

North Carolina Balance of State Continuum of Care

2023 Veteran Subcommittee Meeting

August 7, 2023

11 AM - 12 PM

Agenda

- Intros
- Group Agreements
- Veteran Framework
- Implementation across NC BoS CoC



Introductions

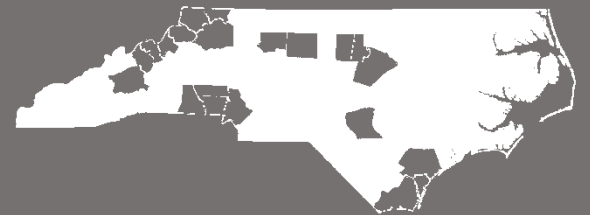
Name, Pronouns, Race

Agency

Role



Group Agreements

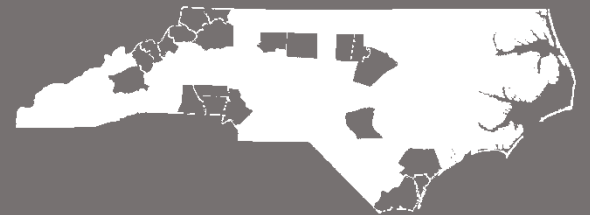


Group Agreements

- Listen Actively – respect others when they are talking (step up, step back)
- Don't be afraid to respectfully challenge one another by asking questions
- Participate to the fullest of your ability – our collective growth depends on the inclusion of every individual voice
- Instead of invalidating someone else's story with your own spin on their experience, share your own story and experience
- Stay the whole time
- Maintain confidentiality – what is said here stays here; what we learn here leaves here
- Leave power, positionality and privilege at the door. We are all equal in this group
- Others?



NC BoS Veteran Services Framework



NC BoS CoC Framework to serve Veterans

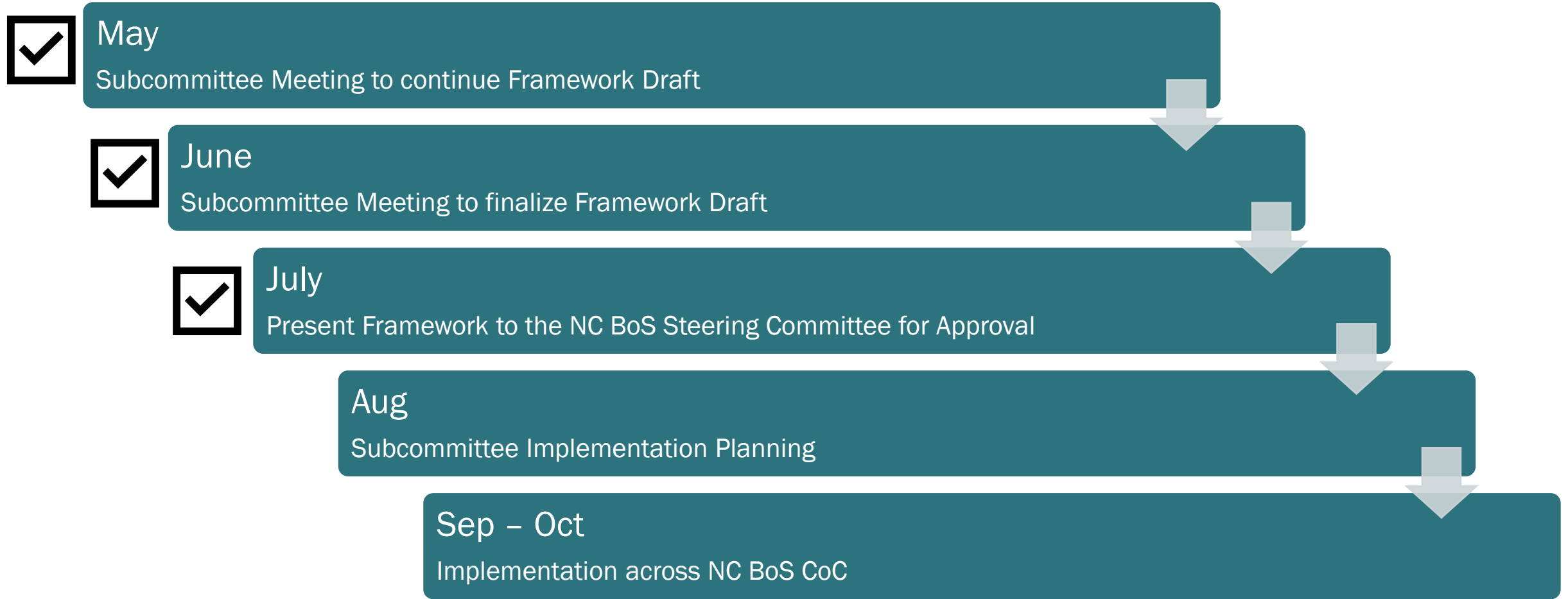
Goal

Every Veteran experiencing homelessness in the NC BoS CoC is quickly connected to permanent housing and appropriate services to maintain housing.

Created by the NC BoS Veteran Subcommittee, the Framework will outline key system components that will be implemented on a regional and service provider level in order to reach the stated goal above.



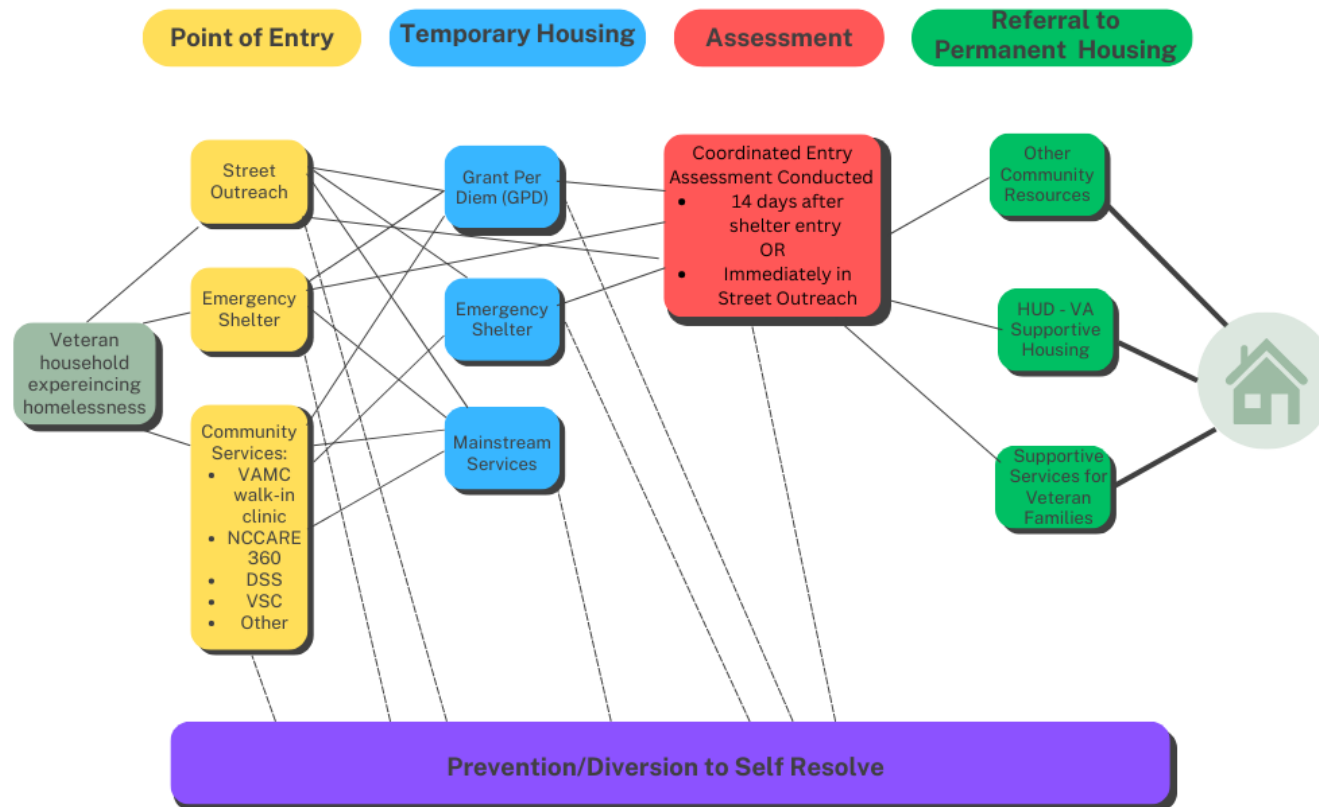
Framework Timeline



System Flow

Ensuring Veterans facing homelessness across the NC BoS CoC have a clear and accessible path toward permanent housing.

NC BoS CoC Veteran System Flow



System Flow

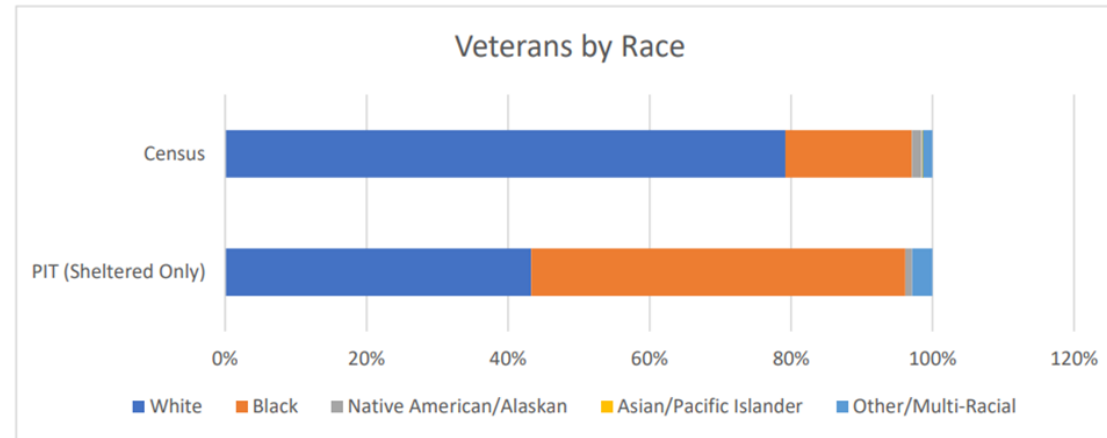
Defining Guiding Principles

- **Housing First** – All Veterans, regardless of barriers, are ready for housing now. They should be housed without preconditions, such as lack of income or required sobriety.
- **Person-Centered** – Each Veteran household has unique needs, and providers should meet them where they are, both physically and emotionally. Providers should reference the [Client Bill of Rights](#) to better understand this principle.
- **Prevention and Diversion Services** – Housing problem solving conversations should happen throughout the Veteran household’s journey from homelessness to becoming housed to ensure safe and affordable housing is quickly identified to meet the household’s needs.
- **Points of Entry** – The NC BoS CoC system structure relies on a “no wrong door” approach. Regardless of where a Veteran household enters the system, they should be met with equitable services.
- **Standard Coordinated Entry Assessment** – Use of a standard coordinated entry assessment tool is vital to create an objective, equitable systems approach to end Veteran Homelessness.
- **Prioritization of the Most Vulnerable** – Limited resources should first be directed toward Veteran households facing the most barriers to housing and highest acuity.



Centering Equity

Centering Equity is a key component to the NC BoS CoC Framework to End Veteran Homelessness due to the importance of elevating historical racism and systems built on white supremacy. We must better understand how these systems disproportionately impact BIPOC Veterans and strategize approaches to create lasting change.



2022 PIT Count



Centering Equity

Providers should take the following steps to create a more equitable response to Veteran homelessness:

- Enhance Prevention & Diversion Efforts to decrease the number of BIPOC Veterans entering the homeless response system.
- Attend ongoing DEI training sessions.
- Participate in the NC BoS CoC Racial Equity Dialogue Series.
- Engage in agency-wide DEI efforts.
- Enhance case management and system navigation services.
- Increase and improve street outreach efforts to reach hard to serve Veterans.

The NC BoS CoC and the Veteran Subcommittee should take the following steps to create a more equitable response to Veteran homelessness:

- Create a reimagined Coordinated Entry Assessment Tool.
- Generate equity goals to monitor and evaluate ongoing progress.
- Improve authentic engagement with Veterans with lived expertise and incorporate them into governance and decision-making.



Coordinated Entry Integration

All Veterans experiencing homelessness in the NC BoS CoC should be served through their regional Coordinated Entry (CE) system to be swiftly housed.

- Regularly hold case conferencing meetings inclusive of Veteran-specific conversations and resources.
 - Regular = monthly
 - This does not need to be a separate meeting
 - Ensure ALL Veteran providers are invited (VAMC staff, SSVF staff, GPD providers, other agencies serving Veterans)
- Run and provide Veteran by-name list data at every meeting.
 - See steps to run BNL
- Swiftly connect Veterans deemed ineligible for Veteran-specific resources to civilian resources.
 - Regional process for noting ineligibility



Provider Coordination

It's important for each partner providing services to Veterans to agree to a standard and specific set of roles & expectations to be effective.

Veteran Service Providers (includes SSVF, HUD-VASH, GPD, HCHV, VAMC Outreach, etc.) will:

- Attend case conferencing meetings.
- Communicate regularly with other providers serving Veterans experiencing homelessness.
- Educate selves and other community providers regarding other Veteran resources and programs.
- Complete CE Assessments and make referrals to the regional by-name list, as needed.
- Report housing outcomes for referred households to the CE Lead at case conferencing meetings.

Regional CE Leads will:

- Facilitate Veteran-specific case conferencing monthly.
- Run the Veteran BNL in preparation for each case conferencing meeting.
- Facilitate referrals of eligible Veterans to SSVF and HUD-VASH.



Addressing System Gaps

Currently, the NC BoS CoC homeless response system has various gaps to overcome to better serve Veterans experiencing homelessness. Below are the main themes of such gaps, as well as approaches the CoC should take to address them.

- Build trust and communication between providers*
- Expand program knowledge*
- Share Data*
- Conduct system analysis, evaluation, and accountability*



Key Performance Indicators & Data Analysis

Systems must regularly analyze performance to measure success toward established goals. Below are key performance indicators the NC BoS CoC Veteran Subcommittee will monitor on a quarterly basis. Baseline data is provided to measure change overtime.

Overall Veteran representation

- **2023 Point in Time Count:** 191 total Veterans experiencing homelessness across the NC BoS; 136 sheltered, 55 unsheltered.
- **Goal:** 20% decrease of overall Veteran homelessness and unsheltered Veteran homelessness from 2023-2025.

Length of time homeless

- **2022 HMIS Data:** Veterans enrolled in ES, TH, RRH, and PSH projects spent an average of 123 days homeless.
- **Goal:** Decrease average days Veterans experience homelessness to 115 days by 2025.

Race/Ethnicity demographics and outcomes

- **2022 HMIS Data:** 51% of Veterans served in ES, TH, RRH, and PSH projects were Black/African American; 39% permanently housed were Black/African American.
- **Goal:** Increase permanent housing placements for Black/African America Veterans to 50% by 2025.

Exits to permanent housing

- **2022 HMIS Data:** percentage of Veterans served in ES, TH, RRH, and PSH projects permanently housed was 41%.
- **Goal:** Increase percentage of Veterans permanently housed to 55% by 2025.

Returns to homelessness

- **2021 HMIS Data:** the percentage of Veterans returning to homelessness within 1 year after a permanent housing exit was 4%.
- **Goal:** Decrease the percentage of Veterans returning to homelessness within 1 year to 2% by 2025.

Framework Implementation Planning

- Regional structure and communication streams
 - Doesn't perfectly overlap with VAMC/SSVF coverage
 - All 13 regions are different and have nuances; most meet monthly
 - NCCEH website
- CE procedures
 - Monthly Veteran case conferencing
 - Running the Veteran BNL
 - Making SSVF referrals
 - Making HUD VASH referrals
- Tracking outcomes
 - Only inclusive of GPD, civilian programs, and SSVF
- Roles
 - NC BoS staff
 - VAMC CE Specialists (only Durham & Salisbury)
 - Veteran providers
 - CE Leads





THANK YOU!

Contact NCCEH

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