Basic Needs



Title Sponsors





U.S. Department of Veterans Affairs

mercy care



2023 Statewide Symposium in Support of Service Members, Veterans & Their Families

APRIL 19-20, 2023 | PHOENIX, ARIZONA





Basic Needs & Their Foundational Impact On All Other SDOHs

Housing Insecurities



Facilitators





Erica Leffler Licensed Clinical Social Worker



Alisha Williams Career Specialist Arizona Coalition for Military Families











When was the last time you tried something new? What was it?

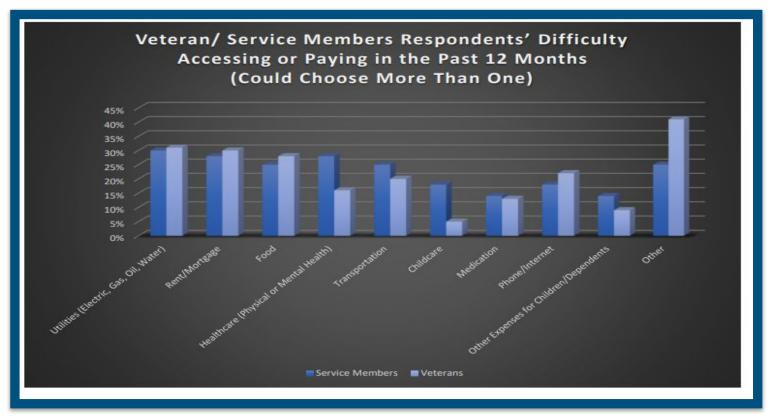






Basic Needs Data





Billy Gibson- Guest Speaker





Barriers to Housing

Tera Calhoun- U.S.VETS





Richard Laker- HUD-VASH





Housing and Urban Development VA Supported Housing (HUD-VASH)

Anne Cook, LCSW

Meagan Monteiro, LCSW

Definition

U.S. Department of Housing and Urban Development-VA Supportive Housing (HUD-VASH) Program. HUD-VASH is a collaborative program between **HUD** and VA combines **HUD** housing vouchers with VA clinical services to help Veterans who are homeless and their families find and sustain permanent housing.

Our Objective



Our Objective



A Home for Everyone



Ending Homelessness

Starts with the believe that everyone needs a roof over their head.

Ending Homelessness

• Requires solid data.

Requires a growth mindset. (Plan, do, study, act, repeat)

Is about the community, not a program.

Progress comes from failing forward.

Requires belief that change is possible.

WE DON'T KNOW EXACTLY HOW TO DO IT YET, BUT WE BELIEVE IT CAN BE DONE!

Starting down the path...



By Name List (BNL)

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By Name List

WE KNOW WHO YOU ARE



CARF	Demographics	Summary
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Documentation

Feedback

Usage Report

Note: The patient is reported at the facility of the most recent program entry during the timeframe selected, not facility that completed assessment. The data for demographics reported here are from the assessment. When drilling through to detail report, only one facility can be displayed at a time (due to large data set and long run times).

VISN(s) Selected: V22 VAMC(s) Selected: 644 Program(s) Selected: HUD-VASH Date Range: 10/1/2010 to 9/30/2020 Data as of Thursday, February 13, 2020

All Tables are a Count Number of Veterans Served in Specialized Homeless Services by Category Table 1: Gender

PROGRAM	Female	Gender Non- Conforming	Male	Transgender Female to Mal	Transgender e Male to Female	Total	% Total
HUD-VASH	<u>321</u>	<u>1</u>	<u>2,368</u>	<u>1</u>	<u>2</u>	2,693	100.0%
Total	<u>321</u>	1	<u>2,368</u>	<u>1</u>	2	2,693	100.0%
Percent of Total	11.9%	0.0%	87.9%	0.0%	0.1%	100.0%	

Table 2: Race

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Page 1 of 7 page(s)

CARF Demographics Summary

Documentation

Feedback

Usage Report

350

350

13.0%

2,693

2,693

100.0%

100.0%

100.0%

PROGRAM	American Indian or Alaska Native	Asian	Black or African American	Native Hawaiian or Other Pacific Islander		White	Total
HUD-VASH	<u>135</u>	<u>4</u>	<u>572</u>	<u>11</u>	<u>348</u>	<u>1,623</u>	<u>2,693</u>
Total	<u>135</u>	<u>4</u>	<u>572</u>	<u>11</u>	<u>348</u>	<u>1,623</u>	2,693
Percent of Total	5.0%	0.1%	21.2%	0.4%	12.9%	60.3%	100.0%
Table 3: Ethnicity							
PROGRAM	Hispanic/Latino	Non- Hispanic/Non- Latino	Unknown	Total	% Total		

2,089

2,089

77.6%

Table 4: Age Group						
PROGRAM	<= 40	41-65	66-85	>=85	Total	% Total
HUD-VASH	<u>501</u>	<u>1,963</u>	<u>224</u>	<u>5</u>	<u>2,693</u>	100.0%
Total	<u>501</u>	<u>1,963</u>	<u>224</u>	<u>5</u>	<u>2,693</u>	100.0%
Percent of Total	18.6%	72.9%	8.3%	0.2%	100.0%	

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HUD-VASH

Percent of Total

Total

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254

254

9.4%

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CARF Demographics Summary

Table 5: Alcohol Addiction PROGRAM Yes Total No HUD-VASH 658 2,035 2,693 Total 658 2,035 2,693 Percent of Total 24.4% 75.6% 100.0% Table 6: Drug Addiction PROGRAM Yes No Total HUD-VASH 642 2,051 2,693 Total 642 2,051 2,693 Percent of Total 23.8% 76.2% 100.0% Table 7: Drug & Alcohol Addiction PROGRAM Yes No Total HUD-VASH 271 2,422 2,693 Total 271 2,422 2,693 Percent of Total 10.1% 89.9% 100.0%

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CARF Demographics S		<u>Documen</u> Feedba		
Table 8: Mental Disorder				
PROGRAM	Yes	No	Total	% Total
HUD-VASH	<u>1,449</u>	<u>1,244</u>	<u>2,693</u>	100.0%
Total	<u>1,449</u>	<u>1,244</u>	2,693	100.0%
Percent of Total	53.8%	46.2%	100.0%	
Table 9: Dual MH and Addiction (Drug or Alcoho	ol) Yes	No	Total	% Total
HUD-VASH	738	1,955	2,693	100.0%
Total	738	<u>1,955</u>	2,693	100.0%

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CARF Demographics Summary

Table 11: Un/Under-Employed Status

PROGRAM	Yes	No	Total	% Total
HUD-VASH	<u>1,102</u>	<u>1,591</u>	<u>2,693</u>	100.0%
Total	<u>1,102</u>	<u>1,591</u>	<u>2,693</u>	100.0%
Percent of Total	40.9%	59.1%	100.0%	

Table 12: Marital Status

PROGRAM	Committed relationship/part nered	Divorced	Married Never married		Remarried	Separated	Unknown
HUD-VASH	<u>47</u>	<u>1,173</u>	<u>197</u>	<u>592</u>	5	222	<u>330</u>
Total	<u>47</u>	<u>1,173</u>	<u>197</u>	<u>592</u>	5	222	<u>330</u>
Percent of Total	1.7%	43.6%	7.3%	22.0%	0.2%	8.2%	12.3%

Widowed	Total	% Total
<u>127</u>	<u>2,693</u>	100.0%
<u>127</u>	<u>2,693</u>	100.0%
4.7%	100.0%	

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Prioritizing resources:

VASH SSVF Community Self-Resolve St

ne

taı ee	 VISN	Facility	Total Vouchers Allocated (HML5 3 Denominator)	Current Number of Veterans Housed (HMLS 3 Numerator)	Vouchers Issued to Veterans but not yet Housed	Vouchers Currently in Use	Number of Voucher Available for Use	Percentage of Vouchers Currently in Use	Percentage of Veterans Housed (HMLS3
	22	Phoenix	903	754	55	847	56	94%	83%
	22	<u>Mesa</u>	191	138	1	144	47	75%	72%
	22	<u>Maricopa</u>	5	1	0	4	1	80%	20%
	22	Tempe	10	11	0	11	-1	110%	110%
		Total	1,118	913	56	1,015	103	91%	82%



Percentage of Veterans within 90 Days Entry to Housed in HUD-VASH (Breakout)

Data Definitions VSSC Help Desk

Click to Send Feedback

*Click on underlined denominator values to view detailed list of veterans.

VHA Support Service Center

4V17		65.00	95	170	55.88%	28	53	52.83%	123	223	55.16%	
4V19		65.00	170	224	75.89%	46	62	74.19%	216	286	75.52%	
5V20		65.00	204	292	69.86%	42	74	56.76%	246	366	67.21%	We ho
5V21		65.00	132	325	40.62%	27	84	32.14%	159	409	38.88%	than a
5V22	(5V22) (501) New Mexico HCS	65.00	25	<u>29</u>	86.21%	9	<u>12</u>	75.00%	34	<u>41</u>	82.93%	
	(5V22) (600) Long Beach, CA HCS	65.00	32	<u>93</u>	34.41%	6	<u>23</u>	26.09%	38	<u>116</u>	32.76%	
	(5V22) (605) Loma Linda, CA HCS	65.00	18	<u>29</u>	62.07%	9	<u>12</u>	75.00%	27	<u>41</u>	65.85%	
	(5V22) (644) Phoenix, AZ HCS	65.00	63	<u>82</u>	76.83%	12	<u>18</u>	66.67%	75	<u>100</u>	75.00%	20
	(5V22) (649) Northern Arizona HCS	65.00	14	<u>22</u>	63.64%	9	<u>12</u>	75.00%	23	<u>34</u>	67.65%	
	(5V22) (664) San Diego, CA HCS	65.00	24	<u>61</u>	39.34%	10	<u>25</u>	40.00%	34	<u>86</u>	39.53%	
	(5V22) (678) Southern Arizona HCS	65.00	24	<u>38</u>	63.16%	6	<u>11</u>	54.55%	30	<u>49</u>	61.22%	
	(5V22) (691) Greater Los Angeles, CA HCS	65.00	35	<u>128</u>	27.34%	9	<u>28</u>	32.14%	44	<u>156</u>	28.21%	
	5V22	65.00	235	482	48.76%	70	141	49.65%	305	623	48.96%	

We house more Veterans faster than any VA in the region.

2020 YTD



Percentage of Veterans Discharged with a Negative Exit

Data Definitions VSSC Help Desk

Click to Send Feedback

*Click on underlined denominator values to view detailed list of veterans.

VHA Support Service Center

4V17		14.00	32	256	12.50%	38	264	14.39%	31	273	11.36%	20	192	10.42%	121	985	12.28%
4V19	V19 14.		44	220	20.00%	42	200	21.00%	33	215	15.35%	40	222	18.02%	159	857	18.55%
5V20		14.00	55	308	17.86%	40	265	15.09%	51	273	18.68%	40	307	13.03%	186	1,153	16.13%
5V21		14.00	64	437	14.65%	59	473	12.47%	55	426	12.91%	54	426	12.68%	232	1,762	13.17%
5V22	(5V22) (501) New Mexico HCS	14.00	6	<u>42</u>	14.29%	4	<u>37</u>	10.81%	8	<u>48</u>	16.67%	2	<u>20</u>	10.00%	20	<u>147</u>	13.61%
	(5V22) (600) Long Beach, CA HCS	14.00	9	<u>73</u>	12.33%	13	<u>77</u>	16.88%	4	<u>57</u>	7.02%	11	<u>52</u>	21.15%	37	<u>259</u>	14.29%
	(5V22) (605) Loma Linda, CA HCS	14.00	5	<u>38</u>	13.16%	10	<u>36</u>	27.78%	5	<u>29</u>	17.24%	9	<u>64</u>	14.06%	29	<u>167</u>	17.37%
	(5V22) (644) Phoenix, AZ HCS	14.00	7	<u>49</u>	14.29%	9	<u>79</u>	11.39%	9	<u>66</u>	13.64%	6	<u>46</u>	13.04%	31	<u>240</u>	12.92%
	(5V22) (649) Northern Arizona HCS	14.00	3	<u>22</u>	13.64%	4	<u>17</u>	23.53%	4	<u>37</u>	10.81%	6	<u>19</u>	31.58%	17	<u>95</u>	17.89%
	(5V22) (664) San Diego, CA HCS	14.00	12	<u>73</u>	16.44%	12	<u>69</u>	17.39%	22	<u>88</u>	25.00%	12	<u>71</u>	16.90%	58	<u>301</u>	19.27%
	(5V22) (678) Southern Arizona HCS	14.00	3	<u>50</u>	6.00%	5	<u>38</u>	13.16%	5	<u>37</u>	13.51%	7	<u>46</u>	15.22%	20	<u>171</u>	11.70%
	(5V22) (691) Greater Los Angeles, CA HCS	14.00	20	<u>226</u>	8.85%	24	<u>186</u>	12.90%	23	<u>149</u>	15.44%	26	<u>189</u>	13.76%	93	<u>750</u>	12.40%
	5V22	14.00	65	573	11.34%	81	539	15.03%	80	511	15.66%	79	507	15.58%	305	2,130	14.32%

We consistently have one of the lowest negative discharge rates in the region.

The VASH Team

40 Social workers , 3 Peer Support Specialists, Housing Specialist, NP, RN, 2 Rec Therapists, Program Analyst

Multidisciplinary teamlets comprised of social workers, peer supports, recreational therapists, NP, RN and team lead

Collaborative home visits (scheduled/unscheduled)

Visit team composition determined by needs of veterans in each visit

Weekly Clinical meetings: to fine-tune visit schedule and tasks, handle housekeeping issues, brainstorm case challenges

Daily huddles: to debrief on outcomes, plan for remaining visits, prepare follow-up interventions

Space always left in schedule to anticipate crisis interventions



VASH Team: Services Offered

• Weekly community and home visits

- Assistance with all steps of Section 8 housing process, from application to lease up
- Care coordination and bridge services, including escort and advocacy during medical and MH appointments within VA healthcare system and with community providers
- Income, employment, benefits access
- Connection to recreational and spiritual services
- Adjustment to the responsibilities and relational experience of living independently
- Guided by evidence-based practices: Housing First, Harm reduction, Critical Time Intervention, Motivational Interviewing, and CBT, with a focus on interconnection between homelessness, psychiatric illness and substance abuse
- Creative and collaborative problem solving with veteran

VASH Team Disciplines: Nurse Practitioner

Direct Rx prescribing

Administration of IM injectable medications

Ongoing medical assessment and treatment planning

Care coordination with other providers

Health Education on medications, symptom management, wellness and recovery

Monitoring caseload's treatment/appointment adherence, Rx refill frequency, provider assignment, clinical reminders

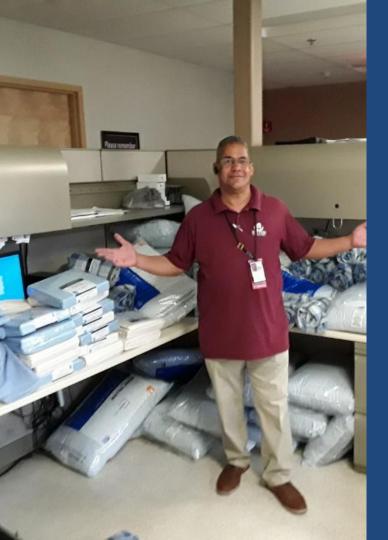
Identification/advocacy related to higher level of care concerns



VASH Team Disciplines: Nurse

Pharmacy coordination

- Care coordination with other providers
- Health education on medications, symptom management, wellness and recovery
- Monitoring caseload's treatment/appointment adherence, Rx refill frequency, provider assignment, clinical reminders
- Advocacy for veterans during appointments and with providers about treatment options and preferences
- Monitoring and tracking status of basic health measures including: BP, diabetes management, weight
- Administration of flu shots



VASH Team Disciplines: Peer Support Specialist

- Street/shelter outreach
- Housing search and landlord recruitment
- Use of personal recovery story for engagement
- Education about MH and substance abuse rehab and recovery services within the VA and in the community
- Advocacy and assistance navigating VA treatment
- Enhancement of military cultural competency among team
- Evidence based individual and group clinical support, including SST, MI, and WRAP plan co-development

VASH Team Disciplines: Recreational Therapist



- Assessment of leisure functioning
- Community reintegration outings
- Public transportation education and utilization
- Community resource development
- Adaptive recreation participation
- Evaluation of adaptive equipment
- Stress management
- Relapse prevention
- Coping techniques
- Holiday and special events programming
- Leisure education with Veterans and their families
- Fitness and wellness programs
- Discharge planning

Street/shelter/home engagement

Housing assistance and advocacy, from application to move-in

Benefits Access, legal referrals, and other concrete services as needed

Connection to regular and specialty medical and mental health care

Providing a systemic and bio/psycho/social/spiritual lens to assessment of mental/medical status

Assistance coordinating care within the team

Direct clinical services as needed, including: CBT, MI/MET, SST

Psychoeducation about conditions, treatment recommendations, coping strategies

Ongoing assistance with adjustment to independent living, including budgeting, education/employment, etc.

VASH Team Disciplines: Social Worker



VASH Team Disciplines: Team Lead/Senio r Social Worker

- Administrative and clinical oversight, through supervision, productivity reporting, and case conferences
- In-services throughout hospital to educate providers on team's work, and discuss collaboration ideas with shared veterans
- Participation in clinical interventions, to share the team's workload, and model interventional strategies
- Encourage partializing of problems, delegation of role and responsibility, to best utilize discipline skillsets
- Monitoring of case and crisis response follow-through
- Tracking progress with supervisory staff and ensuring optimal performance of various disciplines

Challenges

• Work load management

- Housing location and working with landlords to preserve tenancy
 Using the lease as the structure
- Motivating Veterans to change long standing behaviors
- Developing sustainable resources
- Travel to home visiting and transportation in general
- Concern over Veterans ability to manage housing independently



Service, social justice, the dignity and worth of the person, the importance of human relationships, integrity, competence, human rights, and scientific inquiry are among the core values of social work.



Competency 1: Demonstrate Ethical and Professional Behavior

Competency 2: Engage Diversity and Difference in Practice

Competency 3: Advance Human Rights and Social, Economic, and Environmental Justice

Competency 4: Engage In Practice-informed Research and Research-informed Practice

Competency 5: Engage in Policy Practice

Competency 6: Engage with Individuals, Families, Groups, Organizations, and Communities

Competency 7: Assess Individuals, Families, Groups, Organizations, and Communities

Competency 8: Intervene with Individuals, Families, Groups, Organizations, and Communities

Competency 9: Evaluate Practice with Individuals, Families, Groups, Organizations, and Communities THERE IS NO ONE BETTER SUITED TO END HOMELESSNESS THAN US!

Resources

VHA Technical Manual: FY18 Homeless Performance Measures and Metrics be Acrobat

HUD-VASH Directive 2017 1 2.05(1)

HUD-VASH Resource Guide for Permanent Housing and Clinical Care, NCHAV, 2012.

- SAMHSA Permanent Supportive Housing Toolkit:
 - sed-Practices-EBP-KIT/SMA10-4-10
- Housing First Checklist Interagency Council on Homelessness:

Questions or Comments?

ANNE.COOK@VA.GOV 602.350.4096

MEAGAN.MONTEIRO@VA.GOV 602.570.9912

Trevor Southwick- Arizona Housing, Inc.





Trevor Southwick, MSW Supportive Housing Manager Arizona Housing, Inc. tsouthwick@azhousinginc.org 602-819-5007 HOUSINGISA

Arizona Housing, Inc.

- 501(c)(3) Non-Profit Organization
- Currently 616 Units of Affordable Housing across 5 properties
- Will be over 700 by next year
- Permanent Supportive Housing
- Community Partnerships (VASH, CBI, etc.)



Housing as a Social Determinant of Health

- What is the link between homelessness and poor health outcomes?
- Risks associated with those experiencing chronic homelessness
- What about those experiencing housing instability?
- Increase burden to the Medicaid system



Lack of Affordability

- National Shortage: 7.3 million <u>affordable</u> and <u>available</u> rental homes for extremely low-income renters
- Between 2019 and 2021, the shortage increased by more than 500,000 rental homes!

Arizona Data

179,846 OR 20% Renter households that are extremely low income

KEY

FACTS

-136,282 Shortage of rental homes

affordable and available for extremely low income renters

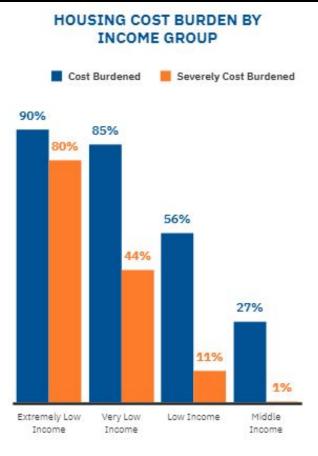
\$26,500

Maximum income for 4-person extremely low income household (state level)

\$48,747

Annual household income needed to afford a twobedroom rental home at HUD's Fair Market Rent. 80%

Percent of extremely low income renter households with severe cost burden

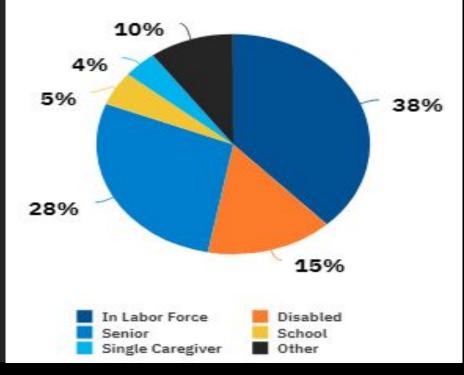


Note: Renter households spending more than 30% of their income on housing costs and utilities are cost burdened; those spending more than half of their income are severely cost burdened.

Source: NLIHC tabulations of 2021 ACS PUMS

Arizona Data Cont.

EXTREMELY LOW INCOME RENTER HOUSEHOLDS



Addressing Veteran Housing Insecurity

- Continuums of Care
 - Maricopa Regional Continuum of Care (MRCoC)
 - Tucson Pima Collaboration to End Homelessness (TPCH)
 - Balance of State (BoS)
- Homeless Response System
- Community Resource and Referral Center (CRRC) – 1500 E. Thomas Rd., Suite 106 Phoenix, AZ 85014
 - Veteran Entry Point
 - Housing referrals (VASH, SSVF, etc.)
 - Grant and Per Diem (GPD) transitional housing referrals

<u>https://www.healthaffairs.org/do/1</u> <u>0.1377/hpb20180313.396577/</u>

- <u>https://www.va.gov/HOMELESS/</u> <u>Crrc.asp</u>
- <u>https://www.va.gov/homeless/gp</u> <u>d.asp</u>
- <u>https://nlihc.org/news/nlihc-releas</u> es-gap-2023-shortage-affordable -homes
- <u>https://nlihc.org/housing-needs-b</u> <u>y-state/arizona</u>

Billy Gibson- Guest Speaker





Resources Utilized

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QUESTIONS?

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Session 1 Evaluation

We want to hear from you!





If you are a service member, veteran or family member and you need support or assistance of any kind please call Be Connected at 866-4AZ-VETS or visit our website at www.ConnectVeterans.org



www.ConnectVeterans.org

