

APPENDIX X: Veterans Coordinated Entry Policy & Procedures for the Chittenden County Homeless Alliance (VT 501)

1. Overview:

The Vermont Veterans Committee is a statewide organization that serves both federally recognized Continua of Care. Vermont Coalition to End Homelessness (VCEH) is the organization that represents the Balance of State Continuum of Care (VT 500). The Chittenden County Homeless Alliance (CCHA) is the organization that represents the Chittenden County Continuum of Care (VT 501). This policy is specific to The Chittenden County Homeless Alliance

This appendix outlines the process Assessment Hubs and Assessment Partners with CCHA will use to assist Veterans in gaining access to Veteran specific resources. Referral Partners will follow CCHA policy and procedures to refer Veterans, like all persons, to the local Assessment Hub to participate in coordinated entry

The stated goal of the Veteran's Homeless programs is to end homelessness among Veterans. The resources available are federal, state, local and private funded programs. Connecting Veterans experiencing homelessness to resources available through Veteran's homeless programs allows local Continuum of Care providers to use non-Veteran specific funds to assist non-Veteran households in their communities.

The Vermont Veterans Committee will follow the CCHA Coordinated Entry policies and procedures in Chittenden County, unless there is a required variance outlined by the U.S. Department of Veterans Affairs or HUD, specific to Veteran resources.

2. Definitions:

Veteran: A person who served in the active Military, Naval, Air Service, regardless of length of service, and who was discharged or released there from, excluding any one who received a dishonorable discharge or was discharged or dismissed by reason of a General court-martial (PL 114-315; 38 USC § 2002(b)).

- Active duty means full time duty in the active military service of US Title 10. Hence, the National Guard and Reserve Members must have been called into Federal Service, by the President.

Veteran family: A Veteran who is a single person or a family in which the head of household, or the spouse/guardian of the head of household, is a Veteran.

Vermont Veterans Committee: The Vermont Veterans Committee is a joint committee of the Chittenden Homeless Alliance and the VCEH. It is an all-volunteer committee made up of representation from Veteran service providers and other Veteran specific organizations. The Vermont Veterans Committee provides the organizational structure to help Veterans access all of the Veteran specific homeless assistance resources available. The Vermont Veterans Committee serves to ensure homelessness among Veterans is rare, brief and non-recurring.

Veteran Committee Representative: This position will be a full-time paid position housed in SSVF@UVM initially. The primary role of this position will engage with the Veteran and facilitate access into the Coordinated Entry System.

- VT Veteran's Committee Representative: Will Vilaro
- VT Veteran's Committee Representative's email: wvilaro@uvm.edu
- VT Veteran's Committee Representative's phone number: **802-656-2834**

Coordinated Entry Housing Assessments: Initially the existing CCHA Vulnerability & Sustainability Assessments from CCHA VT-501 will be used to determine order of priority and guide housing referrals.

Federal Benchmark Generation Tool: The FBGT is a statewide Master List used by the Veterans Committee. It provides data to help determine how successful the Veterans Committee and Chittenden County Homeless Alliance are in meeting the federally mandated benchmarks of achieving an end to Veteran homelessness. It is only used by the Veteran Service providers

3. Available Veteran Resources:

Veterans, who qualify, will be eligible for assistance with housing in three main categories:

- HUD-VASH (Veterans Affairs Supportive Housing) is permanent supportive housing. This program is administered by the U.S. Department of Veterans Affairs in partnership with local Public Housing Authorities.
- GPD (Grant Per Diem) is a service-enriched transitional housing program. Veterans who are enrolled in GPD are still considered homeless and should be added to the local CoC Master list. GPD is administered by the U.S. Department of Veterans Affairs in partnership with local homeless service provider agencies.
- SSVF (Supportive Services for Veteran Families) is primarily a Rapid Re-Housing program. Funding is also available for prevention but Veterans are approved in a case by case process. SSVF is grant funded through the U.S. Department of Veterans Affairs.

4. Referral Process: CCHA, VT-501 Chittenden County

- Veterans will be referred to a Assessment Hub of the Local Coordinated Entry Partnership by referral partners to complete the assessment.
- Assessment Hubs and Assessment Partners will follow the Coordinated Entry process as outlined in the CCHA Coordinated Entry Policies and Procedures.
- If the initial point of contact for a Veteran is a CE Assessment Provider (Assessment Hub or Assessment Partner), that provider will follow the CCHA Coordinated Entry process – i.e., place the household on the local Master List, etc.
- Assessment Hub or Assessment Partner will make a referral to the Veterans Committee in HMIS (or the equivalent in cases where DV/SV are present).
- Veterans Committee Representative (VCR) will accept the referral in HMIS.

- VCR will place the Veteran on the FBGT, determine what resource will best serve the Veteran (& their family, if applicable) based on the CCHA Housing Assessment and prioritization policy.
- VCR will refer the Veteran to a Veteran service provider within 3 business days.
- VCR will manage the FBGT and work with the Veteran Service Providers and local CoC's to ensure no Veterans are missed.
- **It is the responsibility of the Veteran Service Provider to update the FBGT weekly.**
- For Veterans who present at a non-HMIS Referral Partner, that Referral Partner will follow the policies and procedures outlined in the CCHA Policies and Procedures for Referrals.
- Clients who report to be Veterans but don't meet eligibility requirements for any Veteran specific program will be referred by the VCR back to the Assessment Hub of the Local Continuum of Care.
- VCR will oversee case conferencing phone meetings with the Veterans Committee – on behalf of the Chairperson of the Veterans Committee.
- VA Homeless program staff will actively participate (either by phone or in person) in the case conferencing process that takes place amongst the community partners within local CoC's (commonly referred to as Community Housing Review Committee/CHRC).

5. Domestic Violence, Sexual Violence, Dating Violence and Stalking:

The VCR will work closely with the Victim Service Provider in the local CoC based on client choice, to ensure personal information is de-identified and all policies and procedures related to safety and access are followed. Each Veteran Service Provider will also follow their specific policies and procedures in regards to Veterans fleeing domestic/sexual violence.

6. Inactive List:

Each Veteran Service Provider, during their weekly updates of the FBGT, will check current clients start dates to ensure a Veteran who has reached 90 days with no contact will be manually entered in the FBGT as inactive (Unknown/Missing). The VCR will work closely with the Local Assessment Hubs to ensure no Veteran is inadvertently placed on the Local Master list as inactive. The VCR will also provide feedback to the CoC to add Veteran's names to the Local Master List when needed.

7. Non-Participation:

A Veteran who wishes to not participate in coordinated entry, Veteran-specific services, or with a specific provider/agency will still be eligible for services based on his/her eligibility. The VCR will work closely with the Local Assessment Hubs and the network of Veterans Service Providers to de-identify the Veteran and provide the Veteran access to the resources that will best suit them.