

Webinar Starting Shortly!

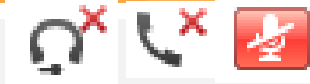
Let us know where you are!

1. Click the marker icon to open the annotation toolbar -top left.
2. Click the arrow then click on the State to mark where you are.
3. Click the arrow again to stop using it.



WebEx Technology: Communication

You are muted.



Have technology issues?

Type into the Chat box.

Click the icon to open.

Technology Issues

A screenshot of the WebEx chat interface. At the top, there's a blue header bar with a speech bubble icon and the word "Chat". Below this is a list of participants: "Host", "Presenter", "Host & Presenter", and "Host, Presenter & Panelists". The "Host" option is highlighted in blue, and a mouse cursor is pointing at it. Below the list is a section for "All Participants". At the bottom, there's a "Send to:" dropdown menu with "Host" selected. A "Send" button is on the right. A grey arrow points from the "Technology Issues" text to the "Host" option in the list.

Chat

Host

Presenter

Host & Presenter

Host, Presenter & Panelists

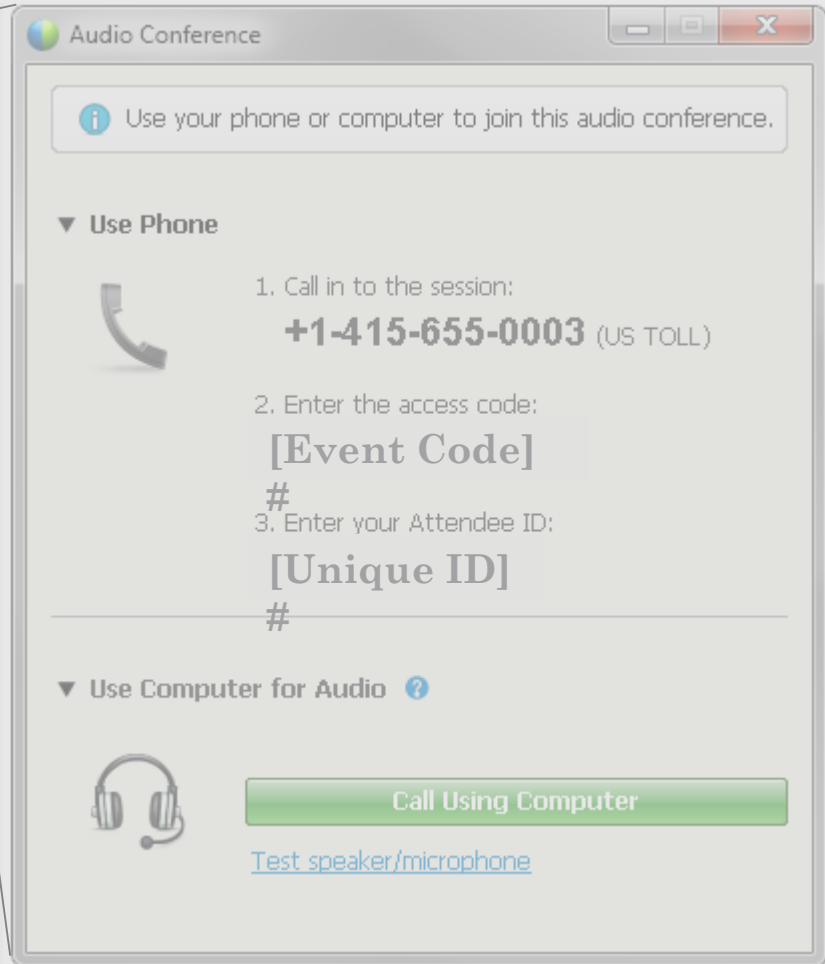
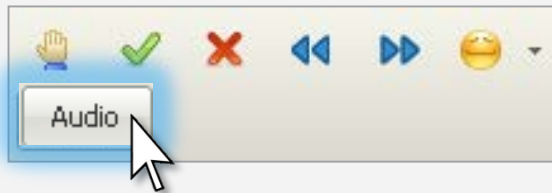
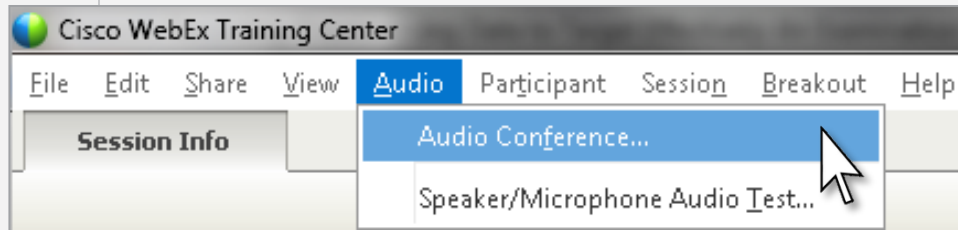
All Participants

Send to: Host

Select a participant in the Send to menu first, type chat message, and send...


Send

WebEx Technology: Audio Trouble



Can you hear us? If not:

Option 1 – chat to CSH Events and we will try to help

Option 2 – request approval to join via phone 

Option 3 – log off and restart the webcast

Questions Instructions

For QUESTIONS



- Please use the CHAT function to ask questions. Type your question to Lisa Chapman and press “Send”.

This is new technology platform, we are still learning!

MI BOS COC Webinar #2

*Local veteran team, Active List,
Top 6 Drivers
April 22, 2016*



Agenda

- **Quick recap from 4-15**
- **Assembling a local team-
Veteran Committee**
- **Top 6 Drivers**
- **Active list**

Recap!

- **Info on Ending Veteran Homelessness posted on Campaign website:**
thecampaigntoendhomelessness.org
- **State of MI commitment- Gov, MSHDA goal, \$ available at Fed and state level**
- **Engage unlikely partners in the effort- Business, funders, elected officials, VSOs, philanthropy, park service, libraries, soup kitchens, laundromats, etc.**

Recap- Fed. Criteria

- **What does it mean to end veteran homelessness?**

Criteria:

1. Identified all Veterans Experiencing Homelessness
2. Provides Shelter Immediately
3. Provides Service-Intensive Transitional Housing in Limited Instances
4. Capacity to Assist Veterans to Swiftly Move into Permanent Housing
5. Resources, Plans, and System Capacity

Assembling a Veteran Committee

- Assures focus on goal of ending veteran homelessness
- Ask for volunteers, publicize the opportunity
- Include COC partners, VA, SSVF, providers
- Funders, philanthropy
- Veteran Service organizations (VFW)
- Mayor, city council, Congress people
- Former veterans, local bases, Nat'l guard
- Business leaders

Build a Veteran Committee

- Find a community champion who can get people to commit, shake things up & move them along- won't take No for an answer!
- Appoint a facilitator to do the administrative aspects- take minutes, arrange meetings, make appointments and do the communications
- Be transparent- make a Website, Facebook page or use other social media to broadcast your intentions publically and get others involved
- Be bold! Chart your progress, ask others for help and celebrate your successes

Veteran Committee linkage

BOS COC
Board

COC

Veteran
Committee

Active List
Co.

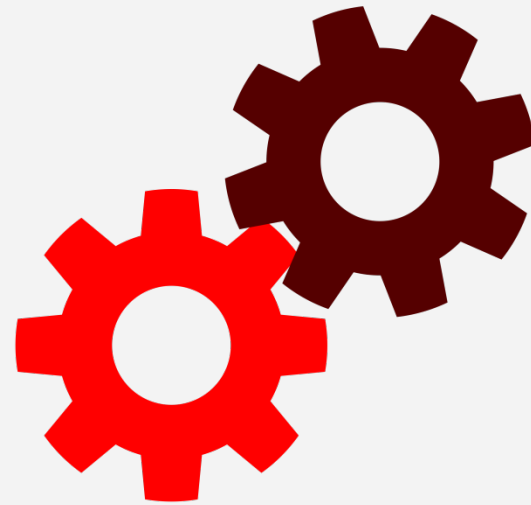
Develop a plan

- If the COC doesn't already have goals and a plan to specifically end Veteran homelessness, work with the new Veteran committee to do this
- It doesn't have to be involved- a few sentences, a mission statement or aim
- Purpose is to unify people and know in what direction the veteran committee is going



Top 6 Drivers that end Veteran Homelessness

- **Active List**
- **Choice**
- **Prioritization**
- **Transitional Housing**
- **Permanent Housing**
- **Leadership**



Active List

What is it, what are the Components?

How are other communities doing this?



Active List

- A real-time, dynamic, up-to-date list of all people experiencing homelessness
- Can be sorted/filtered by categories like veterans status, chronic status, age, mental health status, SPDAT score, etc.
- The list includes Veterans who are and are not eligible for VA services.
- Includes those with honorable and less than honorable discharges.
- Includes ALL veterans, regardless of branch of service, where or how long they served- Nat'l Guard and reserves

What is an Active List Used for?

- **Allows communities to know every person experiencing homelessness by name and how long they have been homeless**
- **Facilitates community decisions around where to appropriately house individuals experiencing homelessness**
- **Measures community progress toward goals**
- ***Identifies systemic bottlenecks and barriers* in the housing placement process to inform process improvements and reduce inefficiencies**

Who should an Active List include?

Active List includes *all Veterans experiencing homelessness* in the community including:

- unsheltered Veterans
- those in all emergency shelter (including Health Care for Homeless Veterans contract beds),
- Safe Havens,
- Transitional housing (including Grant and Per Diem (GPD) beds)

*'Master list over view' doc by VA- March 2016, has good info on Active list guidance

Building Blocks of Active List

Coordinated
assessment

Release of
Info (ROI)

Database

Active List- Building Block #1: Common Assessment Tool

- **A standard set of questions used by all organizations in a community that assesses and collects information so that communities can make informed referrals to appropriate housing and services as quickly as possible.**
- **Why?**
 - Provides a standardized structure for client data collection
 - Allows you to target and prioritize clients to appropriate housing interventions
 - Gather information on individuals encountered outside (via outreach) and inside for services

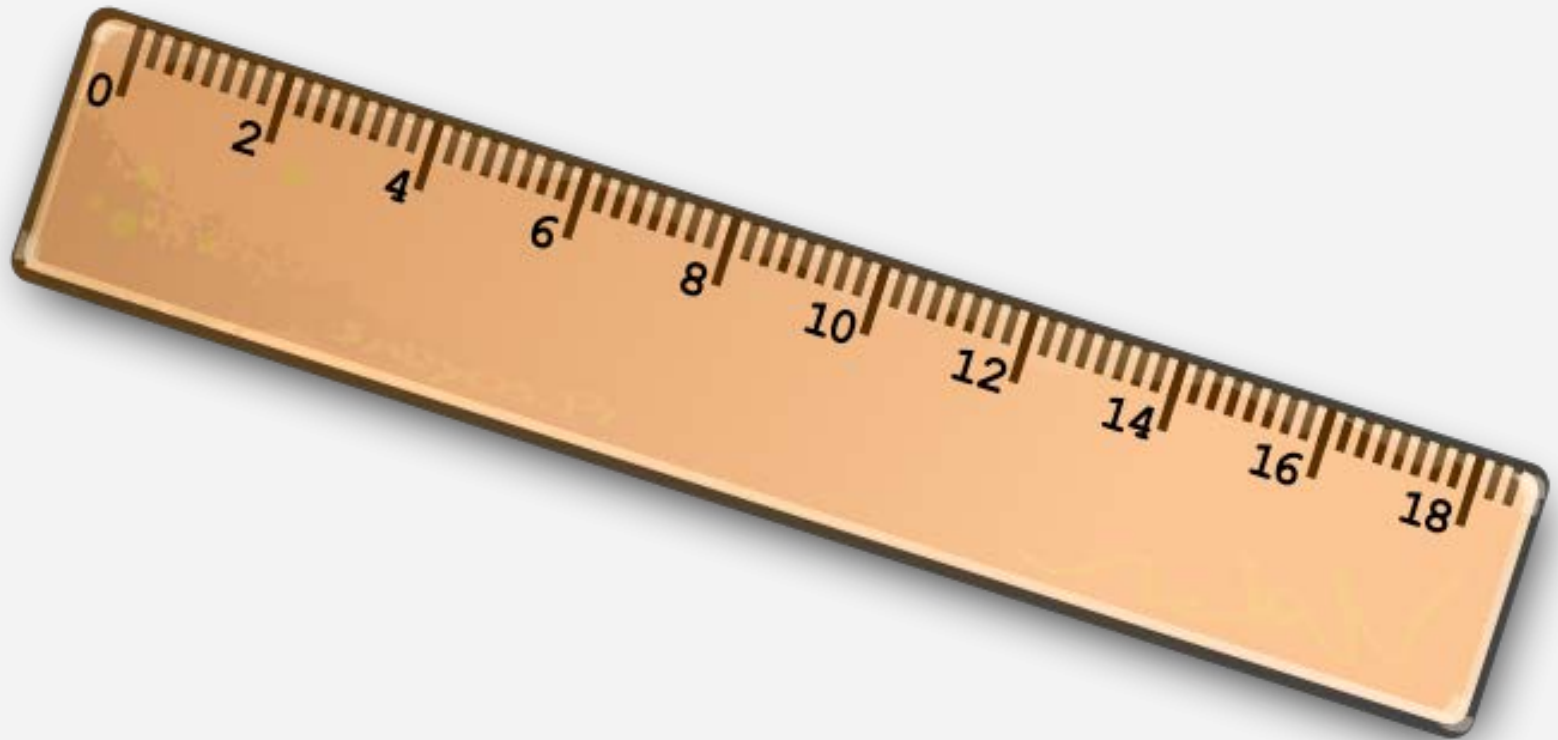
Building Block #2: Release of Information (ROI)

- **Why?**
 - An appropriate ROI allows all relevant agencies to access and add to the community's active list- including the VA
 - Every ROI will look different depending on local community needs
 - A comprehensive ROI allows providers to coordinate services during case conferencing
 - Communities are encouraged to work with local VAMC's to produce ROIs that satisfy their privacy regulations

Building Block #3: Active list Database

- **Not a list: no one is removed from a database, a person's status just changes**
 - Including inactive clients, housed clients, clients refusing services, and clients not yet in HMIS
 - Updated at least monthly
- **Ensures the sustainability of your community's data**
- **An active list is not just another waitlist for housing!**
- **Examples of databases that can house a active list: HMIS, Excel, Access**

How do you know if your list is an Active List?



Metrics to Evaluate an Active List

Metric #1:

- **Your active list accounts for 80% or more of your PIT count**
 - Specifically, your total Veteran PIT count numbers gathered using your Common Assessment Tool
- **Why?**
 - If you can reach 80% of your PIT count – you are doing pretty well!
 - To ensure that on a regular basis outreach coverage is as close to 100% as possible

Metrics to Evaluate an Active List

Metric #2:

- **Your community has a comprehensive outreach plan that covers your entire geographic area**
 - The outreach plan coordinated all agencies performing outreach in your community
- **Why?**
 - To assure full outreach coverage and coordinate engagement activities

Metrics to Evaluate an active list

Metric #3:

- **Streamlined case conferencing policies and procedures**
- **Why?**
 - To clearly define when case conferencing happens, who will participate, who will act as a backbone organization, and policies for managing the active list

*'Case conferencing overview' March 2016 doc by VA has good info

Goals of Case conferencing

1. To ensure **holistic, coordinated, and integrated assistance across providers** for all Veterans experiencing homelessness in the community;
2. To **review progress and barriers** related to each Veteran's housing goal;
3. To **identify and track systemic barriers and strategize solutions** across multiple providers;
4. To **clarify roles and responsibilities and reduce duplication** of services.

Building Block #3: Active List Database

- **Why?**
 - A nimble and comprehensive data platform help house clients quickly and efficiently
 - Ensures data integrity through protection, permissions and backup protocols
 - Takes into consideration privacy, security, confidentiality
 - Helps develop historical data to better inform your projections of future homelessness

Active List Best Practices

- **Ohio BOS BNL- Managed by Collaborative applicant, lead agency (COHIO).**

SSVF, VA very involved, entering info . Pulled from HMIS

- **Washington DC-** list entirely in HMIS (built into their system design 4 yrs. ago) Use it in real time, VAMC uses it as well

- **Indiana BOS**

Just starting; rolled out pilot -areas with highest # homeless vets, regional approach


Active List Considerations- Developing the list

- **Local Buy-In** from key stakeholders
- **Timelines for implementation** and management
- **Data sources and sharing**
- **Privacy and confidentiality**
- **Data elements to be collected**
- **Management responsibilities** and roles



Active List Considerations- Managing the List

- **Regular updates** to ensure the list is current
- **Flexibility** and adapting to new needs
- **The list is NOT the end goal**; it is a tool
- **Technology that works** for your community
- **Procedures for adding or removing Veterans** from the List

- 
- Yes, I will.**
 - No, I will not.**

Active List Considerations- Managing

- **Who will input data?**
- **Where will the list 'live'?**
- **Security and Privacy**
- **Policies and Procedures**

Taking lead on the list:

- **VA**
- **HMIS Sys admin**
- **SSVF**

Active List Considerations- Using the List

- **Client Level Service and Housing Planning**
- **System-level identification and resolution of barriers**
- **Tracking goals and progress for your community**

End Goal: The Master List is a window into your progress for each Veteran and a tool to help measure success across your system.



Active List Best Practices

- **Committee made up of VA, HMIS, SSVF/Outreach, COC, Providers, Housing**
- **Meet in person weekly or every other**
- **Agree on process, prioritization, time frames**
- **If one agency is at capacity, can refer to another at meeting**
- **Know what housing vacancies exist in real time**
- **Approach the job with passion, determination and relentlessness**

Federal Benchmarks Generation Tool v.1.2 01-13-2016

To Use: Enter an "End Date" and click "Calculate Benchmarks" for results. See *Instructions* tab for further guidance.

90 day look-back period:

<small>Start Date</small>	<small>End Date</small>
9/2/2015	

False

A. Have you ended chronic homelessness among Veterans in your community?

Target: Zero chronically homeless Veterans as of date of review, with exceptions indicated below.

Total number of chronically homeless Veterans who are not in permanent housing as of end date above:		0
Exempted Group One	Total number of chronically homeless Veterans who have been offered, but not yet accepted a PH intervention offer and where the last PH intervention offer was within 14 days of the end of the 90 day look-back period (excludes Veterans also counted in Exempted Group 3):	0
Exempted Group Two	Total number of chronically homeless Veterans who have accepted a PH intervention offer, but not yet entered permanent housing and where the first acceptance of a PH intervention offer occurred during the 90 day look-back period (excludes Veterans also counted in Exempted Group 3):	0
Exempted Group Three	Total number of chronically homeless Veterans who have been offered a PH intervention, but have chosen to enter service-intensive transitional housing prior to entering a permanent housing destination:	0
Total Chronically Homeless Veterans - Total Number of Veterans in Exempted Groups 1, 2 and 3 =		0

Data Point
A1
A2
A3
A4

Calculate Benchmarks

Benchmark A achieved?

Yes

Voluntary Tools to help with Active List, Criteria

- **ML benchmark generation template**

<https://www.hudexchange.info/resource/4900/master-list-template-and-benchmark-generation-tool/>

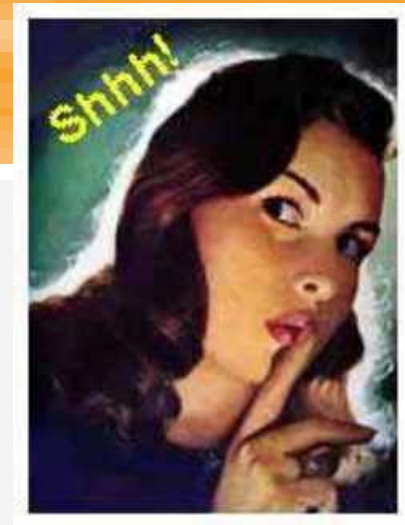
Template for active list that auto fills the Fed. Criteria and benchmarks

- **Criteria & Benchmarks review tool**

<https://www.hudexchange.info/resource/4899/federal-criteria-and-benchmarks-review-tool/>

Tool to gauge community status on the criteria and benchmarks

Privacy and sharing info



- **Sharing agreement or MOU**
- **Common Release of Info- start w/VA**
- **List can be de-identified or assign unique id.**
- **Veteran Co. decides what to share and how**
- **VA issued guidance which discusses under what circumstances VA staff can participate in HMIS**
- **Use HOMES and HMIS data**



Make a start...

REVISE, LEARN &
REFINE AS YOU GO!

Work toward ending Veteran homelessness in your Community



- What are the key take-aways from today?
- A-ha moments?
- Something you will start doing or stop doing?
- How will you inform others ?

What are your.....



- **New goals or ideas?**
- **Commitments for action?**
- **Questions?**
- **What do you need from others?**
- **Next steps this week/Month?**

Thank you!

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