



Tribal HUD-VASH Program

Setting Your Program Up For Success

DAY TWO: OPENING SESSION

INVOCATION AND WELCOME BACK

Welcome Back!

Let's Review:

➤ *Aha! Moments*



➤ Questions and Concerns

I'm confused,
oh wait,
maybe I'm not.

SESSION THREE: PANEL DISCUSSION

IMPLEMENTING TRIBAL HUD-VASH

SESSION FOUR: GROUP DISCUSSION

EMERGING CHALLENGES: IDENTIFYING ISSUES & PROBLEM SOLVING

SESSION FIVE

VETERAN RECRUITMENT

Howard Burchman
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Eligibility

Meet requirements to access VA healthcare

Be homeless or at risk of homelessness

Be willing to participate in case management

Meet housing standards:

- Native American or Alaska Native
- Income eligibility
- Sex offender status
- Tribal Preference, if applicable

VA Health Care Eligibility

Active military service – not dishonorable discharge

- Minimum duty requirements

How to determine:

- Apply online at Vets.gov
- SQUARES
 - Allows SSVF and CoC HMIS to instantly determine Veteran status
- Apply by phone: 1-877-222-VETS

Identify & Engage Veterans

Marketing Strategies

- Flyers, posters, brochures, magnets
- Community announcements

Building relations with the tribe

Collaborating with law enforcement, EMS, ERs



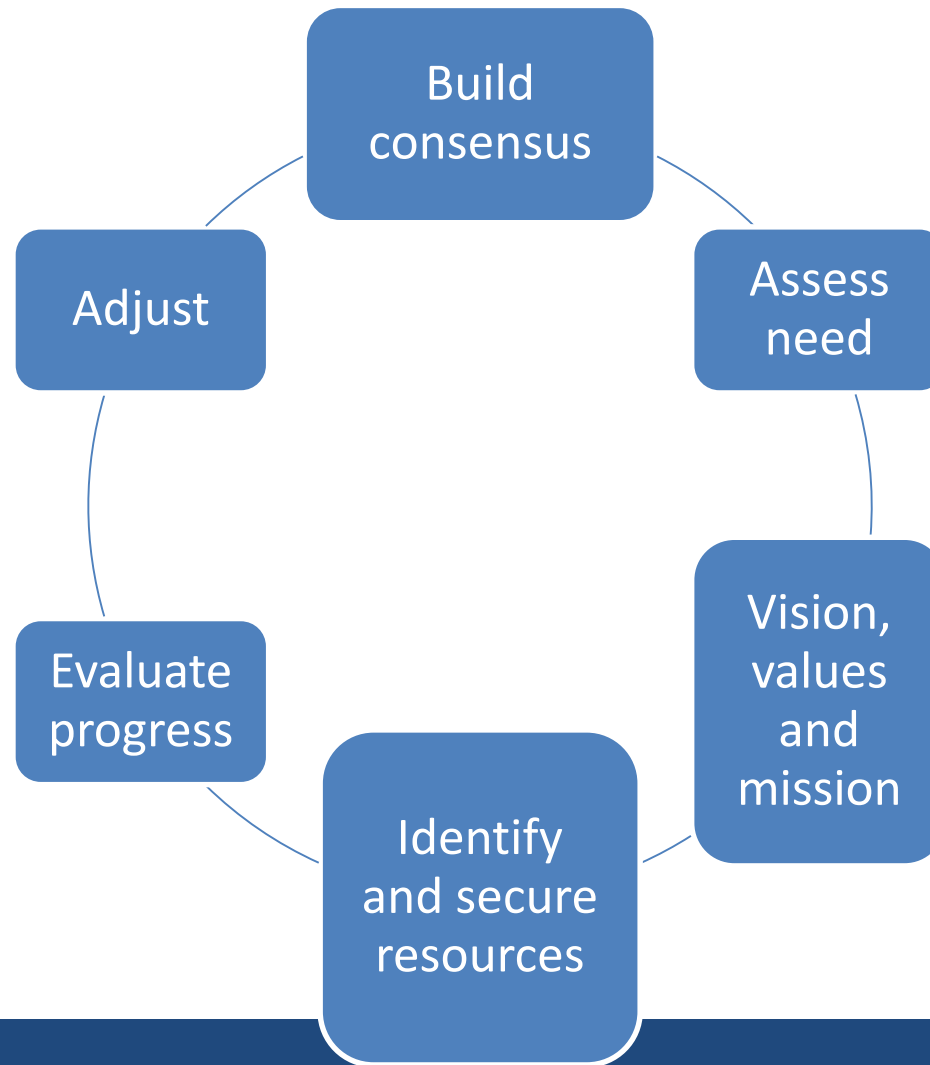
Outreach

- Outreach is critical to identify and encourage Veterans experiencing homelessness to access services.
- Persistent, coordinated and creative outreach efforts are important:
 - Finding where Veterans are living.
 - Getting assistance from others (local law enforcement, hospital ER, other service agencies, etc.) to refer individuals.
 - Beginning a compassionate, respectful, helping relationship.
 - Establishing trust and consistency.
 - Learning what the Veteran's wants.
- *Engagement is an ongoing process.*
 - It may take time before Veterans experiencing homelessness is willing to accept help.

By-Name Lists

- Communities have developed a “By-Name” list of all of the homeless persons and families.
- By using the name and other demographics, they prevent duplication.
- It helps them to know exactly how many need help and what they need at any given time.
- It helps to identify specific needs or eligibility.
- Groups can track the status and progress.

Collaborate & Communicate



Raising Awareness in the Community

- Town Halls
- Meeting with individuals/groups who might know Veterans in need
- Targeted events (*example: Veteran Stand Down*)
- Veterans Service Organizations
- Tribal leadership
- Flyers, Social Media, Email Blasts
- PSAs and radio/feature stories
- Educate others in the community

Referral Sources

- Health Care Providers
 - Hospitals
 - Indian Health Service
 - FQHC
- Veterans Services Organizations
- Law Enforcement
- Tribal Services
- Community Centers



“Other” Resources for Homeless Veterans

Grant and
Per Diem:
Transformation
– All programs
rebid

- Transition in Place - PH
- Low Barrier TH
 - Bridge housing
 - Low Demand
 - Hospital to Housing (Respite Care)
 - Clinical Treatment
 - Service Intensive TH

Supportive Services for Veteran Families

Supportive Services

Outreach

Case management

Connections to VA

Temporary financial assistance

Rapid rehousing

Utility assistance

Household start up expenses

Eligibility for SSVF/GPD

All persons who have served at least one day of active duty in military and do not have:

- A dishonorable discharge
- Discharge under general court martial

Meet homeless or at risk of homeless definition

Other Than VA Resources

Continuum of
Care funded

- Encouraged to prioritize VA ineligible Veterans
 - Coordinated Entry
 - Prioritization
- Permanent Supportive Housing – Disabled households
- Rapid Rehousing

Community
based
affordable
housing

- Senior housing
- Vouchers/public housing
- Tax credit – community based developments
- TDHE housing

Discussion

- How will you locate Veterans?
- What organizations will you partner with?
- What would help?
 - Marketing materials
 - Other assistance?
- Brainstorm on ways to recruit and engage homeless Veterans and then we have a report back to the group.

Break Time!



BREAKOUT SESSIONS:

- 1. TRIBAL HUD-VASH: POLICY & PROGRAM REQUIREMENTS**
- 2. VA CASE MANAGERS AND SUPERVISORS SESSION**

BREAKOUT SESSION SIX (A)

**TRIBAL HUD-VASH POLICY & PROGRAM REQUIREMENTS:
GRANTS MANAGEMENT AND
DATA COLLECTION REQUIREMENTS**



Robin Thorne
LindaLee Retka

GRANTS MANAGEMENT

Applicable Rules

- 2 CFR Part 200 Uniform Administrative Requirements
 - Financial management, audit, conflict of interest
- Federal Register Notice - Implementation of the THVASH Program
 - Policies
 - Recordkeeping & Reporting
 - Program Income

Financial Management

- Standards for financial management systems
- Financial reporting - accurate, current and complete
- Accounting records – identify source and use of grants
- Internal control – assets safeguarded and used for authorized purposes

Tribal HUD-VASH Program Income

- Per the Oct. 21, 2015 Implementation of the Tribal HUD-VASH Program Notice, program income:
 - Must be spent on affordable housing activities.
 - Such income may not be spent on housing-related activities, as defined in 24 CFR 1000.10.
 - Grantees are encouraged to use program income to serve eligible veterans first.

Tribal HUD-VASH Program Income Is...

- Amounts paid to the Tribe/TDHE to cover the rental assistance payment of Native American veterans and their families in Tribe/TDHE-owned or operated housing;
- Tenant rent contribution payments collected under this program; and
- Any other income earned from the disbursement of grant funds, including income earned on funds received from such payments.

REPORTING AND RECORD KEEPING

Reporting

- Annually: APR – Reporting Outputs on Veterans Served
 - Report on actual veterans served and housed
 - Should tie with data from 50058 Report
- Quarterly: SF-425
 - Track Program income
 - Expenditures
- ONAP Guidance 2016-15 Record Keeping at Initial Occupancy

Managing Veteran Files

- Maintain records of referrals, eligibility or denial
Create a physical file. Maintain copies of pertinent items.
- Verification of Sex Offender background checks
- Any changes to income or household composition must be kept in the veteran's file and transmitted via the 50058 revised for Tribal HUD VASH program.

50058 Reporting Tool

- Currently under development
- Complete during:
 1. Initial signups
 2. Annual re-examinations/interim re-examinations
 3. Changes in payment or units, or household composition
 4. Withdrawal from program

Reporting Tool

- Type of information that will be collected:
 - Personal information on the veteran and family members in the unit;
 - Location of the unit (address);
 - Information about the unit (# of bedrooms, type of unit, etc.);
 - Tenant's expected monthly contribution towards rent.

Reporting Tool

- Tribe will fill out information, save as a file, and send the file to HUD as an email attachment.
- Will have direct upload capabilities developed in the near future.
- Instructions with screen shots will be sent with tool on how to fill out form and submit.

What to do in the interim?

- Maintain information in Veteran's File.
- Collect Information Outlined in ONAP Guidance 2016-15- Record Keeping at Initial Occupancy.
- Upload information when system is available.
- Then Use 50058 reporting system for each lease up, but still maintain paper records.

Annual & Interim Recertification

- Any changes in income, rent, or household composition must be reported using the relevant sections of the HUD–50058 Form.
- A paper copy of this information must be kept in the veteran's file and be transmitted electronically to HUD at the time of the interim reexamination.

Resources

- **Federal Register Notice 80 FR 63822:**
<https://www.federalregister.gov/articles/2015/10/21/2015-26748/implementation-of-the-tribal-hud-va-supportive-housing-program>
- **HUD's Office of Native American Programs:**
http://portal.hud.gov/hudportal/HUD?src=/program_offices/public_indian_housing/ih/tribalhudvash
- **Tribal HUD-VASH Record Keeping at Initial Occupancy:**
https://portal.hud.gov/hudportal/documents/huddoc?id=2016-05fy16_tribaloccp.pdf
- **Fair Market Rents:**
<https://www.huduser.gov/portal/datasets/fmr.html>
- **VA Homeless Programs:** <http://www.va.gov/homeless/>
- **VA Resources:** <http://www.va.gov/homeless/resources.asp>

BREAKOUT SESSION SIX (B)

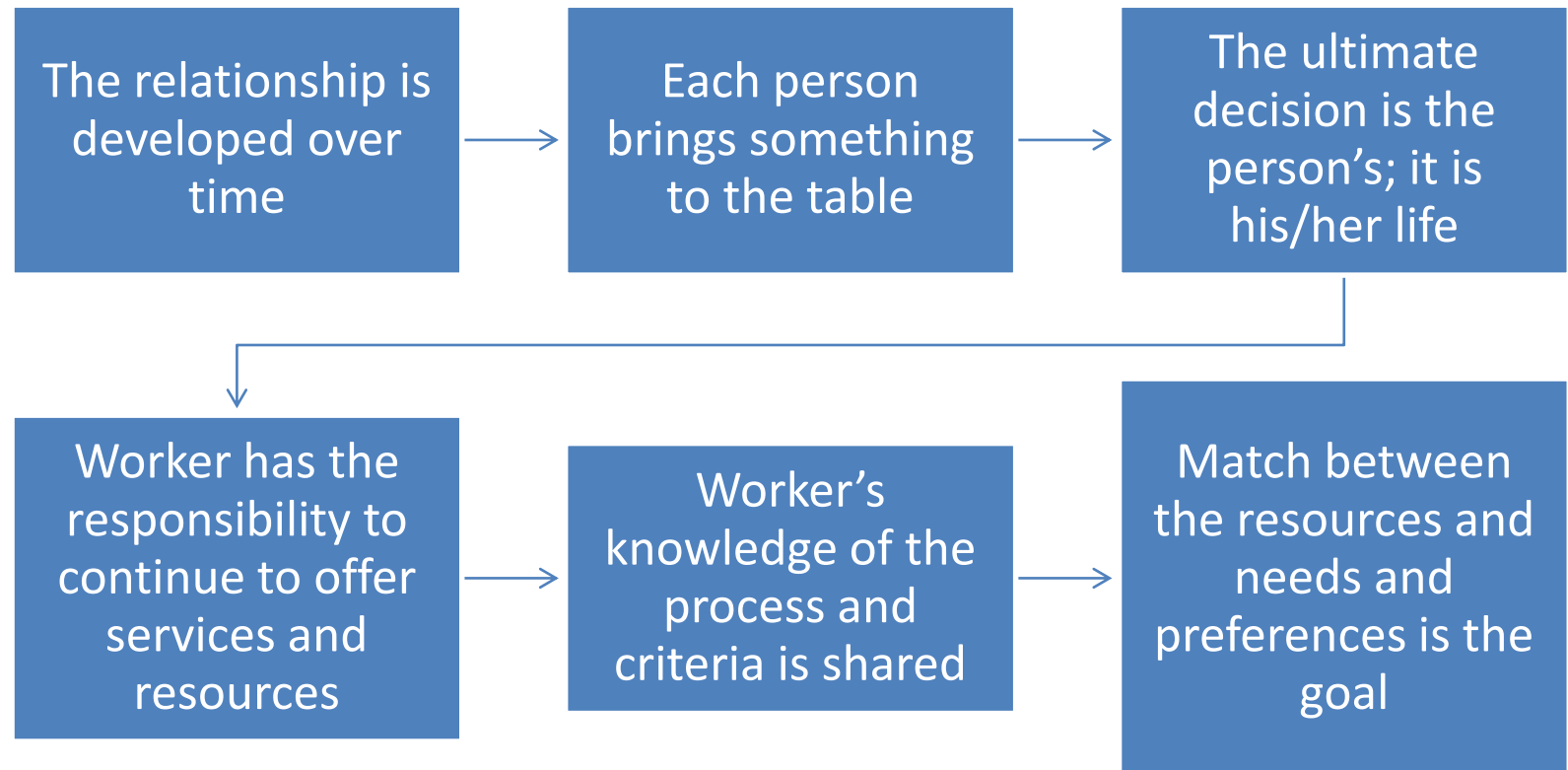
**TRIBAL HUD-VASH:
VA CASE MANAGEMENT**

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Engaging the Relationship



The Relationship: Past Experiences



Directive: the worker tells them what to do and what you get is contingent on compliance



Limited: Options are the same for everyone and does not reflect needs or preferences



Doesn't Come Through: this will never happen

Past Experiences (2)



Quid Pro Quo:
Everyone expects a trade for the services they deliver



Social Control: Their job is to really to get me to take medication or stop using



Magic: They have lots of resources and they give them to the people they like the best

Engagement Techniques

Look at the Person:

- How do they live?
- What is their role?
- What do they do all day?
- What do they want?
- What is bothering them?



Introduce yourself

- The first step is to engage and establish a working relationship.
- Key to this is to identify what each person wants and tune into what they are feeling.
- Once even small goals are established, engagement and the work begins.
- As people achieve small things, confidence and trust grows and they can take on bigger things.
- Building motivation for a home and connecting it to what the Veteran's goals are is the worker's focus during engagement.



What is Important to Each Person?



Establishing priorities for each person is an important part of the practice.



Assisting people to rate their requests and priorities is a part of motivational practice.



This can also establish a place to begin.

Housing Needs and Preferences

Location

Access to Transportation

Proximity to Significant Others

Proximity to Services

Unit Size and Housing Density

Pets

Ideal v. acceptable, negotiable/non-negotiable



Assess Housing and Homeless History

Past housing experiences

Current housing goals

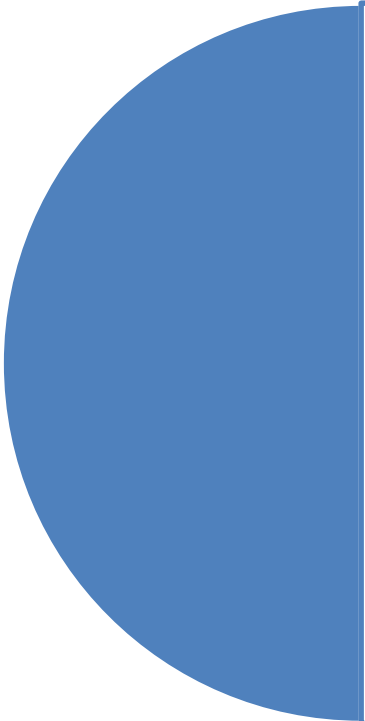
What they liked/didn't like
about previous housing

Barriers to access and
sustainability



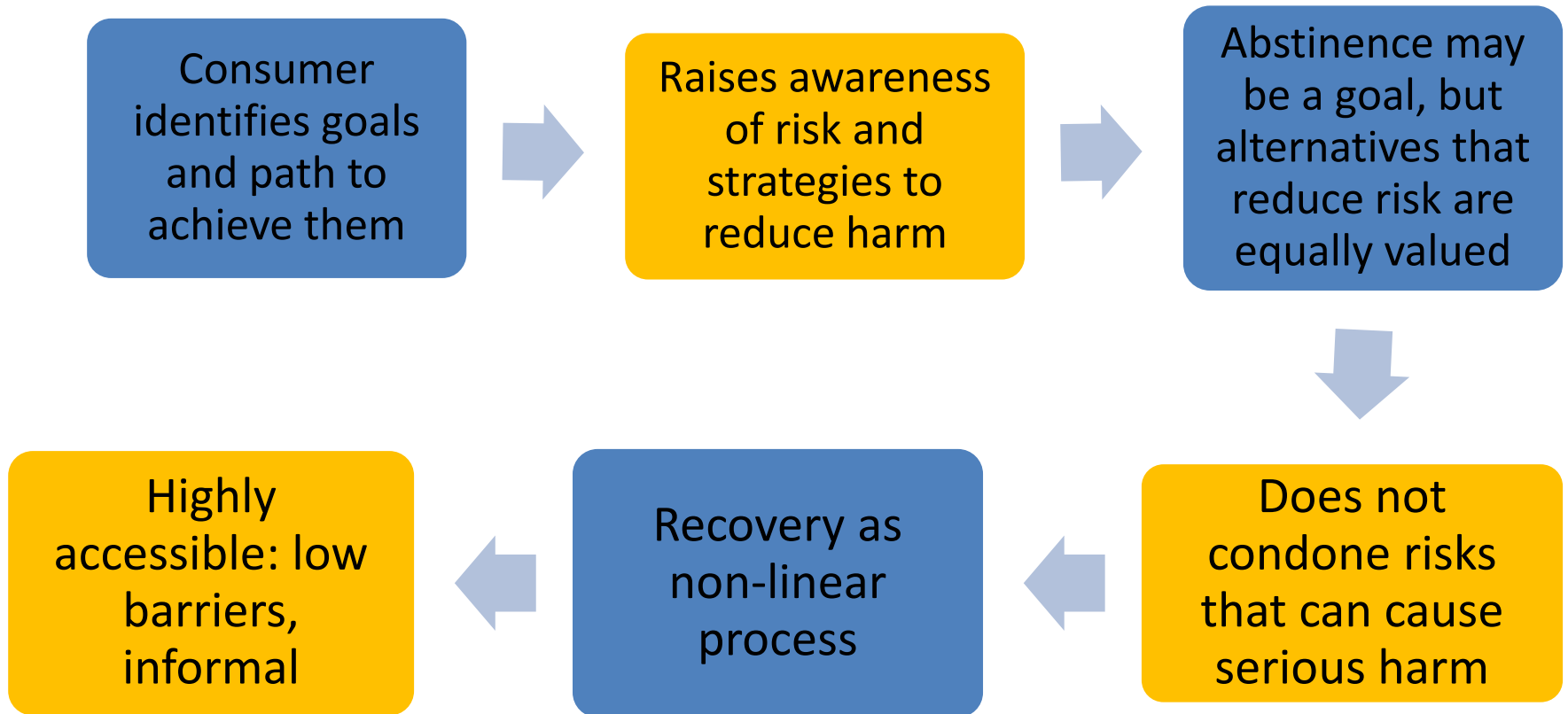
HARM REDUCTION:

Negotiating Change

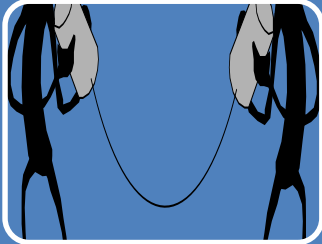


Harm Reduction is a perspective and a set of practical strategies to reduce the negative consequences of drug use, incorporating a spectrum of strategies from safer use to abstinence.

HARM REDUCTION



Open communication

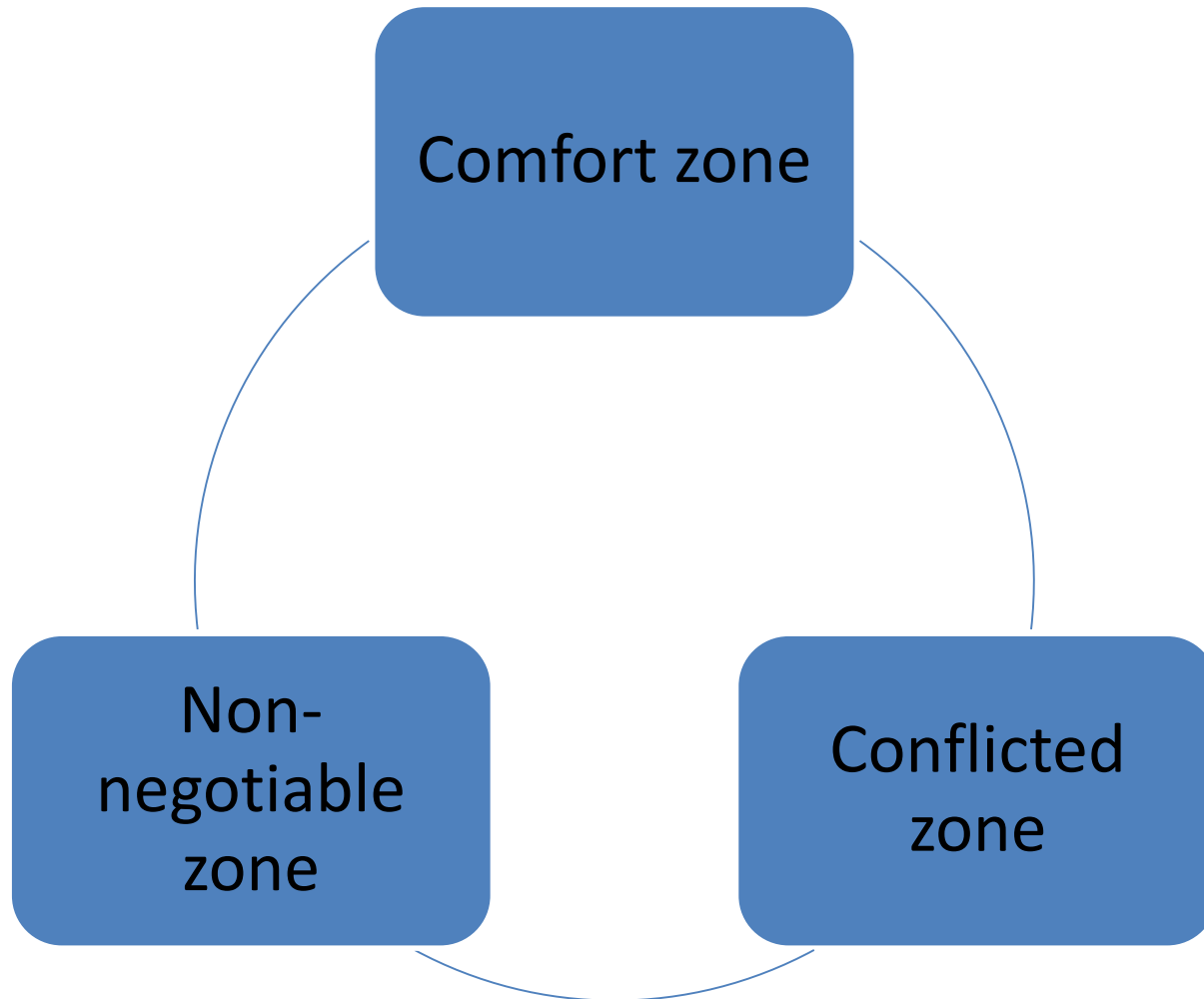


Discuss issues in terms of benefits and costs/consequences
(Of changing and not changing)



Harm reduction is not applied in imminent risk situations – worker needs to be assertive

Supporting Choice



Working Safely in the Field

Communicate

- Have a game plan – make sure someone knows when and where you are going.
- Call or text when visit has been completed.

For the home visit

- Be aware of surroundings, other people and animals – ask if others are in the home.
- Maintain a respectful physical distance.
- Use good listening skills.
- Park your car so that you can exit quickly, if needed – keep car keys handy.
- Maintain a clear route to the exit.

Home Visit Safety

If concerned about a home visit

- Find someone to accompany you.
- Find a public place to meet.
- Trust instincts.
- Do not enter if behavior appears inappropriate or under influence of substances.
- Visit areas of high risk early in day.
- If situation doesn't feel safe, leave and reschedule.

Weapons and Hazards

- Be aware of household items that could be used as weapons.
- Be mindful of possibly dangerous animals on premises.
- Discuss risks in advance and request removal or safe storage.

Lunch



SESSION SEVEN:

**COLLECTIVE IMPACT: BUILDING A
STRONGER TEAM**

Dana Ullrich,
Collaborative Solutions

Creating Your Team

- Ending Veteran Homelessness is **not** a solo act.
- Success depends on teamwork...
 - and teams thrive or wilt based on the quality of the relationships among partners and across systems.
- Homelessness is a complex issue and requires a collective solution (i.e., your team).



Building Your Team

Team Strategy:

- Increase Outreach
- Build Awareness
- Identify & Engage Veterans

Team Start Up:

- Develop a broad list of all potential stakeholders
- Recruit!
- Establish clarity about roles and expectations

Resources for Building Your Team

- VA and VA Stakeholders
 - Tribal Veteran's Affairs
 - VAMC
- Veteran Service Organizations
- Tribal Leadership
- Indian Health & Allied Health Professionals
- Community Partners & Civic Organizations
- Faith Community
- Homeless Continuum of Care (CoCs)

Building Awareness & Support

- Town Halls
- Community Champion
- Veterans Service Organizations
- Veteran Stand Down
- Tribal Leadership
- Outreach through flyers, email blasts, social media
- Word of mouth

It is all about developing connections

Community Collaboration

Don't give up! It takes time to:

- *Build trust*
- *Understand roles and responsibilities*
- *Invite and answer questions*
- *Get the right people involved*
- *Develop a shared vision*



Who Is Missing from Your Team?

- Using the *Creating Your Team* handout:
 - Identify potential partners (*Who needs to be a part of your team?*)
 - Name ways they can help identify and engage veterans (*How can you work together?*)



SESSION EIGHT:

SUPPORTING VETERANS IN MAINTAINING HOUSING STABILITY

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Tenancy Role

In order to maintain tenancy each Veteran must understand the rights and responsibilities of being a tenant.

Same rules as all other tenants in community.

Rules must be consistent and predictable.

The roles of a tenant gives the Veteran an early indication of progress and any barriers.

Roles: Property Owner and Support Services



Property owner/manager has a key role in helping people understand their lease obligations and to comply with them. (Assertive approach)



Case managers provide and arrange for services needed to access & maintain housing and also function as advocates for the tenant.

Using the Lease to Structure the Work

- Goals: stable housing and meeting tenancy obligations.
- Achieving goal requires active coordination between landlords/building management and support services staff, while maintaining the functional separation of these two staffs.
- Separating functions helps people learn by being treated no differently from any other tenant. (Don't want to create alternate reality.)
- Threats to tenancy may motivate tenants to use services to keep housing.
- Eviction process can be used to preserve tenancy – stipulations.

Coordinating PM & Services

- The relationships between Property Management and Supportive Services to tenants is the foundation of helping people maintain tenancy.
- Roles need to be clear and consistent to function well.
- Response to behavior within the buildings must be consistent and predictable to establish norms.
- Information is key: all observed should be communicated.



Tenants' Rights

Right to live in decent,
safe, and sanitary
housing free from
environmental hazards


Right to have repairs
in a timely manner

If unit not maintained,
rental assistance
payments withheld

Right to reasonable
notice in writing of any
non-emergency
inspection or entry into
unit

Reasonable
accommodations for
disability

Obligations of Tenancy



Allow neighbors peaceful enjoyment of their homes
No criminal activity in unit or common area
Maintain unit according to health and safety standards
Dispose of garbage and waste appropriately
Make required rental and utility payments on time
Only people on the lease may live in the unit

Clarence

- Clarence has recently moved into housing. He knows several of the other tenants and liked reconnecting to them. A good day is when he can sit outside with his friends having a smoke and a beer.
 - Then Clarence got his check. He left for three days and came back much worse for the wear. He had no money and asked other tenants for money. He had been binge smoking meth for three days straight. He was jittery and snapped at other tenants. He did not pay his rent. He sold his furniture and went out again.
 - His friends are shaking their heads. One is joining him.
- *How will you handle this situation?*

Communication

- Clear guidelines about when to talk (monthly/weekly meeting or visit to landlord/ property manager).
- Releases of information.
- Copying Tribal HUD-VASH staff on notices of violations.
- Confidential versus public, protected health info.
- Policies and Procedures for home visits, resolving problems and role, emergencies, on-call.
- Address tenancy issues in team meetings and supervision.
- Cross training, in-services and trainings – provide resources to landlords.
- If other resident services available: work together.



Standing Agenda
Project Based Housing

Barriers to Housing Retention

Substance Abuse

- Not paying rent and/or bills
- Having others stay /noise
- Trading access
- Medical problems and delaying treatment
- Waiting to ask for help
- Unit damage / contamination
- Threatening or violent behavior
- Problems maintaining unit

Mental Illness

- Not paying rent/bills
- Problems with maintaining unit
- Damage related to psychosis
- Noise at night
- Abandoning unit
- Not knowing when to ask for help
- Problems with neighbors
- Isolation

Eviction Prevention

- Educating everyone on rights and responsibilities of tenancy.
- Regular communication with landlord/property owner to catch lease violations early.
- Agreement between tenant and landlord about working together.
- Resources to address lease violations (back rent, clean up).
- Knowledge of timelines and steps in the eviction process.
- Policies on involvement.
- Crisis planning to avoid eviction.



Eviction Prevention (2)



Use Harm
Reduction
Strategies

- Representative payee or automated rent payments.
- Plan for how to socialize without disturbing neighbors.
- Carpets, drapes, headphones, air purifiers, fans.
- Alternative strategies for substance use.
- Home maker services to maintain unit in healthy and safe manner.
- Engagement in meaningful and purposeful activity.
- Find another unit and landlord agreement to end the lease.

Knowing Who to Call

Determine tasks to maintain tenancy

List Barriers that have come up

Who does what? Often the case manager will take on landlord roles compromising their own role

Determine when a Veteran should contact the landlord/property manager, case manager, and tribe/TDHE

Case Studies

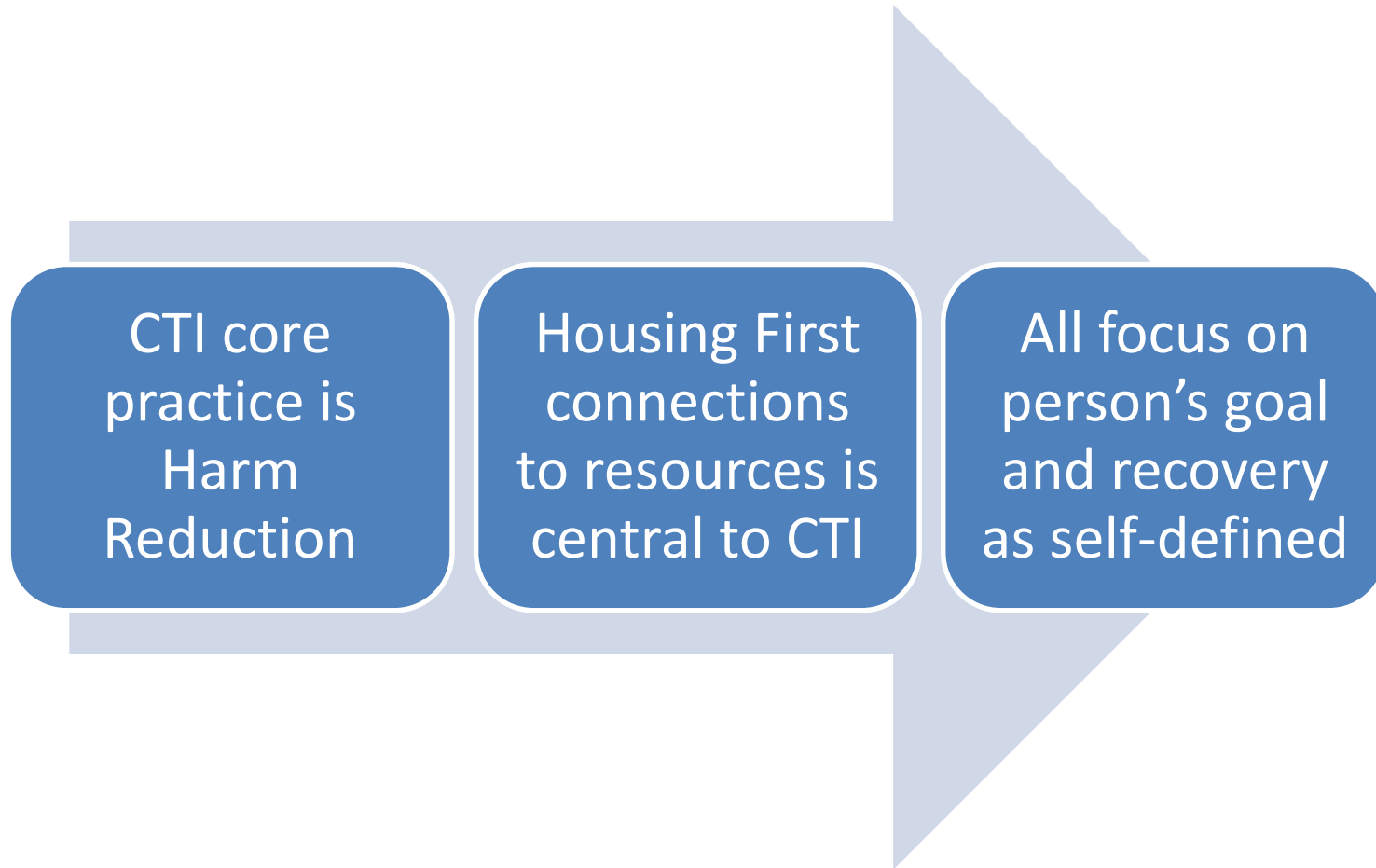
- The landlord smells meth from an apartment but gets no answer. There is a lot of traffic in and out.
- A Veteran has asked for the leak in his sink to be fixed. He complains to the worker that this has not been done.
- A tenant is convinced that someone is breaking into his apartment and moving things. He puts another lock on the door.
- A tenant has been cut off from benefits. He is not able to pay rent.
- A Veteran manufactured meth in an apartment and has been evicted. He reapplied and the Property Manager is considering accepting her. The worker agrees. Now she is in and out all hours of the night.

Tribal Teams Work/Discussion

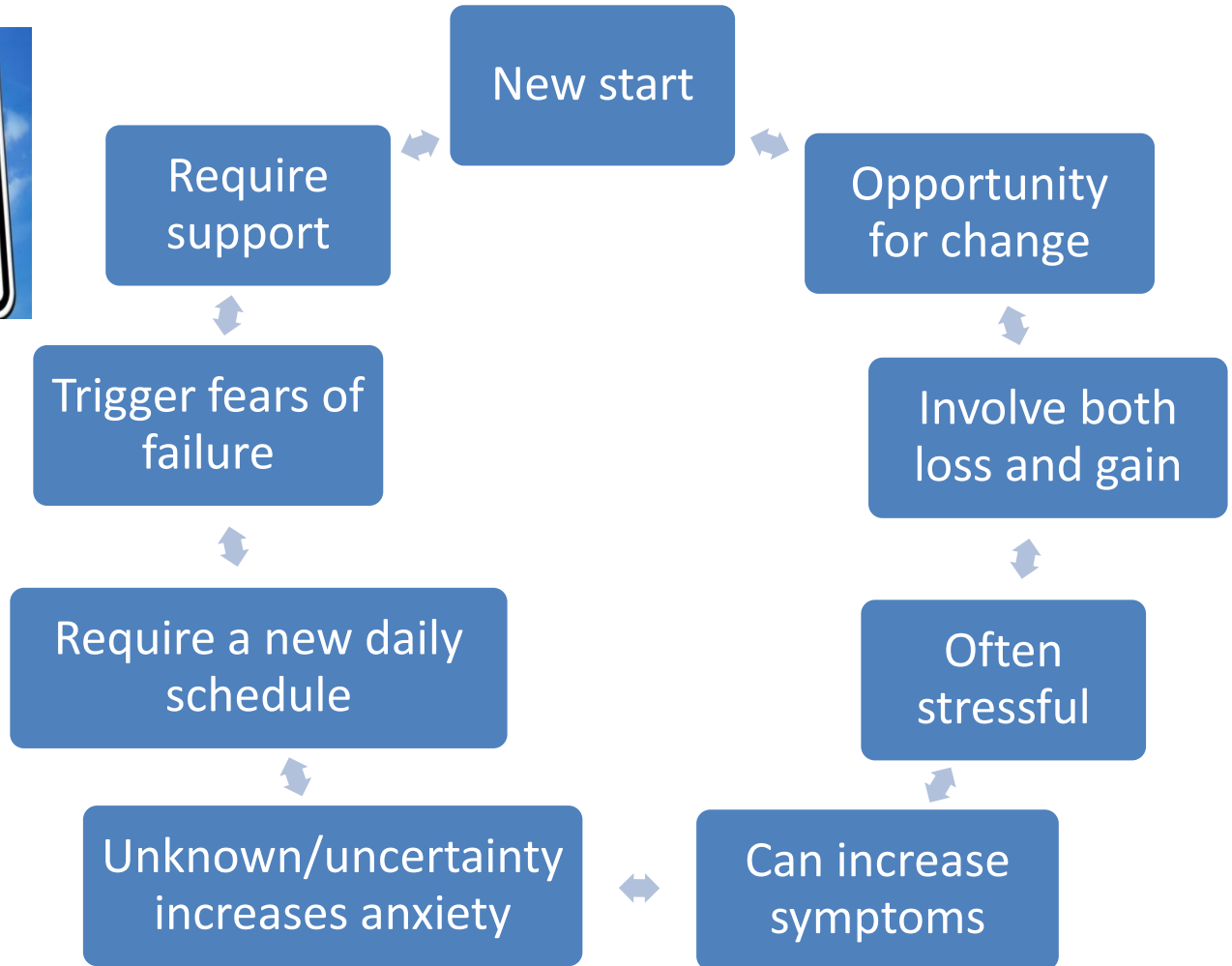
- Plan for when to call the case manager.
- Plan for when to call the Tribe/TDHE.
- Plan for contact with property owner.
- Developing one contact list with Point of Contact information across stakeholders .
 - What resources are needed?
 - What barriers might occur?
 - Who will do what?
 - Are there timeframes everyone needs to be aware of?



CTI, HF and HR



Transitions



Recovery Focused

- All practices assist Veterans to achieve a full life in their community of choice.
- Using the role of tenant and community member assist to structure expectations and options.
- Veterans define for themselves their role and purpose within their own community.
- Goals often include the roles of family member, Tribal member, spiritual practices and employment.



Goals as Motivation

- People do things and pursue goals to achieve something they want.
- Pursuing benefits will bring needed funds and success in working the application system.
- Employment provides a role in the community, needed funds and expectations for behavior, budgeting and time management.
- Participating in a Potlatch celebration provides a planning exercise, inclusion, a chance to show skills of cooking and artistry.



dreamstime.com

Community Integration

- A key part of each Veterans role, purpose and goals is inclusion.
- Being part of a community as a contributing member is a basic human need.
- Join in spiritual, recreational, ceremonial and artistic expression.
- This helps Veterans strengthen roots in the community and stay housed.



Let's Take a Break!



SESSION EIGHT (B):

**GETTING VETERANS INTO HOUSING:
CONNECTING THE DOTS BETWEEN POLICY
AND ADVOCACY**

(Group Activity)

Jack



Jack was living in his family's house with his wife and family. His parents and five brothers and sisters lived in the three bedroom house as well. It was too crowded. His children were starting school and had no place to study or sometimes sleep.

He moved into his Tribal HUD-VASH unit 3 months ago. He and his wife invited the family, tribal members and the worker by to see the new house. They were proud. The family visited often, especially his brothers (and their girlfriends).

Soon he did not want the HUD-VASH worker in his house. He had his family and he appreciated them helping him get housing. He no longer had much contact with the Tribe. There were a lot of people living in his house. When asked about it he laughed. They are his family. Jack and his wife and all four kids were all sleeping in one room. He wasn't paying rent and his utilities were through the roof.

Betty



Betty was a nurse in the army. She is a rock in the family and a keeper of the traditions. She returned to Tribal land to care for her two grandchildren. Their parents had been involved in drugs and their father was in jail. She has lived in Tribal HUD-VASH housing for two months when her son returned from jail. He was staying with his girlfriend but visited his children every day, sometimes at night. The HUD-VASH worker visited her and saw what could be used to make meth amphetamine. He asked her about it and she showed shock. Her grandchildren were good kids and her son had reformed. She accused the worker of trying to break up her family and banned him from the house.

Pete



Pete moved into the housing 6 months ago. Pete had been waiting for this chance to move back from the cities. His last aunt had died and he no longer had a place to come. He participated immediately in everything; a major change from when he would come and stay with his aunt.

He talked about joining the Tribal council and often came in to meet with them. He participates in the potlatches and drumming circles. He saw the HUD-VASH worker and Indian Housing regularly usually to complain about other Veteran Tribal members being ungrateful. He told people at the pot latch at the drumming circle as well. Meanwhile his house is a mess and he is not paying any rent. He was incensed when this was mentioned especially after 6 months. He thinks people are conspiring against him.

Larry



Larry has lived in Tribal HUD-VASH housing for 3 months. It was a difficult adjustment. He had been in an encampment and talks about missing it. He doesn't really sleep in his bed he either sleeps on the porch or if it is really cold in the living room near the front door. He connected with the health service and they got his diabetes stabilized but then he went back to the encampment. The worker and some of his friends got him to return. They have him over for dinner and talk. He left again. This time he was not at the encampment. The guys suggested they try the city. He has stayed in his unit about 4 weeks in the past 3 months. He does not have his insulin. He gave away all his furniture except for a couple of folding chairs. There is a real question whether this is working for him.

Discussion Questions

How would you approach and try to engage each person?

Is there anyone else you would involve?

What might motivate this person to be committed to their housing?

What could you do to help this Veteran remain housed?

Report Back: Describe your plan to maintain housing stability?

Resources - General

- HUD-VASH Resource Guide: http://www.va.gov/HOMELESS/docs/Center/144_HUD-VASH_Book_WEB_High_Res_final.pdf
- SAMHSA Evidence-based Practices Web Guide: <http://www.samhsa.gov/ebp-web-guide/guide-criteria>
- SAMHSA National Registry of Evidence-based Programs and Practices: <http://www.samhsa.gov/nrepp>
- Corporation for Supportive Housing: <http://www.csh.org>

Resources – Housing First

- Tsemberis, Sam J. *Housing First: The Pathways Model to End Homelessness for People with Mental Illness and Addiction*. Dartmouth PRC-Hazelden. 2010.
- Housing First Checklist Interagency Council on Homelessness: http://usich.gov/resources/uploads/asset_library/Housing_First_Checklist_FINAL.pdf
- Harm Reduction Coalition. Principles of Harm Reduction: <http://www.harmreduction.org/about-us/principles-of-harm-reduction/>
- Pauly B, Reist D, Belle-Isle L, Schactman C (2012). Housing and harm reduction: What is the role of harm reduction in addressing homelessness? *International Journal of Drug Policy*, 4(4) 284-290.
- Housing First Team Meeting Video: <http://69.5.0.130/housing-first-veteran-centered-care>

Resources – Harm Reduction

- Marlatt, G. A., Blume, A. W., & Parks, G. A. (2001) Integrating harm reduction therapy and traditional substance abuse treatment. *Journal of Psychoactive Drugs*, 33(1), 13-21.
- HUD VASH Resource Guide:
http://www.va.gov/HOMELESS/docs/Center/144_HUD-VASH_Book_WEB_High_Res_final.pdf
- National Health Care For The Homeless Council. (2010, April). *Harm reduction: Preparing people for change*, (fact sheet). Available from <http://www.nhchc.org>
- Harm Reduction Coalition website: <http://harmreduction.org/about-us/principles-of-harm-reduction/>

DAY TWO: WRAP-UP

CLOSING THOUGHTS