

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



Housing and Homelessness

April 19, 2023



Experiencing Homelessness

Session 1



Welcome!



Martin Garcia
Risk Reduction Manager
Arizona Coalition for Military Families



Joseph Acevedo
Coordinated Entry Social Worker
Northern Arizona Veterans Healthcare System

Community Helper Curriculum - Housing

HOUSING INSECURITY





beconnected
service members • veterans • families • communities

The Landscape

Session Agenda

1 Key Stakeholders: Coordinated Entry, Community Collaboration

2 Demographics: Arizona Homeless Data

3 SDOH Direct impact on Homeless Veterans

4 Housing First

5 Rural Services

6 A Veteran's Experience

7 Panel Discussion

8 Wrapping Up - Questions & Answers

Key Stakeholders

Coordinated Entry and Community Collaboration

- Be Connected
- U.S. VETS
- VA Homeless Programs
 - National Call Center for Homeless Veterans
 - Community Resource and Referral Center (CRRC)
- Supportive Services for Veteran Families (SSVF)

Demographics

Stephanie Crum, HMIS Manager, Solari Crisis and Human Services

Arizona Homeless Data

- Tribal
- Rural
- Aging





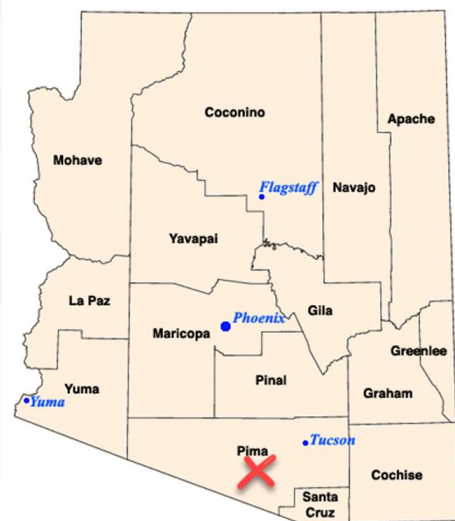
Homeless Management Information System

And Statewide Data on Homelessness

Inspiring *Hope*

HMIS - What is it?

A Homeless Management Information System (HMIS) is a local information technology system used to collect client-level data and data on the provision of housing and services to homeless individuals and families and persons at risk of homelessness. Each Continuum of Care (CoC) is responsible for selecting an HMIS software solution that complies with HUD's data collection, management, and reporting standards.



Solari Administers 2 of Arizona's 3 Systems:

Maricopa County
105 Agencies
1130 Users

Arizona Balance of State
67 Agencies
250 Users

HUD's Federal Framework

Rare

Persons

New

Brief

Length of
Time

Increased
Income

Non-
Recurring

%
Returns

Positive
Exits

Job & Income
Growth

Earned
Income

Other
Income

HMIS Key Functions

Technical Training & Support on HMIS Software Platform

9A-5P Help Desk

In-Person and Online Trainings

Clear Workflow Documents

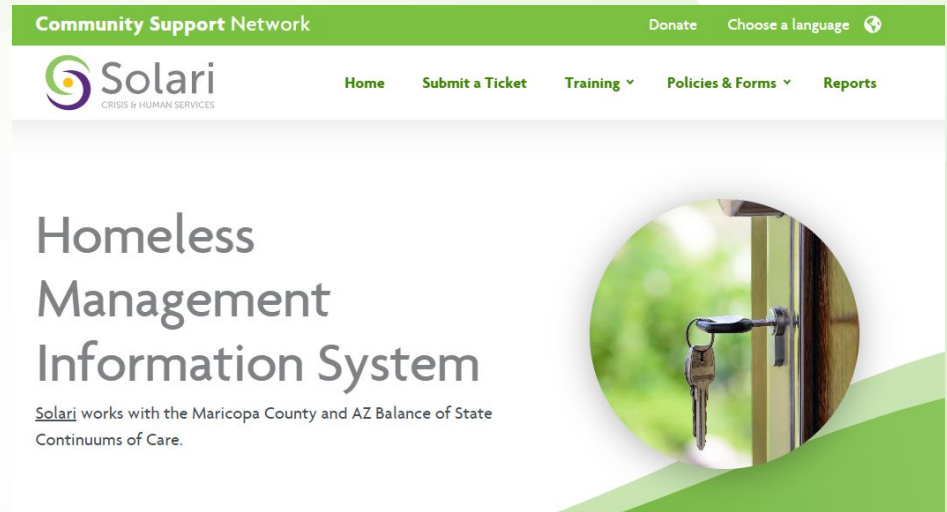
Application of HMIS Data to Drive and Inspire Change

Active Partner in the CoC's

Reporting Assistance for Agencies

Federal Reporting

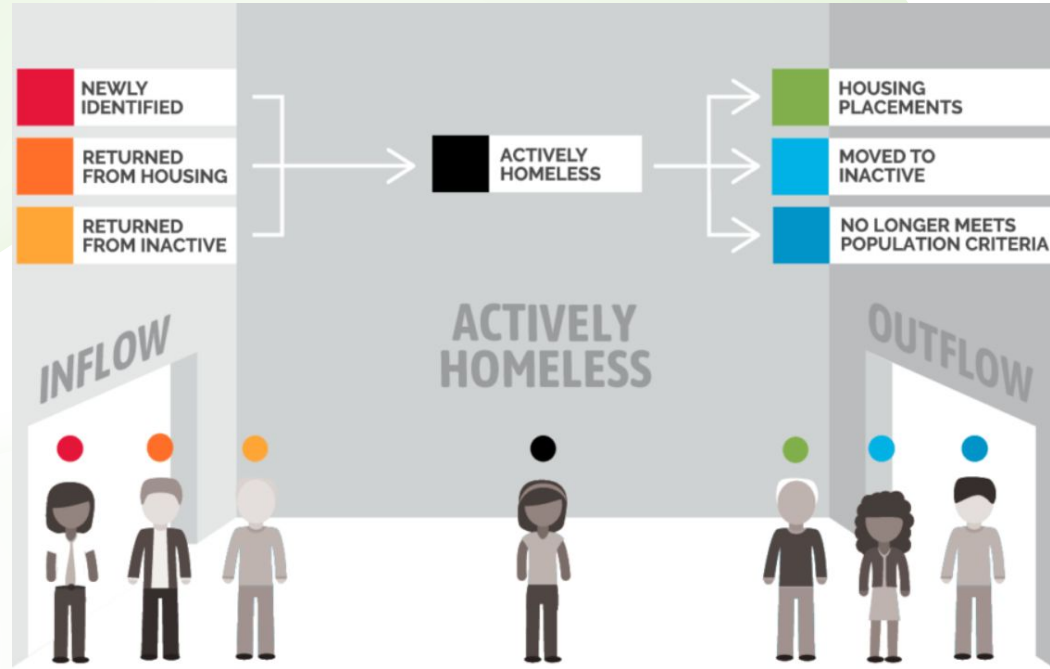
Public Facing Dashboards & Localized Reporting



The screenshot displays the Solari website interface. At the top, a green navigation bar contains the text "Community Support Network" on the left and "Donate" and "Choose a language" with a globe icon on the right. Below this is the Solari logo, which consists of a stylized green and yellow swirl followed by the text "Solari" and "CRISIS & HUMAN SERVICES" underneath. To the right of the logo is a horizontal menu with the following items: "Home", "Submit a Ticket", "Training" with a dropdown arrow, "Policies & Forms" with a dropdown arrow, and "Reports". The main content area features the heading "Homeless Management Information System" in a large, dark font. Below the heading is a sub-heading: "Solari works with the Maricopa County and AZ Balance of State Continuums of Care." To the right of the text is a circular image showing a close-up of a door handle with a key hanging from it, set against a blurred green background.

Data for the Homeless System

- By Name List of Active Persons
- System Inflow/Outflow
- Quicker System Responses



Examples of Data Informed Policies

	Continuum of Care Funding
Rare	<ol style="list-style-type: none">1. Strengthen Diversion2. Leverage Existing Prevention
Brief	<ol style="list-style-type: none">1. Increase Rapid Re-Housing2. Target Long-Term Stayers
Non - Recurring	<ol style="list-style-type: none">1. Move-On Strategy2. Progressive Engagement
Job & Income Growth	<ol style="list-style-type: none">1. Improve Existing Partnerships2. Income Stabilization

Publicly Available Data

Maricopa Association of Governments

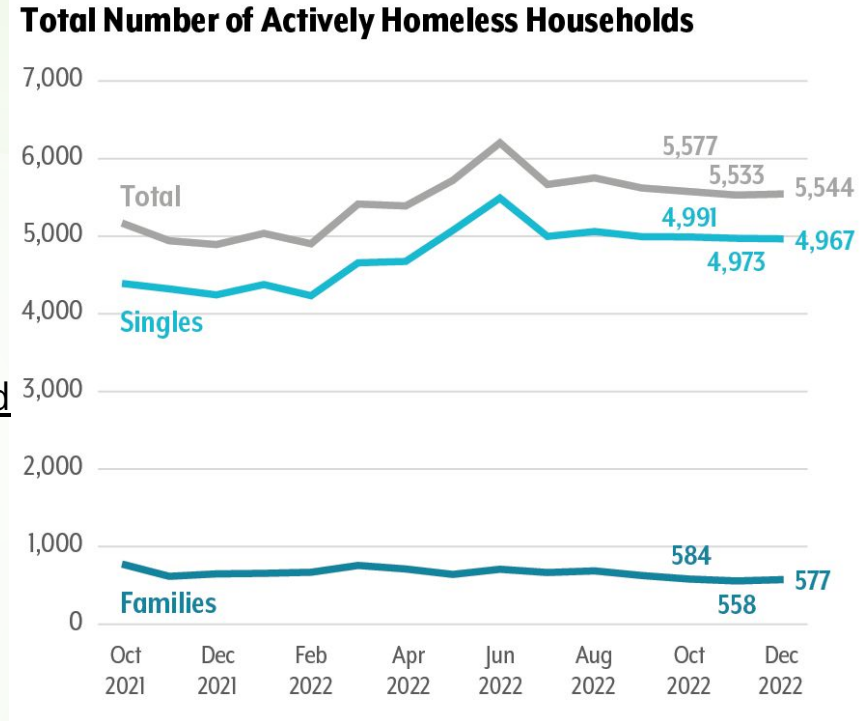
<https://azmag.gov/Programs/Homelessness>

Arizona Department of Housing

<https://housing.az.gov/housing-partners/special-needs-hp>



- Homelessness Trends
- System Performance Measures
- PIT Count
- Housing Data Explorer
- Homeless Management Information System (HMIS)



More to Consider...

Unfortunately, homelessness is on the rise. Increases in the data show just how much. We also know the “official” definitions of homelessness understate the full extent of the issue. Not only do you have people who are not counted, like many youths, but thousands of other people are living in sub-standard housing, crowded conditions, couch surfing, or doubled up with family or friends.



**THANK
YOU!**

Do you have any
questions?

Stephanie.crum@solari-inc.org

HMIS-Support@solari-inc.org

Inspiring *Hope*

Social Determinants of Health



Penny Miller, Grant Per Diem (GPD) Coordinator
Northern Arizona VA Health Care System

SDOH Direct impact on Homeless Veterans

Arizona Homeless Data



National Call Center
for Homeless Veterans

877-424-3838

va.gov/homeless

Social Determinants of Health

Areas that have a major impact on people's health, well-being and quality of life.

Such as:

- Safe housing, transportation, and neighborhoods
- Racism, discrimination, and violence
- Education, job opportunities, and income
- Access to nutritious foods and physical activity
- Polluted air and water
- Language and literacy skills

Homeless outreach and access points connect Veterans to care, services, supports, and housing.

VA Homeless Primary Aligned Care Teams of Arizona (HPACT)

NAVAHCS

Panel size as of April: 305

OEF/OIF/OND 7%

Women 9%

> 65 46%

CAN score of \geq 90: 137

SAVAHCS

Panel size as of April: 312

OEF/OIF/OND 7%

Women 4%

> 65 38%

CAN score of \geq 90: 151

PVAHCS

Panel size as of April: 167

OEF/OIF/OND 9%

Women 2%

> 65 31%

CAN score of \geq 90: 62

***CAN (CARE ASSESSMENT NEED) Score =
Reflects estimated probability of admission or
death within a specified period (90 days or 1 year)

Additional data tracked to identify needs & risk factors through VHA Support Service Center (VSSC) for HPACT

- Emergency Department Visits or Admissions with 2 or more in past 3 months
- Geropsych
- Mental Health
- MHICM
- PTSD
- Psychosocial Rehab
- Residential Rehab
- Substance Abuse
- Vocational Rehab

Housing First

Jeff Willgale, CRRC Coordinator, Phoenix VA Health Care System

- Harm Reduction Services - Evidence-Based Practices (EBP)
- Providers engaging Veterans
- When Housing First doesn't work



Diversion, Housing
First and Harm
Reduction
The VA Approach to
Ending Homelessness

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



Community Resource and Referral Center (CRRC)

JEFF WILLGALE
CRRC COORDINATOR





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—
 - ▶ A supervised publicly or privately operated shelter designed to provide temporary living accommodations (including welfare hotels, congregate shelters, and transitional housing for the mentally ill
 - ▶ An institution that provides temporary residence for individuals intended to be institutionalized; or
 - ▶ A public or private place not designed for, or ordinarily used as, a regular sleeping accommodation for human beings

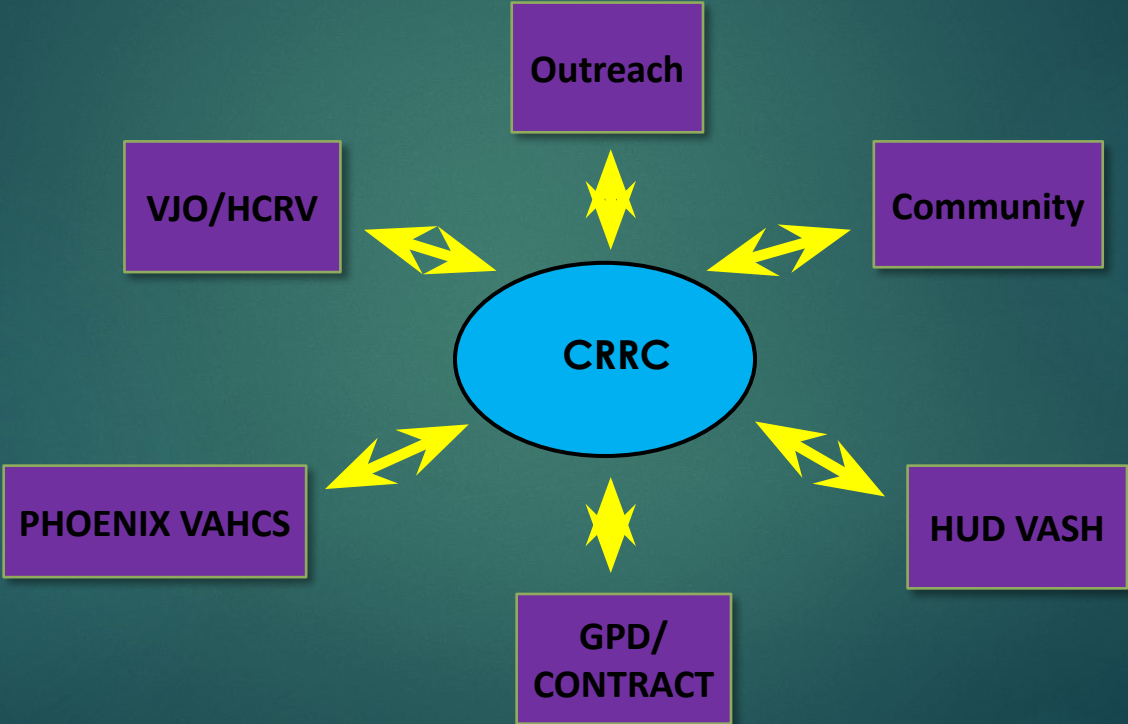
http://nchv.org/index.php/news/media/background_and_statistics/#demo





Ending Veterans Homelessness; It Takes A Community

CRRC - The HUB for the VA Homeless Program Services



CRRC - VA Homeless Program Services

- ❑ Transitional Housing (TH)
 - ▶ Grant Per Diem (GPD) & Contract (CERS)
- ❑ Permanent Housing Programs
 - ▶ Supportive Services for Veteran Families (SSVF) and Housing & Urban Development-VA Supportive Housing (HUD-VASH)
- ❑ CRRC Addictions Therapist
- ❑ Diversion from the Homeless System

Understanding Why?

- ▶ It works! Our community connected **517** individual clients to supports other than shelter in the last 12 months!
- ▶ Self-Report Primary Reasons for Homelessness
- ▶ Economic and loss of job: 28%
- ▶ Evicted: 12%
- ▶ Relocated: 12%
- ▶ Family Dispute: 11%

What is Diversion?

- ▶ A strategy that resolves homelessness by helping people experiencing a housing crisis and/or seeking shelter identify immediate alternate housing that is safe and appropriate through crisis intervention problem-solving conversations. This strategy is aimed at averting shelter entry and the trauma of homelessness immediately.

Rapid Exit



- ▶ The sooner you can exit someone from the shelter system the better the outcome.
- ▶ Problem solving conversations focusing on solutions

The Human Experience

- ❑ What's it like experiencing a housing crisis, or any crisis?
- ❑ What sort of thoughts and emotions are experienced?
- ❑ What route do I take?



The Helper Experience

- ❑ What sort of thoughts and emotions are experienced from the helper or social worker's experience?

Housing First

- ▶ ***Few to no programmatic prerequisites to permanent housing entry –***
 - ▶ Permanent supportive housing’s admissions policies are designed to “screen-in” rather than screen-out applicants with the greatest barriers to housing
- ▶ ***Rapid and streamlined entry into housing***
- ▶ ***Supportive services are voluntary, but can and should be used to persistently engage tenants to ensure housing stability***
- ▶ ***Practices and policies to prevent lease violations and evictions***
- ▶ ***Tenants have full rights, responsibilities, and legal protections***

When Housing First does not work ?



- ▶ What is the pathway back to housing first?
- ▶ “Housing First” is not a clinically therapeutic path for the Veteran at this time because of various reasons.

Veterans Pathway Back to Housing:

- ▶ Veteran to complete outpatient (OP) program
- ▶ VAMC/community MH services addressing symptoms related to psychosis, delusional thoughts, major depression suicidal ideation.
- ▶ Participate in money management such as fiduciary / rep payee / guardianship.
- ▶ Veteran to participate in Behavioral Management Agreement (BMA) which outlines:
 - respect for staff, no Substance Abuse, No fighting
- ▶ If Veteran declines the discussed options: CASS, I-HELP, Be Connected, Crisis Line etc., encouraged to contact the CRRC for his/her future needs
- ▶ Harm Reduction Services
- ▶

Person First Language

Instead of Using...	Use...
Addict, Abuser, Alcoholic, Junkie, Drunk, Former/Reformed Addict	Person who uses drugs, Person with substance use disorder, Patient, Person in recovery
Habit	Substance use disorder
Abuse	Use or Misuse
Clean	Testing negative/non-reactive, Not actively using drugs, Being in remission or recovery
Dirty	Testing positive/reactive, Person who uses or injects drugs
Addicted Baby	Baby with neonatal opioid withdrawal, Baby with signs of withdrawal from prenatal drug exposure, Newborn exposed to substances
Opioid substitution or replacement therapy	Pharmacotherapy, Medication treatment for opioid use disorder

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

“One Stop Shop” for Homeless Veteran Services



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)

Service

Provided By

Daily Courtesy SHUTTLE (<i>Running as needed</i>)	CRRC Team & VA Voluntary Services
Daily Eligibility Verification & Registration	Medical Support Assistant & Eligibility –Thursday, 8am-3pm; Friday 8am-1:30pm) (Monday)
Daily Emergency Undergarments & Hygiene Program In-Kind Benefits: Every 30 days) (Limited	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 Child Support Services via Community Legal Apartment Finder Assistance
Senior Housing Placement Children and Family Services via Housing Hub Navigation via Community Bridges, Inc. & Rally Point
Financial Counseling ID Vouchers via Homeless ID Project

Updated 3/15/2022

Rural Services

Joshua Wear, Rural Health Coordinator
Northern Arizona VA Health Care System

- **Indian Health Service (IHS) facilities:**

- **Phoenix Area Indian Health Service (PAIHS)** - Colorado River Service Unit, Fort McDowell Yavapai Nation*, Fort Yuma Service Unit, Gila River Health Care Corporation*, Hopi Health Care Center, Phoenix Service Unit, San Carlos Apache Healthcare*, Whiteriver Service Unit (**Tribal Programs*)
- **Tucson Area Indian Health Service (IHS)** - Sells Indian Hospital, Tohono O'odham Nation's Healthcare (TONHC) facilities [San Simon, San Xavier, Santa Rosa]

- **VA clinics:**

- **NAVAHCS** - Prescott VA (Bob Stump Department of Veterans Affairs Medical Center) and Kingman VA Clinic
- **PVAHCS** - Phoenix VA (Carl T. Hayden Veterans' Administration Medical Center) and Phoenix VA Clinic
- **SAVAHCS** - Tucson VA Medical Center, Cochise County VA Clinic and Pinal County VA Clinic

A Veteran's Experience



HUD-VASH Veteran Stories

Insert video? - need VA help to upload video

Panel Discussion

- Stephanie Crum
- Penny Miller
- Jeff Willgale
- Josh Wear



Wrapping Up What We Know

Questions & Answers



Session Evaluation

We want to hear from you!

