



National Veterans'  
Technical Assistance Center

# Team Building, Staff Retention, and Partnership Development

Virtual Learning Course Series 4,  
Session 3 of 4

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# National Veterans' Technical Assistance Center (NVTAC) Team



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# NVTAC Overview

# NVTAC Role (1 of 2)

- Provide technical assistance (TA) 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 (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

# Agenda

- In this training, you will learn about success strategies for:
  - HVRP Team Building
  - HVRP Staff Retention
  - Partnership Development

# HVRP Team Building

# Mission-Driven Focus (1 of 2)

- Understand the mission of HVRP
  - To provide services to assist in reintegrating veterans experiencing homelessness into meaningful employment within the labor force
  - To stimulate the development of effective service delivery systems that will address the complex problems facing homeless veterans
  - Remove barriers to the full and equal participation of marginalized communities through partnerships with a range of organizations that support the ability to reach out to and deliver equitable services to marginalized veterans experiencing or at risk of homelessness



# Mission-Driven Focus (2 of 2)

- Create opportunities for HVRP staff to talk about the HVRP mission together
  - Encourage HVRP staff to create a secondary mission
- Hold the mission of HVRP at the foundation of the services you provide
- Work together to achieve a goal, even if it is not in your job description
- Developing a culture of cooperation through a sense of purpose

# HVRP Training and Education (1 of 2)



- Ensure all HVRP staff have all the tools and resources they need to be successful
  - House all HVRP staff materials in a shared folder for easy accessibility
  - Add new and helpful information as needed
  - Ask HVRP staff what they need to feel more successful

# HVRP Training and Education (2 of 2)



- Utilize NVTAC for HVRP staff training
  - Case management
  - Outreach and enrollment
  - Special populations
  - Eligibility
  - Etc.

# Team Building Tips

- Share the ways you value one another
- Let the innovative strategies flow
- Give opportunities for everyone to get involved
- Emphasize HVRP staff's strengths
- Practice patience and flexibility
- Find external team-building tools and resources

# HVRP Staff Retention

# Why does turnover occur?

- Lack of employee buy-in and investment
- Lack of a strong workplace culture
- Compensation
- Communication challenges

# Avoiding Turnover (1 of 2)

- Know the signs of burnout
  - Address burnout immediately
    - [NVTAC Community of Practice Selfcare for Providers](#)
- Host community celebrations
  - Potlucks
  - Birthdays
  - Graduations

# Avoiding Turnover (2 of 2)

- Be intentional about what is in the job description
- Create a clear onboarding process for new staff
- Keep compensation and benefits at a living wage
- Practice generosity and gratitude with one another



# Cultivating a Constructive Team Environment

- Adhere to inclusive hiring practices
- Establish trust among HVRP staff
- Continuously improve onboarding processes
- Create a culture of healthy and open communication
- Encourage team building and collaboration
- Coordinate opportunities for learning
- Foster leadership in all HVRP staff

# Partnership Development

# Partners for HVRP

- Housing and homelessness providers
- Local, state, and federal workforce agencies
- Veteran service agencies
- Jails and prisons
- Mental health clinics and services
- Domestic violence services
- Community colleges
- Employers
- Community-based organizations (CBO) providing employment services
- U.S. Department of Veterans Affairs (VA\_ Community Employment Coordinators (CEC)

# Building Rapport

- Practice active listening
- Lead with empathy and respect
- Find commonalities
- Developing trust is the goal
- Mutually valuing employment is a key component to ending homelessness and housing instability

# Sustaining Partnerships

- Talk over needed resources on both sides
- Identify clear reasons to collaborate
- Coordinate connections with other partners in areas of need
- Share an overview of resources
- Discuss program goals
- Set clear meeting agendas
- Set consistent meeting and/or appointment schedules
- Share meeting notes
- Follow up on planning efforts

# Leveraging Partnerships

- Refer out for the resources the veteran needs that HVRP does not provide
- Find providers with common values to work with
- Ensure that both sides have mutual benefit
- Find ways to co-promote when doing outreach
- Always engage in work talk

# Interactive Activity

# Has your team experienced significant turnover?

Please answer using the poll on your screen



# Do you feel your entire team is on the same page with HVRP guidance and information?

Please answer using the poll on your screen

# Discussion Questions

**What challenges have you experienced with team building and staff retention?  
What tips do you have to overcome these challenges?**

**What challenges have you experienced with developing partnerships? What tips do you have to overcome these challenges?**

# Resources

- [NVTAC Community of Practice Selfcare for Providers](#)
- [NVTAC Menu of Services](#)
- Email: [contact@nvtac.org](mailto:contact@nvtac.org)
- Website: [nvtac.org](http://nvtac.org)



**Questions?**

# Thank you!

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