



Assessment and Intake

Virtual Learning Series

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National Veterans' Technical Assistance Center (NVTAC) Team



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NVTAC Role

- Provide technical assistance designed to increase grantees' ability to establish and operate successful Homeless Veterans' Reintegration Program (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

- Provide technical expertise to federal staff to assist with 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.

Assessment

Assessment

Intake begins with an initial assessment to determine if the individual is:

- Eligible for HVRP
- A suitable fit for the program

Assessment

- Assessment is the foundation for an HVRP grantee's work with veterans experiencing homelessness.
- An intensive, ongoing process that provides staff with the information they need – strengths, challenges, history, and needs – to serve veterans.

Assessment

- The goal is to get a comprehensive picture of the veteran and what they want.
- That picture includes a realistic understanding of the veteran's strengths, weaknesses, barriers, and assets that will inform next steps, from enrollment to case management and referrals to training and job placement.

Assessment

To guide these efforts, a grantee can focus on three categories of information connected to employment:

Abilities, interests, and skills:

- Focus on strengths. What kind of work does the veteran want to do? In what setting? What activities do they like? What are they good at? What experience do they have?

Assessment

Barriers:

- What is preventing the veteran from stable employment?
- HVRP participants have many types of barriers, including skills-based, health-related, and situational (e.g., transportation, criminal background).

Assessment

Supports:

- What can HVRP do to support the veteran in overcoming barriers and translate their interests, abilities, and skills into a fruitful and lasting employment opportunity?

Customizable Forms

HVRP Customizable Forms



This section includes a variety of forms that could be used to document HVRP practices. The presentation of these forms does not mean NVTAC or US DOL-VETS endorses any particular form as required, or as an approved form. These forms were collected from service providers and are only intended to help program planners develop forms and tools that will serve the needs of their program.

The forms in this section are samples for your perusal and information. If program planners would like to use or modify any of these forms for their use, we encourage you to do so.

Customizable Forms

Eligibility

- HVRP Eligibility 1
- HVRP Eligibility 2 with Hotel
- Self-Attestation 1
- Self-Attestation 2 Dual
- Verification of Housing Status

Intake

- Intake 1
- Intake 2 Extended
- Participation Agreement
- Release of Information
- Photo Release

Assessment

- Assessment 1
- Assessment 2 Extended
- Barriers Checklist
- Employment Readiness

Case Management

- Individual Employment Plan (IEP) 1
- Individual Employment Plan (IEP) 2
- Case Notes
- Grievance Policy

Curry Cromer and Ralph Reiss

Veterans Services of the Carolinas

Best Practices:

Stages of Assessment in HVRP

National Veterans Technical
Assistance Center
Homeless Veterans Reintegration Program
October 11, 2022



Ralph Reiss
Regional Coordinator



Curry Cromer
Employment Director

Agenda

- *About Veterans Services of the Carolinas*
- *Building Blocks for HVRP Assessment*
- *VSC's HVRP Assessment Stages*
 - Initial Screening*
 - Case Manager Engagement*
 - Enrollment Interview*
- *Other Best Practices*
- *Questions & Discussion*



Who We Are



Employment & Training



Since 2005
US DOL
40 counties

Housing



Since 2010
USDVA
28 counties

Coordination & Call Center



Since 2016
NC DHHS
100 counties

Outreach



Since 2019
MHBG funding
100 counties

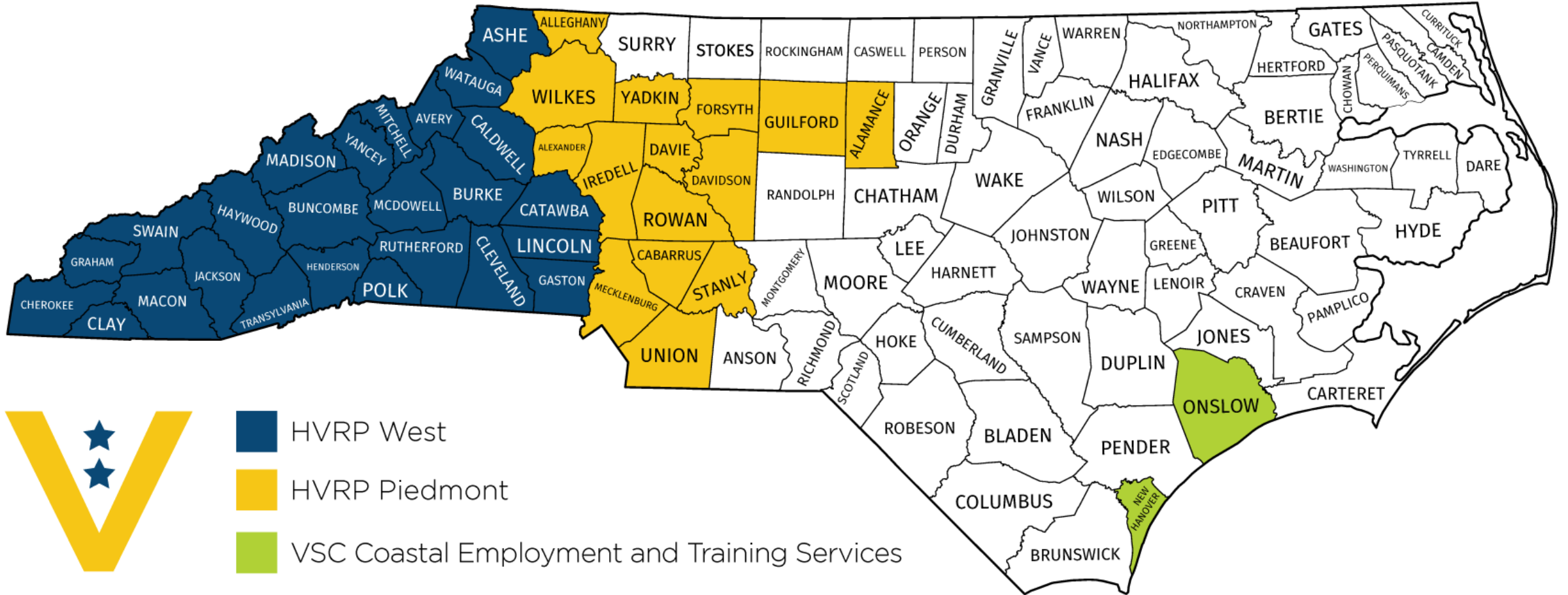
Prevention



Since 2022
US DVA
100 counties



AREA OF OPERATIONS – *Covering 40 Counties in NC*



-  HVRP West
-  HVRP Piedmont
-  VSC Coastal Employment and Training Services



NVTAC 2022



What makes a Good Assessment?

- Verification of Eligibility and Suitability
- Identifies Barriers, Strengths, and Goals
- Leads to Better Outcomes
- Assessment as an ongoing process
(*no assessment is perfect*)
- Drives Individual Employment Plans



VSC's States of HVRP Participant Assessment

- Initial Program Screening
- Case Assignment
- Case Manager Engagement
(informal assessment)
- Formal Assessment during HVRP Enrollment
- Subsequent Assessments



Initial Screening

- Assesses Eligibility (see *VPL 01-21) :
 - (1) Housing Status
 - (2) Veteran Status
- *<https://www.dol.gov/sites/dolgov/files/VETS/files/VPL-01-21.pdf>
- Assesses Suitability:
 - Where have you applied?
 - How many jobs in the past year?
 - When was the last time you had a job?
 - Barriers?
 - Training / Employment Goals?
 - Work Interest on a scale from 1-10.



Case Assignment – Case Manager Engagement (informal assessment)

- Consult with Referring Partners: SSVF, HUD VASH, DVOP, CE
- Assess for missing info
- Leverage community-based technology platforms (Unite Us, Combined Arms, etc.)
- Give small assignments
- Continue to Engage, Build rapport (don't close the door)

HVRP Enrollment Interview (Formal Assessment)



- Person Centered
- Combination of open and closed ended questions (designed for Motivational Interviewing)
- Identifies Barriers and Root Causes
- Identifies Strengths, Previous Education, Resources Available, and Resources Needed
- Narrows Down IEP Goals

Example Assessment Questions to Reach Below the Surface

- What comes easy for you in school or work?
- What are your most valuable skills?
- Describe the impact that job stability will have on your long-term goals.
- What is the first thing you think you should accomplish?
- What are you doing to keep resilient?
- What strategies do you use to bounce back from adversity?





Questions & Discussion

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Intake and Enrollments

Intake and Enrollments

Structured and streamlined process:

- Grantees should have a standardized process for intake and enrollments, including which staff members can enroll veterans and which forms and procedures should be used.

Intake and Enrollments

Proof of eligibility:

- During the intake and enrollment process, verification of veteran status and homeless status should be collected.

Intake and Enrollments

Program orientation:

- The intake and enrollment process should include an overview of the program, an open discussion with the veteran, and questions.



Strategies

Verify veteran status first:

- The preferred method of veteran status verification is a DD-214.
- If a DD-214 cannot be obtained, Grant Officer Memorandum 01-21, Change 1 currently allows for veteran status to be documented by either VA Medical Centers' Hospital Inquiry (HINQ) or Status Query and Response Exchange System (SQUARES).

Strategies

Take your time:

- The decision to enroll does not have to be made during the first meeting with the veteran.
- The veteran might not be ready to commit today but may be ready next week.
- Collect only what is essential at the first meeting (e.g., how to contact the veteran) and focus your energy on having a conversation and making a connection, not filling out a form.

Strategies

Information sharing:

- If a participant is referred by a partner such as an AJC or a housing provider, ask them to share basic information so the veteran does not have to repeat themselves.
- In order to share information, make sure to have the veteran sign a release of information (ROI).
- When possible, have representation from the referring partner at the initial meeting with the veteran to simplify the process.

Poll:

Have you experienced any challenges with intake and assessment?

Questions?

Thank you!

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