



# Developing Partnerships and Cultivating Relationships

## Virtual Learning Series

April 26, 2022

# Today's Speaker

---



**Steve Dudaski, MA (he/him)**

Training and Technical Assistance Coach

 [contact@nvtac.org](mailto:contact@nvtac.org)

# NVTAC Role (1 of 2)

---

- Provide technical assistance designed to increase grantees' ability to establish and operate successful HVRP grants
- Support HVRP grantees throughout their period of performance to ensure that challenges are resolved quickly
- Provide effective training and peer to peer learning opportunities that result in increased knowledge and adoption of innovative practices among HVRP programs nationwide

# NVTAC Role (2 of 2)

---

- Provide technical expertise to Federal staff to assist in policy development in support of program oversight and strategic planning for the future of HVRP
- Quantify grantees' customer satisfaction, and share promising practices and lessons learned

# Outline

---

This presentation will describe key elements of effective partnership development and provide overviews of local resources that are essential to HVRP success.

These resources are:

- American Job Centers
- U.S. Department of Veterans Affairs (VA) homeless programs
- Community stakeholders

# Key Elements of Partnership Development

---

# Partnership Development Skills

---

Effective partnerships are built on:

- Mutual values and goals
- Respect and Trust
- Laser focus on the beneficiaries
- Defined communication pathways
- Leadership/Ongoing Management: It takes work!

# HVRP Partnerships (1 of 4)

---

## Mutual Values and Goals

- Partners are committed to workforce development for veterans at risk of, or experiencing, homelessness
- Partners are honored to work with the veterans that they serve
- Veterans are served without stigma and partners promote diversity, equity and inclusion
- Partners seek to fully meet program outcomes



# HVRP Partnerships (2 of 4)

---

## Respect and Trust

- Partners hold each other in high regard and understand that they are "in the work together"
- Appreciate that differences in approach are not criticisms

## Laser Focus on Beneficiaries

- Focus is always on providing and improving the supports and services needed for employment success for the veterans served
- Support the employers the partners work with

# HVRP Partnerships (3 of 4)

---

## Defined Communication Pathways

- Establish communication protocols and pathways
  - Scheduled meetings with set agendas
  - One staff member is the primary contact/facilitator
  
- Open communication is key

# HVRP Partnerships (4 of 4)

---

## Leadership/Ongoing Management

- Using the skills of partnership development, continually manage and promote them both internally and externally
- Remember that effective partnerships are the result of proactive leadership

# Have you Developed Effective Partnerships?

## Poll

**Can you give an example of an effective partnership that you have developed and managed?**

**Share in the chat or raise your hand!**

# Partnering with American Job Centers

---

# American Job Centers

---

American Job Centers (AJCs) are funded through the US Department of Labor's Employment and Training Administration. They are managed by Local Workforce Development Boards (WDBs). There are approximately 2,400 AJCs nationwide. AJCs provide free comprehensive services to job seekers including:

- Career and/or rehabilitation counseling
- Job development and training
- Vocational testing/employment planning
- Supportive services, benefits
- Veteran focused services

# Veteran Specific Services (1 of 2)

---

AJCs have veteran specific outreach and employment services. These services are provided by Disabled Veteran Outreach Program (DVOP) and Local Veteran Employment Representative (LVER) specialists. The DVOP and LVER roles have some overlap, but each have distinct functions.

## DVOP Role

- Provide and coordinate intensive employment services to veterans with disabilities who are experiencing great challenges to employment
- Provide outreach to increase program participation to veterans most in need of support
- Make referrals to supportive services, focused job training and connection to employers



# Veteran Specific Services (2 of 2)

---

## LVER Role

- Outreach to employers to develop jobs
- Connects with community providers and the VA
- Conducts job search workshops
- Conducts workshops for employers

## Partnering with your Local AJC and DVOP/LVER

**Websites:** To locate a AJC and general information:

[www.careeronestop.org](http://www.careeronestop.org)

For specific DVOP/LVER search: [taonline.com](http://taonline.com)

**Did you know about the services  
American Job Centers provide?**

**Poll**

Did you know about the veteran employment support services a DVOP and LVER can provide?

**Poll**

**What has been your experience partnering with your local AJC and DVOPs/LVERs?**

**Share in the chat or raise your hand!**

# Overview of Resources to End Veteran Homelessness

VHA Homeless Programs Office

Shawn Liu, LCSW  
Community Engagement Coordinator  
VHA Homeless Programs Office

# Topics to be Discussed

---

- Introductory Concepts
- Progress towards Ending Veteran Homelessness
- Brief Overview of VA Resources to Prevent and End Homelessness
- Collaborating with VA to Help Veterans Maximize their Income
- Helpful Resources
- Q&A

# Introductory Concepts

---

VHA Homeless Programs Office

# Progress Towards Ending Veteran Homelessness

---

VHA Homeless Programs Office



# Definitions: Who is a Homeless Veteran? (1 of 3)

---

**Homeless** – a person who lacks a fixed, regular, and adequate nighttime residence. This includes people whose primary locations are:

- Sheltered: Designated emergency shelters, transitional housing programs, or safe havens
- Unsheltered: Public or private places that are not ordinarily designated, or used, as shelter (e.g., streets, vehicles, or parks)

## Definitions: Who is a Homeless Veteran? (2 of 3)

---

**Chronic Homelessness and Chronically Homeless People in Families** – either a person or people in families in which the head of household has a disability who:

- Has been continuously homeless for at least one year
- Has experienced at least four occasions of homelessness in the last three years where the combined length of time in those occasions is at least 12 months

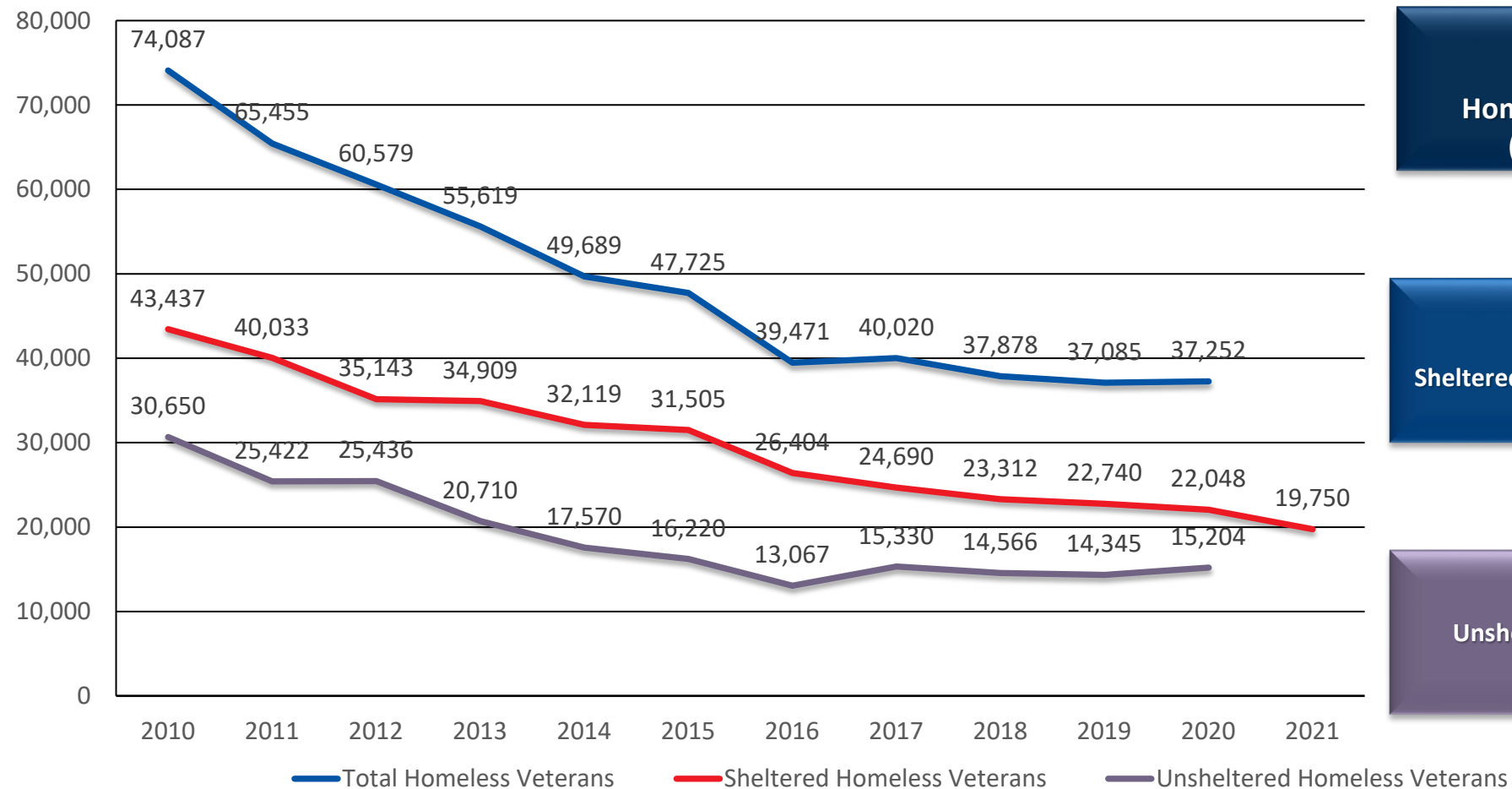
# Definitions: Who is a Homeless Veteran? (3 of 3)

---



**Veteran** – An adult who served on active duty in the armed forces of the United States, including persons who served on active duty from the military reserves or the National Guard. For the purposes of these criteria, a Veteran is any person who served in the armed forces, regardless of how long they served or the type of discharge they received.

# Reduction in Veteran Homelessness - Annual Homeless Assessment Report, Point-in-Time, 2010-2021



**49.7%  
Decrease in  
Homeless Veterans  
(2010-2020)**

**54.5%  
Decrease in  
Sheltered Homeless Veterans  
(2010-2021)**

**50.4%  
Decrease in  
Unsheltered Homeless  
Veterans  
(2010-2020)**

Source: U.S. Department of Housing and Urban Development Annual Homeless Assessment Report to Congress, 2010 - 2021

# What does Ending Veteran Homelessness Mean?

---

An end to homelessness does not mean that no one will ever experience a housing crisis again. An end to homelessness means that every community will have a **systematic response** in place that ensures homelessness is **prevented whenever possible** or is otherwise a **rare, brief, and non-recurring** experience.



# Overview: Criteria and Benchmarks

---

VA, Department of Housing and Urban Development (HUD) and United States Interagency Council on Homelessness (USICH) have developed specific criteria and benchmarks in order to help guide communities as they take action.

- **Criteria:** Essential elements of a community's response
- **Benchmarks:** Measurements that a community can use to evaluate its overall effectiveness

\*Criteria and Benchmarks for Achieving Goal of Ending Veteran Homelessness – Updated June 2019

# Criteria and Benchmarks

---

## Criteria

1. The community has identified all Veterans experiencing homelessness
2. The community provides shelter immediately to any Veteran experiencing unsheltered homelessness who wants it
3. The community provides service-intensive transitional housing only in limited instances
4. The community has capacity to assist Veterans to swiftly move into permanent housing
5. The community has resources, plans, and system capacity in place should any Veteran become homeless or be at risk of homelessness in the future

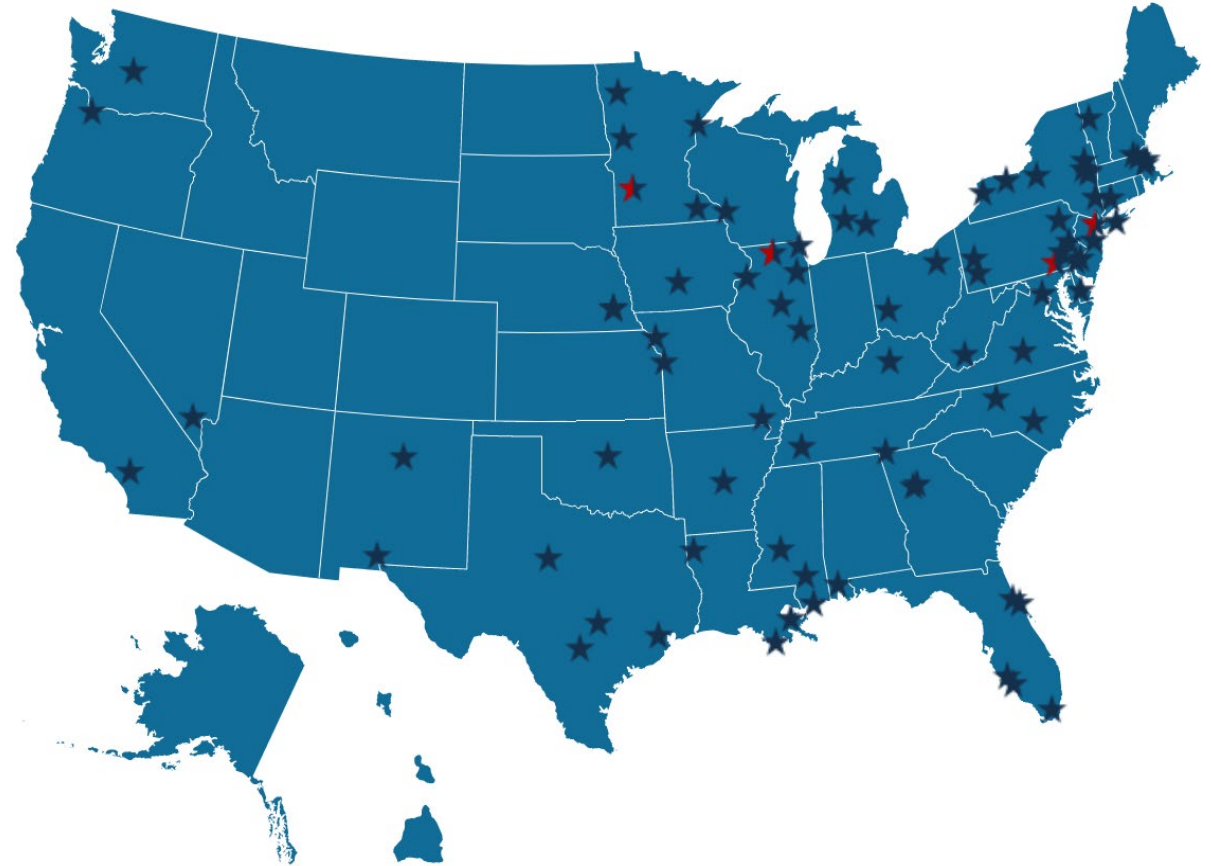
## Benchmarks

- A. Chronic and long-term homelessness among Veterans has been ended
- B. Veterans have quick access to permanent housing
- C. The community has sufficient permanent housing capacity
- D. The community is committed to housing first and provides service-intensive transitional housing to veterans experiencing homelessness only in limited instances

# Communities That Have Ended Homelessness

---

- ★ 83 communities and 3 states have ended veteran homelessness
- ★ 4 communities have ended Chronic and Veteran homelessness



<https://www.usich.gov/communities-that-have-ended-homelessness>

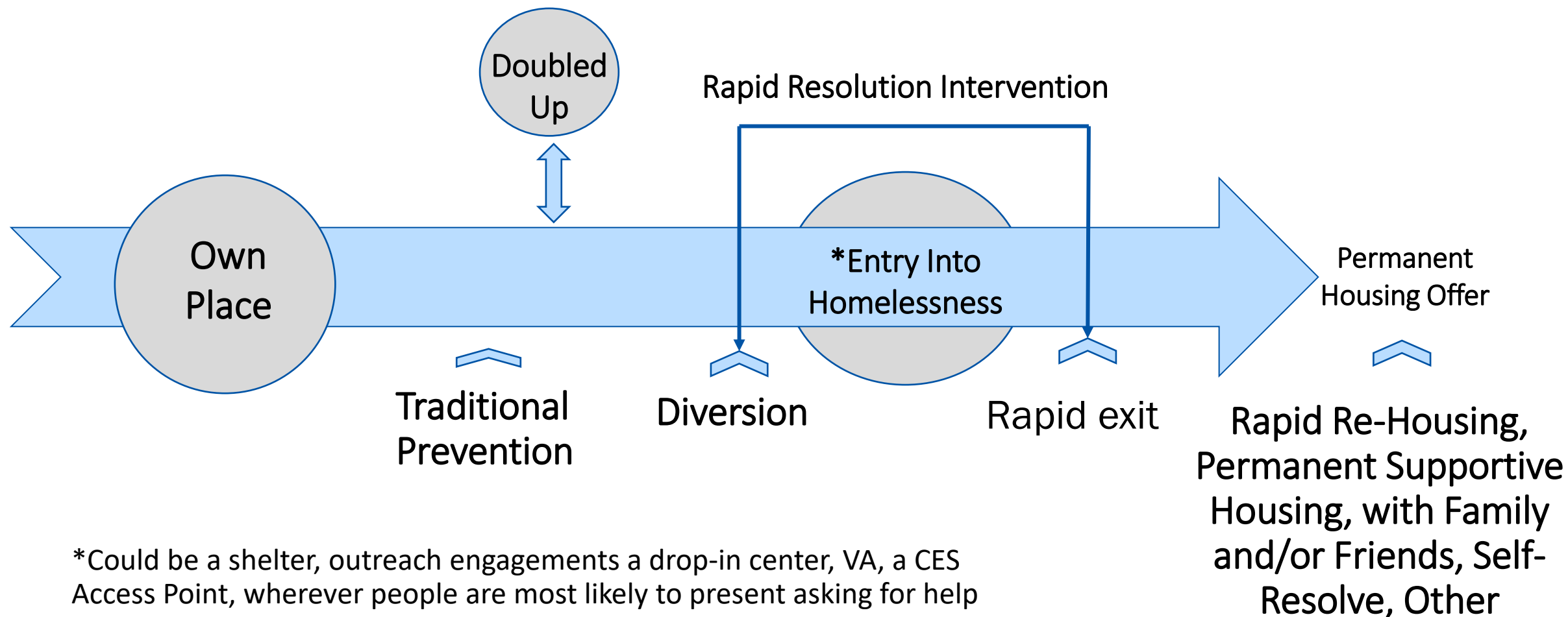


# Brief Overview of VA Resources to Prevent and End Homelessness

---

VHA Homeless Programs Office

# The Homeless Service System



\*Could be a shelter, outreach engagements a drop-in center, VA, a CES Access Point, wherever people are most likely to present asking for help


# VHA Homeless Programs

---



## ➤ Outreach, Engagement, Assessment, and Referral

- Health Care for Homeless Veterans (HCHV) Outreach
- Community Resource and Referral Center (CRRC)
- National Call Center for Homeless Veterans (NCCHV)

## ➤ Residential Services


- HCHV Contract Residential Services (CRS)
- HCHV Low Demand Safe Haven (LDSH)
-  ➤ Grant and Per-Diem (GPD) Transitional Housing

## ➤ Permanent Housing

-  ➤ Housing and Urban Development-VA Supportive Housing (HUD-VASH)
-  ➤ Supportive Services for Veteran Families (SSVF)

## ➤ Specialty Services

- Justice Involved Veteran
- Veterans Justice Outreach (VJO)
- Health Care for Re-Entry Veterans (HRVP)
- Homeless Veteran Community Employment Services (HVCEs)

 = Has an employment-focused performance measure

# Collaborating with VA to Help Veterans Obtain Employment and Maintain Housing

---

VHA Homeless Programs Office

# Collaboration with VHA Homeless Programs

---



- Get to know your local VA Homeless Program Leads, Community Employment Coordinators (CEC), HUD-VASH Managers, SSVF Grantees, and GPD Grantees to better understand what resources are available to the Veterans you serve
- Help VA staff understand what unique services and resources that the Department of Labor (DOL) and the Homeless Veterans Reintegration Program can provide that VA can't
- Remember that collaborative relationships between VA homeless / employment program staff and DOL staff and grantees across the country greatly increase the likelihood of a Veteran obtaining employment and housing
- Talk with your local VA CEC to explore the best ways to coordinate services  
<https://www.va.gov/HOMELESS/HVCES.asp>

# Helpful Resources

---

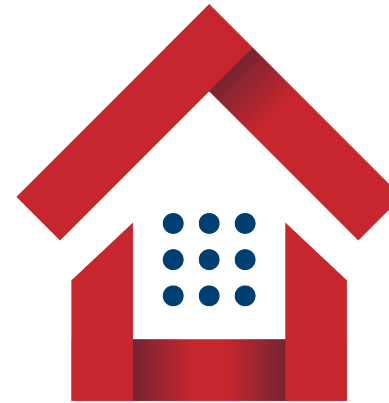
VHA Homeless Programs Office

# National Call Center for Homeless Veterans

---



Veterans who are homeless or at risk of homelessness—and their family members, friends and supporters—can make the call to or chat online with the National Call Center for Homeless Veterans, where trained counselors are ready to talk confidentially 24 hours a day, 7 days a week.



National Call Center  
for Homeless Veterans

**877-424-3838**

*va.gov/homeless*

# SQUARES

---

- Status Query and Response Exchange System (SQUARES) is a VA web application that provides VA employees and external homeless service organizations with reliable, detailed information about Veteran eligibility
- Users submit identity attributes for homeless individuals (name, date of birth, social security number, gender) and SQUARES returns information regarding their Veteran status and eligibility for homeless programs
- The tool facilitates quick and simple access to care for homeless and at-risk Veterans



Using Data to End Veteran Homelessness  
[SQUARES - VA Homeless Programs](#)



# One Stop for Housing Resources



VA | U.S. Department of Veterans Affairs

Search Contact us Sign in

VA Benefits and Health Care About VA Find a VA Location My VA

I AM A...  
Select One

- For Veterans
- For Family Members & Spouses
- For Employees
- For Business
- Forms & Publications
- Jobs
- Volunteer or Donate
- Public & Intergovernmental Affairs
- Homeless Veterans

VA » VA Homeless Programs » VA Assistance to Help Avoid Eviction

## VA Homeless Programs

### VA Assistance to Help Avoid Eviction

If you or a Veteran you know needs immediate assistance to avoid eviction or loss of their housing, please call the [National Call Center for Homeless Veterans](#) at 1-877-4AID VET or (877) 424-3838. Calls are answered 24 hours a day, 7 days a week.

The Centers for Disease Control and Prevention has issued a [new temporary ban on evictions](#) in counties experiencing substantial or high levels of community transmission of the coronavirus. This new eviction moratorium allows additional time for rent relief to reach renters and to further increase vaccination rates.

#### Quick facts on the new moratorium

- Prevents renters in communities experiencing a high level of community transmission of

National Call Center for Homeless Veterans  
877-424-3838  
va.gov/homeless

[va.gov/HousingResources](https://va.gov/HousingResources)

**Do you have any questions  
about partnering with the VA?**

**Share in the chat or raise your hand!**

# Contact

---



Shawn Liu, LCSW, VHA-CM  
Community Engagement Coordinator  
VHA Homeless Programs Office  
[Shawn.Liu@va.gov](mailto:Shawn.Liu@va.gov)

# Partnering with Community Stakeholders

---

# Community Connections

---

Utilizing the skills of partnership development, HVRP providers can develop meaningful partnerships with local stakeholders. Some keys to this process are:

- Being knowledgeable about the employment landscape in your service area
- Knowing where veterans at risk of, or experiencing, homelessness seek services, gather with peers or socialize
- Building upon pre-established relationships with stakeholders that your organization may already have
- Utilize board members, staff, family and friends as connection sources

# Examples of Stakeholders to Partner With

---

- Chambers of Commerce
- Industry specific business associations
- Registered Apprentices Programs (RAP)
- Nonprofits working with veterans
- Job development collaboratives
- American Legions
- Veterans of Foreign Wars
- Faith based communities
- Continuums of Care (CoC)

**Beyond the AJC and VA, who are some community stakeholders you have partnered with?**

**Share in the chat or raise your hand!**

**Any other  
comments/questions?**

**Share in the chat or raise your hand!**



# Thank you!

Email: [contact@nvtac.org](mailto:contact@nvtac.org)

Website: [nvtac.org](http://nvtac.org)