

**VETERANS HEALTH
ADMINISTRATION (VHA)
AND HOMELESS VETERANS'
REINTEGRATION PROGRAM
(HVRP):**

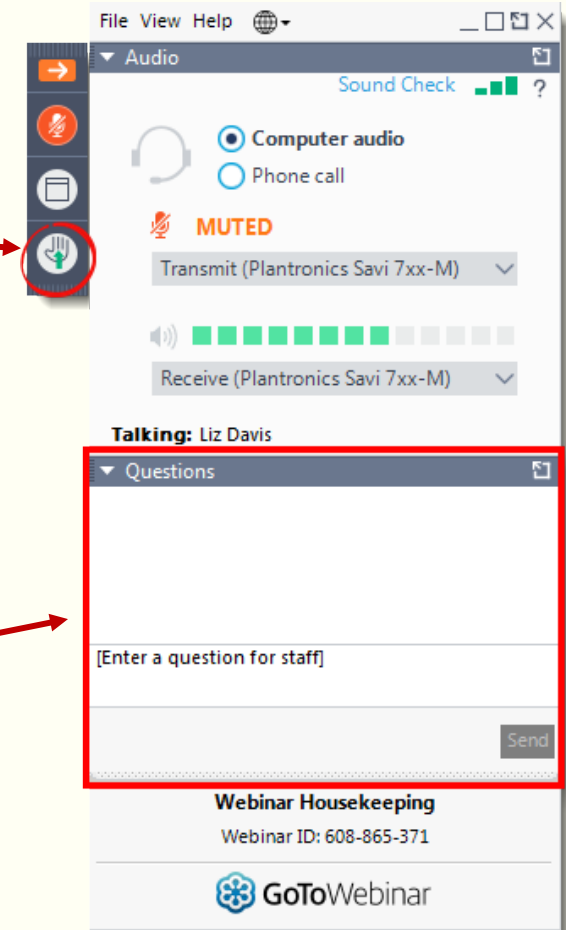
**Introduction and
Collaboration**



We want to hear from you!

If you have a question, and want to speak, **raise your hand** to get your mic unmuted

If you don't want to speak, use **the question box** to ask a question and we'll answer!



Agenda

- Introduction to HVRP
- Introduction to VHA HVCES
- Partnership Example 1: Los Angeles, CA
- Partnership Example 2: Helena, MT



INTRODUCTION TO HVRP

HVRP Purpose and Mission

Title 38 U.S.C. Section 2021

"... the Secretary of Labor shall conduct, directly or through grant or contract, such programs as the Secretary determines appropriate to provide job training, counseling, and placement services (including job readiness and literacy and skills training) to expedite the reintegration into the labor force of—"



HVRP Eligibility

- Veteran
 - One day *active duty not including training*
 - Discharge other than dishonorable
- And
- Homeless (includes recently housed in last 60 days)
- Or
- Participating in Partner Service (HUD-VASH, SSVF, etc.)
- Or
- At-Risk of Homelessness in the next 60 days
- And
- Would benefit from HVRP employment services

| | |
|---|---|
| Veteran | ✓ |
| Homeless or Partner Service or At Risk | ✓ |
| Needs Emp. Services | ✓ |



Service Delivery Principles

- **Knowledge of Population** - Grantees understand the unique needs of the veterans they serve and structure their services to meet those needs.
- **Collaboration** - Grantees collaborate with public and private partners at all levels (federal, state and local) to provide supportive services and access to housing.
- **Engagement** – Grantees recognize the importance of engaging veterans with multiple barriers to careers that often result from or re related to extended experiences of homelessness and/or unemployment.

Service Delivery Process

- **Outreach** - Grantees use a flexible, non-threatening approach to meet veterans where they are, including activities to engage partners and employers.
- **Intake & Assessment** - Grantees assess each veteran to determine program eligibility and to gauge willingness to engage in employment services, and likely career 'fit' for the veteran.
- **Case Management** - Grantees use a veteran-driven approach to develop an Individual Employment Plan (IEP) based on the veteran's strengths, barriers, and preferences.
- **Career Driven Training and Placement** - Grantees provide training that is targeted to the specific industries, occupations, and skills that are in demand locally.
- **Retention and Employment Adjustment Services** - Support is provided to both the veterans and the employer to ensure retention and growth after placement.



How to Find an HVRP Grantee



<https://nvtac.org/find-a-grantee/>

Can't find one?

- www.servicelocator.org
- Potential HVRP grant applicants can reach out to contact@nvtac.org for further information.

QUESTIONS & FURTHER INFORMATION

For Further Information:

- DOL-VETS: <https://www.dol.gov/agencies/vets>
 - Information on: Stand Downs, Jobs for Veterans State grants (JVSG), the Hire Vets Medallion Program (HVMP), and much, much, more.
- NVTAC: www.NVTAC.org

Contact:

- State & Regional DOL-VETS Offices: <https://www.dol.gov/agencies/vets/about/regionalloffices>
- NVTAC: contact@nvtac.org





INTRODUCTION TO VHA HOMELESS VETERAN COMMUNITY EMPLOYMENT SERVICES (HVCES)

Carma Heitzmann, Ph.D.
National Director, Homeless Veteran Community Employment Services (HVCES)
VHA Homeless Programs Office

HVCES MISSION

Improve employment outcomes for homeless Veterans served by VHA Homeless programs in order to:

- Increase housing stability.
- Assist with community re-integration.
- Improve quality of life.



WHAT HVCES IS NOT

- HVCES is not a discrete program.
- There are no eligibility requirements for Veterans to receive assistance from HVCES other than participation in a Veterans Health Administration (VHA) homeless program.
- HVCES staff ensure a range of employment services are accessible to Veterans who have experienced homelessness on a site-specific basis.



WHAT IS HVCES?

- HVCES is staffed by Vocational Development Specialists who function as:
 - Community Employment Coordinators (CEC) funded at almost all VA medical centers (VAMC).
 - Health Care for Homeless Veterans (HCHV) and Department of Housing and Urban Development-VA Supportive Housing (HUD-VASH) Employment Specialists that are funded at a limited number of VAMCs based on local needs.

THE ROLE OF THE CEC

- To coordinate with VA and non-VA homeless and vocational programs to develop strategies to augment existing services and reduce barriers, as needed.
- Build a direct communication bridge between staff, community programs, and employers.
- To provide consultation and training to VA staff regarding the importance of work and employment options for Veterans receiving homeless program services.

HCHV AND HUD-VASH EMPLOYMENT SPECIALISTS

- HCHV Employment Specialists are imbedded in HCHV teams and may be located in a variety of VA settings that provide services to homeless Veterans.
 - For example, HCHV Employment Specialists may be assigned to a primary location, such as a Community Resource and Referral Center (CRRC), Community-Based Outpatient Clinic (CBOC), or to a specific team.
- HUD-VASH Employment Specialists are imbedded within HUD-VASH teams and provide direct services to Veterans participating in HUD-VASH.

MORE INFORMATION

For more information regarding HVCES including:

- National Outcomes
- Local Contact Information
- Success Stories

Please Visit:

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



QUESTIONS & CONTACT INFORMATION

Carma Heitzmann, Ph.D.

National Director, Homeless Veteran Community
Employment Services (HVCES)

VHA Homeless Programs Office

Carma.Heitzmann@va.gov

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

<https://www.va.gov/HOMELESS/cec-contacts.asp>





PARTNERSHIP EXAMPLE 1: GREATER LOS ANGELES, CA

PJ Stigers, LCSW

Coordinator, Veterans Community Employment Development, VA Greater LA Healthcare System

Jacob Larson, MS

Community Employment Coordinator, VA Greater LA Healthcare System

Jennifer Hark Dietz, LCSW, Executive Director, PATH

Xitlaly 'CiCi' Garcia, Program Manager, HVRP

MISSION

- The Veterans Community Employee Development (VCED) mission is to maximize Veterans' opportunities for competitive employment that serve as an essential component of Veteran recovery and integration into the community.
- VCED provides a comprehensive range of biopsychosocial rehabilitation services to inpatients and outpatients with impairments, disabilities and handicaps resulting from psychiatric, addiction, homelessness, and medical disorders.

VA GREATER LOS ANGELES HEALTH CARE SYSTEM

- **Largest VA Homeless Program in the Nation**
- Over 600 staff positions and an annual budget of \$150 million
- 16,000 Veterans receive homeless services annually with over 160,000 visits with patients. About 5% of all homeless Veterans seen by VA are at GLA.
- Capacity to house almost 10,000 Veterans with transitional housing, permanent housing and housing subsidy vouchers



VA GREATER LOS ANGELES HEALTHCARE SYSTEM

Bed Capacity for Programs Targeting Homeless Veterans

| Housing Type | Beds |
|--|---------------|
| Emergency/Bridge/Transitional Housing | |
| Building 214 COVID recuperative/isolation ward | 138 |
| VA Domiciliary | 106 |
| CTRS Low-Demand Shelter (on VA West L.A. Campus) | 100 |
| Grant and Per Diem/Healthcare for Homeless Veterans Residential Treatment | 1,215 |
| Permanent Housing | |
| VASH Allocations (including vouchers attached to project-based programs) | 7,440 |
| Non-VASH PBV, Veteran-specific apartments in the Community and non-VASH housing vouchers | 1,154 |
| Total: All Beds | 10,153 |

THE IMPORTANCE OF EMPLOYMENT

- Employment is a key element in helping Veterans transition permanently out of homelessness or to avoid it altogether by increasing access to permanent housing and improving housing stability.
- Employment provides an improved quality of life, increased self-confidence and independence, opportunities for socialization, and a decreased reliance on institutional care.

INTRODUCTION TO VHA HVCEs

VA Greater Los Angeles Healthcare
System

PJ Stigers, LCSW
Coordinator, Veterans Community Employment
Development, VA Greater LA Healthcare System

Jacob Larson, MS
Community Employment Coordinator, VA Greater LA
Healthcare System



PURPOSE & SERVICES

Homeless Veterans Community Employment Services(HVCES)

- Increase Veterans' likelihood of employment success. This is accomplished by identifying gaps in competitive employment services for homeless and at-risk Veterans, by connecting them to job-related resources, career opportunities, and a range of supportive services within the VA, and throughout the community.



PARTNERSHIP PROCESS AND ELIGIBILITY

- Embedding Homeless Veterans' Reintegration Program (HVRP) partners in various access points within the VA's homeless continuum/ VA Homeless programs
- Eligibility: There are no eligibility requirements for Veterans to receive assistance from HVCES other than participation in a Veterans Health Administration (VHA) homeless program.

PAST CHALLENGES

Accessibility and Visibility:

- Veterans may not know about HVRP vocational services, nor how to access them.
- Our VCED program within the VA system is unusually large and complex.

ACCESSIBILITY & VISIBILITY

- Community Resource and Referral Center (CRRC) HVRP Rotation
 - VA providers directly refer Veterans to our community partners (no consult needed)
- Takeaway
 - Veterans do not get referred out. They have direct access on site to HVRP partners.



ACCESSIBILITY & VISIBILITY

- Care, Treatment and Rehabilitative Services (CTRS) Initiative:
 - Frontlines, embedding from initial contact
 - Hitting multiple entry points along our continuum



ACCESSIBILITY & VISIBILITY

- HUD-VASH:
 - HVRP embedded within the intake team's orientation process
 - Intake team is perfect match, as the Veterans meet eligibility for HVRP
 - Vocational Development Specialists (VDS) embedded on each VASH team



ACCESSIBILITY & VISIBILITY: OUTREACH

- VA GLA Stand Down
- Community Partners and employers accessible to Veteran Participants
- Included Employment, Education, and Barrier Reduction Resources, all in one place!
- Coordinated Entry Events (CEE)
- CEC Weekly Employment Email



HVRP PARTNER: PEOPLE ASSISTING THE HOMELESS (PATH)

Jennifer Hark Dietz, LCSW
Executive Director, PATH

Xitlaly 'CiCi' Garcia
Program Manager, HVRP



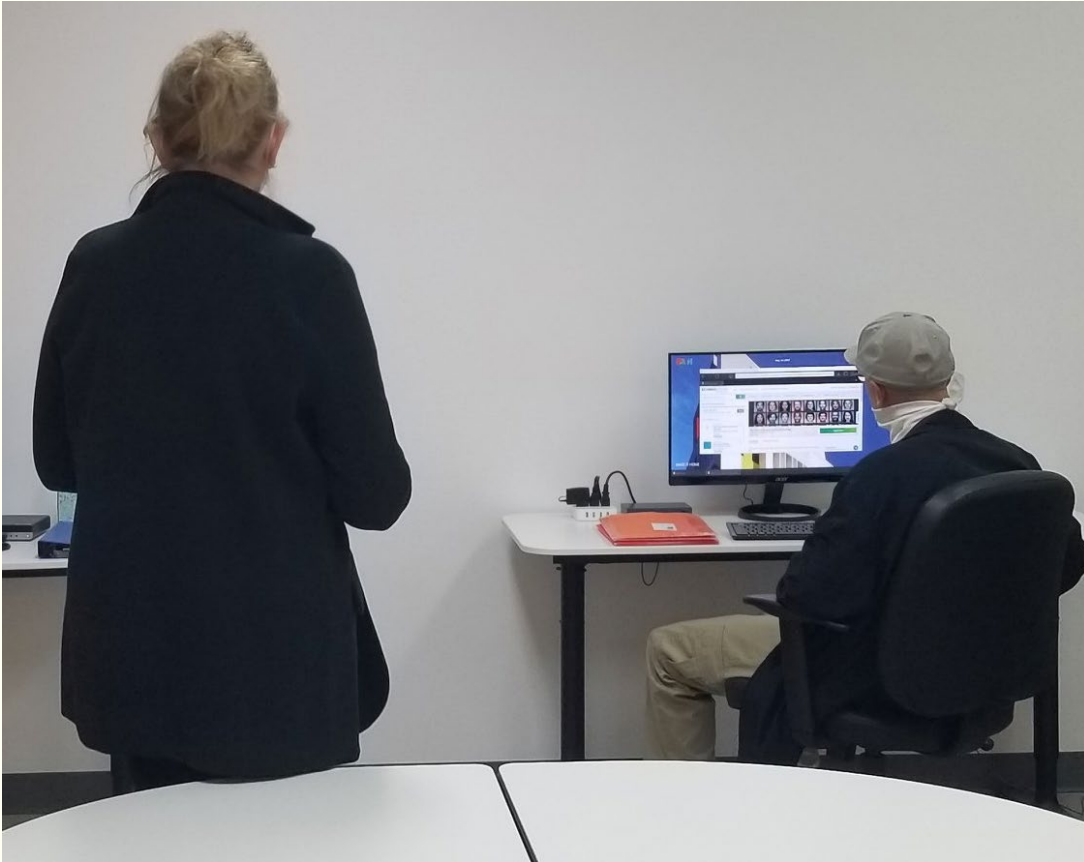
PURPOSE, MISSION, & ELIGIBILITY

HVRP

- The Homeless Veterans Reintegration Program (HVRP) works with Veterans to help them increase their job skills and find meaningful employment.
- Any Veteran from any era regardless of branch or length of service that is experiencing homelessness or at-risk of becoming homeless.



PARTNERSHIP BENEFITS



- Partnership Benefits: HVRP Perspective
 - Collaboration facilitated increased HVRP enrollments.
- Resources provided by CRRC
 - ID, Homeless letter, and DD214 print out
 - This allowed us to enroll Veterans on site and provide immediate services.
 - Engagement with housing focused case management allows Veterans to stay engaged with employment services.

CHALLENGES

- Past Challenges, and How they were Overcome
- Lessons Learned
- HVRP Veterans Specific Needs/Barriers –
 - Access to WiFi
 - Computer Skills
 - Phone Interview Skills

SUCCESS STORIES: FY 2019

- C.P.: Enrolled 4/29 at Westside VA.
 - Interim Housing to Long Beach SSVF.
- Hired by VOA as "Monitor" (Temporary/6 mo.) at \$14.25 hour in Artesia.
- Supportive services provided:
 - Forklift Certification, interview Clothing, Tap Card
 - Lyft Transportation to and from office for resume building, employment research, and applying for positions



SUCCESS STORIES: FY 2019

- M. D. enrolled in HVRP in February 2020.
- Hired by United Guard Services, Los Angeles, CA, in early May 2020, \$16.00/hour.
 - Despite the COVID - 19 pandemic and subsequent work stoppage
- Supportive services provided:
 - Completed security training with ATA Academy, Carson, CA via AADAP/Crenshaw-Adams work source center in March
 - Employment Attire



SUCCESS STORIES: FY 2019

- W. M., Enrolled in September 2019 at the VA
 - GPD program, VASH housing
- Hired by Cedars Sinai, Plumber, \$40/hour, 1/21/2020, start date 2/17/2020
- Supportive services provided:
 - Journey level certificate
 - Child support hold to receive CA DL
 - Interview attire
 - Transportation to go to interviews.
 - Tools and Work Attire



QUESTIONS???





PARTNERSHIP EXAMPLE 2: HELENA, MT

Ryan Luchau, Community Employment Coordinator
Montana VA Healthcare System

Scott Brooke, HVRP Program Manager
Volunteers of America Northern Rockies

INTRODUCTION

- Helena HVRP Grantee-Volunteers of America Northern Rockies, Scott Brooke (Program Manager) since February 2018
- Montana VA Healthcare System, Ryan Luchau (Community Employment Coordinator) since March 2015

HELENA, MT – PARTNERSHIP PROCESS

- Both programs are represented and serve integrally in the Montana Joining Community Forces Career Key Service Area
 - Career Mini-Summits
 - Virtual Career/Transition Summit Series
 - Prep for the Job Fair Workshops
- Immediate Direct Referrals from CEC to HVRP
- CEC role includes educating Veterans on HVRP



PAST CHALLENGES & HOW THEY WERE OVERCOME

- Low numbers of Homeless Veterans with abundance of different resources to support (overlap)
 - Resources Sync w/ Helena Area Vet Recovery Workgroup to assess and cover gaps in coverage (SWOT Analysis)
- Employers not recognizing the scope of training programs
 - Montana Joining Community Forces-Employer Support Project
- Identifying the barriers of the Veterans and connecting them to the correct community resources to assist them in overcoming their barriers
 - Meaningful communications-one team trying to assist our Veterans



PARTNERSHIP BENEFITS: HVRP PERSPECTIVE

- Advocacy within the VA to support Veterans in navigating VA system
- Central connectivity to community resources
- We have been able to work with Veterans who want to find resources to start their own business and identifying Veteran owned businesses in the community that will work with HVRP and those Veterans we serve



PARTNERSHIP BENEFITS: HVCES PERSPECTIVE

- Strong connection
- Efficient referral process to connect Homeless Veterans who have challenges
- Outside-the-box solutions



CONCLUSION

Questions???