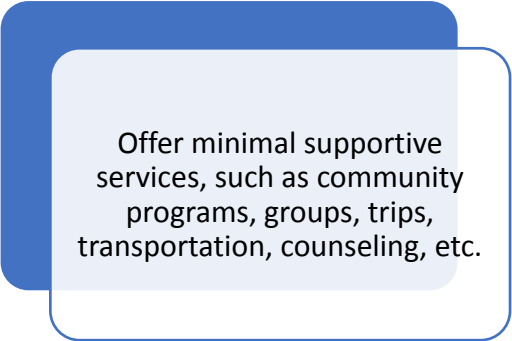
Monthly unit inspections – to ensure the places are not being damaged or falling into disrepair – to maintain a relationship with the veteran



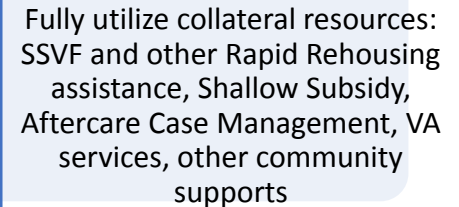
METHODOLOGY CONTINUED



Offer 24 hour accessibility to staff



Offer minimal supportive services, such as community programs, groups, trips, transportation, counseling, etc.



Fully utilize collateral resources: SSVF and other Rapid Rehousing assistance, Shallow Subsidy, Aftercare Case Management, VA services, other community supports



US VETS LONG TERM SUPPORTIVE HOUSING


IN PRACTICE

IN PRACTICE

In 2020, U.S.VETS/Prescott moved to a campus that could provide transitional and permanent housing units.

We currently serve 44 LTSH tenants. All of them have had a history of homelessness and a history with our agency

37 tenants live at our home campus in studio apartments, sharing the site with over 80 transitional living and Permanent Supportive Housing clients

- 
- Tenant income ranges from about \$1500 to \$3600/month (except for VASH clients)
 - Rent ranges from \$714 to \$900/month
 - 7 of these tenants have HUD VASH vouchers
 - We have 5 apartments off-site in housing in the process of being donated to us. These apartments are reserved for elderly veterans with low income.



GUIDING PHILOSOPHY

Housing First

Prioritize services for the homeless

Develop a business model that allows us to break even

Establish a supportive community. Do not tolerate violence, damage, disruption


Avoid evictions and, if necessary, assist to find alternative housing



U.S.VETS
LONG TERM
SUPPORTIVE
HOUSING
FUTURE



In conjunction with the VA, local government and businesses we are in the process of:

- Renovating 6 officer quarters the VA s for 18 total studio apartments
 - Building an apartment complex housing over 80 veterans, prioritizing homeless veterans and utilizing VASH and other subsidies and other community supports
- 

Best Practices

Housing Solutions

Michael O'Donnell

Site Director

Nation's Finest - Flagstaff

Serving Coconino, Navajo, Gila, & Apache Counties

modonnell@nationsfinest.org

Phone: 928-266-1984

<https://nationsfinest.org/locations/flagstaff/>



Best Practices



Northern Arizona Mobile Services Unit

Eviction Prevention

Outreach

Best Practices

Jeff Willgale, Community Resource and Referral Center, Phoenix VA Health Care System

- Jeff Willgale CRRC Coordinator 602-248-6040
- Erica Eugene CRRC Team Lead
- Dan Morgan HCHV Coordinator at 602-248-6040



Community Resource and Referral Center (CRRC)

Best Practices

JEFF WILLGALE
CRRC COORDINATOR





VA's Six Strategic Pillars to End Veteran Homelessness

- Outreach and Education
- Treatment
- Prevention and Rapid Rehousing
- Housing Opportunities
- Financial and Employment Support
- Community Partnerships

Objectives



- DEFINE HOMELESSNESS
- IDENTIFY STEPS INVOLVED IN DIVERSION FROM THE HOMELESS SYSTEM
- DEFINE HOUSING FIRST APPROACH
- IDENTIFY 2 PRIMARY APPROACHES TO IMPLEMENTATION OF HOUSING FIRST APPROACH - RAPID REHOUSING - PERMANENT SUPPORTIVE HOUSING
- CRRC INTAKE PROCESS AND CONSULTATION
- IDENTIFY ACCESS POINTS TO THE VA HOMELESS SYSTEM
- DEFINE HARM REDUCTION AS IT RELATES TO OBTAINING HOUSING, MENTAL HEALTH, SUBSTANCE USE.



Phoenix CRRC Location and Information

- ▶ 1500 E Thomas Rd
Suite 106
Phoenix, AZ 85014
- ▶ 602-248-6040
- ▶ Monday-Friday
0730-1600

“CRRCs provide Veterans who are homeless and at risk of homelessness with one-stop access to community-based, multiagency services to promote permanent housing, health and mental health care, career development and access to VA and non-VA benefits.”

<https://www.va.gov/HOMELESS/crrc.asp>





What is the CRRC?



- ▶ a walk-in clinic for Veterans experiencing homelessness
- ▶ CRRC is the Coordinated entry point into homeless services for Veterans
- ▶ “One Stop Shop” for homeless Vets





Federal Definition of “Homeless”

- ▶ An individual who lacks a fixed, regular, and adequate nighttime residence; and
- ▶ An individual who has a primary nighttime residence that is — temporary
 - ▶ A public or private place not designed for, or ordinarily used as, a regular sleeping accommodation for human beings

http://nchv.org/index.php/news/media/background_and_statistics/#demo





CRRC Services Overview

Eligibility and Enrollment

Social Work and Peer Support services for housing needs

Transitional Housing (TH) & Permanent Housing -SSVF/HUD-VASH

Healthcare through HPACT

Substance Abuse services with CRRC Addictions Therapist

Employment Services

Hygiene Program

Courtesy Shuttle (CRRC □ VAMC □ CASS)

VBA Benefit/Claims Assistance (2 days a week)

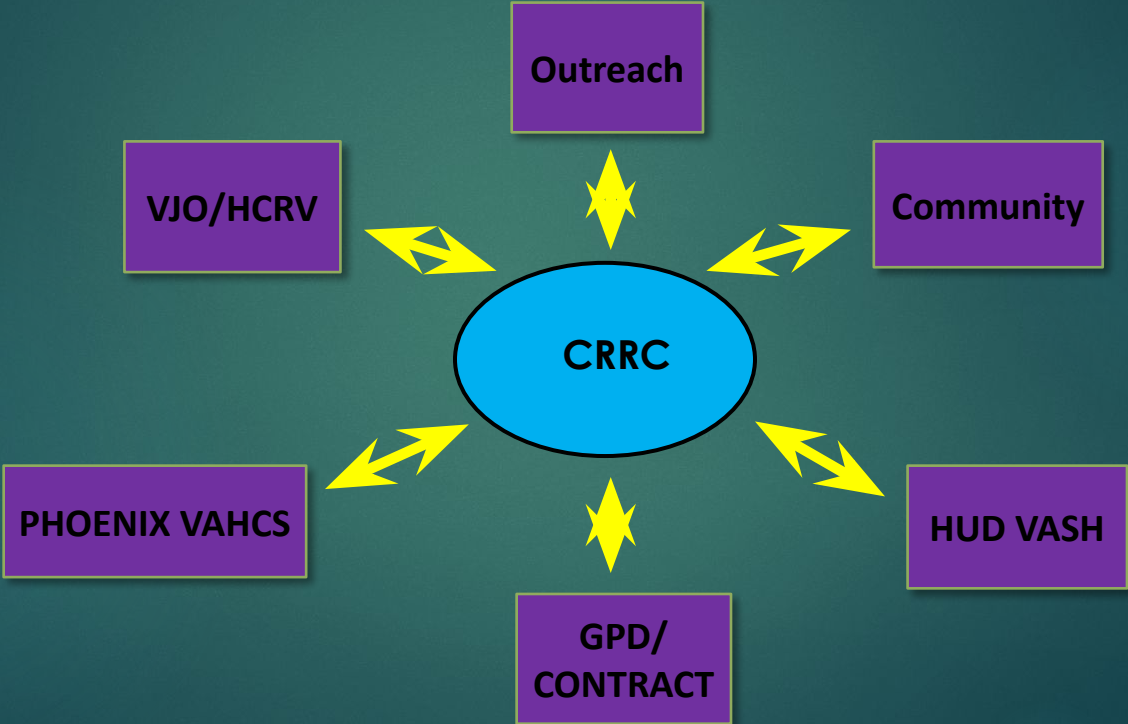
Various Community Partners (as needed)





Ending Veterans Homelessness; It Takes A Community

CRRC - The HUB for the VA Homeless Program Services





VBA and Community Partners

- ▶ Works out of CRRC office 2 days a week
- ▶ Still connecting Veterans to VBA for service connection claims and any benefit related needs
- ▶ Still connecting Veterans to community Partners including UMOM (for families), Financial Advisor, AZ@Work



Phoenix VA Health Care for Homeless Veterans Community Resource & Referral Center (CRRC)

"One Stop Shop" for Homeless Veteran Services



Service

1500 E. Thomas Road, Suite 106

Phoenix, AZ 85014

Phone: (602) 248-6040

Monday–Friday 7:30 a.m.- 4:00 p.m.

(Entrance and parking located at back side of building)



Provided By

Daily Courtesy SHUTTLE (<i>Running as needed</i>)	CRRC Team & VA Voluntary Services
Daily Eligibility Verification & Registration	Medical Support Assistant & Eligibility (Monday –Thursday, 8am-3pm; Friday 8am-1:30pm)
Daily Emergency Undergarments & Hygiene Program (Limited In-Kind Benefits: Every 30 days)	CRRC Team & VA Voluntary Services
Daily Outreach & Assessment for all Healthcare & Housing Needs	CRRC Social Workers
Daily Peer Support	CRRC Peer Support Specialists
Daily Referral to Employment Services	CRRC & Community Employment Specialists (<i>ask about our VETS on Wheels Program!</i>)
Daily Medical Care	Homeless Patient Aligned Care Team (HPACT)
Daily Substance Abuse Services	CRRC Addiction Therapist
VA Benefits/ Claims Assistance through VA Regional Office	VA Regional Office: 3333 N. Central Avenue, Phoenix, AZ for Walk-In Appointments or schedule through https://www.benefits.va.gov/phoenix/ Or call 1-800-827-1000 for additional questions
National 24/7 Call Center for Homeless Veterans	1-877-424-3838 (1-877-4AID-VET)

Additional resources & services provided by our community partners:

Transitional housing screenings
Senior Housing Placement
Financial Counseling

Child Support Services via Community Legal
Children and Family Services via Housing Hub
ID Vouchers via Homeless ID Project

Apartment Finder Assistance
Navigation via Community Bridges, Inc. & Rally Point

Updated 3/15/2022



Thank you for all you do!

If you have any questions or would like to consult on a Veteran situation, please call:

- ▶ Jeff Willgale CRRC Coordinator 602-248-6040
- ▶ Erica Eugene CRRC Team Lead
- ▶ Dan Morgan HCHV Coordinator at 602-248-6040

The Arizona Pet Project



Veterans and Their Pets

Leanna Taylor

CEO

The Arizona Pet Project

ltaylor@azpetproject.org

602-882-8627


info@azpetproject.org

<https://azpetproject.org/>





Increasing Access to Care for Pets and Vets



What
percentage of
Arizona
households have
pets?





70%

- Nationwide, 86.9 million households share their home with an animal
- More households have pets than have children
- Dogs rule (according to the stats)



The Arizona

Pet Project

Supporting Families. Saving Pets.

88% of people
consider pets
members of
their family.





The Arizona

Pet Project


Supporting Families. Saving Pets.


Benefits of Pet Ownership


- Lower rates of heart disease and stroke
- Reduces complications from diabetes
- Helps with memory, slows progression of dementia and Alzheimers.
- Weight loss
- Lowers the impacts of depression, anxiety, and the effects of PTSD
- Improves social connections


Helping Veterans **One Lick at a Time**


Because of their Super Bond®, Veterans and their animal companions improve each other's lives in countless, remarkable ways.


 Strengthen Social Connections

 Increase Mental Well-Being

 Enhance Emotional Health

 Encourage Physical Fitness

 Ease Loneliness

 Improve Relationships

 Overcome Trauma

 Boost Confidence

 Raise Self-Esteem

Benefits of Pet Ownership to Veterans



Pets may also present challenges

- Safe shelter
- Transitional and permanent housing
- Mental health or substance use treatment
- Medical care
- Food and/or housing security
- Employment opportunities



The Arizona Pet Project

- Temporary boarding
- Pet deposits
- Bridge housing (short-term motel stays)
- Shelter and housing support
 - Spay/neuter
 - Licenses
 - Vaccines
- Veterinary care
- Pet food and supplies
- Case management
- Lost pet reunification (fees)



Meeting families where they are

- Onsite at four animal shelters in Maricopa County
- Homeless Community Counselor
- Pet Support Center
- Relationships with social service agencies
- Online
- Phone
- Social Media
- Low/barrier
- Statewide expansion coming in Q2 2023

How can you help?

- Referrals
- Advocate for your agency to adopt pet-friendly policies and practices
- Consider pets an integral part of the family





The Arizona

Pet Project

Supporting Families. Saving Pets.

Leanna Taylor

CEO

LTaylor@AzPetProject.org



Hero's Pathway to Hope

George E. Campbell III
Veteran Initiatives Manager

Panel Discussion

How to implement Best Practices into your organization

Jocelyn Muzzin

Tim Laskowski

Michael O'Donnell

Jeff Willgale

Leanna Taylor

George E. Campbell

Josh Wear



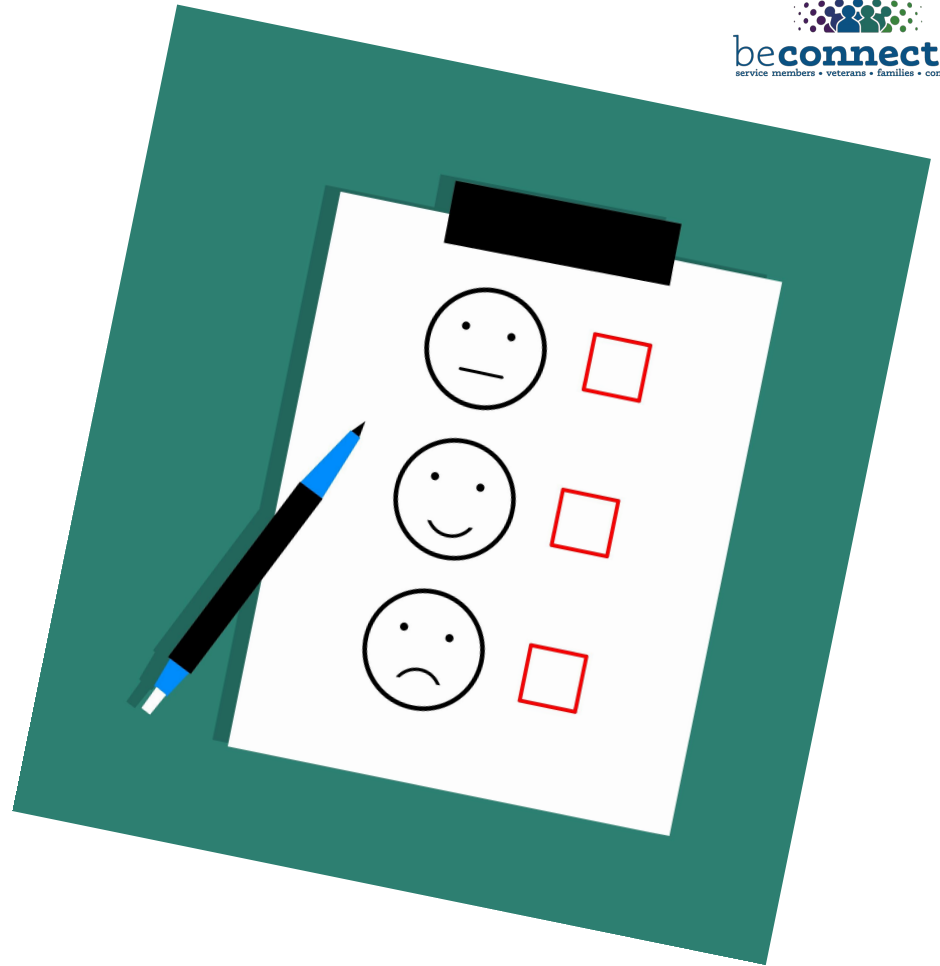
Wrapping Up What We Know

Questions & Answers



Session Evaluation

We want to hear from you!





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 arizona coalition
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2023 Symposium Evaluation

We want to hear from you!

