

**National Veterans' Technical Assistance Center (NVTAC)  
Homeless Veterans' Reintegration Program (HVRP) Community of Practice (CoP)  
Case Management Skills  
Thursday, November 30, 2023, 3 – 4 p.m. ET**

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### **Key Points**

- **Introduction**
  - NVTAC reminded attendees that HVRP best practices would be shared during this session. NVTAC encouraged all grantees to utilize best practices that may improve their service delivery. Before implementing a practice discussed during this session, grantees must review their award statement of work and contact their Grant Officer's Technical Representative (GOTR) to determine if it is an allowable cost or activity or requires an amendment to their approved plan.
- **Required HVRP Case Management Activities**
  - Assessment and Intake
    - The assessment and intake process is veteran-centered, recognizing the unique experiences and challenges associated with military service. By fostering a supportive and collaborative relationship, case management aims to empower veterans to overcome obstacles, navigate available resources, and achieve sustainable positive outcomes in various aspects of their lives.
  - Developing an Individualized Employment Plan (IEP)
    - The purpose of developing an IEP is to empower veterans, recognize the valuable skills gained through military service, and provide the necessary support for a successful transition into the civilian workforce. By fostering a collaborative and goal-oriented approach, case managers aim to assist veterans in achieving meaningful and rewarding employment outcomes aligned with their aspirations and capabilities.
  - Job Search
    - The goal of job search assistance is to empower veterans to secure meaningful employment that aligns with their skills and aspirations. Regular communication and ongoing adjustments to the job search strategy ensure adaptability to changing circumstances, fostering a successful transition from military service to the civilian workforce.
  - Job Placement and Retention
    - Case managers work closely with veterans to identify suitable job opportunities aligned with their skills and career goals. Once placed, the focus shifts to retaining employment through ongoing support and

assistance. This process includes providing resources for workplace integration, addressing any challenges that may arise during the initial phases of employment, and offering continued guidance for career advancement. Case managers collaborate with veterans and employers to create a supportive environment, promoting effective communication and understanding.

- Follow-up and Monitoring
  - Follow-up and monitoring in veteran case management involves ongoing checks and support to ensure the sustained success of their personalized plans. Case managers stay connected with veterans, providing assistance, addressing emerging needs, and making adjustments as required.
- Documentation and Reporting
  - Systematically recording and tracking the progress of interventions and services provided. Accurate documentation ensures a comprehensive overview of a veteran's journey, facilitates effective communication among support teams, and enables the timely adjustment of strategies.
- Motivational Interviewing
  - Case managers use empathetic communication to help veterans explore and strengthen their internal motivation, fostering a collaborative relationship. This method encourages veterans to set and pursue goals, enhancing their commitment to the case management process and promoting successful outcomes.
- Advocacy
  - Case managers serve as allies, ensuring veterans' needs are communicated and met within various systems. Advocacy empowers veterans, promotes access to resources, and helps them navigate challenges, ultimately enhancing their well-being during the case management process.
- What is a Veteran?
  - Veterans can be individuals who have served in the military, encompassing a wide range of ages, genders, ethnicities, and roles. The mental image could include someone in military attire, perhaps wearing medals or insignia indicative of their service. However, it's crucial to recognize that veterans can be found in all walks of life, and they are a diverse group with varied backgrounds, experiences, and appearances
- Defining Trauma and How it Impacts Veterans
  - Trauma refers to deeply distressing experiences during military service, such as combat or loss, leading to lasting psychological effects. This trauma can impede a successful transition to civilian life, manifesting in mental health issues like post-traumatic stress disorder (PTSD). Effective case management involves recognizing and addressing trauma's impact by providing tailored support to help veterans navigate challenges and achieve overall well-being.

- Crisis Intervention
  - Crisis intervention for veterans involves immediate and targeted support to address urgent mental health challenges or distress. It aims to stabilize and ensure the safety of veterans facing crises, often through prompt access to mental health services, counseling, and connection to appropriate resources.
- Tailoring Case Management to Specific Veteran Needs
  - Tailoring case management to specific veteran needs involves customizing support services to address veterans' unique challenges and experiences. This approach recognizes individual differences, such as housing concerns, mental health issues, or substance use, and adapts interventions to provide personalized and effective assistance.
- Self-care/Self-care strategies
  - Remember that prioritizing self-care is not selfish; it is necessary to maintain the resilience and empathy required to support challenging veterans effectively. Regularly reassess and adjust your self-care practices based on your evolving needs and the demands of your role.
- **Resources**
  - [NVTAC Website](#)
  - [NVTI Microlearning](#)
  - [Self-Care Video](#)
  - [January 2023 CoP: Self-Care for Providers](#)

## Conclusion

Effective case management skills play a pivotal role in the successful reintegration of veterans experiencing homelessness. By employing a person-centered, collaborative, and holistic approach, case managers can address the multifaceted needs of veterans, including housing, mental health, and employment. Tailoring interventions, fostering trust, and providing continuous support are essential elements for facilitating a positive and sustainable transition to civilian life. The impact of well-executed case management extends beyond immediate housing stability, contributing to improved overall well-being and increased opportunities for long-term success among homeless veterans. For more partnership information, please visit the [Community Partners](#) and [Resources](#) pages on the NVTAC website.

*You can review the presentation slides through the following link: [NVTAC November 2023 CoP](#)*