

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

1. Overview:

The Vermont Veterans Committee on Homelessness (VVCH) 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. In addition to Veteran-specific resources, Veterans can access non-Veteran specific resources for people experiencing homelessness through the Coordinated Entry process.

The VVCH 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. See [Appendix A of the VVCH Governance Charter](#) for further direction and guidance for the VVCH VCR as it pertains to CE Veteran referrals and decision-making.

2. Definitions:

Veteran: A person who served at least 1 day in the active US military, US naval, US air, or US space service AND was discharged or released therefrom, excluding receiving a dishonorable discharge or a discharge or dismissal by reason of a general court-martial (38 USC § 2002 (b)).

- A person with an Other than Honorable or Bad Conduct discharge from a special court-martial is a Veteran as defined in 38 USC § 2002 (b).
- Active service means full time duty in the active military 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 on Homelessness (VVCH): The VVCH 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 VVCH provides the organizational structure to help Veterans access all of the Veteran specific homeless

assistance resources available. The VVCH serves to ensure homelessness among Veterans is rare, brief and non-recurring.

Veteran Committee Representative (VCR): 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.

Coordinated Entry Housing Assessments: 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 (FBGT): The FBGT is a statewide Master List used by the VVCH. It provides data to help determine how successful the VVCH 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 housing assistance in 5 Veteran-specific programs:

- 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.
- Grant Per Diem (GPD) is a service-enriched transitional housing program. Veterans who are enrolled in GPD are still considered homeless and should be added to the Local Master list. GPD is administered by the U.S Department of Veterans Affairs in partnership with local homeless service provider agencies.
- Supportive Services for Veteran Families (SSVF) is primarily a Rapid Re-Housing program. Funding is also available for Homelessness Prevention on a case by case basis only. SSVF is grant funded through the U.S. Department of Veterans Affairs.
- Healthcare for Homeless Veterans (HCHV) services provide social work case management for eligible Veterans through the VA Medical Center. HCHV is able to serve Veterans who may not be eligible or are waiting enrollment in another program.
- Other Veteran Housing Partners, such as Dodge House.

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

- Veterans will be referred to an 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 VVCH 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.
- It is the responsibility of the Veteran Service Provider to update the FBGT bi-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.
- Veterans may remain on the local Master List until they exit to permanent housing or to the inactive list per the CCHA Policies and Procedures.
- 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.
- The VCR will coordinate with CES Lead(s) to address erroneous data duplications, review Veteran status of households on the Master List, and generally support coordination and data integrity.
- VA Homeless program staff will actively participate (either virtually or in person) in the case conferencing process that takes place amongst the community partners within the local CoC (referred to as Community Housing Review Community) as a means of utilizing the full spectrum of services and resources available to persons experiencing homelessness within the community.

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 bi-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 Veterans 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.