

Webinar Starting Shortly!

Let us know where you are! Click the marker icon to open the annotation toolbar on the left. Click the arrow to mark where you are and click again to stop using it.



WebEx Technology: Communication

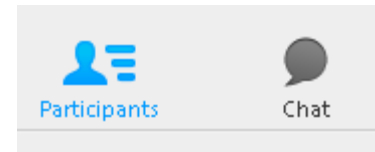
You are muted.



Have a question or comment?

Type into the Chat box.

Click the icon to open.

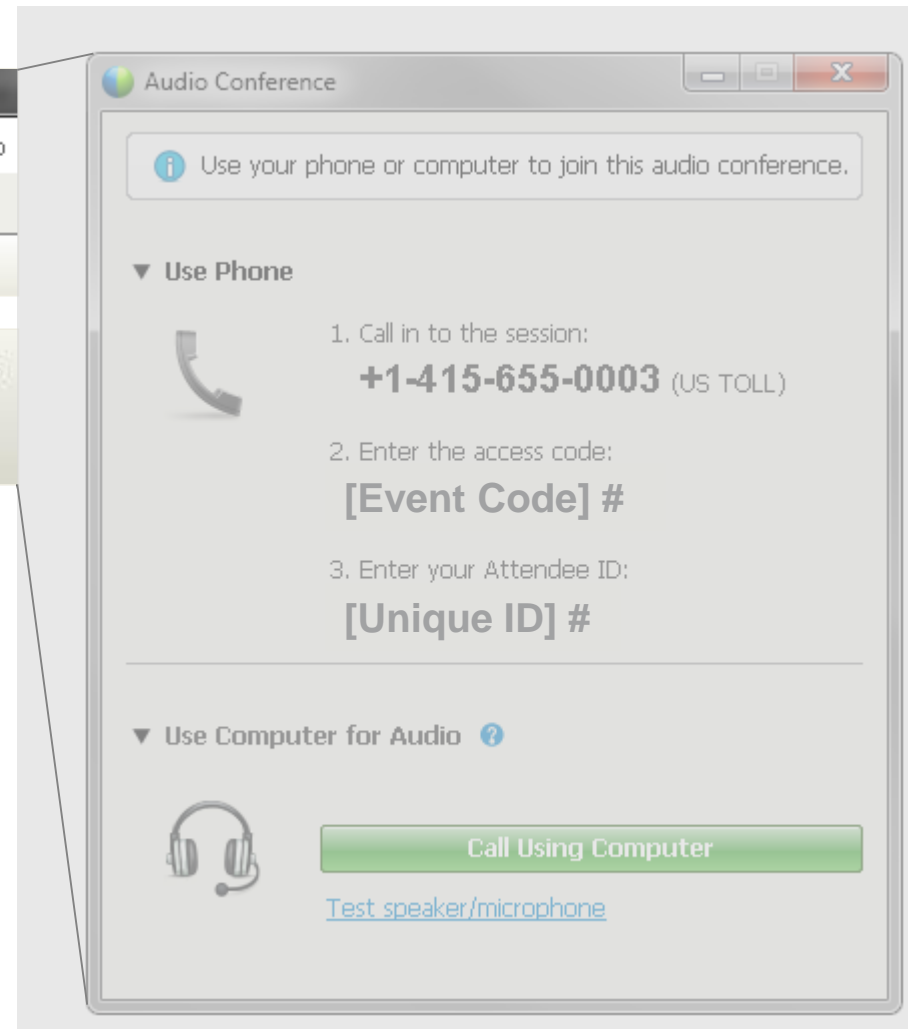
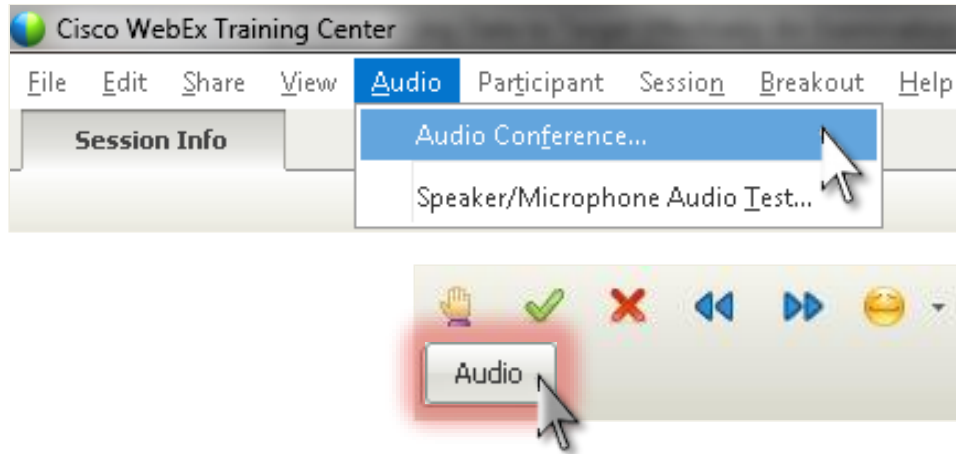


Technology Issues

Content Questions

A screenshot of the WebEx chat interface. At the top is a blue header bar with a speech bubble icon and the word 'Chat'. Below this is a dropdown menu for 'Send to' with the following options: 'Host', 'Presenter', 'Host & Presenter', 'Host, Presenter & Panelists', 'All Participants', and an empty option. The 'Host' and 'All Participants' options are highlighted in blue. Below the dropdown is a text input field with the placeholder text 'Select a participant in the Send to menu first, type chat message, and send...'. To the right of the input field is a 'Send' button. Two blue arrows point from the left towards the 'Host' and 'All Participants' options in the dropdown menu.

WebEx Technology: Audio Trouble



Can you hear us? If not:

Option 1 – chat to CSH Events and we will try to help

Option 2 – request approval to join via phone 

Option 3 – log off and restart the webcast

New Tools and Guidance for Ending Veteran Homelessness

December 18, 2015





Panelists

- **Marcy Thompson**, Senior Advisor, Office of the Deputy Assistant Secretary for Special Needs, HUD
- **Keith Harris**, National Director of Clinical Operations, VA
- **Beverley Ebersold**, Director of National Initiatives, USICH
- **Tom Albanese**, Senior Associate, Abt Associates
- **Doug Tetrault**, Associate, Technical Assistance Collaborative



Webinar Format

- This webinar will last 60 minutes.
- Due to the relatively high number of participants, you are in “listen only mode.”
- Webinar slides and recording will be available on usich.gov and emailed to all registrants.
- Resources will be provided at the end.



Webinar Agenda

- Federal partner clarifications and reminders
- Resource orientation
 - Federal Criteria and Benchmarks Review Tool
 - Master List Template & Benchmark Generation Tool
- Questions & Answers

Federal Partner Clarifications & Reminders





Federal Clarifications & Reminders

- Criteria & benchmarks should be examined together to see how entire system is functioning
- Criteria & benchmarks = *minimum* system qualities and performance that indicate homelessness among veterans is **rare, brief, and non-recurring**
 - Represent key homeless response **system practices** (e.g., comprehensive outreach, coordinated entry, limited use of TH) and **performance** (e.g., avg time to PH)
 - Exemptions are not exclusions (e.g., CH Veteran who accepts PH offer only exempted for 90 days)
 - Community can set other goals and/or more aggressive targets
 - Benchmark B = community-wide average
- Voluntary, but *must meet for Federal recognition*



Federal Clarifications & Reminders, cont'd.

- Aim to achieve by 12/31/15 *or as soon as possible*
- Achievement is an important ***milestone***. To sustain and build on initial success, it is critical to...
 - ***Institutionalize*** key practices/processes
 - ***Conduct ongoing monitoring and periodically evaluate*** to determine if system practices, processes, and performance is at or above minimum level
 - ***Adjust and implement corrective action*** as needed. Continue to improve upon past success and address emerging needs or gaps



Federal Confirmation Process

To begin the confirmation process:

- Download the [Criteria, Benchmarks, and Specifications](#)
- Contact any one of the following Federal reps and request sample template:
 - HUD Field Office
 - HUD Regional Administrator
 - Veterans Integrated Service Networks (VISN) Homeless Coordinator
 - VA Medical Center
 - USICH Regional Coordinator
- Gather requested data and complete template (review and obtain endorsement from key partners)
- Submit request to your primary Federal representative to initiate Interagency review



Federal Confirmation Process, cont'd.

Interagency Review Team:

- USICH, HUD, VA representatives
- Reviews confirmation requests
- This may include clarifying questions, requests for additional data to clarify
- Outcome of review is provided to community
 - If confirmed: Federal government issues formal confirmation letter and offers to coordinate w/ community on announcement & messaging
 - If not confirmed: Federal partners are available to offer guidance and technical assistance to help address the issues raised in the review

Federal Criteria & Benchmarks Review Tool





Federal Criteria & Benchmarks Review Tool

Important to review criteria and benchmarks with local partners to:

- **Assure understanding** of each criteria and benchmark
 - **Identify data** needed from by-name list or other source(s) to measure benchmarks
 - **Determine or clarify local goals:** Decide if federal criteria/benchmarks are also the community goals *or* if community has higher goals than Federal minimum criteria/benchmarks
 - **Identify gaps:** practices, data, performance
 - **Create a plan:**
 - 1) Overall target date for achieving goals,
 - 2) Data/list management and periodic system evaluation, and
 - 3) Strategies, actions, timeline, and owner to address any gaps
 - **Identify priority areas for technical assistance**
-
- Involve all key stakeholders and be thorough
 - Use the ***Federal Criteria and Benchmarks Review Tool*** if helpful



Federal Criteria & Benchmarks Review Tool

- Use of the tool is voluntary
- Use for baseline assessment of community standing and to identify key gaps
- Use multiple times to track progress
- Review tool does not take place of Federal interagency review

Master List Template & Benchmark Generation Tool





Active, By-Name List (i.e., Master List)

Why is an active, by-name list important?

- An active, by-name list that is routinely updated is key to...
 - ✓ Ensuring you identify all Veterans currently homeless
 - ✓ Tracking Veterans from Identification to PH or other exit from homelessness, and all PH intervention offers when applicable
 - ✓ Have a single data source/tool for case conferencing across providers, and...
 - ✓ Have a single data source for benchmark measurement



Active, By-Name List (i.e., Master List)

How should we operationalize an active, by-name list?

1. Identify who “owns” the list and will be responsible for updates, circulation
2. Identify all homeless programs and other data sources necessary to ensure list includes all literally homeless Veterans in CoC geography
 - Unsheltered (regardless of outreach engagement)
 - Sheltered (all emergency shelter, Safe Haven, transitional housing – include GPD and HCHV contract beds)
3. Identify data sources for each program where information will be used to populate the list. Sources may include: HMIS, VA HOMES and individual providers/touchpoints
4. Create standard procedure and time frame for each data source and how those data sources contribute to the list
5. Ensure/create appropriate ROI and client consent protocols with each program and data source
6. Ensure each program and data source collects and can provide all data necessary for tracking, case conferencing, and to calculate benchmarks.



Active, By-Name List (i.e., Master List)

Minimum data needed to calculate benchmarks:

- Unique Veteran identifier(s)
- Date of identification
- Current location/status (unsheltered, sheltered, housed, other not literally homeless, missing/unknown)
- Chronic homeless status
- PH intervention offer(s)
 - Date of offer
 - Type of PH intervention offer (e.g. HUD-VASH, RRH, PSH, other PH subsidy)
 - Veteran decision (accept/decline)
 - Date of Veteran decision
- Date of move-in to TH (if applicable)
- Destination (use HMIS response categories)
- Date of move-in to PH or other exit from literal homelessness



Active, By-Name List (i.e., Master List)

- **Short-term:** for most, list must be manually created and maintained. However, routinely updating manual list from multiple data sources likely not sustainable.
- **Mid-term:** increase HMIS participation; create custom fields in HMIS to capture necessary or useful data
- **Long-term:** capture all data in HMIS and use for ongoing tracking, reporting; update workflow as needed

The *Master List Template & Benchmark Generation Tool* may useful short/mid-term tool.



Master List Template & Benchmark Generation Tool

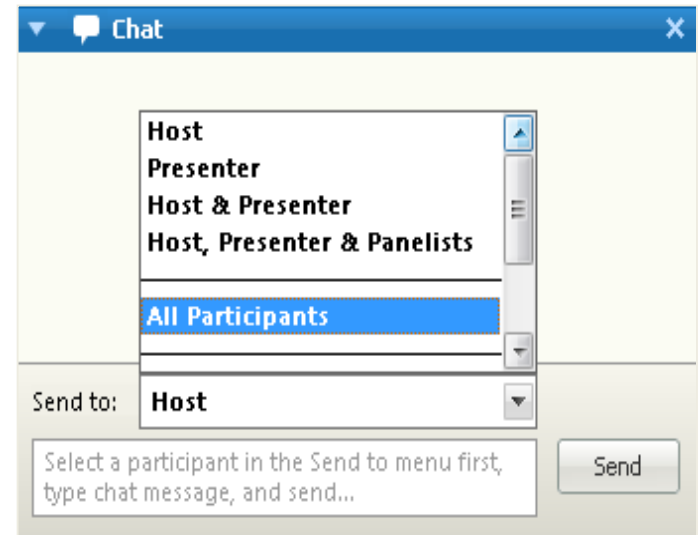
- Resource includes
 - Master List template
 - Locked to prevent “breaking” generation tool
 - Underlined fields used in benchmark calculations
 - Multiple sets of fields for each PH offer (enough to measure over 90 day period)
 - Optional fields
 - Benchmark Generation Tool
 - Automatically calculates each data point for benchmarks A through D
 - “Detail” worksheets for each benchmark data point
 - Clients included in each data point
 - Instruction tab
 - How to use
 - Benchmark formulas
 - HMIS crosswalk



Questions?

Please submit your questions via the *CHAT* function found in your WebEx toolbar.

The webinar will be available on our website at <http://www.usich.gov>. We'll send all attendees an email when it's posted.





Resources

- Achieving an End to Veteran Homelessness: [Criteria and Benchmarks](#)
- Federal partner 12-17-2015 blog post on [Clarifying the Federal Criteria and Benchmarks](#)
- SNAPS In Focus: [What it Means to End Veteran Homelessness](#)
- Data Sharing: [VA Guidance on HMIS Access](#)
- Strategies to End Veteran Homelessness: [Vets@Home Toolkits](#)
- [10 Strategies to End Veteran Homelessness](#) (USICH Resource)



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