

## CHALENG 2008 Survey Results Summary

### VISN 5

**Site: VA Maryland HCS (VAMC Baltimore - 512, VAMC Fort Howard - 512A4 and VAMC Perry Point - 512A5)**

**Note:** CHALENG data is collected from two surveys. The CHALENG Point of Contact (POC) Survey is a self-administered questionnaire completed by the local VA homeless Veteran coordinator. The CHALENG Participant Survey is completed by federal, state, county, city, non-profit and for-profit agency representatives, as well as local VA staff and homeless Veterans themselves. Data was collected in the summer/fall of 2008.

#### **A. Homeless Veteran Estimates (CHALENG Point of Contact Survey):**

- 1. Estimated Number of Homeless Veterans:** 1,000
- 2. Service Area type:** Predominantly urban
- 3. Number of Homeless Veteran Families (Veterans with minor dependents) Served in FY 2008 by local VA homeless program:** 0

#### **B. Housing Availability and Need (CHALENG Point of Contact Survey)**

| <b>Housing type</b>       | <b># of Veteran-specific Beds in area*</b> | <b># of additional beds site could use</b> |
|---------------------------|--|--|
| Emergency Beds            | 300  | 300  |
| Transitional Housing Beds | 50   | 300  |
| Permanent Housing Beds    | 0  | 200  |

\*These are the number of beds that Veterans can access that are Veteran-specific.

| <b>Homeless Veteran Program Beds actually on VA campus?*</b> |     |
|--|-----|
| Emergency Beds   | No  |
| Transitional Housing Beds                                    | Yes |
| Permanent Housing Beds                                       | No  |

\*Beds in programs operated by private, community partners through VA Grant and Per Diem, VA Healthcare for Homeless Veterans, and other funding sources.

**C. Rating of Need by CHALENG participants (homeless Veterans and VA/ community providers). Number of total participants: 154**

| <b>Need Ranking (1=Need Unmet ....<br/>5= Need Met)</b> | <b>Site homeless<br/>Veteran mean score</b> | <b>Site provider<br/>mean score</b> | <b>VHA Mean Score<br/>(nationwide)*(all<br/>participants)</b> |
|---|---|-------------------------------------|---|
| Personal hygiene  | 4.48  | 4.33                                | 3.70  |
| Food  | 4.60  | 4.33                                | 3.85  |
| Clothing  | 4.36  | 3.50                                | 3.61  |
| Emergency (immediate) shelter                           | 4.53  | 4.00                                | 3.50  |
| Halfway house or transitional living facility           | 4.41  | 4.00                                | 3.35  |
| Long-term, permanent housing                            | 3.57  | 2.00                                | 2.64  |
| Detoxification from substances                          | 4.11  | 3.00                                | 3.59  |
| Treatment for substance abuse                           | 4.54  | 4.33                                | 3.78  |
| Services for emotional or psychiatric problems          | 4.30  | 4.00                                | 3.63  |
| Treatment for dual diagnosis                            | 4.17  | 4.00                                | 3.42  |
| Family counseling                                       | 3.48  | 2.00                                | 2.99  |
| Medical services  | 4.54  | 4.00                                | 3.96  |
| Women's health care                                     | 2.81  | 3.00                                | 3.09  |
| Help with medication                                    | 4.54  | 4.33                                | 3.79  |
| Drop-in center or day program                           | 4.14  | 3.00                                | 3.08  |
| AIDS/HIV testing/counseling                             | 4.43  | 4.00                                | 3.62  |
| TB testing  | 4.44  | 4.00                                | 3.96  |
| TB treatment  | 4.01  | 4.00                                | 3.59  |
| Hepatitis C testing                                     | 4.24  | 4.00                                | 3.73  |
| Dental care   | 3.62  | 3.00                                | 2.90  |
| Eye care  | 4.19  | 4.00                                | 3.25  |
| Glasses   | 4.10  | 4.00                                | 3.19  |
| VA disability/pension                                   | 3.09  | 2.00                                | 3.12  |
| Welfare payments  | 2.81  | 2.00                                | 2.78  |
| SSI/SSD process   | 3.20  | 2.00                                | 2.90  |
| Guardianship (financial)                                | 2.49  | 3.00                                | 2.75  |
| Help managing money                                     | 3.68  | 4.00                                | 3.00  |
| Job training  | 3.59  | 4.00                                | 2.98  |
| Help with finding a job or getting employment           | 3.58  | 4.00                                | 3.12  |
| Help getting needed documents or identification         | 4.26  | 4.00                                | 3.52  |
| Help with transportation                                | 4.42  | 4.00                                | 3.28  |
| Education   | 4.06  | 4.00                                | 3.13  |
| Child care  | 2.32  | 1.00                                | 2.49  |
| Family reconciliation assistance                        | 2.94  | 2.00                                | 2.63  |
| Discharge upgrade                                       | 2.96  | 3.00                                | 2.91  |
| Spiritual   | 4.24  | 4.00                                | 3.51  |
| Re-entry services for incarcerated Veterans             | 3.14  | 4.00                                | 2.80  |
| Elder Healthcare  | 3.07  | 3.00                                | 3.01  |
| Credit counseling                                       | 3.49  | 2.00                                | 2.77  |
| Legal assistance for child support issues               | 3.09  | 2.00                                | 2.60  |
| Legal assistance for outstanding warrants/fines         | 3.26  | 4.00                                | 2.69  |
| Help developing social network                          | 4.18  | 4.33                                | 3.10  |

**\*\*VHA: Veterans Healthcare Administration (139 reporting POC sites, n=11,711, mean score of individuals).**

**D. Nature of Collaborative Activities Between VA and Community in Serving Homeless Veterans\***

**1. Existing Agreements with Community Service Types:**

| <b>Service Types</b>  | <b>Local VA has existing collaborative agreement with this agency type?</b> |
|---|---|
| Correctional Facilities (Jails, prisons, courts)                      | Yes   |
| Psychiatric/substance abuse inpatient (hospitals, wards)              | Yes   |
| Nursing homes   | Yes   |
| Faith-based organizations   | Yes   |
| Agencies that provide child care                                      | No  |
| Agencies that provide legal assistance for child support issues       | No  |
| Agencies that provide legal assistance for outstanding warrants/fines | No  |

**2. Community Ratings of VA/Community Integration\***

| <b>Integration Scale:</b><br>1 (low) to 5 (high)   | <b>Site Mean Score</b> | <b>VHA (nationwide) Mean Score**</b> |
|--|------------------------|--------------------------------------|
| <b>VA Accessibility:</b> In general, how accessible do you feel VA services are to homeless Veterans in the community?             | 4.33                   | 3.56                                 |
| <b>VA Service Coordination:</b> Rate the ability of the VA to coordinate clinical services for homeless Veterans with your agency. | 4.33                   | 3.62                                 |

\*Scores of non-VA community agency representatives who completed Participant Survey.

\*\*VHA: Veterans Healthcare Administration (139 reporting POC sites, n=3,615).

### 3. Community Rating of Level of Collaborative Activity between VA and Community Agencies

| <b>Implementation Scale</b><br><b>1 = None</b> , no steps taken to initiate implementation of the strategy.<br><b>2 = Low</b> , in planning and/or initial minor steps taken.<br><b>3 = Moderate</b> , significant steps taken but full implementation not achieved.<br><b>4 = High</b> , strategy fully implemented.  | <b>Site Mean Score</b> | <b>VHA (nationwide) Mean Score**</b> |
|--|------------------------|--------------------------------------|
| <b>Interagency Coordinating Body</b> - Representatives from the VA and your agency meet formally to exchange information, do needs assessment, plan formal agreements, and promote access to services.   | 4.00                   | 2.57                                 |
| <b>Co-location of Services</b> - Services from the VA and your agency provided in one location.  | 1.00                   | 1.84                                 |
| <b>Cross-Training</b> - Staff training about the objectives, procedures and services of the VA and your agency.  | 2.00                   | 1.93                                 |
| <b>Interagency Agreements/ Memoranda of Understanding</b> - Formal and informal agreements between the VA and your agency covering such areas as collaboration, referrals, sharing client information, or coordinating services.   | 4.00                   | 2.28                                 |
| <b>Interagency Client Tracking Systems/ Management Information Systems</b> - Shared computer tracking systems that link the VA and your agency to promote information sharing, referrals, and client access.   | 1.00                   | 1.60                                 |
| <b>Pooled/Joint Funding</b> - Combining or layering funds from the VA and your agency to create new resources or services.   | 1.00                   | 1.67                                 |
| <b>Uniform Applications, Eligibility Criteria, and Intake Assessments</b> – Standardized form that the client fills out only once to apply for services at the VA and your agency.   | 2.00                   | 1.80                                 |
| <b>Interagency Service Delivery Team/ Provider Coalition</b> - Service team comprised of staff from the VA and your agency to assist clients with multiple needs.  | 4.00                   | 2.19                                 |
| <b>Consolidation of Programs/ Agencies</b> - Combining programs from the VA and your agency under one administrative structure to integrate service delivery.  | 4.00                   | 1.99                                 |
| <b>Flexible Funding</b> – Flexible funding used to fill gaps or acquire additional resources to further systems integration; e.g. existence of a VA and/or community agency fund used for contingencies, emergencies, or to purchase services not usually available for clients.   | 1.33                   | 1.63                                 |
| <b>Use of Special Waivers</b> - Waiving requirements for funding, eligibility or service delivery to reduce barriers to service, eliminate duplication of services, or promote access to comprehensive services; e.g. VA providing services to clients typically ineligible for certain services (e.g. dental) or community agencies waiving entry requirements to allow clients access to services. | 2.00                   | 1.68                                 |
| <b>System Integration Coordinator Position</b> - A specific staff position focused on systems integration activities such as identifying agencies, staffing interagency meetings, and assisting with joint proposal development.   | 1.00                   | 1.86                                 |

\*Scored of non-VA community agency representatives who completed Participant Survey.

\*\*VHA: Veterans Healthcare Administration (138 reporting POC sites, n=3,055. Mean score of sites).

**E. Action Plans: FY 2008 and FY 2009**

**1. CHALENG Point of Contact Action Plan for FY 2008: Results\***

|                                      |   |
|--------------------------------------|---|
| <b>Long-term, permanent housing</b>  | We have received 175 HUD-VA Supported Housing vouchers and will be enrolling Veterans soon.   |
| <b>Emergency (immediate) shelter</b> | Plans for immediate shelter are currently being discussed.  |
| <b>Job training</b>                  | Way Station Community Employment Program and Our Daily Bread Employment Center (Catholic Charities) have VA grants to help Veterans return to work. |

**\*The Action Plan consisted of proposed strategies the local VA program and its community partners *would use* to address priority needs in FY 2008. This is the final report about progress towards achieving FY 2008 goals.**

**2. Community Agencies Acknowledged for Their Assistance in Addressing FY 2008 Action Plan.**

|                  |   |
|------------------|---|
| <b>Agency #1</b> | Maryland Center for Veterans Education and Training houses Veterans.                        |
| <b>Agency #2</b> | The Baltimore Station houses Veterans and is expanding their bed capacity.                  |
| <b>Agency #3</b> | Maryland Society of Sight assists homeless Veterans in obtaining free prescription glasses. |

### 3. CHALENG Point of Contact Action Plan for FY 2009: Proposed\*

|  |  |
|--|--|
| <b>Long-term, permanent housing</b>                  | Implement our HUD-VASH program which provides case management and permanent housing. |
| <b>Job training</b>                                  | Refer, as appropriate, to vocational rehabilitation.                                 |
| <b>Transitional living facility or halfway house</b> | Network with community providers to expand VA Grant Per Diem services.               |

\*The Action Plan outlines proposed strategies the local VA program and its community partners *will use* to address its priority needs in FY 2009. Results of these 2009 targets will be reported in next year's CHALENG report.

## CHALENG 2008 Survey Results Summary

### VISN 5

#### Site: VAMC Martinsburg, WV - 613

**Note:** CHALENG data is collected from two surveys. The CHALENG Point of Contact (POC) Survey is a self-administered questionnaire completed by the local VA homeless Veteran coordinator. The CHALENG Participant Survey is completed by federal, state, county, city, non-profit and for-profit agency representatives, as well as local VA staff and homeless Veterans themselves. Data was collected in the summer/fall of 2008.

#### A. Homeless Veteran Estimates (CHALENG Point of Contact Survey):

1. **Estimated Number of Homeless Veterans:** 133
2. **Service Area type:** Predominantly urban
3. **Number of Homeless Veteran Families (Veterans with minor dependents) Served in FY 2008 by local VA homeless program:** 7

#### B. Housing Availability and Need (CHALENG Point of Contact Survey)

| Housing type              | # of Veteran-specific Beds in area* | # of additional beds site could use |
|---------------------------|-------------------------------------|-------------------------------------|
| Emergency Beds            | 0                                   | 5                                   |
| Transitional Housing Beds | 65                                  | 20                                  |
| Permanent Housing Beds    | 35                                  | 44                                  |

\*These are the number of beds that Veterans can access that are Veteran-specific.

| Homeless Veteran Program Beds actually on VA campus?* |     |
|---|-----|
| Emergency Beds  | No  |
| Transitional Housing Beds                             | Yes |
| Permanent Housing Beds                                | No  |

\*Beds in programs operated by private, community partners through VA Grant and Per Diem, VA Healthcare for Homeless Veterans, and other funding sources.

**C. Rating of Need by CHALENG participants (homeless Veterans and VA/ community providers). Number of total participants: 77**

| <b>Need Ranking (1=Need Unmet ....<br/>5= Need Met)</b> | <b>Site homeless<br/>Veteran mean score</b> | <b>Site provider<br/>mean score</b> | <b>VHA Mean Score<br/>(nationwide)*(all<br/>participants)</b> |
|---|---|-------------------------------------|---|
| Personal hygiene  | 3.31  | 3.18                                | 3.70  |
| Food  | 3.53  | 3.36                                | 3.85  |
| Clothing  | 3.31  | 3.33                                | 3.61  |
| Emergency (immediate) shelter                           | 3.07  | 3.19                                | 3.50  |
| Halfway house or transitional living facility           | 2.78  | 3.26                                | 3.35  |
| Long-term, permanent housing                            | 2.60  | 3.04                                | 2.64  |
| Detoxification from substances                          | 3.51  | 3.43                                | 3.59  |
| Treatment for substance abuse                           | 3.74  | 3.64                                | 3.78  |
| Services for emotional or psychiatric problems          | 3.64  | 3.79                                | 3.63  |
| Treatment for dual diagnosis                            | 3.48  | 3.57                                | 3.42  |
| Family counseling                                       | 2.77  | 2.93                                | 2.99  |
| Medical services  | 4.09  | 3.89                                | 3.96  |
| Women's health care                                     | 2.48  | 3.35                                | 3.09  |
| Help with medication                                    | 3.80  | 3.56                                | 3.79  |
| Drop-in center or day program                           | 3.19  | 2.78                                | 3.08  |
| AIDS/HIV testing/counseling                             | 3.82  | 3.54                                | 3.62  |
| TB testing  | 3.79  | 3.74                                | 3.96  |
| TB treatment  | 3.77  | 3.70                                | 3.59  |
| Hepatitis C testing                                     | 3.53  | 3.63                                | 3.73  |
| Dental care   | 2.36  | 2.61                                | 2.90  |
| Eye care  | 2.83  | 2.93                                | 3.25  |
| Glasses   | 2.69  | 2.82                                | 3.19  |
| VA disability/pension                                   | 2.48  | 3.46                                | 3.12  |
| Welfare payments  | 2.36  | 2.96                                | 2.78  |
| SSI/SSD process   | 2.73  | 3.22                                | 2.90  |
| Guardianship (financial)                                | 2.20  | 2.85                                | 2.75  |
| Help managing money                                     | 2.76  | 2.82                                | 3.00  |
| Job training  | 2.63  | 3.11                                | 2.98  |
| Help with finding a job or getting employment           | 2.73  | 3.04                                | 3.12  |
| Help getting needed documents or identification         | 3.43  | 3.18                                | 3.52  |
| Help with transportation                                | 3.35  | 3.04                                | 3.28  |
| Education   | 3.10  | 2.93                                | 3.13  |
| Child care  | 2.46  | 2.30                                | 2.49  |
| Family reconciliation assistance                        | 2.63  | 2.41                                | 2.63  |
| Discharge upgrade                                       | 2.86  | 2.92                                | 2.91  |
| Spiritual   | 3.63  | 3.00                                | 3.51  |
| Re-entry services for incarcerated Veterans             | 2.73  | 3.07                                | 2.80  |
| Elder Healthcare  | 2.77  | 3.04                                | 3.01  |
| Credit counseling                                       | 2.68  | 2.82                                | 2.77  |
| Legal assistance for child support issues               | 2.17  | 2.73                                | 2.60  |
| Legal assistance for outstanding warrants/fines         | 2.24  | 2.79                                | 2.69  |
| Help developing social network                          | 3.26  | 2.89                                | 3.10  |

**\*\*VHA: Veterans Healthcare Administration (139 reporting POC sites, n=11,711, mean score of individuals).**

### D. Nature of Collaborative Activities Between VA and Community in Serving Homeless Veterans\*

#### 1. Existing Agreements with Community Service Types:

| Service Types   | Local VA has existing collaborative agreement with this agency type? |
|---|--|
| Correctional Facilities (Jails, prisons, courts)                      | Yes  |
| Psychiatric/substance abuse inpatient (hospitals, wards)              | Yes  |
| Nursing homes   | Yes  |
| Faith-based organizations   | Yes  |
| Agencies that provide child care                                      | No   |
| Agencies that provide legal assistance for child support issues       | Yes  |
| Agencies that provide legal assistance for outstanding warrants/fines | No   |

#### 2. Community Ratings of VA/Community Integration\*

| Integration Scale:<br>1 (low) to 5 (high)  | Site Mean Score | VHA (nationwide) Mean Score** |
|--|-----------------|-------------------------------|
| <b>VA Accessibility:</b> In general, how accessible do you feel VA services are to homeless Veterans in the community?             | 3.64            | 3.56                          |
| <b>VA Service Coordination:</b> Rate the ability of the VA to coordinate clinical services for homeless Veterans with your agency. | 3.65            | 3.62                          |

\*Scores of non-VA community agency representatives who completed Participant Survey.

\*\*VHA: Veterans Healthcare Administration (139 reporting POC sites, n=3,615).

### 3. Community Rating of Level of Collaborative Activity between VA and Community Agencies

| <b>Implementation Scale</b><br><b>1 = None</b> , no steps taken to initiate implementation of the strategy.<br><b>2 = Low</b> , in planning and/or initial minor steps taken.<br><b>3 = Moderate</b> , significant steps taken but full implementation not achieved.<br><b>4 = High</b> , strategy fully implemented.  | <b>Site Mean Score</b> | <b>VHA (nationwide) Mean Score**</b> |
|--|------------------------|--------------------------------------|
| <b>Interagency Coordinating Body</b> - Representatives from the VA and your agency meet formally to exchange information, do needs assessment, plan formal agreements, and promote access to services.   | 2.22                   | 2.57                                 |
| <b>Co-location of Services</b> - Services from the VA and your agency provided in one location.  | 1.87                   | 1.84                                 |
| <b>Cross-Training</b> - Staff training about the objectives, procedures and services of the VA and your agency.  | 2.09                   | 1.93                                 |
| <b>Interagency Agreements/ Memoranda of Understanding</b> - Formal and informal agreements between the VA and your agency covering such areas as collaboration, referrals, sharing client information, or coordinating services.   | 2.09                   | 2.28                                 |
| <b>Interagency Client Tracking Systems/ Management Information Systems</b> - Shared computer tracking systems that link the VA and your agency to promote information sharing, referrals, and client access.   | 1.91                   | 1.60                                 |
| <b>Pooled/Joint Funding</b> - Combining or layering funds from the VA and your agency to create new resources or services.   | 1.87                   | 1.67                                 |
| <b>Uniform Applications, Eligibility Criteria, and Intake Assessments</b> – Standardized form that the client fills out only once to apply for services at the VA and your agency.   | 1.74                   | 1.80                                 |
| <b>Interagency Service Delivery Team/ Provider Coalition</b> - Service team comprised of staff from the VA and your agency to assist clients with multiple needs.  | 1.91                   | 2.19                                 |
| <b>Consolidation of Programs/ Agencies</b> - Combining programs from the VA and your agency under one administrative structure to integrate service delivery.  | 1.95                   | 1.99                                 |
| <b>Flexible Funding</b> – Flexible funding used to fill gaps or acquire additional resources to further systems integration; e.g. existence of a VA and/or community agency fund used for contingencies, emergencies, or to purchase services not usually available for clients.   | 1.74                   | 1.63                                 |
| <b>Use of Special Waivers</b> - Waiving requirements for funding, eligibility or service delivery to reduce barriers to service, eliminate duplication of services, or promote access to comprehensive services; e.g. VA providing services to clients typically ineligible for certain services (e.g. dental) or community agencies waiving entry requirements to allow clients access to services. | 1.74                   | 1.68                                 |
| <b>System Integration Coordinator Position</b> - A specific staff position focused on systems integration activities such as identifying agencies, staffing interagency meetings, and assisting with joint proposal development.   | 1.78                   | 1.86                                 |

\*Scored of non-VA community agency representatives who completed Participant Survey.  
 \*\*VHA: Veterans Healthcare Administration (138 reporting POC sites, n=3,055. Mean score of sites).

**E. Action Plans: FY 2008 and FY 2009**

**1. CHALENG Point of Contact Action Plan for FY 2008: Results\***

|                                     |   |
|-------------------------------------|---|
| <b>Long-term, permanent housing</b> | PHLAG (Peer Housing Location Assistance Group) has recently placed 52 Veterans into permanent housing. We also hosted two grant writing workshops to encourage local providers to apply for permanent housing funding.  |
| <b>Dental Care</b>                  | Veterans are now receiving care under the Homeless Veterans Dental Program (HVDP). Our VA clinic now has one dentist providing services specifically for homeless Veterans two days a week. This dentist is fully booked, however, and an additional day a week is being requested. |
| <b>Legal assistance</b>             | In FY 2008, we were only to provide one day of legal education/assistance by a community attorney. We are continuing to work with community partners to identify attorneys who will work pro bono with our homeless Veterans.   |

**\*The Action Plan consisted of proposed strategies the local VA program and its community partners *would* use to address priority needs in FY 2008. This is the final report about progress towards achieving FY 2008 goals.**

**2. Community Agencies Acknowledged for Their Assistance in Addressing FY 2008 Action Plan.**

|                  |   |
|------------------|---|
| <b>Agency #1</b> | Telamon continues to assist in developing and maintaining housing opportunities in the Martinsburg area. The agency has also been trying to obtain legal assistance for Veterans. |
| <b>Agency #2</b> | Governor's Institute has conducted multiple workshops on grant development for homeless housing funding.  |
| <b>Agency #3</b> | (no agency identified)  |

### 3. CHALENG Point of Contact Action Plan for FY 2009: Proposed\*

|  |  |
|--|--|
| <b>Long-term, permanent housing</b>                    | Our goal is to place an additional 44 Veterans into permanent housing through the Permanent Housing Location Assistance Group (PHLAG). We will also use all 35 vouchers provided through the HUD-VASH program to place 35 Veterans into permanent housing. |
| <b>Transitional living facility or halfway house</b>   | We will provide assistance to any individual/agency wanting to create transitional housing. We will provide grant writing workshops (conducted by Governors Institute) to promote fund development.  |
| <b>Legal assistance for outstanding warrants/fines</b> | We will work with local homeless agencies to enlists attorneys who will provide pro bono services for and legal education.   |

**\*The Action Plan outlines proposed strategies the local VA program and its community partners *will use* to address its priority needs in FY 2009. Results of these 2009 targets will be reported in next year's CHALENG report.**

## CHALENG 2008 Survey Results Summary

### VISN 5

**Site: VAMC Washington, DC - 688**

**Note:** CHALENG data is collected from two surveys. The CHALENG Point of Contact (POC) Survey is a self-administered questionnaire completed by the local VA homeless Veteran coordinator. The CHALENG Participant Survey is completed by federal, state, county, city, non-profit and for-profit agency representatives, as well as local VA staff and homeless Veterans themselves. Data was collected in the summer/fall of 2008.

#### **A. Homeless Veteran Estimates (CHALENG Point of Contact Survey):**

- 1. Estimated Number of Homeless Veterans:** 1,447
- 2. Service Area type:** Predominantly urban
- 3. Number of Homeless Veteran Families (Veterans with minor dependents) Served in FY 2008 by local VA homeless program:** 25

#### **B. Housing Availability and Need (CHALENG Point of Contact Survey)**

| <b>Housing type</b>       | <b># of Veteran-specific Beds in area*</b> | <b># of additional beds site could use</b> |
|---------------------------|--|--|
| Emergency Beds            | 0  | 0  |
| Transitional Housing Beds | 110  | 60   |
| Permanent Housing Beds    | 261  | 140  |

\*These are the number of beds that Veterans can access that are Veteran-specific.

| <b>Homeless Veteran Program Beds actually on VA campus?*</b> |    |
|--|----|
| Emergency Beds   | No |
| Transitional Housing Beds                                    | No |
| Permanent Housing Beds                                       | No |

\*Beds in programs operated by private, community partners through VA Grant and Per Diem, VA Healthcare for Homeless Veterans, and other funding sources.

**C. Rating of Need by CHALENG participants (homeless Veterans and VA/ community providers). Number of total participants: 82**

| <b>Need Ranking (1=Need Unmet ....<br/>5= Need Met)</b> | <b>Site homeless<br/>Veteran mean score</b> | <b>Site provider<br/>mean score</b> | <b>VHA Mean Score<br/>(nationwide)*(all<br/>participants)</b> |
|---|---|-------------------------------------|---|
| Personal hygiene  | 4.11  | 3.33                                | 3.70  |
| Food  | 4.08  | 3.67                                | 3.85  |
| Clothing  | 3.63  | 3.38                                | 3.61  |
| Emergency (immediate) shelter                           | 3.81  | 3.12                                | 3.50  |
| Halfway house or transitional living facility           | 3.48  | 3.19                                | 3.35  |
| Long-term, permanent housing                            | 2.77  | 2.69                                | 2.64  |
| Detoxification from substances                          | 3.91  | 3.42                                | 3.59  |
| Treatment for substance abuse                           | 4.23  | 3.31                                | 3.78  |
| Services for emotional or psychiatric problems          | 3.75  | 3.24                                | 3.63  |
| Treatment for dual diagnosis                            | 3.57  | 3.04                                | 3.42  |
| Family counseling                                       | 3.06  | 2.75                                | 2.99  |
| Medical services  | 4.15  | 3.92                                | 3.96  |
| Women's health care                                     | 2.32  | 3.17                                | 3.09  |
| Help with medication                                    | 4.12  | 3.33                                | 3.79  |
| Drop-in center or day program                           | 3.08  | 2.91                                | 3.08  |
| AIDS/HIV testing/counseling                             | 3.57  | 3.42                                | 3.62  |
| TB testing  | 4.16  | 3.76                                | 3.96  |
| TB treatment  | 3.69  | 3.58                                | 3.59  |
| Hepatitis C testing                                     | 3.72  | 3.71                                | 3.73  |
| Dental care   | 3.22  | 2.84                                | 2.90  |
| Eye care  | 3.71  | 3.16                                | 3.25  |
| Glasses   | 3.57  | 3.17                                | 3.19  |
| VA disability/pension                                   | 2.78  | 3.54                                | 3.12  |
| Welfare payments  | 2.27  | 3.12                                | 2.78  |
| SSI/SSD process   | 2.80  | 3.00                                | 2.90  |
| Guardianship (financial)                                | 2.64  | 2.42                                | 2.75  |
| Help managing money                                     | 3.70  | 2.56                                | 3.00  |
| Job training  | 3.10  | 3.00                                | 2.98  |
| Help with finding a job or getting employment           | 3.31  | 3.15                                | 3.12  |
| Help getting needed documents or identification         | 3.87  | 3.16                                | 3.52  |
| Help with transportation                                | 3.81  | 3.08                                | 3.28  |
| Education   | 3.29  | 2.84                                | 3.13  |
| Child care  | 2.31  | 2.13                                | 2.49  |
| Family reconciliation assistance                        | 2.88  | 2.29                                | 2.63  |
| Discharge upgrade                                       | 3.19  | 3.04                                | 2.91  |
| Spiritual   | 3.89  | 3.40                                | 3.51  |
| Re-entry services for incarcerated Veterans             | 3.13  | 2.77                                | 2.80  |
| Elder Healthcare  | 3.26  | 3.13                                | 3.01  |
| Credit counseling                                       | 3.41  | 2.40                                | 2.77  |
| Legal assistance for child support issues               | 2.88  | 2.17                                | 2.60  |
| Legal assistance for outstanding warrants/fines         | 3.02  | 2.21                                | 2.69  |
| Help developing social network                          | 3.39  | 2.75                                | 3.10  |

**\*\*VHA: Veterans Healthcare Administration (139 reporting POC sites, n=11,711, mean score of individuals).**

**D. Nature of Collaborative Activities Between VA and Community in Serving Homeless Veterans\***

**1. Existing Agreements with Community Service Types:**

| <b>Service Types</b>  | <b>Local VA has existing collaborative agreement with this agency type?</b> |
|---|---|
| Correctional Facilities (Jails, prisons, courts)                      | Yes   |
| Psychiatric/substance abuse inpatient (hospitals, wards)              | No  |
| Nursing homes   | Yes   |
| Faith-based organizations   | Yes   |
| Agencies that provide child care                                      | No  |
| Agencies that provide legal assistance for child support issues       | No  |
| Agencies that provide legal assistance for outstanding warrants/fines | Yes   |

**2. Community Ratings of VA/Community Integration\***

| <b>Integration Scale:</b><br>1 (low) to 5 (high)   | <b>Site Mean Score</b> | <b>VHA (nationwide) Mean Score**</b> |
|--|------------------------|--------------------------------------|
| <b>VA Accessibility:</b> In general, how accessible do you feel VA services are to homeless Veterans in the community?             | 3.89                   | 3.56                                 |
| <b>VA Service Coordination:</b> Rate the ability of the VA to coordinate clinical services for homeless Veterans with your agency. | 3.78                   | 3.62                                 |

\*Scores of non-VA community agency representatives who completed Participant Survey.

\*\*VHA: Veterans Healthcare Administration (139 reporting POC sites, n=3,615).

### 3. Community Rating of Level of Collaborative Activity between VA and Community Agencies

| <b>Implementation Scale</b><br><b>1 = None</b> , no steps taken to initiate implementation of the strategy.<br><b>2 = Low</b> , in planning and/or initial minor steps taken.<br><b>3 = Moderate</b> , significant steps taken but full implementation not achieved.<br><b>4 = High</b> , strategy fully implemented.  | <b>Site Mean Score</b> | <b>VHA (nationwide) Mean Score**</b> |
|--|------------------------|--------------------------------------|
| <b>Interagency Coordinating Body</b> - Representatives from the VA and your agency meet formally to exchange information, do needs assessment, plan formal agreements, and promote access to services.   | 2.92                   | 2.57                                 |
| <b>Co-location of Services</b> - Services from the VA and your agency provided in one location.  | 2.04                   | 1.84                                 |
| <b>Cross-Training</b> - Staff training about the objectives, procedures and services of the VA and your agency.  | 2.16                   | 1.93                                 |
| <b>Interagency Agreements/ Memoranda of Understanding</b> - Formal and informal agreements between the VA and your agency covering such areas as collaboration, referrals, sharing client information, or coordinating services.   | 2.71                   | 2.28                                 |
| <b>Interagency Client Tracking Systems/ Management Information Systems</b> - Shared computer tracking systems that link the VA and your agency to promote information sharing, referrals, and client access.   | 1.70                   | 1.60                                 |
| <b>Pooled/Joint Funding</b> - Combining or layering funds from the VA and your agency to create new resources or services.   | 1.65                   | 1.67                                 |
| <b>Uniform Applications, Eligibility Criteria, and Intake Assessments</b> – Standardized form that the client fills out only once to apply for services at the VA and your agency.   | 2.09                   | 1.80                                 |
| <b>Interagency Service Delivery Team/ Provider Coalition</b> - Service team comprised of staff from the VA and your agency to assist clients with multiple needs.  | 2.45                   | 2.19                                 |
| <b>Consolidation of Programs/ Agencies</b> - Combining programs from the VA and your agency under one administrative structure to integrate service delivery.  | 1.79                   | 1.99                                 |
| <b>Flexible Funding</b> – Flexible funding used to fill gaps or acquire additional resources to further systems integration; e.g. existence of a VA and/or community agency fund used for contingencies, emergencies, or to purchase services not usually available for clients.   | 1.92                   | 1.63                                 |
| <b>Use of Special Waivers</b> - Waiving requirements for funding, eligibility or service delivery to reduce barriers to service, eliminate duplication of services, or promote access to comprehensive services; e.g. VA providing services to clients typically ineligible for certain services (e.g. dental) or community agencies waiving entry requirements to allow clients access to services. | 1.52                   | 1.68                                 |
| <b>System Integration Coordinator Position</b> - A specific staff position focused on systems integration activities such as identifying agencies, staffing interagency meetings, and assisting with joint proposal development.   | 1.83                   | 1.86                                 |

\*Scored of non-VA community agency representatives who completed Participant Survey.  
 \*\*VHA: Veterans Healthcare Administration (138 reporting POC sites, n=3,055. Mean score of sites).

**E. Action Plans: FY 2008 and FY 2009**

**1. CHALENG Point of Contact Action Plan for FY 2008: Results\***

|  |   |
|--|---|
| <b>Long-term, permanent housing</b>                  | We secured 140 new HUD-VA Supported Housing vouchers. We are continuing to partner with community agencies to identify additional resources and housing.              |
| <b>Dental Care</b>                                   | We continue to provides services for Veterans in our VA Grant and Per Diem programs, and added two new dental providers: Unity Health and SOME (So Others Might Eat). |
| <b>Halfway house or transitional living facility</b> | All Faith Consortium is scheduled to open in early FY 2009 with 56 beds. Chesapeake House is now open with 48 beds. Our VA Domiciliary plan has been postponed.       |

**\*The Action Plan consisted of proposed strategies the local VA program and its community partners *would use* to address priority needs in FY 2008. This is the final report about progress towards achieving FY 2008 goals.**

**2. Community Agencies Acknowledged for Their Assistance in Addressing FY 2008 Action Plan.**

|                  |   |
|------------------|---|
| <b>Agency #1</b> | All Faith Consortium provides employment training and VA Grant and Per Diem transitional housing.   |
| <b>Agency #2</b> | Emery Work Program provides emergency shelter for working Veterans who lack housing.  |
| <b>Agency #3</b> | Community Partnership provides emergency, transitional, and permanent housing solutions in Washington, DC. Additionally, they provide supportive services such as case management, "Housing First" programming, and mental health services. |

### 3. CHALENG Point of Contact Action Plan for FY 2009: Proposed\*

|                                      |  |
|--------------------------------------|--|
| <b>Long-term, permanent housing</b>  | We will expand our HUD-VASH program with an additional 140 vouchers and at least three new VASH case managers for FY09. We will continue to work with US Veterans to utilize their new 68-bed facility.                              |
| <b>Emergency (immediate) shelter</b> | Identify additional agencies providing emergency shelter. Expand relationships with Emery Work Program for emergency shelter for working Veterans. Network at Coalition for Homeless meetings to identify new resources in the area. |
| <b>Job training</b>                  | Expand relationship with All Faiths Consortium for job training opportunities. Better utilize VA Compensated Work Therapy program. Expand relationship with Way Station for training and employment opportunities.                   |

\*The Action Plan outlines proposed strategies the local VA program and its community partners *will use* to address its priority needs in FY 2009. Results of these 2009 targets will be reported in next year's CHALENG report.