

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?

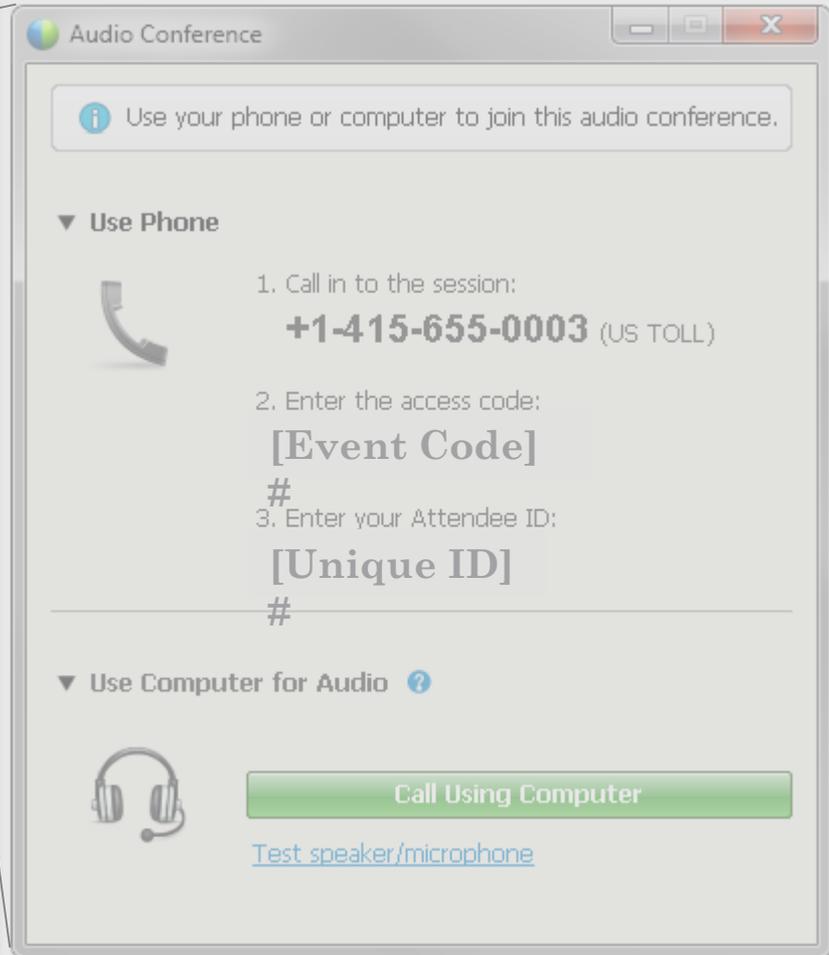
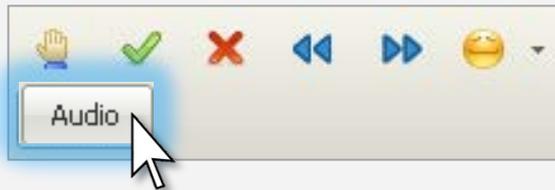
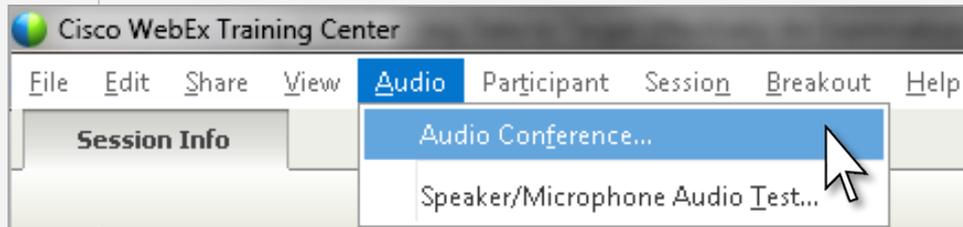
Type into the Chat box.

Click the icon to open.

Technology Issues

The screenshot shows a 'Chat' window with a dropdown menu open. The menu items are: Host (highlighted in blue), Presenter, Host & Presenter, Host, Presenter & Panelists, All Participants (highlighted in blue), and a scroll bar. Below the menu is a 'Send to:' dropdown menu with 'Host' selected. A 'Send' button is at the bottom right. A grey arrow points from the text 'Technology Issues' to the 'Host' option in the menu. A mouse cursor is over the 'Host' option. A text box at the bottom contains the instruction: 'Select a participant in the Send to menu first, type chat message, and 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.

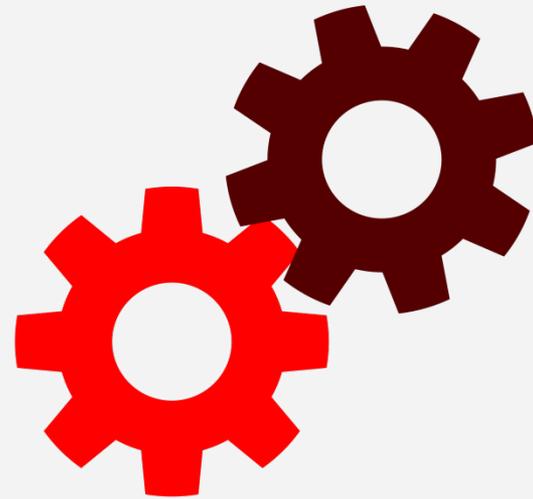
Develop a plan

- 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

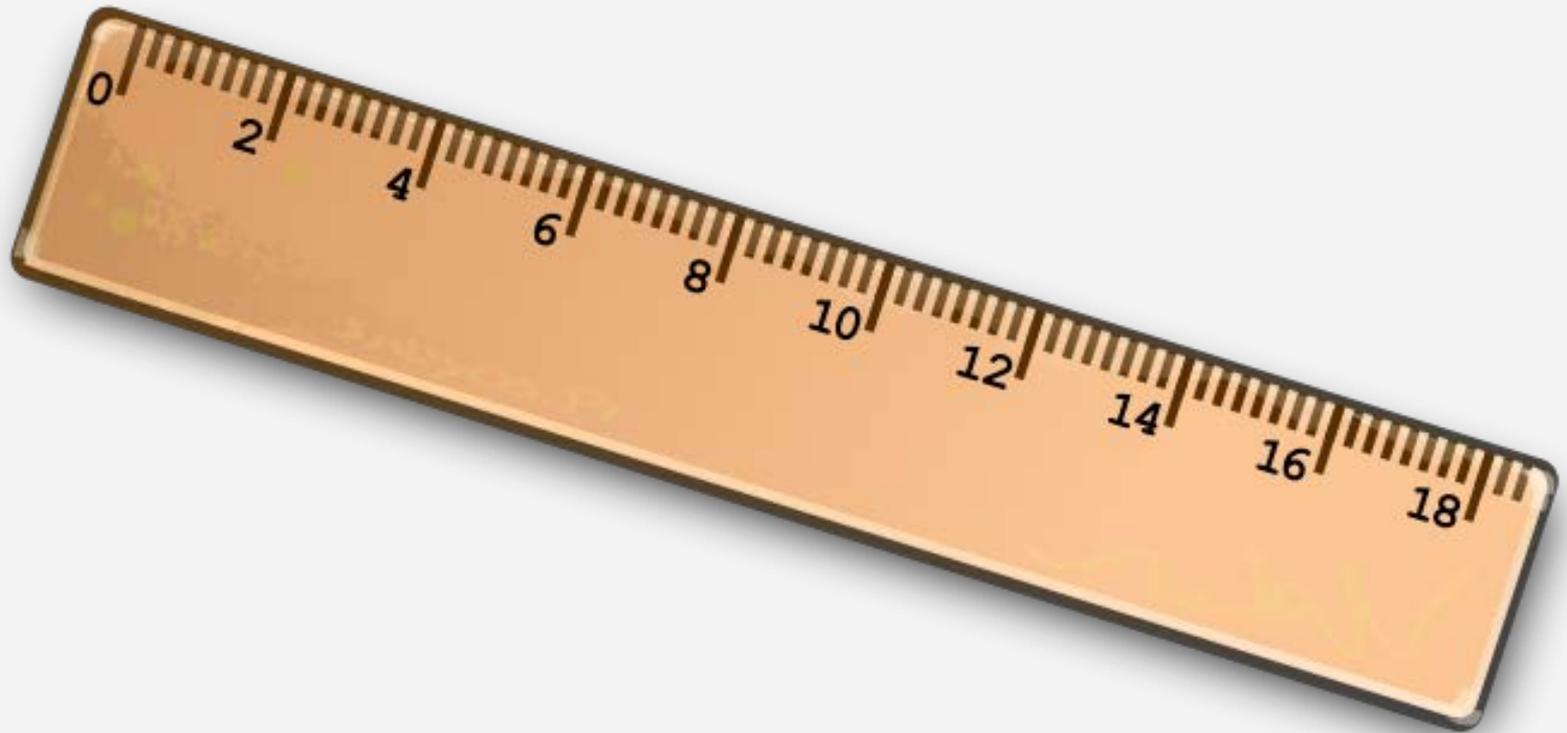
Building Block #2: Release of Information (ROI)

- **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.

False

90 day look-back period:

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

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.

Data Point

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

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/>

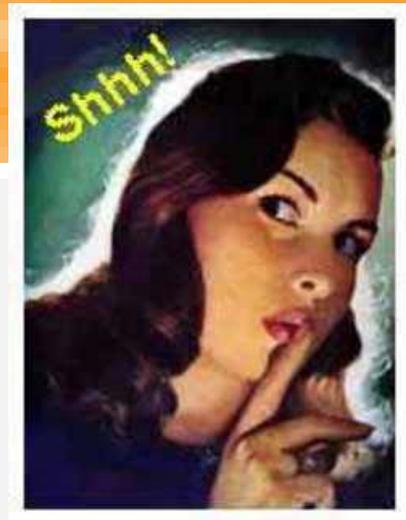
Template for active list that auto fills the Fed. Criteria and benchmarks

- **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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