



**Virtual Learning Course-Session 3**  
**Developing Partnerships & Cultivating Relationships Presentation Transcript**  
Tuesday, 26 April 2022

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Steve Dudasik: Okay well we'll start up welcoming everyone to our third in the series of virtual learning. We're going to be talking today about developing partnerships and cultivating relationships.

My name is Steve Dudasik and I'll be your speaker today and also joining us, we have a guest speaker from the VA Office of Homeless Services. Shawn Liu will be joining us today to talk about the VA and all the, you know, wonderful resources and connections that we might want to have as HVRP providers.

For those of you who don't know about me, I'm a technical assistance coach and trainer with NVTAC. I'm a rehabilitation counselor by training and I've been in the field quite some time; I always aged myself but going on 36 years in the field. I've done everything from you know clinical work, program development and leadership, nonprofit leadership, consulting with a variety of VA projects, working within the COC and now with NVTAC, so excited about today and I want to welcome everyone. And this is just a little bit about NVTAC; we always put this at the beginning of our talk.

You know, for those of you who haven't joined us in the past or may not be familiar of the work that NVTAC does, it's just a few bullet points of what we're about. We're really, you know, here for you to provide technical assistance to help your ability to operate your successful HVRP program. We support you throughout your period of performance and you know, can intervene or work with you over any challenges that you might be facing. We provide training and peer-to-peer learning opportunities that result in your increased knowledge and application of best practices. We also work on the other side with DOL to kind of look at what they're doing in terms of HVRP policy development in support of you know, HVRP program oversight and strategic planning for the future of HVRP. And we also quantify your customer satisfaction and share best practices and lessons learned.

Today we're really going to be talking about the key elements of effective partnership development and then we're going to provide some overviews of local resources that are essential to HVRP success. I will say you know, if you've been attending these trainings there is some overlap, but that is by design; we're sharing different information in each of these presentations, but there is some overlap you know. In terms of resources, our next topic will be on resources specifically where my colleague Jennifer Steigerwald will be delving more deeply into resources, so there might be some overlap with that, but I will say that the resources will really be spoken about more deeply this Thursday, when Jennifer will provide that information to you.

But for today we're going to be focusing on partnership development, what are the skill sets, and I think that's very important to understand before we move forward and talk about you know, understanding what goes on at the American Job Centers. Shawn will be talking about the US Department of Veteran's Affairs, the homeless programs, and then we're going to just do a little talk about community stakeholders other than American Job Centers and the VA that you might be aware of or need to continue to develop effective partnerships with.

I will say too before we get into this, feel free during the presentation to put information in the chat or ask questions in the chat and, at the end of each topic, you'll also have an opportunity to respond. Also at the end of each topic you'll have the opportunity to raise your hand and speak to us and we'll be able to facilitate that, but for those who want to speak verbally, we appreciate it if you would, you know, raise your hand after each topic is presented, but again during the talk today just put any comments or questions you might have in the chat so we could facilitate answering those questions along the way, so I appreciate that and we'll get right into it.



**Virtual Learning Course-Session 3**  
**Developing Partnerships & Cultivating Relationships Presentation Transcript**  
Tuesday, 26 April 2022

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We're going to be looking at the key elements of partnership development, and these are really skill sets that you may want to be aware of or think about when you're going about developing partnerships or, in fact, enhancing the partnerships you already have established for your HVRP program. So, when we look at partnership development skills, often they're built on a few elements here that I've highlighted. We want to think about when you're working within an effective partnership, you're always thinking about mutual values and goals, respect and trust, you have a laser focus on the beneficiaries. You have to find communication pathways and you have to understand that you know partnership development involves leadership and ongoing management. It takes work; it's hard work to, one, develop an effective partnership, and two, to have the partnership continue to be effective and impactful for your HVRP program.

So, when we look at these bullets, you know what we mean by mutual values and goals. What it means is your partners and you are committed to workforce development for veterans at risk of or experiencing homelessness. The partners you're all honored to work with; the veterans that you serve which goes without saying. Veterans are served without stigma and partners promote diversity, equity and inclusion, and partners seek to fully meet program outcomes.

So, when you talk about mutual values and goals it's really about, you know, what are we doing together; where are we in concert with each other in terms of these elements that are described? I will say, particularly when we look at working with veterans who are experiencing or at risk of homelessness and you're moving folks to employment... I have to say, sometimes there might be stigma that your partners might have had in the past, based on experience or just how they go about business. But that's something you would discuss and talk about when you're developing that partnership or in the partnership itself. Where you're always saying, well you know, we're moving forward; we know veterans experiencing homelessness or at risk of homelessness can be employed, that's what we're about and we're in this, you know, these are our values and goals, and they should be with you.

I've worked with developing partnerships in the past, where we actually sat down in the first few meetings and really, you know, kind of whiteboarded this out, what should be our mutual values and goals of this partnership? And I think it's always good to maybe do that, or explore that, so that means moving forward and you're all in concert with what you're doing, and it leads to the other elements I'll be speaking about. But again, it's always about workforce development; we're all about employment; we're all about helping veterans and solving homelessness via employment outcomes and that should be, you know, stated and restated overtime.

Mutual value and goals, if that's set up and you have a surround of that, it really flows into these other things. That needs communication and talk, so when we look at respect and trust, two things that come to mind is that you're holding each other in high regard. And you understand that if you have a partner or a group of partners, you're in the work together, which goes back to mutual values and goals. What are you about? We're about employment; we're about ending homelessness through employment initiatives; we're about honoring the people that we're serving in our HVRP program. And you know your partner should be about that as well, so really you know, that's communicating that you know we understand and then as an HVRP provider, you are respecting the partner that you're engaged with.

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They're about the same thing. You're in this work together so we could both move forward collectively to improve employment outcomes.



**Virtual Learning Course-Session 3**  
**Developing Partnerships & Cultivating Relationships Presentation Transcript**  
Tuesday, 26 April 2022

---

The key to that is appreciating that differences in approach are not criticisms, they're just differences of how your partners might go about or understand what employment outcomes mean for serving the veterans that we are honored to serve. What does it mean to serve a veteran experiencing homelessness, for instance, who has workplace goals, wants a certain skill set to the training and wants to move on to a defined career path? How do you approach the work; how have you approached the work in the past; and what can we do together as partners to enhance those approaches and respect that we might have differences in the way we go about things? One of the things that, you know, in my experience that to this point is working with state rehabilitation in New York back in the day, where my organization and actually the program I was involved in at that time we wanted to set up supported employment for folks with say, you know, psychiatric mental health challenges that we're moving towards an employment in our method. Our approach at the time was the old IPRT model, which is intensive psychiatric rehabilitation support and training where supported employment was a work first approach, so, in other words, there wasn't a system that a person had to go to or a certain standard to go to employment, you would set up the supported employment and it would be very much a work first approach.

Back at the time, at the state rehabilitation office, their idea of supported employment would be what I would call more of a traditional rehabilitation approach where a person would come in, get assistance from their state rehabilitation organization, and have to go through a process often of vocational testing, goal development, a period of maybe soft skills development, and a variety of other modalities before even supported employment occurred.

You know this is a long time ago, but that was their method and that's how they approached their work, and we approach the work more of, okay well we're IPR T, let's try to do it another way, and can we begin to appreciate that we both want employment success for the people that we are honored to serve? And because of that discussion for that reason, respect and trust and us learning about each other's approaches and respecting that, holding each other in high regard, we were able to facilitate, I think it was five slots at the beginning, where we got funded from the state office. And then you know as that program progressed, we began to continue the great partnership that expanded up to 25 slots over time.

So that's just an example about, you know, what you could do in terms of communication and structure when you're working with partners; you're always looking at this in terms of your communication structure and patterns. You're appreciating each other, you're learning from each other to move forward to the work outcomes that you all want for the veterans that your honored to serve.

Again, there's a lot of overflow, but with any partnership, that skill is to also have a laser focus on the beneficiaries; the focus is always on providing and improving supports and services needed for employment success for the veterans you might serve, and you also support the employers that you work with so it's, you know, it's a dual focus, which often happens as you know. In employment programs, you're also in service to the employers and in the community of work opportunity that you are engaged in; you're also focusing on the supports and services for the veterans themselves. And I think that's important, and again we go to mutual values and goals and focus on that discussion as well.

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With respect and trust, you're focused on what your outcomes need to be and what you want to do as an HVRP provider, very, very key. And also key to this structure is defined communication pathways. You want to establish that, communication protocols and pathways. Such things as having scheduled meetings with set agendas and having one staff member as the primary contact facilitator. And that goes without saying, open communication is the key. You



**Virtual Learning Course-Session 3**  
**Developing Partnerships & Cultivating Relationships Presentation Transcript**  
Tuesday, 26 April 2022

---

know in my career, maybe you have experienced this or not, if you'd like something to chat around, I've attended groups that you know we're employment collaboratives. Pre-established employment collaboratives but there really wasn't a set agenda, meaning, I would go to the meeting, we would sit there for an hour and then we would leave with nothing to take away from that meeting. And often what would happen, people would say over time, well this partnership's not really great because nothing happens, we go, we sit in the meeting, we talk about things, but we're all talking maybe about different things; we're all kind of in our own silos of providers and we're not really moving forward collectively to the goal of employment, so really sitting down with your partners and saying okay, you know, with our meetings, with our communication, what do we want to get out of them?

How are we doing that, do we do that through a set agenda, or do we do it just by scheduling a construct of thought ideas to communicate with every time you're going to be in contact with your partners? I think it's really, really key, it's just, you know, you can even look at that internally. You know, I think I know I've been at meetings internally and agencies I've worked with, the same thing would happen. There was no really set goal or agenda of what was going on, and you would leave that meeting, saying, oh my goodness, that didn't work, but I have to go back there next Wednesday for another hour and the same thing will happen. And meanwhile, nothing was happening in terms of progress with the programs or progress with the individuals that you're honored to serve. It's really key, I think, to any partnership process that communication in that way is defined and agreed upon by all the parties involved.

You know, to the one staff member who is the primary contact facilitator, again. You know, I know I've made the error in my career in the past, where we would have a partner developed, a great partnership going, whether it would be for an employer or another community providers stakeholder, and sometimes they would say, well Steve, you know I call your organization and I don't know who to talk about or talk with, because you know I get sent everywhere, and therefore, the partnership suffered because that communication pathway's not there for either partner. And on the flip side, I've been in the same thing with partners that would come to us, and I would say, listen, you know who's the primary? Who can I talk to if I have any questions about how this partnership is going in our work together? So really having a primary contact the facilitator, I think, is really, really important for positive partnership development and continued partnership success, and the last thing here - open communication is the key.

You know that goes back to everything we've said prior. You should feel free to have what they call, and I'll put it in quotations, you know, the hard discussions within your partnership if there's an element of respect and trust, if there are goals set, if there is a mutual understanding that you're in this together and there's mutual benefit, you know, benefit for you having this partnership, open communication naturally flows, it becomes organic because of the work you've done utilizing these skills in your partnership development.

I really feel that's important. You know the hard communication, or the hard topics should feel, it should be a free and safe environment to do that. And to move forward with solutions to those topics that might come up that appear challenging which, as we all know, working for employment outcomes for folks experiencing homelessness, veterans experiencing homelessness or at risk of homelessness, is often quite a challenge.

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I just want to hit on leadership, a little bit here when we talk about partnerships. You know, using the skills of partnership development, you always have to continually manage and promote them both internally and externally. Meaning if you're going to establish partnership or about to begin a partnership relationship, you let everyone know within your organization, hey, we're doing this brain or the HVRP work, and you know what, we connected with the stakeholder, are we connected with this new partner? This is what they do, this is what we do, it's going to be great.



**Virtual Learning Course-Session 3**  
**Developing Partnerships & Cultivating Relationships Presentation Transcript**  
Tuesday, 26 April 2022

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So, you're kind of marketing that internally, as well as externally, and you're celebrating the partnership in and of itself and you're promoting it.

You know some of the things with external partnership development or ongoing sustainability with partners. Many of you might be doing this; many of you within your HVRP program. It would be celebrating the partnership, acknowledging employers acknowledging other stakeholders. You might be engaged with outcomes you celebrate with them at maybe, you know, agency events if you can. If you have HVRP advisory councils and you have meetings around that, you celebrate success as you would do with many veterans that you serve who become employed; you celebrate their success moving into long-term employment and hopefully ending their experience of homelessness or moving to stable housing. You do that the same with partnerships; you really celebrate, and you market it both internally and externally. And you come out with the partnership as you're motivated and excited about and excited with and can go even further as you sustain your partnership.

And remember that effective partnerships are always the result of proactive leadership, meaning, you know I always say this, and I might have said at the talk I had last week with you all, but I'm applying it to partnerships, that a partnership doesn't come to you. You have to go out and develop them and not only that, once engaged in a partnership, you have to be proactive in how it's going in terms of all the skill sets we just mentioned. You know what are our mutual benefits and goals? What have been our communication patterns, you know, where is the sense that we are on this together and working together towards success? So, it's something you're always proactively engaging with, you're facilitating that communication, you're facilitating that method of not only partnership development, but partnership sustainability over time, it's really, really proactive. You know, like I always said, you know partnerships don't appear. You know you have to go out and really go after them to develop and to be successful and sustain them, so I think you know that when you look at partnership skill development and these elements of skill, it really is communication focused, direct communication, and leadership. So, there's, you know, they're both combined so always keep that in mind when you're doing that and I think it's really, really important.

And again, like I said, have been saying each of these topics might be a training in and of themselves, but we're just highlighting them here today and giving you some information on what it would look like in terms of skill development of partnership skill development.

00:26:25

So, we're going to move to a poll, and while you're doing this poll, you know, in the chat think about a question, you know, if you would care to share with the group which would be great. The question would be, you know, have you developed successful partnerships and maybe what would that look like?

So, let's go to this poll first, but in the meantime also think about that other question if you care to share what partnerships you've engaged with and developed using kind of the skill sets, that would be terrific.

And we're just waiting on the results, give us a moment.

Okay here's the results of the poll, and again I'd like to hear your responses in the chat or if you care to raise your hand, you can talk to us all about, you know, your experience around effective partnership developments.

Quite a few of you have various strong partnerships, 59%. Some we have some partnerships 26% said that, and we need to establish more partnerships, would be 15%. I'm sorry I waved a fly away.



**Virtual Learning Course-Session 3**  
**Developing Partnerships & Cultivating Relationships Presentation Transcript**  
Tuesday, 26 April 2022

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But great um, you know, toward that end, if you care to discuss that in the chat or raise your hand, we can put you on and you could give an example of some effective partnerships that you have developed and managed. That would be great for you and your colleagues, so I will go to the chat, but if you want to raise your hand, please do. We'd love to hear from you.

\*TechSupport: If we do have a hand raised. Michelle, I will unmute you right now.

Hi Michelle.

Michele Figueroa: Hi, how are you all? What I wanted to say cultivating partnerships and developing them is an ongoing process for success and we've been doing HVRP for a while, but one of the very important relationships that it took us a lot of time to develop is with AJC. That's an important relationship, because of the dual enrollment process about the jobs that they offer. We support each other in attending each other's events; we have a veteran and there may be some additional systems that we can't provide. We send them to them, and they send them to us. Also developing relationships with SSVF... veterans and various housing organizations have their assist veterans and has proven to be extremely beneficial, and we have monthly meetings or quarterly meetings with some of them.

When we meet for an hour with an agenda with the same things that we discussed, and the clients that we have for referral, we present the new ones that we have, we work with our continuum of care with assisting veterans that are hard to locate assisting chronically homeless veterans, and we have a call; a monthly call that my outreach worker participates in mainly because the outreach work is the main point of contact for entry for any agency. However, we all need to be doing our weekly team meetings, or we will meet with them in an individual setting so communication is the key, and without that, we wouldn't have survived during the pandemic when we couldn't do the boots on the ground. So that's very important to cultivate and maintain the relationships.

Steve: Thank you so much, that is so right on, and you know, you kind of talked about other things we'll be touching base on today, particularly to engage with the American Job Centers and you know, VA resources and so on, but Michelle you're right on um, it's not only developing the partnership, it's sustaining it with this, you know, these skill sets that we just described. Excellent. Thank you so much.

00:30:59

\*TechSupport: And Steve we have another hand raised.

Steve: Charlie okay great.

Charlie DuQuette: Yeah yes. Can you hear me, can you hear me?

Steve: Yes, I can Charlie, hi welcome.

Charlie DuQuette: Charlie here um, I just wanted to say in Massachusetts we have a very good veteran ecosystem, where we work; we always are collaborating with our sponsors and I'm in a unique position of veterans inc., we're the largest service provider in England. I also retired from AJC as a DVOP and LVER, and I built up over 4,000 partners in contacts and also as a side benefit of being a co-producer of veterans' voice radio and TV network, which is about to go on a Roku, but it's relationship, like you kept emphasizing. Your partner is not someone you have to go to all the time with an ask.





**Virtual Learning Course-Session 3**  
**Developing Partnerships & Cultivating Relationships Presentation Transcript**  
Tuesday, 26 April 2022

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And what happens is people will not respond to you if every email and every call is, hey, I need something. So, I always say you have to deposit in the human capital bank first before you can make a withdrawal. A lot of people... A lot of people seem to miss this most important thing that you are this until a mutually beneficial decision by trust and a strong relationship so you can say, hey Bob, could you help me with this? Oh, by the way, I got that employment verification, so you can get back to work at the career center.

And also, we use our VSOs in Massachusetts, 351 towns and cities, and there's a veteran service officer representing each one of those towns and I'm a VSO on the side, so living and working and building those relationships have to be... They have to grow, and you just can't see them every time you need something, that's all I have to say. I'll listen offline.

Steve: Maybe Charlie that input you're right on when you talk about it's not... You know, it's I always hate to use this, but I'll use it in a partnership, a true partnership is about win, win and I don't like using that word but it's more to me again like the comments, it's about communication, it's about you know we're in this together we're moving forward together. And again, it might be a full training and I, you know, about how we move out of our silos when we're in a partnership. Because a true partnership is a true collaboration through communication and it's really, you're reducing the silos that you might have, that we all have, you know, you're working for an organization you're within your HVRP program, you have certain standards you need to meet.

So, you know it's natural to say, okay, I'm protecting my little piece of land here when I go to the partnership, but a true partnership through all the skill sets we are talking about through the comments that you've both made so far. We're really moving beyond that, because research has shown that true collaboration and partnership, you're still going to get quote "your bang for the buck" and that's what I mean by win-win. You're still going to get your outcomes, you're still going to move, you know, the things you need to move forward with the veterans your honored to serve.

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You know, such things like you mentioned Charlie, dual enrollment it's very important now with HVRP, but the thing is, everyone will be successful if they move forward together.

I always say it takes a village, one to help people experiencing homelessness or at risk of homelessness veterans, in particular, to move on to employment; it certainly takes a village to end homelessness. You know, forever, for everyone. veterans and non. I really think that's why all of us go into that work, we want to put ourselves out of work, right? We don't want to, you know, I know in my mind I never want to say that I'm a, you know, homelessness professional, I want to become a community living or engagement professional moving forward. And that's why we're in this, and if we're all committed to that, your partners are committed to that, everyone is benefited by it, and we end homelessness because of it.

So let me, if there are no other hands raised, let me go into the chat and see if there any comments, thank you very much, both of you for talking to us.

Okay, and Jennifer if I missed one, please let me know I'm looking at the chat. Okay. It looks like Jennifer mentioned in developing these partnerships I treat the partner service members as coworkers and copartners, also keeping them in the loop of the progress of the participants referred to us. Excellent, excellent, excellent.

And then we have... still trying to go down here I'm sorry give me a moment.



**Virtual Learning Course-Session 3**  
**Developing Partnerships & Cultivating Relationships Presentation Transcript**  
Tuesday, 26 April 2022

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And Gregory says that we have a great partnership with St Patrick Center HVRP here at the VA St Louis. It started...It started with getting clear and expectations and program goals, thank you Gregory, that's awesome, that's just terrific to hear. Goals, motivated mutual benefit, you all have to put those down as baselines to moving forward on partnerships.

And Jennifer, my colleague, have I missed anything? I'm still scrolling through this.

Jennifer Steigerwald: No, I think you got all of them, we had a question about which NVTAC coaches cover which region so for those who haven't seen it yet, I wrote our NVTAC coaches cover every region nationwide so you can reach all of us, at our [contact@nvtac.org](mailto:contact@nvtac.org) email.

Steve: Thank you Jen, I appreciate it...appreciate it, yes, and that is true.

So, thank you everyone so we're going to move on, and you know this is a great discussion and again, if you could look at those skill sets, always look at them and you'll be impactful and it will move on and your veterans will become employed, and man that gives me goosebumps, I love it I love it, you know, and I love with HVRP you're all doing, so I can't be more enthusiastic about HVRP and all of your work so let's move on.

We're going to be talking about, as Charlie mentioned right now, just a few things about the American Job Centers kind of just a general overview, some of you already know, but it's topics we like to cover so we get a baseline about moving forward and again we're applying the skills of partnership development with the resources that we'll be discussing the rest of the talk today.

And again, as we go through this, if you care to add something in the chat about American Job Centers before we move on to some poll questions, that would be terrific.

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So those of you probably know, but AJCs are funded through the US Department of Labor's Employment and Training Administration. They are managed by workforce development boards, which your community will have, and there are quite a few nationwide; there are about 2,400 agencies nationwide. They provide a variety of jobs services to job seekers and they're free services including but not, this isn't a comprehensive list, but for our purposes, you know, I was focusing on a few. They provide career or real rehabilitation counseling. Of course, I had to put rehabilitation counseling in there, hey, rehabilitation counseling. Go. Job development and training, vocational testing and employment planning, they also provide supported service and benefits counseling, and veterans focus services which, as we already described, the veteran specific services within AJCs, we have the same disabled veteran outreach program specialist as well as the local veteran employment representative specialist so, DVOP and LVER.

DVOP and LVER roles have some overlap, but they actually are distinct functions. However, in some AJCs, the role is combined, so the individuals both doing the responsibilities of the DVOP and the responsibilities of the LVER, and I believe Charlie you might have been doing both of those in your work in AJCs, but they are distinct in focus and practice.

In a few regards so you understand when you're developing a partnership within the AJCs and reaching out to your DVOP and LVER, is to understand what they're about. The DVOP is really to provide and coordinate intensive employment services to veterans with disabilities, living with disabilities, and who are experiencing great challenges to employment. So, they provide, and in that regard, they provide outreach to increase program participation to veterans most in need of support. And they also make referrals to supportive services, focused job training, and





**Virtual Learning Course-Session 3**  
**Developing Partnerships & Cultivating Relationships Presentation Transcript**  
Tuesday, 26 April 2022

---

connection to employers, so that the DVOP is really charged to work with, you know, I'll put it in quotations if you could see me on the camera the most "hardest to serve." The veterans who are interested in employment, want to move forward with gaining employment, but they have challenges due to living with, you know, certain medical disabilities or psychiatric challenges, whatever it might be, so the DVOP is really focused and really has expertise in working with folks who are living with these challenging conditions to employment; to work with them and to help them succeed moving forward.

So, the LVER is a little different, it's more of a construction overall where it's more systemic and away and the leavers generally can work with all veterans that come into the AJC, not just specific folks experiencing challenge, you know, multiple challenges to employment. But the LVER, you know, they outreach to employers to develop jobs they connect with the community providers in the VA. They conduct job search workshops and they also conduct workshops for employers among other things that they do, but you know, the LVER really is, you know, the community person, that community employment coordinator, if you would, really is the, you know, they're kind of like the community voice of the AJC that are serving veterans so that's kind of their role again, it's not it's not...I didn't describe their job fully, but this is just kind of an overview, or what a LVER does as opposed to a DVOP and they're kind of responsibilities, a lot of overlapping, LVER and DVOP are often partnered in their work within the AJCs.

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And again. AJCs are all around the country and there's some just general information websites here that you could look for to find where your local AJC may be, and if you want information about specific DVOPs and LVER searches where they might be there's a website here, I will say these trainings will all be posted on our website. But you know, and they're there on this here that you could, you know, work for them again, as you know, developing a partnership with your AJC is crucial, using the skills of partnership, development, particularly with the DVOP and LVER. Really, a great asset and help your work, whereas Michelle mentioned earlier, you know the dual enrollment is key so just keep that in mind when you're reaching out to your AJC to either establish or begin to or sustain a productive relationship.

So, we're going to do a poll, and again feel free while you're in the chat to talk about your experience with AJCs but you know, and you can talk to us, or you know, after this you could raise your hand and give us a little more information, so do you know about the services, the American Job Centers provide?

And we'll just wait for the response in the meanwhile, you could put your comments in the chat as well.

And again, while we're waiting on the results, always think about and I'll go back again the skills of partnership, develop and engagement and sustainability very, very important. Any AJCs are really important so, oh good all right so...

Almost all of your 89% really, you're aware of the American Job Centers and all of the services, and a few are not aware of them. Again, great contacts to have. I would reach out and connect with your AJC, learn about all the wonderful things they're doing. And you know, if the DVOP and LVER are there, you could make an appointment to meet with them and use the skills of partnership development to work with them.

And just another poll. You know similar, do you know about the veteran employment support services that a DVOP and LVER can provide?

And again, please comment in the chat, I know it was brought up before, a great partnership, but anyone would care to talk about their work with AJCs in the box and LVERs. You know, to help folks who may not be very, you know, who have not networked yet with their AJC or DVOP or LVER, that would be terrific.



**Virtual Learning Course-Session 3**  
**Developing Partnerships & Cultivating Relationships Presentation Transcript**  
Tuesday, 26 April 2022

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And we're waiting for the results of this poll.

Jennifer Steigerwald: And Steve, we have a question in the chat where someone asked what is a LVER? So, what does a LVER stand for?

Steve: Well, you put me on the spot. Let me, I've been talking so much it's a, when we go back to that slide, give me a moment, I know what it is, but...

Charlie DuQuette: Local veteran's employment representative.

Steve: There we go and Charlie, yeah. Thank you. I had a mind lost there for a second, I appreciate it Charlie...um... So yeah so, a lot of you do know about what the DVOP and LVER do, which is great, and a few do not. 72% appear to be working with their DVOP and LVER, and 28% of you really weren't aware, but again in the chat or any outreach or advice you could give folks who aren't connected with your DVOP or LVER to care to put a comment in the chat around that would be great and I'll open up the chat now and you could raise your hand.

00:48:15

\*TechSupport: Steve we do have a hand raised, Charlie you can go ahead and unmute.

Thank you, Charlie. Hi Charlie.

Charlie DuQuette: I did, I didn't know if you're going to cover it and didn't want to jump the gun here, but I think if we explain priority of services for veterans that are utilizing the career centers, it's basically all things else equal; that a veteran will have workforce development, funding and training and opportunities, they basically go to the head of the line, everything else being equal. That's what they call priority of service and every veteran rates that because historically the government promised them 40 acres and a mule, I think it was during World War One; following World War One and then reneged on it and they literally marched on Washington DC and said you're going to give us what you promised, we're going to take over this here town. So that's what really led to what we know, is the career centers or the American Jobs Centers today and it's very important and a lot of veterans and families don't even understand their veteran's rate, so it's very important for that priority of service, and so I just wanted to bring that up and I'll mute myself.

Steve: Yeah Charlie, that's a great point again for this presentation today that was you know more of a deeper dive but wow, thank you for that informative, you know, information, you're absolutely right, and thank you for bringing that up I, you know we really appreciate it.

Back to the comments. Andrea said that just today, they actually had a meeting with an HES and DEVOP and WIOA on our HVRP grant local veterans employment RAP. They met today at 10. A complete call enrollments and referrals, that is actually really cool, great.

And Gregory mentioned it's a gold mine, yes, it is thank you, I appreciate all the talk today this is terrific.

And what we're going to do now, if there aren't any other comments around the AJCs again great resource, DVOP, LVERs, great resource all the information in the chat that we gained and Charlie, mentioned Charlie's comments are all good.

Okay, and Jessica just added not all job centers rate their vets in the same way, yes, so it's important to know your leaders at the state level. Excellent Jessica, absolutely. Thank you.



**Virtual Learning Course-Session 3**  
**Developing Partnerships & Cultivating Relationships Presentation Transcript**  
Tuesday, 26 April 2022

---

So, we're going to move on now. And we already went over this so where were we talked about that, and now we're going to bring it to Shawn Liu who's with the VA Homeless Programs Office and Shawn will be talking about the resources at the VA and you know, helping us with that, so Shawn take it away.

Shawn Liu: Great thanks Steve, hey everybody, I'm really, really honored to be here with you today to chat about partnerships with your local VA homeless programs for our collective and efforts to end veteran homelessness.

00:52:12

Before we dive on in, I just want to kind of acknowledge that usually, when I have these talks about partnerships... I like to ground us into like a just cause, a grand mission, something that's bigger than all of us. So that as we think about our different programs, the different services that we provide, the roles that we provide and are in our communities. That they're not just HVRP or VA and several other acronyms that have been talked about, but we are all part of this kind of nationwide effort to ensure that every veteran has a safe and stable place to call home, so next slide please. To that end, I want to kind of talk a little bit about some introductory concepts, define some nouns and verbs, let you know where we are in terms of our nation's efforts and veteran homelessness, and then I'm going to dive into some of the programs and services that are available in your communities today that we really encourage you to think about developing strong partnerships with.

We'll tie in that a little bit more succinctly in regard to you know, how you can think about those specific partnerships with different reps at your VA to really help veterans, even those veterans with disabilities to maximize their income recognizing that employment can for many veterans be a critical way of ensuring their housing stability.

Then I'll close out with some helpful resources just for your awareness so that you can have them at the tip of your fingers if you need to verify veteran status with somebody or verify eligibility for other programs or just kind of want to know how to get them connected to VA homeless programs, and then of course we'll leave a little bit of time at the end for Q&A, next slide please.

Alright, so we're going to talk a little bit about some introductory concepts and basic foundation-level setting and Steve, you mentioned this a little bit before about how important it is to clarify terms, making sure you're not talking past each other, but you're sharing the same language, so I want to go over a couple different terms that many of you may be familiar with already, but are helpful to kind of just talk through really quickly as we talk about ending veteran homelessness, next slide please.

So, when we think about, actually one more slide, I think I don't know if we missed the... there we go perfect yeah, so let's go back to the definitions. There we go great, so let's unpack some of these so I know that, for the purposes of HVRP, and I was actually just reviewing the definition of homelessness for your grant, it's actually pretty broad, which is fantastic for most of our colloquial purposes, when we talk about homelessness, we're going off of the Hearth Act from 2009, which amended the McKinney-Vento act from way back in the 80s. And this language is largely statutory and a person who is homeless when they lack a fixed, regular or adequate night-time residence, and this includes people in sheltered circumstances, designated emergency shelters, transitional housing program safe havens. And unsheltered situations, so think literally on the street, literally in encampments, literally in the woods right?

I know, one of the, I think Michelle earlier recognized that we also spend a lot of our time working with people who are chronically homeless, these are veterans and non-veterans who've been homeless for a really, really long time and usually have some kind of disabling condition. Also, not only do we see some chronic homelessness in individuals but also families as well, where the head of household has that disabling condition. And although this might not be



**Virtual Learning Course-Session 3**  
**Developing Partnerships & Cultivating Relationships Presentation Transcript**  
Tuesday, 26 April 2022

---

the exact definition of veteran for your purposes, when we think about our big picture nationwide efforts to end veteran homelessness. We take one of the most broadest definitions of veteran, and again I want to acknowledge this might be way broader than your definition that you're using for eligibility for HVRP. But for our purposes, when we think about ending veteran homelessness across the United States, we're talking about an adult who served in the armed forces, regardless of how long they served or discharge they received.

00:55:36

Want to acknowledge that this can be a little bit tricky when it comes to matching those veterans, especially those with other than Honorable or dishonorable discharges to resources, but as communities, we still have to find solutions for them, next slide please.

Alright let's talk about the progress, one of the things that we'd like you to know is that since 2010 we've seen a near 50% reduction in veteran homelessness. This is also worked out to since 2010 about 940,000 veterans and their family members having their homelessness prevented or ended that is huge, this is fantastic progress, this is a really, really big deal.

But, as you can notice from this particular slide, which actually is from our partners at the Department of Housing and Urban Development. This is their annual point in time, count survey 50% is not 100% and what you probably also see here, there's essentially a stall since 2016. Veteran homelessness dropped from 2010 to 2016 by about 47%, but then stalled out and only dropped by about six more percent from 2016 and then 2010.

The other part that you're probably noticing, is that this is a little tail of red data in 2021. That's because that was the first point in time count that was during the COVID-19 pandemic, and we really saw the impact not only on veteran homelessness, but the way in which we evaluate progress towards getting better at homelessness. So, we're hoping that this particular year we're going to have some really, really good data to continue to show that progress is being made towards this initiative, so next slide please.

Again, really grounding the work that you're doing in the progress towards ending veteran homelessness, recognizing that whether a veteran is homeless today or that they're formerly homeless that for many, employment is going to be critical for them to make sure that housing placement sticks, that they stay housed.

One of the things you might be concerned about, and I know when I used to work at the local level that my HVRP reps were concerned about this as well as that, Shawn, you know I don't want to work myself out of a job, do I like, we need to be able to have these jobs, I got to make a living, I put food on the table. So, I wanted to spell an idea that ending veteran homelessness you know, when we do it across the country, it's not that we're working ourselves out of the job and we're also not saying that no veteran will ever experience a housing crisis ever again. Quite the contrary, and I think you recognize and know intuitively that if I waved a magic wand, I don't have a magic wand. I waved a magic wand, and I housed every veteran across the country today, yay press release, ticker tape parade, right what happens tomorrow?

When I'm in a day after that, and the day after that, and the day after that, what's probably going on your head as well Shawn, another veteran will become homeless right? So, we're not working, we're not right, yet working to say that no veteran will ever experience the housing crisis again. What we are working towards is a world in which homelessness is prevented wherever possible. And then if it does happen, it's rare, brief and a non-recurring experience. That it doesn't happen very often, and for those veterans where it happens, it's a short amount of time and it's only that one time in their life.



**Virtual Learning Course-Session 3**  
**Developing Partnerships & Cultivating Relationships Presentation Transcript**  
Tuesday, 26 April 2022

---

00:58:44

Most importantly, and we're going to talk, and this is not pie in the sky, many communities have already done this, we're going to talk about this soon. But the thing that I want to acknowledge, is that reaching this milestone of creating a system of which you are a part of, you are a part of this system, which is going to be amazing hitting the milestone is only the first step, and what we know from communities who reached the milestone is that sustaining the progress is just as hard, if not harder to do. So, we all have work to do it, may look a little bit different once we actually create this amazing crisis response system, but there's still be a lot of work to do, next slide please.

As I mentioned, this is not pie in the sky and we at the federal government, actually have an operationalized definition to kind of define what we mean when we say ending veteran homelessness. I swear if I had a, you know, you took a drink yeah, played a drinking game whenever I say ending homelessness, everyone here would be dead. I like saying that term a lot but it's helpful to really make sure that we're on the same page. Shawn, what do we mean when we say ending veteran homelessness? So, what around this group of interagency partners, our partners over at the Department of Housing and Urban Development and the United States Interagency Council on Homelessness. We created what we call the criteria and benchmarks for achieving an effective end to veteran homelessness. It basically paints the picture and operationalize is what we mean when we say ending veteran homelessness. And, it has two components to it, the first is the criteria, the essential responses that every community should have. And then the second part are the benchmarks being able to prove with data that you've done the thing, that you've ended veteran homelessness, next slide please.

Now these criteria and benchmarks are things that we all care about intuitively such as do, you know, every veteran who's literally homeless in your community. Can you give them shelter and I think many of us just driving around in our own communities know that unsheltered homelessness for many potentially in some communities for veterans is on the rise. So, can we shelter every veteran, can we swiftly connect them to housing, and do we have the sufficient resources in place to make sure that sticks? And then we think about the benchmarks, it's can we then demonstrate that with data, right? Next slide please.

As I mentioned, this is not pie in the sky, this is not a lofty goal. As we get on to the next slide what you'll see is that 83 communities, including three whole states Virginia, Delaware, and Connecticut have achieved in effective and a veteran homelessness. All of these stars on this map are all the different communities that have done this thing; they've achieved a milestone. What you're also probably noticing, is that the whole country isn't just one giant star or lit up with a lot of dark blue stars, so we still have much more work to do, and you as HVRP providers are critical in that particular work as well, next slide please.

All right now, let's get to the thing that you're probably most interested in, the actual resources that we use, the housing resources to end veteran homelessness that will be partners for you, and we want to think of this as bi-directional partnership. Not only will you get referrals from these programs, but you should be referring veterans to these programs; you should be getting referrals from these programs to help veterans get connected to employment, and then you should be referring to these programs to help veterans who are currently homeless or at risk either become housed or stay housed, next slide please.

01:02:06

Alright um, one of the things we want you to know is that at VA, we actually have a really, really robust continuum of care of services. And in many ways, we actually consider you as part of it as our community-wide services, but we have services that essentially encapsulate the entire spectrum of the housing instability to homelessness experience



**Virtual Learning Course-Session 3**  
**Developing Partnerships & Cultivating Relationships Presentation Transcript**  
Tuesday, 26 April 2022

---

from prevention resources that are way upstream to emergency shelter and transitional housing, and then of course permanent housing; all the supportive services that are critical in between, and of course employment, next slide please.

When we think about categorizing all of the resources that we have, I'm going to spend a little bit of time on this one. I'm probably going to slow down the rate of my voice, because this is the area where you actually want to start taking notes right? We can kind of categorize our programs, and all of these different categories, outreach, engagement, assessment, and referral, this in many ways, is our front door. This is how veterans begin and access our services, residential services which offer a temporary stay for veterans who are literally homeless, so think veterans who are on the street, under bridges, in encampments and who need actual rooms over their heads temporarily residential services.

We also have permanent housing services that actually get veterans into fair market value apartments and other situations in the community. Usually with either short- or longer-term subsidies and usually with either moderate touch or intensive case management services. And then of course we have specialty services as well for justice-involved veterans specifically for veterans in jails, courts, and in prisons. We have our veteran's justice outreach and then in prisons in particular, our health care for reentry veterans very close acronym to HVRP, HCRV, and then we have employment services as well.

I'm going to spend a little bit of time diving into the ones that we believe are most relevant for you to be aware of for the variety of reasons, but one thing I do want to note, anytime you see a program name that has a little lunch box icon, that program has a specific employment program performance measure attached to it, which means they are, they care about and are tracking employment for the veterans served in those programs, which means they will see value in the resources that you can provide to fill the gaps that they can't.

So, let's unpack some of these programs a little bit. When you are looking for literally homeless veterans to get referrals from or when you need to refer veterans who are homeless now who are experiencing homelessness or housing instability to VA. You want to take a look at those outreach ones so that's going to be health care for homeless veterans' outreach, literal staff that go into soup kitchens, shelters, etc. You want to make good relationships with them because they are going to be your gatekeepers to VA housing services and, likewise, they may also refer veterans to you.

We have this in another flavor as a community resource and referral center, so think one stop shops actual storefronts in downtown areas or other parts in your community where veterans can just walk right in. And then, of course, our national call center for homeless veterans which is staffed 24 hours a day, seven days a week with actual trained counselors who were able to connect veterans to their local VA medical center homeless programs to the same staffers that we're talking about.

All right, that's that gatekeeper part, and remember when you're thinking about referrals, you're thinking about referring to them as the entry points to VA homeless programs, but potentially to receive referrals from veterans who are literally homeless, right now, but who also want to get started on their employment journeys.

01:05:36

Next let's talk about the residential services, so these again are going to be places where veterans are literally; have a roof over their head, they're still considered literally homeless, shelter and homeless either it's an emergency shelter or transitional housing unless you can also think of these referral sources in that same way. Like chances are you're





**Virtual Learning Course-Session 3**  
**Developing Partnerships & Cultivating Relationships Presentation Transcript**  
Tuesday, 26 April 2022

---

not going to be referring to them in terms of gatekeepers right, because they're already engaged in VA programs, but you may be referring to somebody who's literally homeless, to get access to one of these programs. You, a veteran you're working with, may be shelter a street homeless, and they might want some shelter or transitional housing.

Likewise, in particular, for the grant in per diem transitional housing program as well because, again, the lunch box, they have an employment metric. You'll want to develop partnerships to receive referrals from them so that you can help those veterans who are living in those settings continue on their employment journey and eventually get housed.

The performance measure for granting per diem has to do with the percentage of veterans who exit range per diem with employment right, so then more veterans that you help them exit their programs with employment, that's a win for them, Steve was talking about win-win, that's the win for them.

Let's continue on to permanent housing and I was reading through the regs, and Steve, correct me if I'm wrong, you actually have HVRP grantees who are now able to serve veterans who are formerly homeless in HUDVASH and in SSVF right? So, they can, you can keep going with these programs, and both of these programs also have employment-related metrics, so they also care about veterans getting employment too. When we talk about HUDVASH we're usually talking about long-term rental subsidies and intensive case management, because our target for these resources is going to be veterans with the highest vulnerability, the biggest service needs, now you're probably thinking as I'm talking this out, but Shawn, those veterans are probably disabled so... Why employment? Well, it is, it turns out, one of the things that my employment specialists are teaching me and had been teaching me over the last several years is this concept of income maximization. That for veterans with social supplemental security income, social security disability income, VA pension service connected or non-service-connected pensions, that for many of them there are these thresholds that they can work under; there's a distance between their benefits and the cap. And within that cap is the opportunity for them to actually, what we call maximize their income through employment so even the veterans who are disabled in HUDVASH, can benefit from employment. So again, maximize their income just inch up to that threshold, inch up to that camp. And so, you know, really wanting to encourage, you know, developing those partnerships with the HUDVASH team. It is not quite likely that you will refer to them for housing services, because again you'll likely have already done that referral for the outreach engagement assessment and referral steps, but you'll also want to receive referrals from them; from those veterans who want to start or continue on their employment journey so that they can maximize their income.

Interesting to note with HUDVASH performance measure because HUDVASH is such a long-term program and is not at exit, it's just as of right now. So, we care about the veterans who are getting case management today from HUDVASH whether or not they have employment.

The last one that I want to talk about is supportive services for a veteran's family who like HUDVASH these veterans are considered housed permanently. But they may only have shorter-term subsidies and more moderate to lighter touch case management and similar, though, to grant and per diem.

01:09:12

We, because this is going to be shorter term, these veterans will actually more likely exit within six-nine months, however long from SSVF. SSVF also has some metrics looking at the percent of veterans who exit SSVF with employment. So, although many SSVF grantees, and we'll talk about role clarification in the next coming slides, but although many SS SSVF grantees may have employment specialists, there will still be things that you as HVRP providers can provide that those grantees can't, that the VA staff can't. And so, what we want to figure out is what is that overlap, how do we get the win-win so that we're able to fill those gaps and also achieve all of the outcomes that we



**Virtual Learning Course-Session 3**  
**Developing Partnerships & Cultivating Relationships Presentation Transcript**  
Tuesday, 26 April 2022

---

want veterans' programs and grantees like, next slide please. All right, let's talk about collaborating with VA. VA to help get veterans employed and maintain their housing, next slide please.

Okay, so a couple things that we want you to think about, some special considerations when collaborating with VA homeless programs. There are a couple of roles that we think are going to be really, really critical for you to hone in on and the thing that I want to acknowledge and stand in empathy, this is the one VA joke where if you've been to one VA you've been to one VA. A lot of the names for a lot of these rules may be different, the community employment coordinators are pretty consistent, but in terms of who's in charge of the homeless programs, that varies greatly, wildly, so what you want to do is, you want to get to know the, and this is probably should be lower case. But the homeless program leads whoever their chiefs are, their program managers, their supervisors, you just want to get to know them first because they're the ones who are able to sign, assign work appropriately and they have the overarching responsibility for all the programs. They also are the ones who care the most about those performance measures, so you really want to be able to plug into them as a means to help them remember what Steve said, win-win, help them achieve their performance measures too. Likewise, as I mentioned, although it's not in this slide, you want to also get a chance to check out the HCHV outreach social workers or the CRRC staff.

Then you also want to develop any relationships with your community employment coordinators, these are VA-embedded homeless coordinators, although they're not necessarily focused on like resume building and job training. Their job is essentially to create an employment community amongst all of the different resources and providers in a given community, right? So, their job is to really help bring people to the table, understand what are the gaps that everybody gets to fill from each other's services so that we're working in a coherent fashion. Please don't think of them as competition. Please think of them, maybe more like air traffic control so really help coordinate all of the different employment resources that are available to veterans in a given community.

As I mentioned before, get to know your HUDVASH program managers, SSVF grantees, GPD grantees, it seems like a lot of people. We're really, really diving into that idea of partnership as relationships you're developing in a community, it's not just it takes a village, it takes a community. In the process of developing relationships, again filling those gaps is going to be critical; that you help those VA staff understand the unique services and resources that not only the Department of Labor, but your grant can provide that they can't. You are filling gaps that have services that they can't provide that their veterans need. That's important to remember and going to be critical to communicate to them.

01:12:55

Now you want to remember that collaborative relationships between the homeless program and employment staff and you and your staff will really, really, increase the likelihood of a veteran maintaining employment and housing, and thus ensure that their housing placements stick. Thus, ensuring that they will not fall back into homelessness again, just ensuring that we're one step even closer to a world where homelessness is ended across the country now, if you want an easy way to get connected to your community employment coordinators... I'm sure we're going to make this link available in the, you know, to you as well, click on it. It actually has the listing of the community employment coordinators across the country, that's a great place to get started. Next slide please.

Alright, I think I'm starting to wrap up so before we leave, some time for Q&A. Just want to go over some really, really helpful resources to have at your fingertips, again I think you're going to have these slides. If you want to take a screen grab or, you know, bust out your cell phone and take a shot as well, it's okay too. Next slide please.



**Virtual Learning Course-Session 3**  
**Developing Partnerships & Cultivating Relationships Presentation Transcript**  
Tuesday, 26 April 2022

---

Alright, first and foremost um, I mentioned this at the beginning, but it's important to actually know the number. If you know veterans who are at risk of homelessness and you have not yet developed those relationships with your HVHC outreach workers, your homeless program leads, your COC, but you still want the veterans to get connected to resources, I encourage you to use this number. This is the national call center for homeless veterans, 877-424-3838. It's staffed 24 seven with trained counselors who will help that veteran navigate all the systems and get connected to their local VA homeless program, to get them connected to all of the housing resources that I just mentioned, 877-424-3838, next slide please.

Next up is squares, which is a web-based application that it provides, really, really quick eligibility determinations for veterans seeking homeless programs, we have these with our SSVF grantees, our GPD grantees, other community stakeholders, like you can also sign up to get accounts for these. Not only will this be able to quickly verify veteran status, but also tell you what VA homeless programs this particular veteran will be eligible for as well. It queries a bunch of different databases that are super helpful. The link is available here on this particular slide, next slide please.

Alright, and I think the last thing that I want to mention before I go, is that you may in your journey encounter veterans who are at risk of homelessness or not homeless, yet or are precariously housed. Especially now that the eviction moratoriums for the CDC have been lifted. And they need resources that may not necessarily be homelessness resources but resources, nonetheless. We encourage you to go to this one stop shop that we stood up last year [va.gov/housingresources](https://va.gov/housingresources). It provides information on the national call center that is mentioned, our SSVF program for prevention, resources from the Treasury Department's emergency rental assistance, and a specific finder that's really, really, easy to use and navigate to different grantees and other benefits, especially for veterans who have VA benefits, VA home loans as well, [va.gov/housingresources](https://va.gov/housingresources) to check it out, next slide please.

Okay, I think that's all for me Steve, I think we're going to open it up for Q&A right about questions partnering with us?

Steve: Yeah, feel free to comment or ask show, that was terrific Shawn, thanks so much for that wonderful comprehensive information about the VA, but you know, for the group today, if you have any questions or comments for Shawn, please put them in the chat or raise your hand and you could ask Shawn directly.

01:16:18

I see there might be some comments in the chat. I'll look at them now, but please reach out to Shawn now if you have any questions.

\*TechSupport: Shawn, we do have a hand raised. Charlie, you can go ahead and unmute.

Charlie Duquette: Yeah. That was very concise and quick, appreciate that. I have a question because we had a meeting not too long ago when we were doing our quarterly HVRP reporting, and someone said that squares is not going to be universally accepted for homelessness as of July 1. Was that a vicious rumor or have you heard the murmurings about that? Go ahead.

Shawn Liu: Yeah, that is a great question. I have not heard that. I don't want to... it's completely discounted as a vicious rumor, but it does feel like something I would have heard through the grapevine so if anything. Steve, what we could do is take that, for the record, we'll do a little bit of research and verify. I don't want to, you know, I don't want to weigh in too heavily, but I am just as surprised to hear that as you, so take that for what you will.



**Virtual Learning Course-Session 3**  
**Developing Partnerships & Cultivating Relationships Presentation Transcript**  
Tuesday, 26 April 2022

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\*TechSupport: And Shawn, we have another hand raised. I'm going to unmute, Gregory go ahead and you can unmute yourself now.

\*TechSupport: Gregory if you are speaking, we can't hear you, you may be muted still.

\*TechSupport: Gregory you aren't coming through, if you would like you can post your comment or question in the chat or you can try one more time.

Steve: In the meantime, there's a comment in the chat, a question for you Shawn. Let me get to it. Alyssa is asking what is the follow-up retention like with HUDVAHS and SSVF programs? Do they follow them for a year after the veterans are employed?

Shawn Liu: Yeah, that's a great question and I'm to be clear for SSVF I'm actually not 100% sure; we'll have to take that one for the record as well. For HUDVASH, what I can tell you is that there's usually two kinds of statuses then that veterans who've been housed for a long time go through. First and foremost, you know many advanced programs throughout the country don't usually exit veterans and usually retain long-term relationships so from that end there, the veterans are still receiving like light touch case management but are still being in contact. They also have a veterans and homeless programs that have an opportunity to graduate veterans. This is most commonly when a veteran completes all of their case plan requirements and kind of completes all their case goals, but still requests use of the voucher because of housing stability, and so in those instances VA still retains kind of a really, really light touch. You know minimum quarterly basis contact to make sure that if the veteran is experiencing any declines in functioning or experiencing any crises, that we're right there to sweep them back up again. What I will also say, though, is that many SSVF and VA programs are really, really strongly embedded in their local service system and it's very, very easy to get veterans recaptured and reconnected into services if they experience housing crises again.

Steve: Great. Thank you, we have another question in the chat for you Shawn, how will HUDVASH compete and/or complement SSVF's shallow subsidy program?

01:20:23

Shawn: That's a great question and I don't necessarily...

Steve: It's from Jessica, by the way, I'm sorry.

Shawn: Yeah no, that's a great question, that's a great question, and I don't necessarily see them in competition that in many ways, that they are really working at different ends of the veteran spectrum with HUDVASH really looking at long-term subsidies, but also pairing those subsidies with again intensive case management, really working with veterans with severe mental illness, with you know, various stages of substance recovery, physical disabilities and would need a robust amount of wraparound services. The shallow subsidy program, on the other hand, really targets veterans who have more resources and other, kind of maybe less service needs, but because of, you know, the state of their local economy or the state of affordable housing still needs some kind of subsidy, so the idea of shallow subsidy is, whereas with veterans and HUDVASH might have a significant amount of their rent subsidized... You know, paying only 30%, shallow subsidy kind of flips it on the other end where it's paying a smaller amount of subsidy. So, you can see kind of from that description it's really two different kinds of veterans that they're trying to target on the different ends of the intensity acuteness spectrum.



**Virtual Learning Course-Session 3**  
**Developing Partnerships & Cultivating Relationships Presentation Transcript**  
Tuesday, 26 April 2022

---

Steve: Thank you that's great and Gregory just made a comment as a CEC said inside the vogue services department, we do 30- and 60-days retention follow up as a CEC. I am matrixed in the vogue services department for that aspect of my job, so little CEC education there, thank you for that.

And Scott, it seems, to be clarifying SSVF to our points before the question before SSVF is limited to provide case management enrollment for a certain period of time, based on their income. Once that period of time is complete, they are exited from SSVF.

Shawn Liu: Yeah, and again I think that's why Scott's bringing up a fantastic point why employment is so critical, especially for those veterans but that says via, it is not meant to be long term, it's meant to be short term, it's meant to be time limited, and so while they're receiving housing subsidies during that time, it is critical that you know every day in SSVF is a valuable day, and it's a day, every day, for those veterans who are seeking employment; it's critical that we do everything we can to help them get employment through that. So yeah, Scott is bringing up a great point that just is emphasizing the importance of this partnership.

Steve: Yeah, and you know what I brought up in the last talk I gave last week when we're talking with any partner, particularly SSVF or any other partner, you know, the HVRP role is always emphasize work talk. From engagement on through any veteran's process with the VA or wherever they are, it's about employment should be part of the conversation as they move through their service engagement; it's key, that's a key thing that HVRP providers, I think, can do to support the partnerships that you have. Anything else for Shawn? I think this is great. I'm not seeing anything else in the chat, so thank you for being with us here today, Shawn, and here's Shawn's contact information.

It's [Shawn.Liu@va.gov](mailto:Shawn.Liu@va.gov).

And Shawn if you're still with us... Thank you so much, you could reach out to Shawn or us at NVTAC for any communication or questions you may have moving forward with VA partnerships. Thanks so much for being with us today, Shawn, we really appreciate it.

01:24:24

Shawn Liu: Thanks Steve.

Steve: Hey, we're going to move on now. Everyone to really kind of just talking about community stakeholders, we've really had a great discussion so far today about utilizing the skills of partnership development as a communication strategy, a win-win approach. Shawn was great you know, talking about the VA, we spoke a little bit about the AJC but what about community stakeholders, apart from those, the AJC and the VA? So, we're going to just move right into that and, again, if you have any comments around that partnering with other stakeholders, feel free to put some comments in the chat and or when we're done with this section, you could raise your hand with further comment.

So, with community connections, this is really key to any HVRP program and again like I said utilizing the skills we've been speaking about today. There are some keys here, of course, you should be the expert and knowledgeable about the employment landscape in your service area. Which jobs are readily available? What fields of employment are there in your area? You know, what is the employment landscape? Are people where the job opportunities are and what sectors of industry are they in? Knowing where the veterans at risks are, experiencing homelessness services, gather with peers or socialize that way might bring you to understand where some community connections might be established.



**Virtual Learning Course-Session 3**  
**Developing Partnerships & Cultivating Relationships Presentation Transcript**  
Tuesday, 26 April 2022

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And it also applies outreach which we have spoken about before in our series these last few weeks. It's always key too when you're talking about community connections, really build upon your pre-established relationships that you already have or that you know that your organization may already have, but you know moving forward if you're new to HVRP, if you've been doing employment. You know, building upon that pre-established relationship with stakeholders that you may have already been particularly true if you're moving to HVRP as a new provider, you can say hey... You know, we're also doing this now within our organization and we want you to develop connections for us. We want to, you know, share this resource and develop partnerships with you, because now we're concentrating on employing veterans who are experiencing homelessness or are at risk of homelessness and again, if you want you want to seek connections that you may not be aware of already, you do that through utilizing your board members, staff, family and friends as connection sources. Very valuable, always ask hey, you know a board member, I know you're involved with a bank, you know, what about your local community, you know, Chamber of Commerce, your banking industry, what does that look like? So, you begin to establish connections through, you know, connections you already have maybe internally within your organization or personally with family and friends. Just a few things you could use, you know, the skills of partnership development.

And you know we just put down a bunch of examples of stakeholders you could partner with or seek to, and you know, in the chat if you care to share with some of these might have been, or have you been doing this? You know, connecting with your local chambers of commerce, any industry-specific business associations, I would also add unions, if there's any union organizations in your community, you may want to connect with them. Registered apprentice programs, of course, are key. Nonprofits working with veterans of course, job development collaborate often through the AJC; there might be an established job development collaborative within your community.

01:28:28

Connect with American legions, veterans of foreign wars, the faith-based community is often important, and your local continuum of care, just some suggestions about other stakeholders that we've already spoken about today.

So again, like I said mentioned in the chat, just one question beyond the AJC in the VA. Who are some community stakeholders that you have partnered with? So, feel free to come in and chat and or raise your hand. And you know you can inform all of us what other stakeholders you're engaged in that is providing benefit to your HVRP program and you internally are providing benefit to that stakeholder, and I see there's a comment in the chat I will bring that up now.

Okay, Jessica mentioned, and I'm thinking, this is about a stakeholder partnership which is terrific, that would be probation and parole, yes, the justice system, excellent. Char... wow there's a lot coming up. I'm sorry I'm going through these. Charlie came up with a USA soldier for life that Chamber of Commerce hires, hire our heroes excellent. Heroes Café, double VFW elks, yes Shannon, terrific.

Thank you, Jessica, for clarifying that reaching out to the justice community is really, really cool and essential and Nancy also reached out with the prison in her local community. And Jessica, Arizona coalition, a coalition for military families, great Jessica, that's terrific. I know of them; I live here in the Phoenix area so that's really cool, great organization; a great resource of people really committed to working with the veterans all throughout our state of Arizona.

So, any other questions or comments regarding you know, other stakeholders you might be engaged with?





**Virtual Learning Course-Session 3**  
**Developing Partnerships & Cultivating Relationships Presentation Transcript**  
Tuesday, 26 April 2022

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Okay, seeing none, any comments or questions generally about our topics today, I think it was a great presentation today, we had a lot of engagement from you all. I've loved the conversations in the chat with each other, I love the questions. You know if you have any other comments or questions or care to raise your hand, please do and we'll give you a moment for that.

Okay, it doesn't seem like there are any, so I want to thank you for your participation today again; our next topic will be under-resourced and that will be on Thursday, and my colleague Jennifer Steigerwald will be giving a presentation. Thank you so much for participating today. We are available for anything at [contact@nvtac.org](mailto:contact@nvtac.org), please reach out to us, and thank you for participating today, it was a great time and I appreciate being with you all today and having this talk. Thank you so much, have a great rest of your day and continue to employ veterans yes, have a good day everyone bye.